

TELECONFERENCED MEETING

CITY COUNCIL REGULAR MEETING – 6:00 PM

APRIL 6, 2021

[Pursuant to Governor Executive Order N-29-20]

There Will Not Be a Physical Location for Attending the Meeting

The Public May Observe the Meeting and Offer Public Comment As Follows:

STEP 1

Install the Free Zoom App or Visit the Free Zoom Website at [<https://zoom.us/>](https://zoom.us/)

STEP 2

Get Meeting ID Number and Password by emailing zoom@moval.org or calling (951) 413-3001, no later than 5:00 p.m. on Tuesday, April 6, 2021

STEP 3

Select Audio Source

Computer Speakers/Microphone

or

Telephone

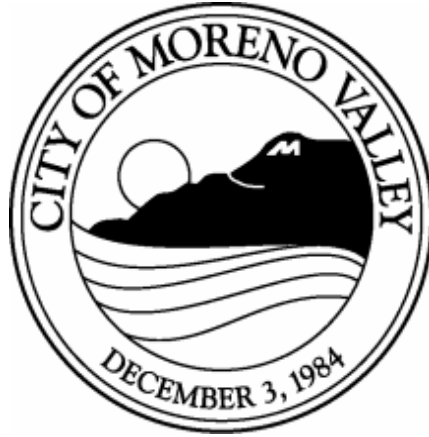
STEP 3

Public Comments May be Made Via Zoom

During the Meeting, the Mayor Will Explain the Process for Submitting Public Comments

ALTERNATIVE

If you do not wish to make public comments, you can view the meeting on Channel MVTV-3, the City's website at www.moval.org or YouTube



AGENDA
CITY COUNCIL OF THE CITY OF MORENO VALLEY
MORENO VALLEY COMMUNITY SERVICES DISTRICT
CITY AS SUCCESSOR AGENCY FOR THE
COMMUNITY REDEVELOPMENT AGENCY OF
THE CITY OF MORENO VALLEY
MORENO VALLEY HOUSING AUTHORITY
MORENO VALLEY PUBLIC FINANCING AUTHORITY
BOARD OF LIBRARY TRUSTEES

April 6, 2021

REGULAR MEETING – 6:00 PM

City Council Study Sessions

Second Tuesday of each month – 6:00 p.m.

City Council Meetings

Special Presentations – 5:30 P.M.

First & Third Tuesday of each month – 6:00 p.m.

City Council Closed Sessions

Will be scheduled as needed at 4:30 p.m.

City Hall Council Chamber – 14177 Frederick Street

Upon request, this agenda will be made available in appropriate alternative formats to persons with disabilities, in compliance with the Americans with Disabilities Act of 1990. Any person with a disability who requires a modification or accommodation in order to participate in a meeting should direct such request to the ADA Coordinator, at 951.413.3120 at least 72 hours before the meeting. The 72-hour notification will enable the City to make reasonable arrangements to ensure accessibility to this meeting.

Dr. Yxstian A. Gutierrez, Mayor

Victoria Baca, Mayor Pro Tem
Ulises Cabrera, Council Member

David Marquez, Council Member

**AGENDA
JOINT MEETING OF THE
CITY COUNCIL OF THE CITY OF MORENO VALLEY
MORENO VALLEY COMMUNITY SERVICES DISTRICT
CITY AS SUCCESSOR AGENCY FOR THE
COMMUNITY REDEVELOPMENT AGENCY OF THE
CITY OF MORENO VALLEY
MORENO VALLEY HOUSING AUTHORITY
MORENO VALLEY PUBLIC FINANCING AUTHORITY
AND THE BOARD OF LIBRARY TRUSTEES**

***THE CITY COUNCIL RECEIVES A SEPARATE STIPEND FOR CSD
MEETINGS***

**REGULAR MEETING – 6:00 PM
APRIL 6, 2021**

CALL TO ORDER

Joint Meeting of the City Council, Community Services District, City as Successor Agency for the Community Redevelopment Agency, Housing Authority and the Board of Library Trustees - actions taken at the Joint Meeting are those of the Agency indicated on each Agenda item.

ROLL CALL

INTRODUCTIONS

**PUBLIC COMMENTS ON ANY SUBJECT ON THE AGENDA AND NOT ON THE
AGENDA UNDER THE JURISDICTION OF THE CITY COUNCIL**

Any person wishing to address the Mayor and City Council on any matter, either under the Public Comments section of the Agenda or scheduled items or public hearings, must follow the procedures set forth above and wait to be identified to speak by the Mayor. Members of the public may be limited to three minutes per person or the allowed time set by the Mayor, except for the applicant. The Mayor may establish an overall time limit for comments on a particular Agenda item. Members of the public must direct their questions to the Mayor and not to other members of the City Council, the applicant, the Staff, or the audience.

JOINT CONSENT CALENDARS (SECTIONS A-E)

All items listed under the Consent Calendars, Sections A, B, C, D, and E are considered to be routine and non-controversial, and may be enacted by one motion unless a member of the City Council, Community Services District, City as Successor Agency for the Community Redevelopment Agency, Housing Authority or the Board of Library Trustees requests that an item be removed for separate action. The motion to adopt the Consent Calendars is deemed to be a separate motion by each Agency and shall be so recorded by the City Clerk. Items withdrawn for report or discussion will be heard after

public hearing items.

A. CONSENT CALENDAR-CITY COUNCIL

- A.1. ORDINANCES - READING BY TITLE ONLY - THE MOTION TO ADOPT AN ORDINANCE LISTED ON THE CONSENT CALENDAR INCLUDES WAIVER OF FULL READING OF THE ORDINANCE.

Recommendation: Waive reading of all Ordinances.

- A.2. MINUTES - CITY COUNCIL - REGULAR MEETING - MAR 16, 2021 6:00 PM

Recommendation: Approve as submitted.

- A.3. COUNCIL DISCRETIONARY EXPENDITURE REPORTS FOR FISCAL YEAR 2020/2021 FROM JULY 1, 2020 THROUGH FEBRUARY 28, 2021 (Report of: City Clerk)

Recommendation:

1. Receive and file the Fiscal Year 2020/2021 Council Discretionary Expenditure Report for July 1, 2020 through February 28, 2021.

- A.4. LIST OF PERSONNEL CHANGES (Report of: Financial & Management Services)

Recommendation:

1. Ratify the list of personnel changes as described.

- A.5. APPROVAL OF MICROSOFT 365 CLOUD LICENSING AGREEMENT (Report of: Financial & Management Services)

Recommendations: That the City Council:

1. Approve Microsoft 365 cloud licenses agreement for three-years, utilizing the County of Riverside Microsoft Enterprise Licensing Master Agreement for a savings of \$12,000.
2. Authorize the City Manager to execute agreement and any related documents required.

- A.6. BUSINESS AND EMPLOYMENT RESOURCE CENTER LEASE (Report of: Economic Development)

RECOMMENDATIONS

1. That the City Council approve the Sixth Lease Amendment between the City of Moreno Valley and the Tumon Bay Resort & Spa, LLC; and

2. Authorize staff to execute the Amendment and all other documents necessary to effectuate the Amendment.

A.7. APPROVE NAMING OF THE MORENO VALLEY TEEN SPOT FOR DR. CARLA J. THORNTON (Report of: Parks & Community Services)

Recommendation:

1. Staff recommends that the City Council, acting in their capacity as President and Board of Directors for the Moreno Valley Community Services District, adopt the name for the new Teen SPOT (Support, Programs, Opportunities & Technology) program site, located at the Moreno Valley Conference & Recreation Center, to “The Dr. Carla J. Thornton Teen SPOT.”

A.8. ADOPTION OF RESOLUTION FOR ESTABLISHMENT OF THE ADMINISTRATIVE CITATION FINE RELATED TO ILLEGAL FIREWORKS (RESO. NO. 2021-XX) (Report of: Community Development)

Recommendation:

1. Adopt Resolution 2021-XX approving the establishment of the Administrative Citation fine related to illegal fireworks.

A.9. ADOPTION OF RESOLUTION FOR ESTABLISHMENT OF THE ADMINISTRATIVE CITATION FINE RELATED TO ILLEGAL DUMPING (RESO. NO. 2021-XX) (Report of: Community Development)

Recommendation:

1. Adopt Resolution 2021-XX approving the establishment of the Administrative Citation fine related to illegal dumping.

A.10. P15-066 (TR 36933) – ACCEPT DEVELOPMENT IMPACT FEE (DIF) IMPROVEMENT CREDIT AGREEMENT #D21-001 FOR HYDE PARK RESIDENTIAL DEVELOPMENT LOCATED ON THE SOUTH SIDE OF EUCALYPTUS AVENUE AT FIR AVENUE DEVELOPER: BEAZER HOMES HOLDINGS CORP (Report of: Public Works)

1. Accept and approve the Development Impact Fee Improvement Credit Agreement #D21-001 (DIF Agreement) for P15-066 (TR 36933) improvements.
2. Authorize the City Manager to execute the DIF Agreement.

A.11. APPROVE MEASURE A LOCAL STREETS AND ROADS FIVE-YEAR CAPITAL IMPROVEMENT PLAN FOR FY 2021/22-2025/26 (Report of: Public Works)

1. Approve and authorize submittal of the City of Moreno Valley's Measure A Local Streets and Roads Five-Year Capital Improvement Plan for Fiscal Years 2021/22 – 2025/26 and Maintenance of Effort Certification for Fiscal Year 2021/22 to the Riverside County Transportation Commission.
 2. Authorize the Director of Public Works/City Engineer to submit an amended five-year plan to the Riverside County Transportation Commission if changes are made to the listed Measure A projects.
- A.12. TR 30268 – ADOPTION OF THE PROPOSED RESOLUTION FOR THE SUMMARY VACATION OF A FLOOD CONTROL AND DRAINAGE EASEMENT LOCATED AT THE TERMINUS OF SAND HILLS COURT SOUTH OF HAMMETT COURT (Report of: Public Works)
1. Adopt Resolution No. 2021-XX. A Resolution of the City Council of the City of Moreno Valley, California, Ordering the Summary Vacation of a Flood Control and Drainage Public Service Easement Located at the Terminus of Sand Hills Court South of Hammett Court.
 2. Direct the City Clerk to certify said resolution and transmit a copy of the resolution to the County Recorder's office for recording.
- A.13. APPROVAL OF THE FISCAL YEAR 2021/2022 STORM WATER PROTECTION PROGRAM BUDGET FOR COUNTY SERVICE AREA (CSA) 152 (Report of: Public Works)
1. Approve the County Service Area (CSA) 152 Budget for Fiscal Year (FY) 2021/2022 in the amount \$691,878; and
 2. Authorize to continue the levy of the County Service Area 152 Assessment at the same rate as the prior year (\$8.15) per Benefit Assessment Unit (BAU) for FY 2021/2022.
- A.14. AUTHORIZATION TO ISSUE AN EMERGENCY PURCHASE ORDER TO HEATING AIRCONDITIONING SERVICE COMPANY, INC. (HASCO) FOR HVAC REPLACEMENT AT THE PUBLIC SAFETY BUILDING SERVER ROOM (Report of: Public Works)
1. Authorize the issuance of an emergency purchase order to HASCO Heating Airconditioning Service Company, Inc., for HVAC replacement at the Public Safety Building server room in the amount of \$91,024 (\$82,749 plus a 10% contingency);
 2. Authorize the Public Works Director/City Engineer to execute any subsequent related change orders to the contract, but not exceeding \$8,275 subject to the approval of the City Attorney, for a total Purchase Order amount of \$91,024 using Facilities Maintenance Asset funds; and

3. Approve the appropriation as outlined in the fiscal Impact section of this report.

A.15. AUTHORIZATION TO INCREASE THE PURCHASE ORDERS WITH VISTA PAINT FOR TRAFFIC STRIPING SUPPLIES (Report of: Public Works)

1. Authorize a \$10,000 increase to the Fiscal Year (FY) 2020/21 the Purchase Order with Vista Paint for a total not to exceed \$60,000 each for the as-needed purchase of Traffic Striping supplies.
2. Authorize staff to issue an amended purchase order of up to \$60,000 to Vista Paint for FY 2021/22.

A.16. APPROVE AGREEMENTS FOR THE PURCHASE, IMPLEMENTATION, AND ONGOING SUPPORT OF THE MOBILE ADVANCED METERING INFRASTRUCTURE SYSTEM, PROJECT NUMBER 805 0045 (Report of: Public Works)

Recommendations:

1. Approve a Master Sales Agreement with Itron, LLC for the purchase, implementation, and ongoing support of the mobile advanced metering infrastructure system in an amount not-to-exceed \$702,517 (\$638,652 plus a 10% contingency);
2. Approve a Professional Services Agreement with Enterprise Solutions Consulting, LLC for the implementation, integration, and ongoing support of Oracle Utilities Customer Cloud Service, a customer care, billing, and meter data management system in the not-to-exceed amount of \$797,501 (\$725,001 plus a 10% contingency) for implementation costs and a fixed \$72,500 annual managed service fee for five years using Moreno Valley Utility's operating fund 6010;
3. Approve a five-year Cloud Services Agreement with Oracle America, Inc. for licenses to use Oracle Utilities Customer Cloud Service including \$301,648 for the first year, and \$281,488 for subsequent years using Moreno Valley Utility's operating fund 6010;
4. Approve the First Amendment to the Professional Services Agreement with AAC Utility Partners for project management services in a not-to-exceed amount of \$493,000 using Moreno Valley Utility's operating fund 6010;
5. Authorize the City Manager to execute the Agreements subject to approval of the City Attorney and authorize the Director of Public Works/City Engineer to execute any subsequent related change orders to the agreements within the not to exceed authorized total contract amount, subject to the approval of the City Attorney; and

6. Authorize the issuance of a Purchase Order to Itron, LLC for the amount of \$702,517 (\$638,652 plus 10% contingency) using funds from MVU's 2019 Lease Revenue Bonds, a Purchase Order to Enterprise Solutions Consulting, LLC for the amount of \$797,501 (\$725,001 plus 10% contingency), a Purchase Order to Oracle America, Inc. for the amount of \$301,648, and a Purchase Order to AAC Utility Partners for the amount of \$493,000 when the agreements have been signed by all parties; and
7. Amend the FY 2019/2020 & 2020/2021 Adopted Capital Improvement Plan and Appropriate \$1,099,149 from the Moreno Valley Utility Fund (Account No. 6011 70 80 80005 720199).

A.17. APPROVAL OF A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF MORENO VALLEY, CALIFORNIA, APPROVING A PURCHASE AND SALE AGREEMENT REGARDING AN EASEMENT AND JOINT USE AGREEMENT WITH THE EASTERN MUNICIPAL WATER DISTRICT (Report of: Public Works)

1. Approve Resolution 2021-XX, a Resolution of the City Council of the City of Moreno Valley, California, approving a Purchase and Sale Agreement regarding an Easement and Joint Use Agreement with the Eastern Municipal Water District.

B. CONSENT CALENDAR-COMMUNITY SERVICES DISTRICT

- B.1. ORDINANCES - READING BY TITLE ONLY - THE MOTION TO ADOPT AN ORDINANCE LISTED ON THE CONSENT CALENDAR INCLUDES WAIVER OF FULL READING OF THE ORDINANCE.

Recommendation: Waive reading of all Ordinances.

- B.2. MINUTES - REGULAR MEETING OF MAR 16, 2021 6:00 PM (See A.2)

Recommendation: Approve as submitted.

C. CONSENT CALENDAR - HOUSING AUTHORITY

- C.1. ORDINANCES - READING BY TITLE ONLY - THE MOTION TO ADOPT AN ORDINANCE LISTED ON THE CONSENT CALENDAR INCLUDES WAIVER OF FULL READING OF THE ORDINANCE.

Recommendation: Waive reading of all Ordinances.

- C.2. MINUTES - REGULAR MEETING OF MAR 16, 2021 6:00 PM (See A.2)

Recommendation: Approve as submitted.

D. CONSENT CALENDAR - BOARD OF LIBRARY TRUSTEES

- D.1. ORDINANCES - READING BY TITLE ONLY - THE MOTION TO ADOPT AN ORDINANCE LISTED ON THE CONSENT CALENDAR INCLUDES WAIVER OF FULL READING OF THE ORDINANCE.

Recommendation: Waive reading of all Ordinances.

- D.2. MINUTES - REGULAR MEETING OF MAR 16, 2021 6:00 PM (See A.2)

Recommendation: Approve as submitted.

E. CONSENT CALENDAR - PUBLIC FINANCING AUTHORITY

- E.1. ORDINANCES - READING BY TITLE ONLY - THE MOTION TO ADOPT AN ORDINANCE LISTED ON THE CONSENT CALENDAR INCLUDES WAIVER OF FULL READING OF THE ORDINANCE.

Recommendation: Waive reading of all Ordinances.

- E.2. MINUTES - REGULAR MEETING OF MAR 16, 2021 6:00 PM (See A.2)

Recommendation: Approve as submitted.

F. PUBLIC HEARINGS

Questions or comments from the public on a Public Hearing matter are limited to five minutes per individual and must pertain to the subject under consideration.

Those wishing to speak should follow the teleconference procedures.

- F.1. PUBLIC HEARING FOR THE FUTURE ANNEXATION OF TERRITORY TO CITY OF MORENO VALLEY COMMUNITY FACILITIES DISTRICT NO. 2014-01 (MAINTENANCE SERVICES) AND TO AMEND AND RESTATE THE RATE AND METHOD OF APPORTIONMENT FOR THE DISTRICT (Report of: Financial & Management Services)

Recommendations: That the City Council:

1. Conduct the Public Hearing to Designate the Future Annexation Territory to City of Moreno Valley Community Facilities District No. 2014-01 (Maintenance Services) and to Amend and Restate the Rate and Method of Apportionment for the District.
2. Introduce Ordinance No. _____. An Ordinance of the City Council of the City of Moreno Valley, California, Providing for Future Annexation of Territory to City of Moreno Valley Community Facilities District No. 2014-01 (Maintenance Services) and to Amend and Restate the Rate and Method of Apportionment for the District and to Designate Tax Rate Areas No. TC-01 (Traffic Circle Landscaping Without Monument/Signage Features for Single-Family Residential), TC-02 (Traffic Circle Landscaping

With Monument/Signage Features for Single-Family Residential), TC-03 (Traffic Circle Landscaping Without Monument/Signage Features for Property Other than Single-Family Residential), TC-04 (Traffic Circle Landscaping With Monument/Signage Features for Property Other than Single-Family Residential), and SD-01 (Street Maintenance and Drainage for Single-Family Residential) and to Revise the Rate Structure for SL-01 (Single-Family Residential Street Lighting).

G. GENERAL BUSINESS - NONE

H. ITEMS REMOVED FROM CONSENT CALENDARS FOR DISCUSSION OR SEPARATE ACTION

I. REPORTS

I.1. CITY COUNCIL REPORTS

(Informational Oral Presentation - not for Council action)

March Joint Powers Commission (JPC)

Riverside County Habitat Conservation Agency (RCHCA)

Riverside County Transportation Commission (RCTC)

Riverside Transit Agency (RTA)

Western Riverside Council of Governments (WRCOG)

Western Riverside County Regional Conservation Authority (RCA)

School District/City Joint Task Force

I.2. CITY MANAGER'S REPORT

(Informational Oral Presentation - not for Council action)

CLOSING COMMENTS AND/OR REPORTS OF THE CITY COUNCIL, COMMUNITY SERVICES DISTRICT, CITY AS SUCCESSOR AGENCY FOR THE COMMUNITY REDEVELOPMENT AGENCY, HOUSING AUTHORITY, PUBLIC FINANCING AUTHORITY, AND THE BOARD OF LIBRARY TRUSTEES.

ADJOURNMENT

PUBLIC INSPECTION

The contents of the agenda packet are available for public inspection on the City's website at www.moval.org and in the City Clerk's office at 14177 Frederick Street during normal business hours.

Any written information related to an open session agenda item that is known by the City to have been distributed to all or a majority of the City Council less than 72 hours prior to this meeting will be made available for public inspection on the City's website at www.moval.org and in the City Clerk's office at 14177 Frederick Street during normal business hours.

CERTIFICATION

I, Pat Jacquez-Nares, City Clerk of the City of Moreno Valley, California, certify that 72 hours prior to this Regular Meeting, the City Council Agenda was posted on the City's website at: www.moval.org and in the following three public places pursuant to City of Moreno Valley Resolution No. 2007-40:

City Hall, City of Moreno Valley
14177 Frederick Street

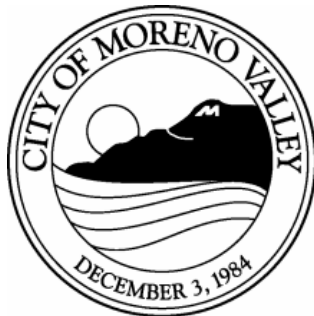
Moreno Valley Library
25480 Alessandro Boulevard

Moreno Valley Senior/Community Center
25075 Fir Avenue

Pat Jacquez-Nares, CMC & CERA
City Clerk

Date Posted: April 1, 2021

**MINUTES
CITY COUNCIL REGULAR MEETING OF THE CITY OF MORENO VALLEY
March 16, 2021**



**CITY COUNCIL REGULAR MEETING - 6:00 PM
MARCH 16, 2021**

[Pursuant to Governor Executive Order N-29-20]

There Will Not Be a Physical Location for Attending the Meeting

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Telephone*

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ALTERNATIVE

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**MINUTES
JOINT MEETING OF THE
CITY COUNCIL OF THE CITY OF MORENO VALLEY
MORENO VALLEY COMMUNITY SERVICES DISTRICT
CITY AS SUCCESSOR AGENCY FOR THE
COMMUNITY REDEVELOPMENT AGENCY OF THE
CITY OF MORENO VALLEY
MORENO VALLEY HOUSING AUTHORITY
MORENO VALLEY PUBLIC FINANCING AUTHORITY
BOARD OF LIBRARY TRUSTEES**

**REGULAR MEETING – 6:00 PM
March 16, 2021**

CALL TO ORDER

The Joint Meeting of the City Council, Community Services District, City as Successor Agency for the Community Redevelopment Agency of the City of Moreno Valley, Moreno Valley Housing Authority, Moreno Valley Public Financing Authority and the Board of Library Trustees was called to order at 6:00 p.m. by Mayor Gutierrez in the Council Chamber located at 14177 Frederick Street.

ROLL CALL

Council:	Dr. Yxstian A. Gutierrez	Mayor
	Victoria Baca	Mayor Pro Tem
	David Marquez	Council Member
	Ulises Cabrera	Council Member

INTRODUCTIONS

Staff:	Pat Jacquez-Nares	City Clerk
	Steve Quintanilla	Interim City Attorney
	Mike Lee	City Manager
	Brian Mohan	Acting Assistant City Manager/Chief Financial Officer
	Michael Wolfe	Assistant City Manager/Director of Public Works/City Engineer
	Manuel Mancha	Community Development Director
	Patti Solano	Parks & Community Services Director
	John Salisbury	Chief of Police
	Abdul Ahmad	Fire Chief

Minutes Acceptance: Minutes of Mar 16, 2021 6:00 PM (CONSENT CALENDAR-CITY COUNCIL)

PUBLIC COMMENTS ON ANY SUBJECT ON THE AGENDA AND NOT ON THE AGENDA UNDER THE JURISDICTION OF THE CITY COUNCIL

Gabriel Colangelo

- 1. Stated his disdain with the Council Members inability to appoint the District 2 Council Member at the last Council meeting.

Khalilah Muhammad

- 1. Provided her condolences to the Council and the family of Dr. Thornton.
- 2. Stated she was a social work student at Cal State San Bernardino and introduced her community advocacy project that her cohort have been tasked to complete. They have chosen to assess the Edgemont Community.
- 3. Requested assistance from the Council to complete their assessment surveys and support of their project's next steps.

Tom Jerele

- 1. Extended his condolences to Councilwoman Dr. Thornton's family and former Mayor Scott's family.
- 2. Opposes the appointment of Keri Then to the City Council.
- 3. Wished everyone a great year.

Joshua Naggar

- 1. Represents Empire Gardens Cannabis and spoke negatively about the City's cannabis license lottery.
- 2. Requested that the City consider two micro-business licenses.

Louise Palomarez

- 1. Agreed with Tom Jerele's comments.
- 2. Opposes the appointment of Keri Then to the City Council.
- 3. Praised the City Council.

JOINT CONSENT CALENDARS (SECTIONS A-E)

RESULT:	APPROVED [UNANIMOUS]
MOVER:	Victoria Baca, Mayor Pro Tem
SECONDER:	David Marquez, Council Member
AYES:	Dr. Yxstian A. Gutierrez, Victoria Baca, David Marquez, Ulises Cabrera

A. CONSENT CALENDAR-CITY COUNCIL

- A.1. ORDINANCES - READING BY TITLE ONLY - THE MOTION TO ADOPT AN ORDINANCE LISTED ON THE CONSENT CALENDAR INCLUDES WAIVER OF FULL READING OF THE ORDINANCE.

Recommendation: Waive reading of all Ordinances.

Minutes Acceptance: Minutes of Mar 16, 2021 6:00 PM (CONSENT CALENDAR-CITY COUNCIL)

A.2. City Council - Regular Meeting - Mar 2, 2021 6:00 PM

Recommendation: Approve as submitted.

A.3. 4350 : SPECIAL MUNICIPAL ELECTION FOR NOVEMBER 2, 2021 AND ADOPT RESOLUTIONS COMMENCING (RESO. NOS. 2021-19 & 2021-20) (Report of: City Clerk)

Council Member Marquez restated the process for the calling of the special election due to a vacancy as mandated by the Election Code and Secretary of State.

Recommendations: That the City Council:

1. Adopt Resolution No. 2021-19, a Resolution of the City Council of the City of Moreno Valley, California, calling and giving notice of a Special Municipal Election to be held in the City of Moreno Valley on Tuesday, November 2, 2021 for the election of a Council Member to fill a vacancy, as required by the provisions of the law of the State of California relating to General Law Cities, and requesting the Board of Supervisors of the County of Riverside to consolidate the Special Municipal Election with the Consolidated General Election to be held on that same date pursuant to Section 10403 of the California Elections Code.
2. Adopt Resolution No. 2021-20, a Resolution of the City Council of the City of Moreno Valley, California, providing for regulations pertaining to materials for candidates and costs pertaining to candidate statements submitted to the voters at a Special Municipal Election to be held on Tuesday, November 2, 2021.

A.4. LIST OF PERSONNEL CHANGES (Report of: Financial & Management Services)

Recommendation:

1. Ratify the list of personnel changes as described.

A.5. PAYMENT REGISTER- JANUARY 2021 (Report of: Financial & Management Services)

Recommendation:

1. Receive and file the Payment Register.

- A.6. COVID-19 PANDEMIC RESOLUTIONS EXTENDING THE LOCAL STATE OF EMERGENCY AND CERTAIN EMERGENCY MEASURES (RESO NO. 2021-21) (Report of: Financial & Management Services)

Recommendations:

1. That the City Council adopt Resolution No. 2021-21 Extending the Local State of Emergency and Certain Emergency Measures related to the Local, State and National Declarations of a State of Emergency related to the COVID-19 Pandemic.
2. Authorize the City Manager to amend any agreements as necessary to continue the operation of the State of California's Great Plates Delivered program, locally known as Senior Eats.

- A.7. APPROVE FIRST AMEND TO WILLDAN FINANCIAL SERVICES CARES ACT GRANT ADMIN SERVICES (AMEND. NO. 2020-174-01) (Report of: Financial & Management Services)

Recommendations: That the City Council:

1. Approve the First Amendment No. 2020-174-01 to the Willdan Financial Services CARES Act Grant Administration Services Agreement to extend the time of performance through June 30, 2022 and provide additional compensation of \$75,000.00.
2. Authorize an increase of \$75,000.00 to the current Purchase Order (#2021-0339) from CDBG-CV (COVID) Admin Funds, upon final execution of the First Amendment.

- A.8. APPROVAL OF MEMORANDUM OF UNDERSTANDING BETWEEN THE CITY OF PERRIS AND THE CITY OF MORENO VALLEY (AGMT. NO. 2021-41) (Report of: Public Works)

Recommendations:

1. Approve the Memorandum of Understanding (MOU) between the City of Perris and the City of Moreno for reimbursement of construction costs to the City of Moreno Valley for a pedestrian signal crossing on Evans Road/Lasselle Street at Rancho Verde High School, for the Juan Bautista De Anza Multi-Use Trail Gap Closure project; and
2. Authorize the Public Works Director/City Engineer to execute the MOU and any subsequent related amendments to the MOU subject to the approval of the City Attorney

A.9. APPROVAL OF MASTER LICENSE AGREEMENT BETWEEN THE RIVERSIDE COUNTY FLOOD CONTROL AND WATER CONSERVATION (AGMT. NO. 2021-42) (Report of: Public Works)

Recommendations:

1. Approve the Master License Agreement No. 2021-42 between the Riverside County Flood Control and Water Conservation District and the City of Moreno Valley for Various Multi-Use Trails in the City of Moreno Valley;
2. Authorize the City Manager to execute the Master License Agreement and any subsequent related amendments to the agreement subject to the approval of the City Attorney; and
3. Approve the use of Specific Facility License Exhibits (SFLEs) substantially to form, and authorize the Public Works Director/City Engineer to execute the SFLE and any subsequent related amendments subject to the approval of the City Attorney

B. CONSENT CALENDAR-COMMUNITY SERVICES DISTRICT

B.1. ORDINANCES - READING BY TITLE ONLY - THE MOTION TO ADOPT AN ORDINANCE LISTED ON THE CONSENT CALENDAR INCLUDES WAIVER OF FULL READING OF THE ORDINANCE.

Recommendation: Waive reading of all Ordinances.

B.2. MINUTES - REGULAR MEETING OF MAR 2, 2021 6:00 PM (See A.2)

Recommendation: Approve as submitted.

B.3. ADOPT RESOLUTIONS TO INITIATE PROCEEDINGS TO LEVY ASSESSMENTS IN FISCAL YEAR 2021/22 FOR MORENO VALLEY COMMUNITY SERVICES DISTRICT LANDSCAPE MAINTENANCE DISTRICT NO. 2014-02 (RESO. NOS. CSD 2021-04,05, and 06) (Report of: Financial & Management Services)

Recommendations:

1. Adopt Resolution No. CSD 2021-04, a Resolution of the Board for the Moreno Valley Community Services District of the City of Moreno Valley, California, Initiating Proceedings to Levy the Fiscal Year 2021/22 Assessments against Real Property in Moreno Valley Community Services District Landscape Maintenance District No. 2014-02.

2. Adopt Resolution No. CSD 2021-05, a Resolution of the Board for the Moreno Valley Community Services District of the City of Moreno Valley, California, Approving an Engineer's Report in Connection with the 2021/22 Assessments against Real Property in Moreno Valley Community Services District Landscape Maintenance District No. 2014-02.
3. Adopt Resolution No. CSD 2021-06, a Resolution of the Board for the Moreno Valley Community Services District of the City of Moreno Valley, California, Declaring its Intention to Levy the Fiscal Year 2021/22 Assessments against Real Property in Moreno Valley Community Services District Landscape Maintenance District No. 2014-02.

B.4. ADOPT RESOLUTIONS TO INITIATE PROCEEDINGS TO LEVY ASSESSMENTS IN FISCAL YEAR 2021/22 FOR MORENO VALLEY COMMUNITY SERVICES DISTRICT LIGHTING MAINTENANCE DISTRICT NO. 2014-01 (RESO NOS. CSD 2021-07, 08, and 09) (Report of: Financial & Management Services)

Recommendations:

1. Adopt Resolution No. CSD 2021-07, a Resolution of the Board for the Moreno Valley Community Services District of the City of Moreno Valley, California, Initiating Proceedings to Levy Fiscal Year 2021/22 Assessments against Real Property in Moreno Valley Community Services District Lighting Maintenance District No. 2014-01.
2. Adopt Resolution No. CSD 2021-08, a Resolution of the Board for the Moreno Valley Community Services District of the City of Moreno Valley, California, Approving an Engineer's Report in Connection with Fiscal Year 2021/22 Assessments against Real Property in Moreno Valley Community Services District Lighting Maintenance District No. 2014-01.
3. Adopt Resolution No. CSD 2021-09, a Resolution of the Board for the Moreno Valley Community Services District of the City of Moreno Valley, California, Declaring its Intention to Levy Fiscal Year 2021/22 Assessments against Real Property in Moreno Valley Community Services District Lighting Maintenance District No. 2014-01.

C. CONSENT CALENDAR - HOUSING AUTHORITY

- C.1. ORDINANCES - READING BY TITLE ONLY - THE MOTION TO ADOPT AN ORDINANCE LISTED ON THE CONSENT CALENDAR INCLUDES WAIVER OF FULL READING OF THE ORDINANCE.**

Recommendation: Waive reading of all Ordinances.

C.2. MINUTES - REGULAR MEETING OF MAR 2, 2021 6:00 PM (See A.2)

Recommendation: Approve as submitted.

D. CONSENT CALENDAR - BOARD OF LIBRARY TRUSTEES

D.1. ORDINANCES - READING BY TITLE ONLY - THE MOTION TO ADOPT AN ORDINANCE LISTED ON THE CONSENT CALENDAR INCLUDES WAIVER OF FULL READING OF THE ORDINANCE.

Recommendation: Waive reading of all Ordinances.

D.2. MINUTES - REGULAR MEETING OF MAR 2, 2021 6:00 PM (See A.2)

Recommendation: Approve as submitted.

E. CONSENT CALENDAR - PUBLIC FINANCING AUTHORITY

E.1. ORDINANCES - READING BY TITLE ONLY - THE MOTION TO ADOPT AN ORDINANCE LISTED ON THE CONSENT CALENDAR INCLUDES WAIVER OF FULL READING OF THE ORDINANCE.

Recommendation: Waive reading of all Ordinances.

E.2. MINUTES - REGULAR MEETING OF MAR 2, 2021 6:00 PM (See A.2)

Recommendation: Approve as submitted.

F. PUBLIC HEARINGS - NONE

G. GENERAL BUSINESS - NONE

H. ITEMS REMOVED FROM CONSENT CALENDARS FOR DISCUSSION OR SEPARATE ACTION – NONE

I. REPORTS

I.1. CITY COUNCIL REPORTS

(Informational Oral Presentation - not for Council action)

March Joint Powers Commission (JPC) - None

Riverside County Habitat Conservation Agency (RCHCA) - None

Riverside County Transportation Commission (RCTC) - None

Riverside Transit Agency (RTA)

Council Member Marquez reported on the item covered at the Riverside Transit Agency (RTA) meeting. The RTA's BusWatch is a free app that provides trip planning and estimated arrival times for your bus trip. The updated BusWatch is more responsive, easier to navigate, and delivers alerts on your phone or tablet. Please visit RTABus.com for further details.

Western Riverside Council of Governments (WRCOG) - None

Western Riverside County Regional Conservation Authority (RCA) - None

School District/City Joint Task Force - None

I.2. CITY MANAGER'S REPORT

(Informational Oral Presentation - not for Council action)

The City received another award, the 2020 Keep America Beautiful President's Circle Award, for our Keep Moreno Valley Beautiful program also known as the Beautify MoVal Program. There are over 100,000 cities and special districts in the nation and we are one of the 700 organizations that have won this award.

City Manager Lee thanked the City Council for the We Got You Covered campaign in which the businesses donate masks and hand sanitizers to the City. To date, the City has given over 200,000 masks and over 320,000 hand sanitizers to the residents of our community

CLOSING COMMENTS AND/OR REPORTS OF THE CITY COUNCIL, COMMUNITY SERVICES DISTRICT, CITY AS SUCCESSOR AGENCY FOR THE COMMUNITY REDEVELOPMENT AGENCY, HOUSING AUTHORITY, PUBLIC FINANCING AUTHORITY, AND THE BOARD OF LIBRARY TRUSTEES.

Council Member Cabrera

1. Hoped everyone has adjusted to daylight savings time.
2. Announced that Riverside County was moving to the red tier, which has less restrictions.
3. Thanked his colleagues, City Manager Lee, Fire personnel, and Riverside Public Health for the super vaccination site at the mall.
4. Urged people looking for appointments to sign up at myturn.ca.gov to get notifications when appointments are available.
5. Requested to have in person meetings or a hybrid system for Council meetings between now and the summer.
6. Provided information and the breakdown of the stimulus package.
7. Asked everyone to continue to follow safety protocols.

Mayor Pro Tem Baca

1. Urged everyone to continue to wear a mask or double masks, to maintain social distancing, and to continue with the safety protocols.
2. Stated that vaccine information could be found on the City's website.

Council Member Marquez

1. Apologized to the community and the individuals attending the Patriot Park clean-up for not wearing his mask.
2. Invited people to volunteer to clean up Morrison Park this Saturday at 9:00 a.m.
3. Encouraged residents to be responsible and refrain from drinking or taking illegal or prescription drugs and driving.
4. Stated that homeless people are taking over vacant properties at the owner's expense. He asked residents to notify code enforcement if they see homeless people occupying vacant buildings.
5. Urged residents not to dump their trash on the east end of town, to please pay the fee to dump at the yard or call the City to make arrangements to dispose of their trash.

Mayor Gutierrez

1. Agreed with Council Member Marquez on the homeless issue and encouraged residents to report via the City's app or to contact the Council office. The City has the homeless to work program and the outreach program through the Salvation Army. The Salvation Army is having difficulties assisting homeless individuals at this time due to the stimulus money they are receiving, causing them to refuse assistance at this time.
2. Stated he was very happy with the progress the City and County are making. The County will be moving to the red tier, which has less restrictions.
3. Announced the new mall vaccine site and encouraged people to visit rivcoph.org to schedule their appointments.
4. Stated he was excited that Raising Canes was coming to Moreno Valley. They will be occupying the old Acapulco's location.
5. Understands that many are eager to have the Council Meetings in the Chamber, however, he wants to ensure that City staff can receive and be vaccinated. He will discuss with City Manager Lee on the best time to reopen the Chamber.
6. Thanked everyone for attending and the staff for all their hard work.

ADJOURNMENT

There being no further business to come before the City Council, Mayor Gutierrez adjourned the meeting at 6:49 p.m.

Submitted by:

Pat Jacquez-Nares, CMC & CERA
 City Clerk
 Secretary, Moreno Valley Community Services District
 Secretary, City as Successor Agency for the Community
 Redevelopment Agency of the City of Moreno Valley
 Secretary, Moreno Valley Housing Authority
 Secretary, Board of Library Trustees
 Secretary, Public Financing Authority

Approved by:

Dr. Yxstian A. Gutierrez
 Mayor
 City of Moreno Valley
 President, Moreno Valley Community Services District
 Chairperson, City as Successor Agency for the Community
 Redevelopment Agency of the City of Moreno Valley
 Chairperson, Moreno Valley Housing Authority
 Chairperson, Board of Library Trustees
 Chairperson, Public Financing Authority



Report to City Council

TO: Mayor and City Council

FROM: Pat Jacquez-Nares, City Clerk

AGENDA DATE: April 6, 2021

TITLE: COUNCIL DISCRETIONARY EXPENDITURE REPORTS FOR FISCAL YEAR 2020/2021 FROM JULY 1, 2020 THROUGH FEBRUARY 28, 2021

RECOMMENDED ACTION

Recommendation:

1. Receive and file the Fiscal Year 2020/2021 Council Discretionary Expenditure Report for July 1, 2020 through February 28, 2021.

SUMMARY

This staff report is prepared at the request of the City Council to provide transparency with respect to the expenditure of City funds from City Council Discretionary Expenditure Accounts. These reports are for each Council Member's year to date expenditures for Fiscal Year 2020/2021, for July 1, 2020 through February 28, 2021. Each Council District receives an annual budget allocation of \$3,000 and the Mayor receives an annual budget allocation of \$6,000.

With the adoption of the current fiscal year budget and pursuant to Resolution No. 2019-27, unused monies from Fiscal Year 2019/2020 have been carried over to the current Fiscal Year as approved by the City Manager. The Discretionary Expenditure Reports now reflect the amended budget amount.

The expenditure reports are included routinely in the City Council agenda as an additional means of distributing reports on activities to the Council and public. The reports are to be posted to the City's website following Council approval. The monthly reports provide unaudited information and are reconciled to the City's general ledger. Following the end of the Fiscal Year, the financial information shall be reviewed as part of the City's independent financial audit.

NOTIFICATION

Posting of the agenda as required by the Brown Act.

PREPARATION OF STAFF REPORT

Prepared By:
Regina Flores
Senior Deputy City Clerk

Department Head Approval:
Pat Jacquez-Nares
City Clerk

CITY COUNCIL GOALS

None

CITY COUNCIL STRATEGIC PRIORITIES

- 1. Economic Development
- 2. Public Safety
- 3. Library
- 4. Infrastructure
- 5. Beautification, Community Engagement, and Quality of Life
- 6. Youth Programs

ATTACHMENTS

- 1. Jul - February Discretionary Report

APPROVALS

Budget Officer Approval	<u>✓ Approved</u>	3/30/21 11:31 AM
City Attorney Approval	<u>✓ Approved</u>	
City Manager Approval	<u>✓ Approved</u>	3/30/21 11:45 AM



MAYOR DR. YXSTIAN A. GUTIERREZ

Fiscal Year 2020/2021 Council Discretionary Expenditures
 Accounts: 1010-10-01-10015-620130 Mayor Discretionary
 1010-10-01-10015-620131 Mayor Discretionary - Carryover
 July 1, 2020 - February 28, 2021

Date	Amount	Description
		No expenditures to report for July 2020
		No expenditures to report for August 2020
		No expenditures to report for September 2020
		No expenditures to report for October 2020
		No expenditures to report for November 2020
		No expenditures to report for December 2020
		No expenditures to report for January 2021
		No expenditures to report for Febraury 2021
	\$ -	TOTAL Council Discretionary Expenditures for FY 20/21
	\$ 6,000.00	FY 20/21 Adopted Budget Amount
	\$ 2,575.00	Carryover Budget Amount FY 19/20
	\$ 8,575.00	FY 20/21 Amended Budget Amount
	\$ 8,575.00	FY 20/21 Budget Amount Remaining

Source: Unaudited financial data from the City's accounting records.
 Updated as of: 03/22/2021



COUNCIL DISTRICT 1 VICTORIA BACA

Fiscal Year 2020/2021 Council Discretionary Expenditures
 Accounts: 1010-10-01-10011-620111 District 1 Discretionary
 1010-10-01-10011-620116 District 1 Discretionary - Carryover
 July 1, 2020 - February 28, 2021

Date	Amount	Description
		No expenditures to report for July 2020
		No expenditures to report for August 2020
9/3/2020	\$ 400.00	Sponsorship MVAQ Pool Fees
		No expenditures to report for October 2020
		No expenditures to report for November 2020
		No expenditures to report for December 2020
		No expenditures to report for January 2021
		No expenditures to report for February 2021
	<u>\$ 400.00</u>	TOTAL Council Discretionary Expenditures for FY 20/21
	\$ 3,000.00	FY 20/21 Adopted Budget Amount
	<u>\$ 1,989.00</u>	Carryover Budget Amount FY 19/20
	<u>\$ 4,989.00</u>	FY 20/21 Amended Budget Amount
	\$ 4,589.00	FY 20/21 Budget Amount Remaining

Source: Unaudited financial data from the City's accounting records.
 Updated as of: 03/22/2021



COUNCIL DISTRICT 2 VACANT

Fiscal Year 2020/2021 Council Discretionary Expenditures
 Accounts: 1010-10-01-10012-620112 District 2 Discretionary
 1010-10-01-10012-620117 District 2 Discretionary - Carryover
 July 1, 2020 - February 28, 2021

Date	Amount	Description
No expenditures to report for July 2020		
8/26/2020	\$ 994.36	Point Emblem - Custom Challenge Coins
No expenditures to report for September 2020		
10/31/2020	\$ 37.70	Staples - Screen Protector for City Issued Cell Phone
10/31/2020	\$ 7.05	Cupcake & Espresso Bar - Refreshments for Listening Session
10/31/2020	\$ 4.85	Cupcake & Espresso Bar - Refreshments for Listening Session
No expenditures to report for November 2020		
No expenditures to report for December 2020		
No expenditures to report for January 2021		
No expenditures to report for February 2021		
	<u>\$ 1,043.96</u>	TOTAL Council Discretionary Expenditures for FY 20/21
	\$ 3,000.00	FY 20/21 Adopted Budget Amount
	<u>\$ 3,639.00</u>	Carryover Budget Amount FY 19/20
	<u>\$ 6,639.00</u>	FY 20/21 Amended Budget Amount
	\$ 5,595.04	FY 20/21 Budget Amount Remaining

Source: Unaudited financial data from the City's accounting records.
 Updated as of: 03/22/2021



COUNCIL DISTRICT 3 DAVID MARQUEZ

Fiscal Year 2020/2021 Council Discretionary Expenditures
 Accounts: 1010-10-01-10013-620113 District 3 Discretionary
 1010-10-01-10013-620118 District 3 Discretionary - Carryover
 July 1, 2020 - February 28, 2021

Date	Amount	Description
		No expenditures to report for July 2020
		No expenditures to report for August 2020
		No expenditures to report for September 2020
		No expenditures to report for October 2020
11/25/2020	\$ 500.00	Sponsorship Building Lives Moreno Valley Food Pantry
		No expenditures to report for December 2020
		No expenditures to report for January 2021
		No expenditures to report for February 2021
	\$ 500.00	TOTAL Council Discretionary Expenditures for FY 20/21
	\$ 3,000.00	FY 20/21 Adopted Budget Amount
	\$ 2,578.00	Carryover Budget Amount FY 19/20
	\$ 5,578.00	FY 20/21 Amended Budget Amount
	\$ 5,078.00	FY 20/21 Budget Amount Remaining

Source: Unaudited financial data from the City's accounting records.
 Updated as of: 03/22/2021



COUNCIL DISTRICT 4 ULISES CABRERA

Fiscal Year 2020/2021 Council Discretionary Expenditures
 Accounts: 1010-10-01-10014-620114 District 4 Discretionary
 1010-10-01-10014-620119 District 4 Discretionary - Carryover
 July 1, 2020 - February 28, 2021

Date	Amount	Description
7/31/2020	\$ 10.00	Wake Up MoVal July 22 Meeting
8/24/2020	\$ 357.66	Sponsorship Be Kind to Your Mind Virtual Wellness Event
9/30/2020	\$ 10.00	Wake Up MoVal September 23 Meeting
		No expenditures to report for October 2020
		No expenditures to report for November 2020
12/17/2020	\$ 800.00	Sponsorship Power Speaks Louder Toy Drive
12/31/2020	\$ 1,000.00	Sponsorship Operation Big Blessings Toy Drive
1/31/2021	\$ 72.00	Registration Riverside County BIA Economic Forecast Registration
2/11/2021	\$ 677.85	Sponsorship Unity of the Faith Food Pantry
2/28/2021	\$ (67.00)	Refund Registration Cancellation BIA Economic Forecast less Processing Fee
	<u>\$ 2,860.51</u>	TOTAL Council Discretionary Expenditures for FY 20/21
	\$ 3,000.00	FY 20/21 Adopted Budget Amount
	<u>\$ 2,733.00</u>	Carryover Budget Amount FY 19/20
	<u>\$ 5,733.00</u>	FY 20/21 Amended Budget Amount
	\$ 2,872.49	FY 20/21 Budget Amount Remaining

Source: Unaudited financial data from the City's accounting records.
 Updated as of: 03/22/2021



Report to City Council

TO: Mayor and City Council

FROM: Brian Mohan, Acting Assistant City Manager

AGENDA DATE: April 6, 2021

TITLE: LIST OF PERSONNEL CHANGES

RECOMMENDED ACTION

Recommendation:

1. Ratify the list of personnel changes as described.

DISCUSSION

The attached list of personnel changes scheduled since the last City Council meeting is presented for City Council ratification.

Staffing of City positions ensures assignment of highly qualified and trained personnel to achieve Momentum MoVal priorities, objectives and initiatives.

FISCAL IMPACT

All position changes are consistent with appropriations previously approved by the City Council.

PREPARATION OF STAFF REPORT

Prepared By:
Vanessa Leccese
Executive Assistant

Department Head Approval:
Brian Mohan
Acting Assistant City Manager
Chief Financial Officer/City Treasurer

CITY COUNCIL GOALS

None

CITY COUNCIL STRATEGIC PRIORITIES

- 1. Economic Development
- 2. Public Safety
- 3. Library
- 4. Infrastructure
- 5. Beautification, Community Engagement, and Quality of Life
- 6. Youth Programs

ATTACHMENTS

- 1. Personnel Changes

APPROVALS

Budget Officer Approval	<u>✓ Approved</u>	3/25/21 9:01 AM
City Attorney Approval	<u>✓ Approved</u>	
City Manager Approval	<u>✓ Approved</u>	3/25/21 9:24 AM

**City of Moreno Valley
Personnel Changes
April 6, 2021**

New Hires

None

Promotions

Serina Astorga

From: Senior Administrative Assistant, Financial & Management Services Department

To: Management Aide, Financial Resources Division, Financial & Management Services Department

Transfers

None

Separations

Lee Ng, Community Enhancement Officer I, Code & Neighborhood Services, Community Development Services Department

Jennifer Lopez, Senior Community Enhancement Officer, Code & Neighborhood Services, Community Development Services Department

Maria Villalobos, Community Services Assistant Coordinator, Parks & Community Services Department



Report to City Council

TO: Mayor and City Council

FROM: Brian Mohan, Acting Assistant City Manager

AGENDA DATE: April 6, 2021

TITLE: APPROVAL OF MICROSOFT 365 CLOUD LICENSING AGREEMENT

RECOMMENDED ACTION

Recommendations: That the City Council:

1. Approve Microsoft 365 cloud licenses agreement for three-years, utilizing the County of Riverside Microsoft Enterprise Licensing Master Agreement for a savings of \$12,000.
2. Authorize the City Manager to execute agreement and any related documents required.

SUMMARY

In an effort to enhance mobility, disaster preparedness, support City services to the public and strengthen the City's cyber security initiatives, moving to the Microsoft 365 Cloud platform meets these initiatives. The cloud platform provides the City these enhancements and slightly reduces our costs over the three-year license agreement compared to our current Microsoft licensing agreement. The new agreement will "piggyback" off the County of Riverside's Microsoft Enterprise Licensing Agreement administered by Dell, Inc., a Microsoft Large Account Reseller.

DISCUSSION

The City currently has a Microsoft Enterprise Licensing Agreement, which is based on an "on-site" platform. This means the software and data reside on local servers, which is not an efficient means of deploying software and data in today's technology age.

Transitioning to the Cloud platform positions the City to benefit from the next generation of Microsoft platform products seamlessly through ownership of Software Assurance.

The new agreement provides for the maintenance and support of Microsoft server operating system, client access, and cloud subscription licenses to provide employees with applications, data, collaborative tools, and continued corrective, security, and enhancement updates to the City's existing technology environment in an annual amount not to exceed \$141,790 (\$123,295 plus a 15% contingency) for each of the next three years (May 1, 2021 through April 30, 2024). This cost is less than city's current contract at \$4,000 per year. The new agreement utilizes the County of Riverside's Microsoft Enterprise Agreement (a cooperative purchasing agreement used by hundreds of public agencies across California) and identifies Dell, Inc., a Microsoft Large Account Reseller, as the administrator of the agreement.

Specifically, this maintenance agreement ensures that the City has access to the latest version of the software and that technical support is available. This reduces the required level of staff support and enables software upgrade decisions to be made based on technical considerations, deployment plans and staffing availability. Also, more products and services become automatically available within the new Enterprise Agreement. Examples of such software products are Teams, a collaboration environment; OneDrive for file storage and sharing; SharePoint Portal Services (SPS), a collaboration-based web portal product; and Systems Center, a product which automates inventory of software and hardware, automates deployments, and allows for remote desktop support.

ALTERNATIVES

1. Approve and authorize the recommended actions as presented in this staff report. *This alternative is recommended by staff.*
2. Do not approve and authorize the recommended actions as presented in this staff report. *Staff does not recommend this alternative.*

FISCAL IMPACT

Funds for this software lease agreement will be available in the Technology Services budget over the next three-years.

NOTIFICATION

Publication of the agenda.

PREPARATION OF STAFF REPORT

Prepared By:
Steve Hargis
Strategic Initiatives Manager

Department Head Approval:
Brian Mohan
Acting Assistant City Manager/Chief Financial Officer/City Treasurer

CITY COUNCIL GOALS

Revenue Diversification and Preservation. Develop a variety of City revenue sources and policies to create a stable revenue base and fiscal policies to support essential City services, regardless of economic climate.

CITY COUNCIL STRATEGIC PRIORITIES

- 1. Economic Development
- 2. Public Safety
- 3. Library
- 4. Infrastructure
- 5. Beautification, Community Engagement, and Quality of Life
- 6. Youth Programs

ATTACHMENTS

None

APPROVALS

Budget Officer Approval	<u>✓ Approved</u>	3/19/21 6:33 AM
City Attorney Approval	<u>✓ Approved</u>	
City Manager Approval	<u>✓ Approved</u>	3/19/21 10:43 AM



Report to City Council

TO: Mayor and City Council

FROM: Mike Lee, City Manager
Mike Lee, City Manager

AGENDA DATE: April 6, 2021

TITLE: BUSINESS AND EMPLOYMENT RESOURCE CENTER
LEASE

RECOMMENDED ACTION

RECOMMENDATIONS

1. That the City Council approve the Sixth Lease Amendment between the City of Moreno Valley and the Tumon Bay Resort & Spa, LLC; and
2. Authorize staff to execute the Amendment and all other documents necessary to effectuate the Amendment.

SUMMARY

Staff submits a Lease Amendment with Tumon Bay Resort & Spa, LLC. outlining the lease terms for the Moreno Valley Business and Employment Resource Center located in the TownGate Center.

DISCUSSION

In 2009, the City partnered with the County of Riverside Workforce Development Center to establish a location within the City to assist local residents with access to jobs. In search of a centrally located facility, the City negotiated with the owners of the TownGate shopping center to operate the Business and Employment Resource Center (BERC) at its current location, 12625 Frederick Street, Suites K-3 & K-4 (Attachment A).

Since then the popularity of the BERC has increased, more workshops are offered, more businesses have utilized the recruitment services and held job fairs (e.g. Amazon, P&G, Walgreens, Karma Automotive, and Hyundai) and has been instrumental in assisting Moreno Valley residents in job search and job training. The BERC also is a

satellite office for Cal Baptist University, Moreno Valley College and Riverside County Workforce Development. The BERC has recently been designated as a comprehensive America's Job Center of California and rebranded from the Employment Resource Center (ERC) to be the BERC. During the COVID-19 pandemic the BERC has stayed open to serve the community in-person through providing assistance with applying for government benefits, use of computers and access to high-speed internet. Despite the fear and service limitations caused by the pandemic, the BERC served nearly 14,000 individuals in 2020.

The existing lease will become due in July 2021, The Sixth Amendment to the Original Lease (Attachment B) provides terms that will allow the City to continue operating the BERC within the TownGate Center, with a nominal increase in rent. The proposed lease terms are as follows:

1. Term: Extends the term of the current lease to June 30, 2026, effective July 1, 2021;
2. Lease space: 4,547 square feet;
3. Rent: \$5,255.81 per month through June 30, 2022 with additional 1% increases on July 1, 2023, July 1, 2024, July 1, 2025, and July 1, 2026; and
4. Additional rent: Common Area Maintenance (CAM charges), taxes and insurance estimated at \$2,739.00 per month.

If approved, the Sixth Amendment will be effective July 1, 2021. Funds have been budgeted in the approved Fiscal Year 2021-22 budget for the terms as outlined.

ALTERNATIVES

The City Council may consider the following alternatives:

1. Approve the lease amendment and continue to operate the Business and Employment Resource Center at the current location within the TownGate Center. Staff recommends this alternative.
2. Reject the lease amendment, which will result in the closure of the Business and Employment Resource Center at the TownGate Center. Staff does not recommend this alternative.

FISCAL IMPACT

Funds for this expense have been budgeted in the next two-year budget, which will go before Council for adoption prior to June 30, 2021.

NOTIFICATION

Publication of the Agenda

PREPARATION OF STAFF REPORT

Prepared By:
Jackie Melendez
Deputy City Manager

Department Head Approval:
Mike Lee
City Manager

CITY COUNCIL GOALS

Positive Environment. Create a positive environment for the development of Moreno Valley's future.

Community Image, Neighborhood Pride and Cleanliness. Promote a sense of community pride and foster an excellent image about our City by developing and executing programs which will result in quality development, enhanced neighborhood preservation efforts, including home rehabilitation and neighborhood restoration.

CITY COUNCIL STRATEGIC PRIORITIES

- 1. Economic Development
- 2. Public Safety
- 3. Library
- 4. Infrastructure
- 5. Beautification, Community Engagement, and Quality of Life
- 6. Youth Programs

ATTACHMENTS

- 1. BERC Lease_Original with Amendments
- 2. BERC Lease_Amendment 6_2021

APPROVALS

Budget Officer Approval	<u>✓ Approved</u>	3/19/21 6:32 AM
City Attorney Approval	<u>✓ Approved</u>	
City Manager Approval	<u>✓ Approved</u>	3/19/21 10:44 AM

TOWNGATE COMMUNITY SHOPPING CENTER

LEASE

TSC, L.C. a Nevada limited liability company

"LANDLORD"

and

City of Moreno Valley

"TENANT"

Dated: June 1, 2009

Attachment: BERG Lease_Original with Amendments (4361 : BERG LEASE)

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EXHIBIT "D" – Intentionally Deleted	

LEASE

1. SUMMARY OF BASIC LEASE PROVISIONS AND ENUMERATION OF EXHIBITS.

- (a) **Lease Date:** June 1, 2009
- (b) **Landlord:** TSC, L.C., a Nevada limited liability company
- (c) **Tenant:** City of Moreno Valley
- (i) **Permitted Trade Name (dba):** Employment Resource Center
- (ii) **Name of Tenant's representative for purposes of this Lease:** Barry Foster, Economic Development Director
- (d) **Address for Notices:**
- | To Landlord: | To Tenant: |
|--|---|
| TSC, L.C., a Nevada limited liability company
c/o Fritz Duda Company
3425 Via Lido, Suite 250
Newport Beach, CA 92663-3929
Attn: Property Management | City of Moreno Valley
14177 Frederick St.
PO Box 88005
Moreno Valley, CA 92552-0805
Attn: Barry Foster
Economic Development Director |
- (e) **Premises Location:** Address: 12625 Frederick Street, Suite K-3; City of Moreno Valley; County of Riverside; State of California.
- (f) **Premises Dimensions:** irregular dimensions of approximately 33' feet in frontage by 70' feet in depth and containing approximately 3,123 square feet of floor area.
- (g) **Lease Term:** One (1) year with one (1) Option Term of one (1) year.
- (h) **Lease Term Commencement Date:** July 1, 2009.
- (i) **Shopping Center:** The Shopping Center, in which the Premises are located, is depicted on Exhibit "A" and is more commonly known as Towngate Community Shopping Center.
- (j) **Permitted Uses:** City of Moreno Valley Job Finding Center.
- (k) **Rent:**
- (i) **Minimum Rent:** \$1.00 per year.
- (ii) **Percentage Rent:** None.
- (iii) **Minimum Rent Adjustment:** None.
- (l) **Security Deposit:** None.
- (m) **Promotional Charge:** None.
- (n) **Riders, Exhibits and Addenda.** All of the Riders, Exhibits and Addenda listed below are attached to this Lease and incorporated herein by this reference:
- Exhibit "A" - Site Plan of Shopping Center
- Exhibit "B" - Floor Plan of Premises
- Exhibit "C" - Landlord's Work and Tenant's Work

If the Basic Lease Provisions set forth above in this Paragraph 1, conflict with any of the terms and provisions set forth in the balance of the Lease, the terms and conditions in the balance of the Lease shall control.

2. **PARTIES.** This Lease, dated as of the date set forth in Paragraph 1(a), is made by and between the person or entity set forth in Paragraph 1(b) ("Landlord") and the person or entity set forth in Paragraph 1(c) ("Tenant"). As a material part of the consideration for this Lease, Tenant shall keep and perform each and all of the terms, covenants and conditions to be kept and performed by Tenant under this Lease.

3. **LEASE TERM.**

(a) **Lease Term Commencement Date.** The Lease term ("Lease Term") is set forth in Paragraph 1(g). Tenant acknowledges that certain obligations under various Paragraphs of the Lease may commence prior to the Lease Term (i.e. construction, indemnity, liability insurance); and Tenant agrees to be bound by these Paragraphs prior to commencement of the Lease Term. The Lease Term shall commence ("Lease Term Commencement Date") on the following date: The date which is the earlier to occur of: (i) the date Tenant commences operation of its business in all or any portion of the Premises; or (ii) July 1, 2009. Tenant confirms that the Premises are being leased to Tenant in their current, "as is," condition.

(b) **Landlord's Work and Substantial Completion.** Landlord's Work shall be deemed to be "substantially completed," and "Substantial Completion" of Landlord's Work shall be deemed to have occurred when Landlord or Landlord's Representative notifies Tenant in writing that Landlord's Work set forth in Exhibit "C" is substantially completed in accordance with the plans and specifications the parties have agreed upon pursuant to Exhibit "C", with the exception of (i) work Landlord cannot complete until Tenant performs necessary portions of Tenant's work and (ii) other minor "punch-list" type items which do not materially interfere with Tenant's access to or use of the Premises. Immediately after Landlord delivers to Tenant notice that Substantial Completion has occurred, Landlord shall conduct a walk-through inspection of the Premises with Tenant and Landlord shall provide Tenant a written punch-list signed by Tenant specifying those punch-list items which require completion by Landlord. Landlord shall expeditiously complete such punch-list items within a reasonable period of time following the walk-through with Tenant.

(c) **Tenant's Work.** Tenant shall commence the construction of the tenant improvements for the Premises which have been approved by Landlord pursuant to Exhibit "C" ("Tenant's Work") promptly upon substantial completion of Landlord's work, if any, in the Premises. Tenant shall complete such installation and shall open the premises for business no later than thirty (30) days following the Lease Term Commencement Date. If Tenant fails to open the Premises for business by the date which is thirty days after substantial completion of the Landlord's work, Tenant shall be in default under this Lease and Landlord may pursue any and all remedies set forth in Paragraph 27(h) below. Tenant must have the signs referred to below in Paragraph 27 erected on the Premises not later than the date Tenant opens for business.

(d) **Option Term.** Provided that Tenant is not in default of any monetary or material non-monetary provision of this Lease at the time of Tenant's exercise of an option to extend the Lease Term, or at any time thereafter prior to the commencement of the "Option Term" (as hereinafter defined), Tenant shall have the option to extend the Lease Term for the additional period set forth in Paragraph 1(g) of this Lease (such period being referred to in this Lease as an "Option Term") by giving Landlord written notice of Tenant's election to exercise such option to extend the Lease Term not earlier than one hundred eighty (180) days, nor later than one hundred twenty (120) days before the expiration of the initial Lease Term. All of the terms, covenants, conditions, provisions and agreements applicable to the Lease Term shall be applicable to the Option Term, except that the Minimum Rent payable during the Option Term shall be as set forth in Paragraph 6(c). Time is of the essence with respect to Tenant's exercise of the option to extend the Lease Term. The option to extend the Lease Term shall be personal to the original Tenant and shall not be exercisable by or for the benefit of any assignee or subtenant of Tenant. All references in this Lease to the "Lease Term" shall be deemed to mean the initial Lease Term as extended by the Option Term, if exercised by Tenant.

(e) **Lease Term Memorandum.** Within ten (10) days after Landlord's written request, Tenant shall execute a memorandum prepared by Landlord setting forth the exact date on which the Lease Term commenced and will expire. Tenant's failure to execute such memorandum and return it to Landlord within five (5) days of delivery of same to Tenant shall constitute a default under this Lease. Tenant acknowledges that if Landlord's Work is not Substantially Complete by the date set forth above, this Lease shall not be void or voidable, the Lease shall remain in full force and effect, the Lease Term will not be extended and Landlord shall have no liability of any kind to Tenant resulting therefrom. Notwithstanding the foregoing, if the Lease Term has not commenced on or before the date which is twelve (12) months after the date of this Lease, this Lease shall be deemed null and void, Landlord shall return the Security Deposit to Tenant and neither party shall have any obligation or responsibility to the other thereafter.

(f) **Lease Year.** As used in this Lease, "Lease Year" means the twelve (12) month period commencing on the first (1st) day of the calendar month following the month in which the Lease Term commences, and each subsequent twelve (12) calendar month period during the Lease Term. The first Lease Year of the Lease Term shall commence on the Lease Term Commencement Date and shall expire on the last day of the month, which is twelve (12) full calendar months following the Lease Term Commencement Date.

4. **PREMISES.** In consideration of the mutual covenants and promises herein contained, Landlord leases to Tenant and Tenant leases from Landlord that certain space described in Paragraph 1(e) ("Premises"), having dimensions and square feet of floor area as set forth in Paragraph 1(f). The location of the Premises is delineated on Exhibit "A," attached hereto, and the Premises are contained within that certain Shopping Center ("Center") identified in Paragraph 1(i) and also shown on Exhibit "A." The dimensions of the Premises are depicted on the Floor Plan attached hereto as Exhibit "B".

5. **USE.**

(a) **Permitted Use.** Tenant shall use the Premises for those uses set forth in Paragraph 1(j) and shall not use or permit the Premises to be used for any other purpose, nor store any materials of any kind which may damage or cause damage to the Premises without the prior written consent of Landlord. Tenant acknowledges that Landlord has not granted Tenant the exclusive right to use the Premises for any particular purpose and that Tenant's use of the Premises is subject to all exclusive uses previously authorized by Landlord or its predecessors-in-interest with respect to the Center. Nothing contained in this Lease shall be deemed to give Tenant an express or implied exclusive right to operate any particular type of business in the Center. The use restrictions set forth in this Paragraph shall be binding upon all of Tenant's permitted successors, assignees, sublessees, transferees and mortgagees. Tenant shall operate its business from the Premises solely under the "Permitted Trade Name" specified in Paragraph 1(c).

(b) **Prohibited Uses.** Tenant shall not do or permit anything to be done in or about the Premises, nor bring or keep anything in the Premises, (i) which is not consistent with the permitted use of the Premises; (ii) which will in any way increase the existing rate of or affect any insurance on the building in which the Premises is located (the "Building") or any of its contents; (iii) which will cause a

cancellation of any insurance policy covering the Building or the Center or any part of the Building or the Center or any of its contents; or (iv) which will conflict with or violate any exclusive use in the Center previously authorized by Landlord or its predecessors-in-interest with respect to the Center, or any exclusive use which Landlord authorizes in the future, so long as Tenant receives written notice of such exclusive use. Tenant shall not do or permit anything to be done in or about the Premises which will obstruct or interfere with the rights of other tenants or occupants of the Building or the Center, or injure or annoy other tenants or occupants of the Building or the Center. Tenant will not use or allow the Premises to be used for any improper, immoral, unlawful or objectionable purpose. Tenant shall not cause, maintain or permit any nuisance in, on or about the Premises. Tenant shall not commit or allow to be committed any waste in or upon the Premises.

(c) **Compliance with Law.** Tenant shall not use the Premises, nor permit anything to be done in or about the Premises, which will in any way conflict with any law, statute, or ordinance or governmental rule or regulation now in force or which may hereafter be enacted or promulgated or any private covenants, conditions or restrictions now or hereafter affecting or restricting the Center or any portion of it. Tenant, at its sole cost and expense, shall comply with all laws, restrictions now or hereafter affecting the Premises and the Center or any portion of the Premises or the Center, and with the requirements of any board of fire underwriters or similar bodies now or hereafter constituted relating to or affecting the condition, use or occupancy of the Premises or the Center. The judgment of any court of competent jurisdiction or the admission of Tenant in any action against Tenant, whether Landlord is a party thereto or not, that Tenant has violated any law, statute, ordinance or governmental rule, regulation or any private covenants, conditions or restrictions shall be conclusive of that fact as between Landlord and Tenant.

(d) **Displays.** Tenant may not display or sell merchandise or allow storage carts or other similar devices to be stored or to remain outside the defined exterior walls and permanent doorways of the Premises. Tenant shall not install any exterior lighting, amplifiers, or similar devices or use in or about the Premises any advertising medium which may be heard or seen outside the Premises, such as antennas, flashing lights, searchlights, loudspeakers, phonographs, television or radio broadcasts.

(e) **Auctions, Going-Out-of-Business Sales.** Tenant shall not conduct or permit to be conducted any sale by auction in, upon or from the Premises whether the auction is voluntary, involuntary, pursuant to any assignment for the payment of creditors or pursuant to any bankruptcy or other insolvency proceeding. Tenant shall not conduct on the Premises, nor advertise with respect to the Premises, any liquidation, "going out of business," distress, "lost our lease" or similar sale.

(f) **Hours of Business.** Intentionally Omitted.

6. **MINIMUM RENT.** Intentionally Omitted.

7. **SECURITY DEPOSIT.** Intentionally Omitted.

8. **ADDITIONAL RENT.** Intentionally Omitted.

9. **UTILITIES.** Tenant shall pay for all gas heat, light, power, telephone services and all other services to the Premises. In addition, if any fees or assessments are charged against the Premises by any of the above utility companies based on Tenant's use of the Premises, the consumption of such utilities by Tenant or the capacity of the Premises to consume such utilities, Tenant shall pay for such fees and assessments when the same become due. Landlord shall not be liable in damages for (a) any failure or interruption of any utility service, (b) any loss, damage, or expense that Tenant may sustain or incur by reason of any change, failure, or interference, disruption, or defect in the supply or character of the electric energy furnished to the Premises, or if the quantity or character of the electric energy supplied to the Premises is no longer available or suitable for Tenant's requirements, and no such change, failure, defect, unavailability or unsuitability shall constitute an actual or constructive eviction in whole or in part, or entitle Tenant to terminate this Lease, abate rent or discontinue making payments of (or offset any amounts against) Minimum Rent or Additional Rent, or relieve Tenant from any of its obligations under the Lease.

10. **PERSONAL PROPERTY TAXES.** Tenant shall pay, or cause to be paid, before delinquency, any and all taxes levied or assessed and which become payable during the Lease Term upon all Tenant's leasehold improvements, equipment, furniture, fixtures and any other personal property located in the Premises. If any or all of Tenant's leasehold improvements, equipment, furniture, fixtures and any other personal property shall be assessed, taxed and included in the Real Estate Taxes, Tenant shall pay to Landlord such taxes within ten (10) days after delivery to Tenant by Landlord of a statement in writing setting forth the amount of such taxes applicable to Tenant's property.

11. **ALTERATIONS AND ADDITIONS; FIXTURES.**

(a) Tenant shall not make or allow to be made any alterations, additions or improvements to or of the Premises, or any part of the Premises (individually, a "Tenant Change" and collectively, "Tenant Changes"), without first obtaining the written consent of Landlord. Any Tenant Changes shall be performed by contractors approved by Landlord in writing. Not less than thirty (30) days prior to commencing any Tenant Change, Tenant shall deliver written notice to Landlord, or to an individual or entity who has been designated by Landlord as its representative for the Center ("Landlord's Representative"), along with plans and specifications for the Tenant Change for Landlord's review. If Landlord or Landlord's Representative consents to the Tenant Change, Landlord shall deliver written notice to Tenant and Tenant may make the Tenant Change at Tenant's sole cost and expense. If Tenant desires to penetrate the roof of the Building in which the Premises is located in order to make any repairs or any Tenant Change, Tenant must use Landlord's roofing contractor. Throughout the performance of the Tenant Change, Tenant shall obtain, or cause its contractors to obtain, workers compensation insurance and commercial general liability insurance in compliance with the provisions of Paragraph 15 of this Lease. Any Tenant Change, including, but not limited to, wall covering, partitions, mechanical and electrical systems, light systems, the floor and floor coverings, paneling and built-in cabinet work, but excepting movable furniture and trade fixtures which can be removed without damage to the Premises, shall at once become part of the realty and belong to Landlord and shall be surrendered with the Premises. Notwithstanding the foregoing, Landlord may deliver written notice to Tenant not later than thirty (30) days prior to the end of the Lease Term identifying those items of Tenant Changes which Landlord requires Tenant to remove upon the expiration of the Lease. Upon the expiration or sooner termination of the Lease Term, Tenant, at Tenant's sole cost and expense, shall remove the designated Tenant Changes and shall repair any damage to the Premises caused by such removal at Tenant's sole cost and expense.

(b) Tenant hereby grants Landlord a security interest in all fixtures, machinery, equipment, furnishings and other articles of personal property located on the Premises (collectively, the "Collateral") to secure Tenant's obligations under this Lease. If Tenant fails to remove any Collateral from the Premises upon termination of this Lease, all such Collateral shall be deemed abandoned and

Landlord, at its option, may remove the Collateral in any manner Landlord chooses, and store the personal property without liability to Tenant. In such event, Tenant shall pay to Landlord upon demand any and all expenses incurred in such removal, including court costs and attorneys' fees and storage charges. Landlord, at its option, without notice, may sell any or all of the Collateral at private sale and without legal process, for whatever price Landlord may obtain, and apply the proceeds of such sale against any amounts due under this Lease, including Landlord's costs and expenses in connection with the removal and sale of the Collateral. Tenant shall indemnify, defend and hold Landlord harmless from any and all expenses, liabilities, and costs, including without limitation reasonable attorneys' fees, arising out of or in connection with any claim, demand, action or suit brought or made by any of Tenant's creditors in connection with the removal, storage or sale of the Collateral.

12. REPAIRS.

(a) By taking possession of the Premises, Tenant shall be deemed to have accepted the Premises as being in good order, condition and repair. Tenant, at Tenant's sole cost and expense, shall keep every part of the Premises in good condition and repair including without limitation, the maintenance, replacement and repair of the storefront, doors, window casements, glazing, heating and air conditioning system serving the Premises exclusively, plumbing, pipes, electrical wiring and conduits, and the ceiling and the ceiling lighting system. Subject to the provisions of Paragraph 15(c), Tenant shall also be responsible for repairing any and all damages to the Premises or the Center caused by any act of Tenant or its employees, agents, or contractors and for any repairs, necessitated by any alterations, additions, or improvements to the Premises made by or on behalf of Tenant. If the Premises are served by an air-conditioning system, Tenant shall obtain a service contract for repairs and maintenance of the system. The maintenance contract shall conform to the requirements under the warranty, if any, on the system. Tenant shall, upon the expiration or earlier termination of this Lease, surrender the Premises to Landlord in good condition, broom clean, ordinary wear and tear and damage from insured hazards excepted. Tenant shall repair any damage to adjacent premises caused by Tenant's use of the Premises at Tenant's sole cost and expense. Landlord reserves the right to obtain a maintenance contract(s) for air-conditioning and other systems for portions of the Center including the Premises and the Building, in which case the cost of such maintenance contract(s) shall be included as part of the Common Area Expenses pursuant to Paragraph 8(b). Landlord reserves the right, upon reasonable notice to Tenant, to repair and/or replace canopies and/or storefronts on the Building in which the Premises are located, but Landlord shall have no obligation to do so, and Landlord's cost for such repair and/or replacement shall be apportioned to Tenant as Additional Rent pursuant to Paragraph 8(b). The parties hereby affirm that Landlord has made no representation to Tenant respecting the condition of the Premises and/or the Center, except as expressly set forth in this Lease. If Tenant fails to repair and maintain the Premises in accordance with the terms of this Lease, Landlord, upon three (3) days' notice to Tenant, shall have the right to enter the Premises and perform such repairs. Tenant shall promptly reimburse Landlord for all costs and expenses incurred by Landlord in connection with such repairs within five (5) days after Landlord's delivery of an invoice to Tenant. Any and all costs expended by Landlord pursuant to the preceding sentence shall be payable by Tenant to Landlord upon demand, shall be deemed to be Additional Rent for purposes of this Lease and shall bear interest at the Interest Rate.

(b) Notwithstanding the provisions of subparagraph (a) above, Landlord, at Tenant's expense, shall repair and maintain the structural portions of the Building in which the Premises are located, including the exterior walls and roof. As used in this Paragraph 12(b), "exterior walls" shall not include storefronts, plate glass, window frames, doors or doorframes, security grills or similar enclosures. Tenant's responsibility for these expenses shall be apportioned in accordance with provisions set forth in Paragraph 8(b)(i) above. Landlord shall not be liable for any failure to make such repairs or to perform any maintenance unless the failure persists for an unreasonable time after Tenant gives Landlord written notice of the need of such repairs or maintenance. There shall be no abatement of rent and no liability of Landlord by reason of any injury to or interference with Tenant's business arising from the making of any repairs, alterations or improvements in or to any portion of the Building or the Premises or in or to appurtenances or equipment in the Building or on the Premises. Tenant waives the right to make repairs at Landlord's expense under any law, statute or ordinance now or hereafter in effect.

13. LIENS. During and prior to commencement of the Lease Term, Tenant shall keep the Premises and the Center free from any liens arising out of any work performed, materials furnished or obligation incurred by or on behalf of Tenant. Landlord may require, at Landlord's sole option, that Tenant provide to Landlord, at Tenant's sole cost and expense, a lien and completion bond in an amount equal to one and one-half (1½) times the estimated costs of any Tenant Changes in or to the Premises which Tenant desires to make, to insure Landlord against any liability for mechanic's and material men's liens and to insure the completion of the work. Landlord shall have the right at all reasonable times to post on the Premises and record any notices of nonresponsibility which it deems necessary for protection from such liens. If any such liens are filed, Tenant, at its sole cost, immediately shall cause such lien to be released of record or bonded so that it no longer affects title to the Center, the Building or the Premises. If Tenant fails to cause such lien to be so released or bonded within twenty (20) days after filing of such lien, Landlord may, without waiving its rights and remedies based on such breach, and without releasing Tenant from any of its obligations, cause such lien to be released by any means it deems proper, including payment in satisfaction of the claim giving rise to such lien. Tenant shall pay to Landlord, within five (5) days after receipt of invoice from Landlord, any sum paid by Landlord to remove such liens, together with interest at the Interest Rate from the date of such payment by Landlord.

14. ASSIGNMENT AND SUBLETTING.

(a) A "transfer by Tenant" shall include an assignment of this Lease, a sublease of all or any part of the Premises or any assignment, sublease, transfer, mortgage, pledge or encumbrance of all or any part of Tenant's interest under this Lease or in the Premises, by operation of law or otherwise, or the use or occupancy of all or any part of the Premises by anyone other than Tenant. Any transfer of twenty-five percent (25%) or more of the outstanding voting stock of Tenant or of twenty-five percent (25%) or more of the equity interest in Tenant, including transfer by merger, consolidation or liquidation or other change in ownership of Tenant, shall constitute a transfer by Tenant under this paragraph. Any such transfer by Tenant without Landlord's prior written consent shall be void and shall constitute a default under this Lease. Prior to a transfer by Tenant, Tenant shall notify Landlord in writing of Tenant's intent to assign, encumber or sublease this Lease, the name of the proposed assignee or sublessee, information concerning the financial responsibility of the proposed assignee or sublessee, information concerning the proposed use of the Premises, and the business reputation and experience of the proposed assignee or sublessee in operating a business of the type and quality permitted under this Lease, and the terms of the proposed assignment or subletting. Concurrently with such notice Tenant shall pay Landlord \$1,500.00 as reimbursement for Landlord's processing cost and fees. Within thirty (30) days' after receipt of such written notice and additional information and cost advance required above, Landlord shall either: (i) consent to such proposed assignment, encumbrance or sublease; or, (ii) refuse such consent, which refusal shall be in Landlord's reasonable discretion. Without limiting the generality of the foregoing, it shall not be unreasonable for Landlord to disapprove such a request if:

(i) The proposed assignee/subtenant does not have a net worth and liquid assets reasonably comparable to the net worth and liquid assets of Tenant and a net worth and liquid assets reasonably adequate to assure discharge of the obligations of Tenant under the Lease; or,

(ii) The proposed assignee/subtenant does not have business experience reasonably comparable to the business experience of Tenant and business experience reasonably adequate to assure success of the business of Tenant under the Lease; or,

(iii) The proposed transfer by Tenant involves a change of use of the Premises from that specified in this Lease.

As a condition for granting its consent to any assignment, encumbrance or sublease, Landlord may require that the assignee or sublessee pay directly to Landlord on a monthly basis all monies due to Tenant by said assignee or sublessee.

(b) Any assignee or sublessee shall be bound by all of the terms and conditions of this Lease, including without limitation the restrictions concerning the use of the Premises set forth in the Lease. If under any proposed assignment or sublease Tenant receives rent or other consideration, either initially or over the term of the assignment or sublease, in excess of all sums then payable hereunder, whether as Minimum Rent, Additional Rent or otherwise (or, in the case of the sublease of a portion of the Premises, in excess of such Minimum Rent, Additional Rent or other sums payable which is fairly allocable to the portion of the Premises), after appropriate adjustments to assure that all other payments called for under this Lease are taken into account, Tenant shall pay to Landlord three-quarters (3/4) of the excess of each such payment or other consideration received by Tenant promptly after its receipt.

(c) Tenant shall not have the right to assign the Lease or sublet the Premises if it is in default under this Lease or under the provisions of any other lease of any real property in any shopping center owned in whole or in part by Landlord, by any of Landlord's constituent general partners or by any entity which controls, is controlled by or is under common control with Landlord or its constituent general partners.

IF LANDLORD CONSENTS TO ANY TRANSFER BY TENANT, TENANT SHALL NOT BE RELIEVED OF ITS OBLIGATIONS UNDER THIS LEASE AND TENANT SHALL REMAIN LIABLE JOINTLY AND SEVERALLY AND AS A PRINCIPAL, AND NOT AS A GUARANTOR OR SURETY, UNDER THIS LEASE TO THE SAME EXTENT AS THOUGH NO TRANSFER BY TENANT HAD BEEN MADE, UNLESS SPECIFICALLY PROVIDED TO THE CONTRARY IN LANDLORD'S PRIOR WRITTEN CONSENT. THE ACCEPTANCE OF RENT BY LANDLORD FROM ANY PERSON OTHER THAN TENANT SHALL NOT BE DEEMED TO BE A WAIVER BY LANDLORD OF THE PROVISIONS OF THIS PARAGRAPH 14 OR OF ANY OTHER PROVISION OF THIS LEASE. NO CONSENT BY LANDLORD TO A TRANSFER BY TENANT SHALL BE DEEMED A CONSENT TO ANY SUBSEQUENT TRANSFER.

15. INSURANCE AND INDEMNITY.

(a) On or before the earlier to occur of, (i) the date Landlord delivers possession of the Premises to Tenant; (ii) the Lease Term Commencement Date; or, (iii) the date Tenant commences or causes to be commenced any work of any type in or on the Premises, and continuing during the entire Lease Term, Tenant shall obtain and keep in full force and effect, the following insurance:

(i) **Public Liability.** Commercial general liability insurance coverage, including personal injury, bodily injury (including wrongful death) and broad form property damage with coverage limits as required by Landlord from time to time, but in no event less than Two Million Dollars (\$2,000,000.00) combined each occurrence and in the aggregate insuring against any and all liability of the insured with respect to the Premises and all areas appurtenant to the Premises or arising out of the maintenance, use or occupancy of the Premises. All such bodily injury liability insurance and property damage liability insurance shall specifically insure the performance by Tenant of the indemnity provisions set forth in this Lease.

(ii) **Plate Glass.** Full replacement cost insurance covering all plate glass on the Premises. Tenant shall have the option either to insure the risk or to self-insure.

(iii) **Equipment.** Machinery insurance on all air-conditioning equipment and systems exclusively serving the Premises. If the equipment and the damage that it may cause are not covered by Tenant's All Risk insurance, the insurance specified in this Paragraph shall be in an amount of not less than One Hundred Thousand Dollars (\$100,000.00).

(iv) **All Risk.** All Risk insurance, including fire and extended coverage, sprinkler leakage (including earthquake sprinkler leakage), vandalism, malicious mischief and earthquake coverage upon property of every description and kind owned by Tenant and located in the Premises or the Building, or for which Tenant is legally liable or installed by or on behalf of Tenant including, without limitation, furniture, equipment and any other personal property, and any initial Tenant Improvements (as such term is defined in Exhibit "C") and Tenant Changes in an amount not less than the full replacement cost thereof. If there is a dispute as to the amount which comprises full replacement cost, the decision of Landlord or the mortgagees of Landlord shall be presumptive. Any policy proceeds shall be used for repair or replacement of the property damaged or destroyed unless this Lease terminates pursuant to Paragraph 22.

(v) **Business Interruption.** Loss of income and business interruption insurance in such amount as will reimburse Tenant for direct or indirect loss of earnings attributable to all such perils insured against in this Paragraph 15.

(vi) **Worker's Compensation.** Worker's Compensation insurance in accordance with the laws of the State in which the Premises are located and employer's liability insurance with a limit of not less than One Million Dollars (\$1,000,000.00) each accident

(vii) **Policy Form.** All policies of insurance shall be issued by insurance companies qualified to do business in the State where the Center is situated and with a Best's rating of not less than the highest Best's rating given to Prudential Insurance Company, Travelers or Aetna. All such policies shall be issued in the names of Tenant, Landlord, Landlord's management company and Landlord's mortgagee or beneficiary, and shall be for the mutual and joint benefit and protection of Tenant, Landlord, Landlord's management company and Landlord's mortgagee or beneficiary. Tenant shall deliver to Landlord certificates evidencing such insurance coverage of such policies of insurance prior to the Lease Term Commencement Date. After the Lease Term Commencement Date, Tenant shall deliver copies of renewal certificates within thirty (30) days prior to the expiration of the term of each such policy. Until Tenant has delivered to Landlord such certificates of insurance, Landlord shall not be obligated to deliver keys to the Premises to

Tenant, and Tenant shall not be entitled to take occupancy and possession of the Premises, notwithstanding the fact that the Lease Term and Tenant's obligation to pay rent already may have commenced. All public liability and property damage policies shall contain a provision that Landlord, although named as an insured, nevertheless shall be entitled to recover under said policies for any loss suffered by Landlord, its servants, agents and employees by reason of the negligence or wrongdoing of Tenant. All certificates of insurance delivered to Landlord must contain a provision that the insurer will give to Landlord thirty (30) days' notice in writing prior to any cancellation, lapse or reduction in the amounts of insurance. All public liability, property damage and other casualty policies shall be written as primary policies, not contributing with or in excess of coverage which Landlord may carry. The limits of said insurance shall not limit the liability of Tenant under this Lease. The liability limits of the insurance required pursuant to this Paragraph 15 shall be subject to periodic increases as determined by Landlord based on relevant factors including, without limitation, increased liability awards and the advice of professional insurance advisors. If Tenant fails to maintain or procure such insurance, Landlord shall have the right, but not the obligation, to procure and maintain such insurance at Tenant's sole cost and expense. Tenant shall pay to Landlord, within five (5) days after receipt of invoice from Landlord, any sum paid by Landlord to obtain such insurance, together with interest at the Interest Rate from the date of such payment by Landlord.

(b) Notwithstanding anything to the contrary contained within this Paragraph 15, Tenant's obligation to carry the insurance required under this Lease may be brought within the coverage of a so-called blanket policy or policies of insurance carried and maintained by Tenant so long as (i) Landlord, Landlord's management company, and Landlord's mortgagee or beneficiary are named as additional insureds as their interests may appear, (ii) the coverage afforded Landlord, Landlord's management company and Landlord's mortgagee or beneficiary will not be reduced or diminished by reason of the use of such blanket policy of insurance, and (iii) the requirements set forth in this Paragraph 15 are otherwise satisfied. Tenant shall permit Landlord at all reasonable times to inspect any of Tenant's policies of insurance which are not delivered to Landlord.

(c) Tenant will not carry any stock or goods or do anything in or about the Premises that will in any way increase the insurance rates upon the Building or the Premises. Tenant shall pay to Landlord immediately upon demand the amount of any increase in premiums charged to Landlord for insurance if the increase results from Tenant's violation of the forgoing restrictions, whether or not Landlord consented to Tenant's act. If Tenant installs upon the Premises any electrical equipment which overloads the electrical lines, Tenant, at its own expense, shall make all changes to the Premises and install any fire extinguishing equipment that Landlord's insurance underwriters or applicable fire, safety and building codes and regulations may require. Nothing contained in this Lease shall be deemed to constitute Landlord's consent to such overloading.

(d) Tenant shall be liable for, and shall indemnify, defend, protect and hold Landlord and Landlord's partners, officers, directors, employees, agents, successors and assigns (collectively, "Landlord Indemnified Parties") harmless from and against any and all claims, damages, judgments, suits, causes of action, losses, liabilities and expenses, including attorneys' fees and court costs (collectively, "Indemnified Claims"), arising or resulting from (i) any act or omission of Tenant or any of Tenant's agents, employees, contractors, subcontractors, assignees, licensees or with respect to acts or omissions within the Premises only, Tenant's invitees (collectively, "Tenant Parties"); (ii) the use of the Premises and Common Area by Tenant or any Tenant Parties, or any other activity, work or thing done or permitted by Tenant or any Tenant Parties, in or about the Premises, the Building or elsewhere in the Center; and (iii) any default by Tenant of any of Tenant's obligations under this Lease. In case any action or proceeding is brought against Landlord or any Landlord Indemnified Parties by reason of any such Indemnified Claims, Tenant, upon notice from Landlord, shall defend the same at Tenant's expense by counsel approved in writing by Landlord, which approval shall not be unreasonably withheld. Tenant, as a material part of the consideration to Landlord, hereby assumes all risk of damage to property or injury to persons, in, upon or about the Premises arising from any cause and Tenant hereby waives all claims in respect thereof against Landlord and Landlord's property management company. Landlord shall in no event be liable for any consequential damages or loss of business or profits and Tenant hereby waives any and all claims for any such damages. The obligations to indemnify set forth in this Paragraph shall include all attorneys' fees, litigation costs, investigation costs and court costs and all other costs, expenses and liabilities incurred by Landlord from the first notice that any claim or demand is made or may be made. All indemnity obligations under this Paragraph 15 shall survive the expiration or termination of this Lease.

(e) Landlord shall maintain during the term of this Lease a policy of insurance covering the Building and the Premises in an amount not less than ninety percent (90%) of the full replacement cost (exclusive of the cost of excavations, foundations and footings) or the amount of such insurance Landlord's mortgagee or beneficiary may require Landlord to maintain, whichever is greater, providing protection against perils generally included within the "All Risk" classification. Landlord's obligation to carry the insurance may be brought within the coverage of any so-called blanket policy or policies of insurance carried or maintained by Landlord, provided that the coverage afforded will not be reduced or diminished by reason of the use of such blanket policy of insurance.

(f) In addition to the foregoing insurance requirements, Landlord, at its option, may maintain such other insurance covering the Building and the Premises as it deems necessary or desirable or as may be required by its mortgagees or beneficiaries from time to time, including without limitation, earthquake, terrorism, flood and rental abatement insurance and commercial general liability insurance with respect to the Center with limits not less than \$3,000,000 combined single limit. Tenant shall pay Tenant's Share of the insurance premiums for the insurance policies carried by Landlord for the Premises, the Building and the Center in accordance with the provisions of Paragraph 8(b)(i). Tenant acknowledges that Landlord shall have the right to maintain commercially reasonable deductibles and/or self-insured retentions in connection with any insurance carried by Landlord pursuant to this Lease as determined by Landlord in its reasonable business judgment. In the event of an insurance loss covered by the insurance carried by Landlord pursuant to this Lease, Tenant shall be required to pay its share of such deductibles or self-insured retentions as Additional Rent pursuant to Paragraph 8(b)(i).

16. WAIVER OF SUBROGATION. Tenant and Landlord each waive any and all rights of recovery against the other, or against the officers, employees, agents and representatives of the other, or for loss of or damage to such waiving party or its property or the property of others under its control to the extent that such loss or damage is insured against under any insurance policy required to be carried under Paragraph 15. Each party, upon obtaining the policies or certificates of insurance required under this Lease, shall give notice to the insurance carrier or carriers that the foregoing mutual waiver of subrogation is contained in this Lease, and shall obtain any special endorsements required at the insuring party's cost, if any, from its insurer to evidence compliance with the aforementioned waiver. In addition to any term or provision set forth in this Lease limiting Landlord's potential liability to Tenant, if there is any damage to Tenant, the Premises, Tenant's merchandise or any loss to Tenant's employees or invitees, Tenant shall resort to Tenant's insurance coverage prior to asserting any claim or demand against Landlord or Landlord's interest in the Center.

17. RULES AND REGULATIONS. Tenant shall faithfully observe and comply with the rules and regulations that Landlord may promulgate from time to time with regard to the Premises and the Center. Landlord shall not be responsible to Tenant for the

nonperformance of any rules and regulations by any other tenants or occupants of the Center. The rules and regulations may include, but shall not be limited to, the following: (a) the restricting of employee parking to a limited, designated area or areas; (b) the prohibition against Tenant erecting any aerial or antenna on the roof, exterior walls or any other portion of the Premises without Landlord's prior written consent, which Landlord may withhold in Landlord's sole discretion; (c) the restricting of solicitation or distribution of materials by Tenant in the Common Area; (d) the prohibition against Tenant obstructing vestibule areas outside of Tenant's doors, the sidewalks adjacent to the Premises, or any portion of the Common Area with any item, including without limitation, newspaper racks, bicycle stands, telephones, vending machines, weighing machines, amusement rides, merchandise, or fixtures displaying merchandise of any kind, boxes, trash, or other debris; (e) the requirement that Tenant deposit its trash and rubbish only in receptacles approved by Landlord. Landlord may cause such trash receptacles to be emptied at Tenant's sole cost and expense or, at Landlord's option, Landlord may provide trash removal services, the cost of which Tenant shall pay either as part of the Common Area Expenses, or pursuant to an equitable proration of the costs by Landlord. Landlord, from time to time, may modify or amend the rules and regulations or establish additional rules and regulations for the Premises and the Center, and Tenant shall abide by such modifications, amendments or additional rules and regulations.

18. HOLDING OVER. If Tenant remains in possession of the Premises or any part of it after the expiration of the Lease Term, such occupancy shall be a tenancy from month to month upon the terms and conditions set forth in this Lease so far as applicable (including Tenant's obligation to pay all Common Area Expenses and any other Additional Rent under this Lease), but at a Minimum Rent equal to one hundred fifty percent (150%) of the Minimum Rent applicable to the Premises immediately prior to the date of such expiration or earlier termination. Acceptance by Landlord of rent after such expiration or earlier termination shall not constitute Landlord's consent to a hold over or result in an extension of this Lease.

19. ENTRY OF LANDLORD. Landlord reserves, for itself and its agents, and shall at any and all times have the right to enter the Premises to inspect it, to show the Premises to prospective purchasers, lenders, insurers or tenants, to post notices of non-responsibility, to post "For Lease" signs during the last four (4) months of the Lease Term, to remodel the exterior canopies and storefronts of the Premises and the Building if Landlord deems remodeling to be necessary or desirable, to repair the Premises and any portion of the Building, to repair, replace or further develop portions of the Common Area that Landlord deems necessary or desirable, without abatement of rent. Landlord may erect scaffolding and other necessary structures where reasonably required by the character of the work to be performed, provided that the entrance to the Premises shall not be unreasonably blocked, and further provided that the business of Tenant shall not be interfered with unreasonably. Tenant hereby waives any claim for abatement of rent or for damages for any injury or inconvenience to or interference with Tenant's business, any loss of occupancy or quiet enjoyment of the Premises, and any other loss. Landlord shall have the right to use any and all means which Landlord deems proper to open the doors of the Premises in an emergency, in order to obtain entry to the Premises without liability to Tenant except for any failure to exercise due care for Tenant's property. If Landlord enters the Premises by any means, such entry shall not under any circumstances be construed or deemed to be a forcible or unlawful entry into, or a detainer of, the Premises, or an eviction of Tenant from the Premises or any portion of it.

20. TENANT'S DEFAULT. The occurrence of any one or more of the following events shall constitute a default and breach of this Lease by Tenant:

(a) Failure to pay Minimum Rent, Additional Rent, or any other monetary obligation which Tenant is required to pay under this Lease when due. Landlord's acceptance of a partial payment of any monetary obligation of Tenant following Landlord's delivery of a notice of Tenant's nonpayment shall not constitute a waiver by Landlord of any rights Landlord may have under the California Code of Civil Procedure §1161.1, including the right to recover possession of the Premises.

(b) Abandonment or vacation of the Premises by Tenant.

(c) Failure to perform any other provision of this Lease if the failure to perform is not cured within seven (7) days after notice has been given to Tenant. If such default cannot reasonably be cured within such seven (7) day period, Tenant shall not be in default of this Lease if Tenant commences to cure the default within such seven (7) day period and diligently and in good faith proceeds to cure the default.

(d) The making by Tenant or any guarantor of this Lease of any general assignment for the benefits of creditors; or the filing by or against Tenant or any guarantor of this Lease of a petition to have Tenant or any guarantor of this Lease adjudged bankrupt; or a petition of reorganization or arrangement under any law relating to bankruptcy (unless, in the case of a petition filed against Tenant or any guarantor of this Lease, the case is dismissed within sixty (60) days); or the appointment of a trustee or receiver to take possession of substantially all of Tenant's assets located at the Premises or of Tenant's interest in this Lease, where possession of such assets is not restored to Tenant within thirty (30) days, or the attachment, execution or other judicial seizure is not discharged in thirty (30) days.

(e) Any default by any guarantor under any guaranty of this Lease.

Tenant's full performance of all obligations under this Lease is a condition to the continuation of this Lease. The failure of this condition shall entitle Landlord to terminate this Lease and Tenant's right to possession at any time. Tenant hereby waives any right it may have to seek release from forfeiture or relief from forfeiture under California Code of Civil Procedure §1179.

21. LANDLORD'S REMEDIES. Landlord shall have the following remedies if Tenant commits a default. These remedies are not exclusive; they are cumulative in addition to any remedies now or later allowed by law or in equity:

(a) Landlord may continue this Lease in full force and effect and collect rent when due. During the period Tenant is in default, Landlord may enter the Premises and relet them, or any part of them, to third parties for Tenant's account. Tenant shall be liable immediately to Landlord for all costs Landlord incurs in reletting the Premises, including, without limitation, broker's commissions, expenses of remodeling the Premises required by reletting and like costs. In addition, Landlord shall be entitled to receive a customary brokerage commission from Tenant for any tenants it procures in connection with the reletting of the Premises or any portion of it. Reletting can be for a period shorter or longer than the remaining term of this Lease. Tenant shall pay to Landlord the rent due under this Lease on the dates the rent is due, less the rent Landlord receives from any reletting. No act by Landlord allowed by this Paragraph 21 shall terminate this Lease unless Landlord notifies Tenant in writing that Landlord elects to terminate this Lease.

(b) Landlord may terminate Tenant's right to possession of the Premises at any time. No act by Landlord other than giving written notice to Tenant shall terminate this Lease. On termination, Landlord has the right to recover from Tenant: (i) the worth, at the time of the award, of the unpaid rent that had been earned at the time of termination of this Lease; (ii) the worth, at the time of the award, of the amount by which the unpaid rent that would have been earned after the date of termination of this Lease until the time of award exceeds the amount of the loss of rent that Tenant proves could have been reasonably avoided; (iii) the worth, at the time of the award, of the amount by which the unpaid rent for the balance of the Lease Term after the time of award exceeds the amount of the loss of rent that Tenant proves could have been reasonably avoided; and, (iv) any other amount and court costs necessary to compensate Landlord for all detriment proximately caused by Tenant's default.

(c) Landlord can pursue any other remedy now or hereafter available to Landlord under the laws or judicial decisions of the state wherein the Premises are located. Unpaid installments of rent and other unpaid monetary obligations of Tenant under the terms of this Lease shall bear interest from the due date at the Interest Rate.

(d) "The worth, at the time of the award," as used in subparagraphs 21(b)(i) and (ii) above, is to be computed by allowing interest at the Interest Rate. As used in Paragraph 21(b)(iii) above, the "worth at the time of the award" shall be computed by discounting such amount at the discount rate of the Federal Reserve Bank of San Francisco at the time of the award plus one percent (1%).

(e) If any monthly installment of Minimum Rent, Additional Rent or any other amount payable by Tenant under this Lease is not received by Landlord by the date when due, it shall bear interest at the Interest Rate from the date due until paid. All interest and any late charges imposed pursuant to this Lease shall be considered rent due from Tenant to Landlord under the terms of this Lease.

22. RECONSTRUCTION. If the Premises, the Building or all or any portion of the Center are damaged by any casualty to an extent not exceeding fifteen percent (15%) of the full replacement cost thereof, and Landlord's contractor estimates in a writing delivered to the parties that the damage is such that the Premises or the Center may be repaired, reconstructed or restored to substantially its condition immediately prior to such damage within one hundred twenty (120) days from the date of such casualty, and Landlord will receive insurance proceeds sufficient to cover the costs of such repairs, reconstruction and restoration (including proceeds from Tenant or Tenant's insurance which Tenant shall deliver to Landlord), then Landlord shall commence and proceed diligently with the work of repair, reconstruction and restoration and this Lease shall continue in full force and effect. If, however, the Premises or all or any portion of the Center are damaged to an extent exceeding twenty-five percent (25%) of the full replacement cost thereof, or Landlord's contractor estimates that such work of repair, reconstruction and restoration will require longer than one hundred twenty (120) days to complete, or Landlord will not receive insurance proceeds (or proceeds from Tenant, as applicable) sufficient to cover the costs of such repairs, reconstruction and restoration, then Landlord may elect to either:

(a) repair, reconstruct and restore the portion of the Premises or the Center damaged by such casualty, in which case this Lease shall continue in full force and effect; or

(b) terminate this Lease effective as of the date which is thirty (30) days after Tenant's receipt of Landlord's election to so terminate.

Under any of the conditions of this Paragraph, Landlord shall give written notice to Tenant of its intention to repair or terminate within the later of sixty (60) days after the occurrence of such casualty, or fifteen (15) days after Landlord's receipt of the estimate from Landlord's contractor.

If Landlord elects to terminate, this Lease shall expire and all interest of Tenant in the Premises shall terminate on the date so specified in such notice and the Minimum Rent, reduced by a proportionate reduction, based upon the extent, if any, to which such damage interfered with the business carried on by Tenant in the Premises, shall be paid up to the date of such termination.

If as a result of any such damage, repair, reconstruction or restoration of the Premises, Tenant is prevented from using, and does not use, the Premises or any portion of it, Minimum Rent shall be reduced during the period that Tenant continues to be so prevented from using and does not use the Premises or portion of it, in the proportion that the rentable square feet of the portion of the Premises that Tenant is prevented from using, and does not use, bears to the total rentable square feet of the Premises. Notwithstanding the foregoing to the contrary, any rent abatement shall be limited to the proceeds of rental loss insurance actually received by Landlord on account of such casualty. If the damage or destruction is due to the negligence or willful misconduct of Tenant or any Tenant Parties, there shall be no abatement of rent.

Notwithstanding anything to the contrary contained in this Paragraph, Landlord shall have no obligation to repair, reconstruct or restore the Premises when the damage resulting from any casualty covered under this Paragraph occurs during the last twenty-four (24) months of the Lease Term or any extension of it. Landlord shall not be required to repair any injury or damage, or to make any repairs or replacements of any leasehold improvements, fixtures or other personal property of Tenant.

23. EMINENT DOMAIN. If more than twenty-five percent (25%) of the Premises are taken or appropriated by any public or quasi-public authority under the power of eminent domain or by reason of sale in lieu of condemnation, either party may, at its option, within sixty (60) days after the taking, terminate this Lease by delivering to the other party thirty (30) day's written notice. If less than twenty-five percent (25%) of the Premises are taken or if more than twenty-five percent (25%) of the Premises are taken and neither party terminates, Minimum Rent shall be abated with respect to the part of the Premises of which Tenant is deprived on account of the taking. If any part of the Center other than the Premises is taken or appropriated, Landlord, within sixty (60) days after the taking, shall have the right to terminate this Lease by delivering written notice to Tenant. If any taking or appropriation occurs, Landlord shall be entitled to any and all awards and/or settlements that may be given and Tenant shall have no claim against Landlord for the value of any unexpired term of this Lease or for the value of Tenant's leasehold improvements. Notwithstanding the foregoing, Tenant may attempt to recover from the condemning authority (but not from Landlord) any compensation as may be separately awarded or recoverable by Tenant for the taking of Tenant's furniture, fixtures, equipment and other personal property within the Premises, for Tenant's relocation expenses, and for any loss of goodwill or other damage to Tenant's business by reason of such taking. This Lease sets forth the terms and conditions upon which this Lease may terminate in the event of a taking. Accordingly, the Parties waive the provisions of the California Code of Civil Procedure Section 1265.130 and any successor or similar statutes permitting the Parties to terminate this Lease as a result of a taking.

24. PARKING AND OTHER COMMON AREA. All areas within the exterior boundaries of the Center that are not now or hereafter held for lease or occupation by Landlord or used by other persons entitled to occupy floor space in the Center shall be

deemed "Common Area." Landlord may make changes at any time and from time to time in the size, shape, location and extent of the Common Area, and no such change shall entitle Tenant to any abatement of rent. Landlord covenants that the Common Area, which includes automobile parking, shall be at all times available for the non-exclusive use of Tenant during the Lease Term or any extension thereof. Notwithstanding the foregoing, the condemnation or other taking by any public authority, or sale in lieu of condemnation, of any or all of such Common Area shall not constitute a violation of this covenant. In addition, Landlord reserves the right to change the entrances, exits, traffic lanes and the boundaries and locations of such Common Area, including automobile parking, and to construct buildings and other improvements on it.

Tenant shall furnish Landlord with a list of its and its employees' vehicle license numbers at any time during the Lease Term within fifteen (15) days after Landlord's written request. Tenant acknowledges that Landlord shall have the right to cause to be towed any vehicle belonging to Tenant or Tenant's employees parked in violation of these provisions and/or to attach violation stickers or notices to any such vehicle. Tenant assumes responsibility for its employees' compliance with these parking provisions and shall cooperate with Landlord and its agents in collecting from Tenant's employees who violate the parking regulations all costs and expenses incurred by Landlord in connection with Landlord's reasonable efforts to enforce the regulations.

(a) **Maintenance.** Landlord shall keep the Common Area, including automobile parking, in a neat, clean and orderly condition and shall repair any damage to the Common Area facilities. All expenses in connection with the Common Area, including automobile parking, shall be charged to Tenant as Common Area Expenses pursuant to Paragraph 8(b).

(b) **Common Rights.** Subject to the limitations set forth above in this Paragraph 24, Tenant, for the use and benefit of Tenant, its agents, employees, customers, licensees and subtenants, shall have the non-exclusive right in common with Landlord, and other present and future owners, tenants and their agents, employees, customers, licensees and subtenants, to use the Common Area during the entire Lease Term, or any extension of it, for ingress and egress and automobile parking.

(c) **Special Assessments.** Tenant will be subject to any "Special Assessment" which may be levied in the sole discretion of Landlord from time to time with respect to particular or extraordinary costs or expenses which have been incurred by Landlord for materials or services furnished at the request, with the consent of or otherwise required by any special use of the Common Area by Tenant as opposed to uses otherwise generally enjoyed by all tenants of the Center. The Special Assessment shall be treated as Additional Rent under this Lease that shall be due and payable to Landlord upon demand.

25. **PROMOTIONAL SERVICE FOR THE CENTER.** Intentionally Omitted.

26. **DEFAULTS BY LANDLORD.**

(a) **Landlord's Liability.** If Landlord fails to perform any of its obligations under this Lease within thirty (30) days after Landlord's receipt of written notice from Tenant specifying in detail Landlord's failure to perform, Landlord shall be liable to Tenant for all actual (but not consequential) damages sustained by Tenant as a direct result of Landlord's breach; provided, however, if the nature of Landlord's obligation is such that more than thirty (30) days are required for its performance, then Landlord shall not be deemed in default if it commences such performance within such thirty (30) day period and thereafter diligently pursues the same to completion. Upon any such uncured default by Landlord, Tenant may exercise any of its rights provided in law or at equity; provided, however, Tenant shall have no right to offset or abate rent in the event of any default by Landlord under this Lease, except to the extent offset rights are specifically provided to Tenant in this Lease and Tenant shall have no right to terminate this Lease. In the case of a bona fide emergency, provided Tenant first makes a reasonable, good faith effort to notify Landlord or the manager of the Center, Tenant shall be entitled to make such repairs as are necessary to remove the emergency for Landlord's account and Landlord will reimburse Tenant for the cost incurred by Tenant within thirty (30) days after Tenant's delivery to Landlord of an invoice, together with reasonable evidence of costs and expenses incurred by Tenant. Notwithstanding anything contained in this Lease to the contrary, the obligations of Landlord under this Lease (including any actual or alleged breach or default by Landlord) do not constitute personal obligations of the individual partners, directors, officers or shareholders of Landlord or Landlord's partners, and Tenant shall not seek recourse against the individual partners, directors, officers or shareholders of Landlord or Landlord's partners, or any of their personal assets for satisfaction of any liability with respect to this Lease. In addition, in consideration of the benefits accruing under this Lease to Tenant and notwithstanding anything contained in this Lease to the contrary, the liability of Landlord for its obligations under this Lease (including any liability as a result of any actual or alleged failure, breach or default by Landlord), shall be limited solely to, and Tenant's and its successors' and assigns' sole and exclusive remedy shall be against, Landlord's interest in the Premises, and no other assets of Landlord.

(b) **Cure by Assignee.** If any part of the Premises is at any time subject to a mortgage or a deed of trust, and this Lease or the rents due from Tenant are assigned by Landlord to a mortgagee, trustee or beneficiary ("Landlord's Assignee" for purposes of this Paragraph 26 only) and Tenant is given written notice of the assignment, Tenant shall also give written notice of any default by Landlord to Landlord's Assignee, specifying the default in reasonable detail and affording Landlord's Assignee a reasonable opportunity to perform for and on behalf of Landlord. If and when Landlord's Assignee performs on behalf of Landlord, the default shall be deemed cured.

27. **SIGNS.** Upon opening for business in the Premises, Tenant shall have, at its sole cost and expense, permanent signage designed and installed on the Building's designated sign fascia in accordance with Landlord's "Sign Criteria" for the Center and all applicable governmental laws, rules, regulations, ordinances and restrictions. Tenant shall not place on the exterior walls of the Premises or upon the roof or any exterior door or wall or on the exterior or interior of any window of the Premises any sign, awning, canopy, marquee, advertising matter, decoration, letter or other thing of any kind other than Tenant's signs which shall be in compliance with the Sign Criteria, without Landlord's prior written consent, which consent may be withheld in Landlord's sole discretion. Landlord hereby reserves the exclusive right to the use for any purpose whatsoever of the roof and exterior walls of the Premises or the Building.

(a) Tenant may not affix or maintain any sign in, on or about the Premises, unless:

(i) It conforms to: (i) the existing sign ordinance set forth in the municipal and building codes of the particular governmental entity having jurisdiction over the Center, and (ii) Landlord's Sign Criteria, as the same may be changed from time to time by Landlord. Landlord shall deliver to Tenant a copy of its Sign Criteria concurrently with the execution and delivery of this Lease.

(ii) Landlord has approved in writing the type, size, color, location, copy, method of illumination, nature and display qualities of such signs, advertising placards, names, insignia, trademarks, descriptive materials and anything similar; and

(iii) Tenant has delivered to Landlord a copy of the permit issued by the local governmental entity having jurisdiction over signs, authorizing the installation of Tenant's signs.

(b) Within fifteen (15) days of the execution and delivery of this Lease by the parties and the receipt of the Sign Criteria, Tenant shall deliver to Landlord or Landlord's designated sign consultant ("Sign Consultant") three (3) sets of drawings for its proposed signs, which shall be prepared by a licensed sign contractor. Within ten (10) days after Tenant's delivery of its proposed signs, Landlord or Landlord's Sign Consultant shall deliver to Tenant written notice either (1) approving the signs or (2) disapproving the signs and providing Tenant with proposed revisions. If Landlord delivers to Tenant proposed revisions, Tenant promptly shall cause the revisions to be incorporated in the final plans for the signs. Tenant shall deliver to Landlord or Landlord's Sign Consultant the revised sign plans not later than ten (10) days after Landlord's delivery of the required revisions. Tenant shall install all signs approved by Landlord in strict compliance with the design, manner and type approved by Landlord pursuant to this Paragraph 27.

(c) In the event Tenant shall install any sign not in conformance with the requirements of the Sign Criteria, Landlord shall have the right and authority without any liability therefore to Tenant to enter upon the Premises, remove and store such non-conforming signs and repair all damage caused by the installation and removal of such signs. All costs and expenses incurred by Landlord in effecting such removal, repair and storage shall be immediately paid by Tenant to Landlord as Additional Rent. Landlord reserves the right to remove Tenant's exterior signs during any period when Landlord repairs, restores, renovates or reconstructs the Premises or the Building.

(d) Pursuant to the provisions of the Sign Criteria, Tenant shall be required to pay to Landlord concurrently with the execution of this Lease the sum of Five Hundred Dollars and no/100 (\$500.00) as reimbursement to Landlord for Landlord's cost to design, fabricate and install the "Under Canopy Pedestrian Walkway Sign" (as such term is defined in Landlord's Sign Criteria). Landlord shall install the Under Canopy Pedestrian Walkway Sign within ten (10) days following Tenant's opening for business in the Premises.

(e) Except as otherwise herein provided, Tenant shall have the right, at its sole cost and expense, to erect and maintain within the interior of the Premises all signs and advertising matter customary or appropriate in the conduct of Tenant's business: provided, however, Tenant shall, upon demand by Landlord, immediately remove any sign, advertisement, decoration, lettering or written notice that Tenant has placed or permitted to be placed in, upon, on or about the Premises that Landlord reasonably deems objectionable or offensive. If Tenant fails or refuses to do so, Landlord may enter upon the Premises and remove the same at Tenant's cost and expense. In this regard, Tenant acknowledges that the Premises are a part of an integrated commercial development, and agrees that control of all tenant signs by Landlord is essential to the maintenance of uniformity, propriety and the first class aesthetic values desired for the Premises and the Center.

(f) Notwithstanding anything to the contrary above, Tenant shall not affix any signs to the roof or install any storefront mounted signs, flags or banners, or lighted window signs. Upon the expiration or sooner termination of the Lease, Tenant, at its sole cost and expense, shall remove any and all signs installed in, on or about the Premises and repair any damage to the Premises caused by the removal, including but not limited to, patching any holes and repainting the signage area to match the color of the immediately adjacent surface areas in order to remove any discoloration caused by the signs.

28. HAZARDOUS MATERIALS.

(a) **Prohibition of Storage.** Tenant shall not cause or permit any "Hazardous Material" (defined below) to be brought upon, kept or used in or about the Premises by Tenant, its agents, employees, contractors or invitees, other than those expressly permitted by Landlord in writing. If Tenant breaches the obligation stated in the preceding sentence, or if the presence of Hazardous Materials on the Premises caused or permitted by Tenant (including Hazardous Materials permitted by Landlord) results in contamination of the Premises, other tenant spaces adjacent to the Premises, the Building or the Center, or if contamination of the Premises, the Building or the Center by Hazardous Material otherwise occurs for which Tenant is legally liable, Tenant shall indemnify, defend and hold Landlord, its agents and contractors harmless from any and all claims, judgments, damages, penalties, fines, costs, liabilities, or losses (including without limitation diminution in value of the Premises or any portion of the Center adjacent to or surrounding the Premises, damages for the loss or restriction on use of rentable or usable space or of any amenity of the Premises, the Building or the Center, damages arising from any adverse impact on marketing of space in the Premises, the Building or the Center, and sums paid in settlement of claims, attorneys' fees, consultant fees and expert fees) which arise during or after the Lease Term as a result of the contamination. This indemnification by Tenant includes, without limitation, costs incurred in connection with any investigation of site conditions or any cleanup, remediation, removal, or restoration work required by any federal, state or local governmental agency or political subdivision because of Hazardous Material present in the soil or ground water on or under the Premises, the Building or the Center. Without limiting the foregoing, if the presence of Hazardous Material on the Premises, the Building or the Center caused or permitted by Tenant results in any contamination of the Premises, the Building or the Center, Tenant promptly shall take all actions at its sole expense as are necessary to return the Premises, the Building or the Center to the condition existing prior to the introduction of the Hazardous Material to the Premises, the Building or the Center, provided that Landlord's approval of such action shall first be obtained. Landlord shall not withhold its approval of such actions so long as such actions would not potentially have any material adverse short-term or long-term effect on the Premises, other tenant spaces adjacent to the Premises, the Building or the Center. Notwithstanding the foregoing, Landlord, in Landlord's sole and absolute discretion, may elect, by written notice to Tenant, to perform the clean up and disposal of such Hazardous Materials from the Premises, the Building or the Center. Tenant shall pay to Landlord the actual cost of the clean up and disposal upon Landlord's delivery of a written invoice.

(b) **Termination of Lease.** Notwithstanding the provisions of Paragraph 28(a) above, if (i) any anticipated use of the Premises by Tenant or any proposed assignee or sublessee of Tenant involves generation, storage, use, treatment or disposal of Hazardous Material; (ii) Tenant or its proposed assignee or sublessee has been required by any prior landlord, lender or governmental authority to take remedial action in connection with Hazardous Material contaminating a property, if the contamination resulted from such party's action or use of the property in question; or, (iii) Tenant or its proposed assignee or sublessee is subject to an enforcement order issued by any governmental authority in connection with the use, disposal or storage of Hazardous Material, Landlord may terminate the Lease in Landlord's sole and absolute discretion.

(c) **Definition of "Hazardous Material."** As used herein in this Paragraph 28(c), the term "Hazardous Material" means any hazardous or toxic substance, material or waste which is or becomes regulated by any local governmental authority, the State of

California or the United States Government. The term "Hazardous Material" includes, without limitation, any material or substance which is: (i) defined as a "hazardous waste," "extremely hazardous waste" or "restricted hazardous waste" under Sections 25115, 25117, or 25122.7, or listed pursuant to Section 25140, of the California Health and Safety Code, Division 20, Chapter 6.5 (Hazardous Waste Control Law); (ii) defined as a "hazardous substance" under Section 25316 of the California Health and Safety Code, Division 20, Chapter 6.8 (Carpenter-Presly-Tanner Hazardous Substance Account Act); (iii) defined as a "hazardous material," "hazardous substance" or "hazardous waste" under Section 25501 of the California Health and Safety Code, Division 20, Chapter 6.95 (Hazardous Materials Release Response Plans and Inventory); (iv) defined as a "hazardous substance" under Section 25281 of the California Health and Safety Code, Division 20, Chapter 6.7 (Underground Storage of Hazardous Substances); (v) petroleum; (vi) asbestos; (vii) listed under Article 9 and defined as hazardous or extremely hazardous pursuant to Article 11 of Title 22 of the California Administrative Code, Division 4, Chapter 20; (viii) designated as a "hazardous substance" pursuant to Section 311 of the Federal Water Pollution Control Act (33 U.S.C. Section 1317); (ix) defined as a "hazardous waste" pursuant to Section 1004 of the Federal Resource Conservation and Recovery Act, 42 U.S.C. Section 6901 *et seq.* (42 U.S.C. Section 6903); (x) defined as a "hazardous substance" pursuant to Section 101 of the Comprehensive Environmental Response Compensation and Liability Act, 42 U.S.C. Section 9601 *et seq.* (42 U.S.C. Section 9601); or, (xi) defined as "mold".

29. GENERAL PROVISIONS.

(a) **Waiver.** The waiver by Landlord of any term, covenant or condition contained in this Lease shall not be deemed to be a waiver of such term, covenant or condition or any subsequent breach of the same or any other term, covenant or condition in this Lease. The subsequent acceptance of rent by Landlord shall not be deemed to be a waiver of any preceding default by Tenant of any term, covenant or condition of this Lease, other than the failure of Tenant to pay the particular rent so accepted, regardless of Landlord's knowledge of the preceding default at the time of the acceptance of such rent. No payment by Tenant or receipt by Landlord of a lesser amount than the rent stipulated in this Lease shall be deemed to be other than on account of the earliest stipulated rent, nor shall any endorsement or statement on any check or any letter accompanying any check or payment as rent be deemed an accord and satisfaction, and Landlord may accept such check or payment without prejudice to Landlord's right to recover the balance of such rent or pursue any other remedy in this Lease.

(b) **Joint Obligation.** If there is more than one Tenant, the obligations imposed under this Lease shall be joint and several.

(c) **Marginal Headings.** The marginal headings and paragraph titles to the paragraphs of this Lease are not a part of the Lease and shall have no effect upon the construction or interpretation of any part of it.

(d) **Time.** Time is of the essence of this Lease and each and all its provisions in which time for performance is a factor.

(e) **Successors and Assigns.** Subject to the terms of this Lease, all rights and obligations of Landlord and Tenant under this Lease shall extend to and bind the respective heirs, executors, administrators and the permitted concessionaires, successors, subtenants and assignees of the parties.

(f) **Recordation.** Neither Landlord nor Tenant shall record this Lease, but a short form memorandum of this Lease may be recorded at the request of Landlord.

(g) **Quiet Possession; Other Tenants.** Upon Tenant paying the rent and observing and performing all of the covenants, conditions and provisions required to be observed and performed by Tenant under this Lease, Tenant shall have quiet possession of the Premises for the entire Lease Term, subject to all of the provisions of this Lease. Notwithstanding the foregoing, Landlord is not responsible for any act or neglect by any other tenant or occupant of the Center or any of their invitees, customers or visitors. In executing this Lease, Tenant is not relying on the fact that any particular tenant is a tenant or occupant of the Center. Tenant waives all or any rights, if any, to damages from Landlord or to claim Lease termination by reason of the conduct of another tenant or occupant at the Center, including the act of failing to conduct business.

(h) **Amendments; Inability to Perform and Partial Invalidity.** No provisions of this Lease may be amended or added to except by an agreement in writing signed by the parties or their respective successors-in-interest. This Lease shall not be effective or binding on any party until fully executed by both parties. This Lease and the obligations of Tenant shall not be affected or impaired because Landlord is unable to fulfill any of its obligations or is delayed in doing so, if such inability or delay is caused by reason of strike, labor troubles, acts of God or any other cause beyond the reasonable control of Landlord. Any provision of this Lease which proves to be invalid, void or illegal shall affect, impair or invalidate any other provision and such other provisions shall remain in full force and effect.

(i) **Cumulative Remedies.** No remedy or election under this Lease shall be deemed exclusive but shall, whenever possible, be cumulative with all other remedies at law or in equity.

(j) **Choice of Law.** This Lease shall be governed by the laws of the State in which the Premises are located.

(k) **Attorneys' Fees.** If any action or proceeding is brought by either party against the other under this Lease, the prevailing party shall be entitled to recover the fees and costs of its attorneys and expert witnesses in such action or proceeding, including costs of appeal, if any, in such amount as the court may adjudge to be reasonable attorneys' fees. In addition, if Landlord employs legal counsel to enforce any of the provisions contained in this Lease, Tenant shall pay all attorneys' fees and court costs reasonably incurred by Landlord.

(l) **Sale of Premises by Landlord.** If Landlord sells the Premises, the Building or any portion or the entire Center, Landlord shall be entirely freed and relieved of all liability under any and all of its covenants and obligations contained in or derived from this Lease arising out of any act, occurrence or omission occurring after the sale. The purchaser at such sale or any subsequent sale of the Premises, the Building or any portion or all of the Center, without any further agreement between the parties or their successors-in-interest or between the parties and any such purchaser, shall be deemed to have assumed and agreed to carry out any and all of the covenants and obligations of Landlord under the Lease.

(m) **Subordination Attornment.** Upon three (3) days' prior written notice from Landlord, Tenant will in writing subordinate its rights under this Lease to any ground lease now or hereafter covering the Premises or any portion of it, the lien of any mortgage or deed of trust to any bank, insurance company or other lending institution, now or hereafter in force against the Premises, and to all

advances made or to be made, and to any covenants, conditions and restrictions or other operating agreement now existing or hereafter recorded with respect to the Center or any portion of it, so long as the holder of the beneficial interest under any such ground lease, mortgage or deed of trust agrees to recognize Tenant's rights under the Lease so long as Tenant is not in default under this Lease. If any ground lease terminates for any reason or any proceedings are brought for foreclosure, or if the beneficiary or mortgagee exercises the power of sale under any mortgage or deed of trust made by Landlord covering the Premises, Tenant shall attorn to the successor-in-interest to Landlord and recognize such successor as Landlord under this Lease.

(n) **Tenant's Statement; Financial Statements.** Tenant shall at any time and from time to time, upon not less than seven (7) days' prior written notice from Landlord, execute, acknowledge and deliver to Landlord a statement in writing: (i) certifying that this Lease is unmodified and in full force and effect (or, if modified, stating the nature of such modification and certifying that this Lease, as so modified, is in full force and effect), and the date to which the rental and other charges are paid in advance, if any; (ii) acknowledging that there are not, to Tenant's knowledge, any uncured defaults on the part of Landlord hereunder, or specifying such defaults if any are claimed; (iii) setting forth the date of commencement of rents and expiration of the Lease Term; and (iv) confirming such other matters concerning this Lease as Landlord may request. The prospective purchaser or encumbrancer of all or any portion of the real property of which the Premises are a part may rely upon any such statement. Within fifteen (15) days after Landlord's written request, Tenant shall furnish Landlord with financial statements or other reasonable financial information reflecting Tenant's current financial condition, certified by Tenant to be correct. If Tenant is a publicly traded corporation, delivery of Tenant's last published financial information shall be satisfactory for purposes of this Paragraph 29(n). Any information obtained from Tenant's financial statements shall be confidential and shall not be disclosed other than to carry out the purposes of this Lease; provided, however, Landlord shall incur no liability for the inadvertent disclosure of any such information. Landlord may divulge the contents of any financial statements in connection with any financing or sale of Landlord's interest in the Premises or the Center or in connection with any administrative or judicial proceedings.

(o) **Authority.** If Tenant is a corporation, partnership or limited liability company, each individual executing this Lease on behalf of said corporation, partnership or limited liability company, as the case may be, represents and warrants that he is duly authorized to execute and deliver this Lease on behalf of said entity in accordance with the corporate bylaws, statement of partnership, certificate of limited partnership or operating agreement, as the case may be, and that this Lease is binding upon said entity in accordance with its terms. Landlord, at its option, may require a copy of such written authorization to enter into this Lease. The failure of Tenant to deliver the written authorization to Landlord within seven (7) days of Landlord's request shall be deemed a default under this Lease.

(p) **No Implication of Exclusive Use.** Nothing contained in this Lease shall be deemed to grant Tenant an express, or implied exclusive right to operate any particular type of business in the Center.

(q) **Leasing Commissions. Intentionally Omitted.**

(r) **Nondiscrimination.** Tenant covenants and agrees by and for itself, its heirs, executors, administrators and assigns, and all persons claiming under or through it, that there shall be no discrimination against or segregation of any person or group of persons on account of sex, marital status, race, age, handicaps, color, religion, creed, national origin or ancestry, in the leasing, subleasing, transferring, use, occupancy or enjoyment of the Premises, nor shall Tenant itself, or any person claiming under or through it, establish or permit any such practice or practices of discrimination or segregation with reference to the selection, location, number, use or occupancy of tenants, lessees, sublessees, subtenants, guests, invitees or vendors in the Premises. This Lease is made and accepted upon and is subject to the conditions set forth in this Paragraph 29(r).

(s) **Security Service.** Tenant hereby acknowledges that Landlord shall have no obligation whatsoever to provide guard service or other security measures for the benefit of the Premises or the Center. Tenant assumes all responsibility for the protection of Tenant, its agents, and invitees, and the property of Tenant and of Tenant's agents and invitees from acts of third parties. Nothing contained in this Lease shall prevent Landlord at Landlord's sole option from providing security protection for the Center or any part of it, in which event the cost of the security service shall be included within Common Area Expenses as set forth in Paragraph 8(b).

(t) **Relocation of Tenant.** Tenant acknowledges and understands that Landlord may, at Landlord's sole discretion, elect to redevelop the Center and/or the Building in which the Premises are located during the Lease Term. In the event such redevelopment requires the demolition, relocation or substantial reconstruction of the Building and/or the Premises, Landlord may terminate this Lease upon not less than one hundred eighty (180) days prior written notice to Tenant. In the event of such early termination, Landlord shall utilize its best efforts to offer similar Premises in such redeveloped Center to Tenant upon the then market rental rates that are being offered to new tenants in similar premises located elsewhere within the Center. Provided, however, Landlord shall be under no obligation to relocate Tenant's Premises or pay the expenses or costs associated with such relocation.

(u) **Waiver of Jury Trial/Arbitration of Disputes.**

(i) **Waiver of Jury Trial.** Tenant waives its right to trial by jury of any cause of action, claim, counterclaim or cross-complaint in any action, proceeding or hearing brought by one party against the other party on any matter arising out of, or in any way connected with, this Lease, the relationship of Landlord and Tenant, Tenant's use or occupancy of the Premises, any claim of injury or damage, or the enforcement of any remedy under any law, statute or regulation, emergency or otherwise, now or hereafter in effect. Notwithstanding the foregoing, this waiver shall not be effective where the legal effect of such waiver would be to invalidate, in whole or in part, or to limit or impair in any manner any policy of insurance in force for the benefit of Landlord or Tenant or to limit or impair any rights, remedies or coverage afforded by such policy or policies of insurance.

(ii) **Arbitration of Disputes.**

(A) Except as is specifically excluded below, disputes and controversies arising out of or in connection with this Lease, including claims of default by one party against the other, shall be submitted to arbitration under the provisions of California Code of Civil Procedure Sections 1280 through 1294.2.

(1) In the event of a dispute (the "Dispute"), one party herein (the "Moving Party") shall deliver to the other party herein (the "Responding Party") a notice requesting arbitration (the "Arbitration Notice") and stating the basis of the Moving Party's claim.

(2) The Dispute shall be arbitrated by one arbitrator (the "Arbitrator"). The Arbitrator shall be a retired Superior Court or United States District Court judge. A retired judge working for the Judicial Arbitration and Mediation Service, Inc. (commonly known as J.A.M.S.) in Orange County, California shall be used to conduct the arbitration and the arbitration shall be held in Orange County, California; provided, however, in the event that J.A.M.S. is no longer in business in Orange County, California or in the event that J.A.M.S. no longer offers retired judges to conduct arbitrations, then the Arbitrator shall be chosen as set forth in Section 1281.6 of the California Code of Civil Procedure. The Arbitrator shall be chosen from the J.A.M.S. list of available retired judges as follows:

(a) Within ten (10) days after a notice by the Moving Party to the Responding Party requesting arbitration, the Responding Party shall select from the J.A.M.S. list of available arbitrators five (5) acceptable arbitrators and shall so notify the Moving Party in writing of its choices (the "Acceptable Arbitrator List").

(b) Within ten (10) days of receipt of the Acceptable Arbitrator List, the Moving Party shall select from the Acceptable Arbitrator List the Arbitrator who will conduct the arbitration and shall so notify the Responding Party in writing of its choice.

(c) Unless both parties to this Lease agree otherwise, the arbitration shall occur within one hundred twenty (120) days of the date of delivery of the Arbitration Notice.

(B) Unlawful Detainer matters (which term is defined in California Code of Civil Procedure Section 1161), including the service of Notices to Pay Rent or Quit and/or Notices to Perform Covenant or Quit and subsequent Unlawful Detainer actions by Landlord against Tenant are specifically excluded and shall not be subject to arbitration as set forth above. Unlawful Detainer actions shall be brought in the appropriate California State Court.

(v) Notices. Any notice or demand ("Notice") required or desired to be given under this Lease shall be in writing, shall be delivered to the appropriate address set forth in Paragraph 1(d) and shall be given by personal service, or by United States certified or registered mail, postage prepaid, return receipt requested, or by same-day or overnight private courier, addressed to the party to be served at the address indicated in Paragraph 1(d) or such other address as the party to be served may from time to time designate in a Notice to the other party. Notice personally served or served by private courier shall be effective when delivered to the party upon whom such Notice is served, or upon first attempted delivery if delivery is refused. If served by registered or certified mail, Notice shall be conclusively deemed served on the date shown on the return receipt, but if delivery is refused or the Notice is unclaimed, Notice shall conclusively be deemed given forty eight (48) hours after mailing. Copies of any Notice shall be sent to the addresses, if any, designated for service of copies of Notices in Paragraph 1(d); but the inadvertent failure to serve a copy of a Notice, either to the address so designated or in the manner provided in this Paragraph 29(v), shall not render service of Notice invalid if the original Notice is served in accordance with this Paragraph 29(v).

(w) All Agreements and Understandings Contained Herein. BY SIGNING BELOW, TENANT ACKNOWLEDGES, UNDERSTANDS AND WARRANTS TO LANDLORD, THAT, OTHER THAN AS EXPRESSLY SET FORTH IN WRITING, THERE ARE NO AGREEMENTS, UNDERSTANDINGS, PROMISES, STATEMENTS OR REPRESENTATIONS MADE BY LANDLORD OR ANY OF LANDLORD'S ACTUAL OR APPARENT AGENTS, EMPLOYEES OR REPRESENTATIVES, INCLUDING WITHOUT LIMITATION REAL ESTATE BROKERS OR SALESPERSONS, WHICH TENANT HAS HEARD AND/OR RELIED UPON IN ENTERING INTO THIS LEASE AND THAT THIS LEASE CONTAINS ALL OF THE AGREEMENTS OF THE PARTIES WITH RESPECT TO ANY MATTER COVERED OR MENTIONED IN THIS LEASE. NO PRIOR ORAL OR WRITTEN AGREEMENTS OR UNDERSTANDING PERTAINING TO ANY SUCH MATTERS SHALL BE EFFECTIVE FOR ANY PURPOSE.

THE EXECUTION AND DELIVERY OF THIS LEASE INVOLVES SIGNIFICANT LEGAL CONSEQUENCES AND THE PARTIES SHOULD CONSULT THEIR RESPECTIVE ATTORNEYS BEFORE ENTERING INTO THIS LEASE.

"LANDLORD"



"TENANT"



(Signature Page Follows)

Attachment: BERC Lease_Original with Amendments (4361 : BERC LEASE)

IN WITNESS WHEREOF, Landlord and Tenant have duly executed this Lease on the day and year first above written.

"LANDLORD"

TSC, L.C.,
a Nevada limited liability company,

By: Fritz Duda Company, a Texas corporation,
It's Manager

By: Donald J. Howard
Donald J. Howard
Executive Vice President

Date: 2/5/09

"TENANT"

City of Moreno Valley,
a Municipal Corporation

By: Robert G. Gutierrez
Robert G. Gutierrez
City Manager

Date: 5-29-09

APPROVED AS TO LEGAL FORM:

Barry Foster
City Attorney

Date: 28 May 2009

RECOMMENDED FOR APPROVAL:

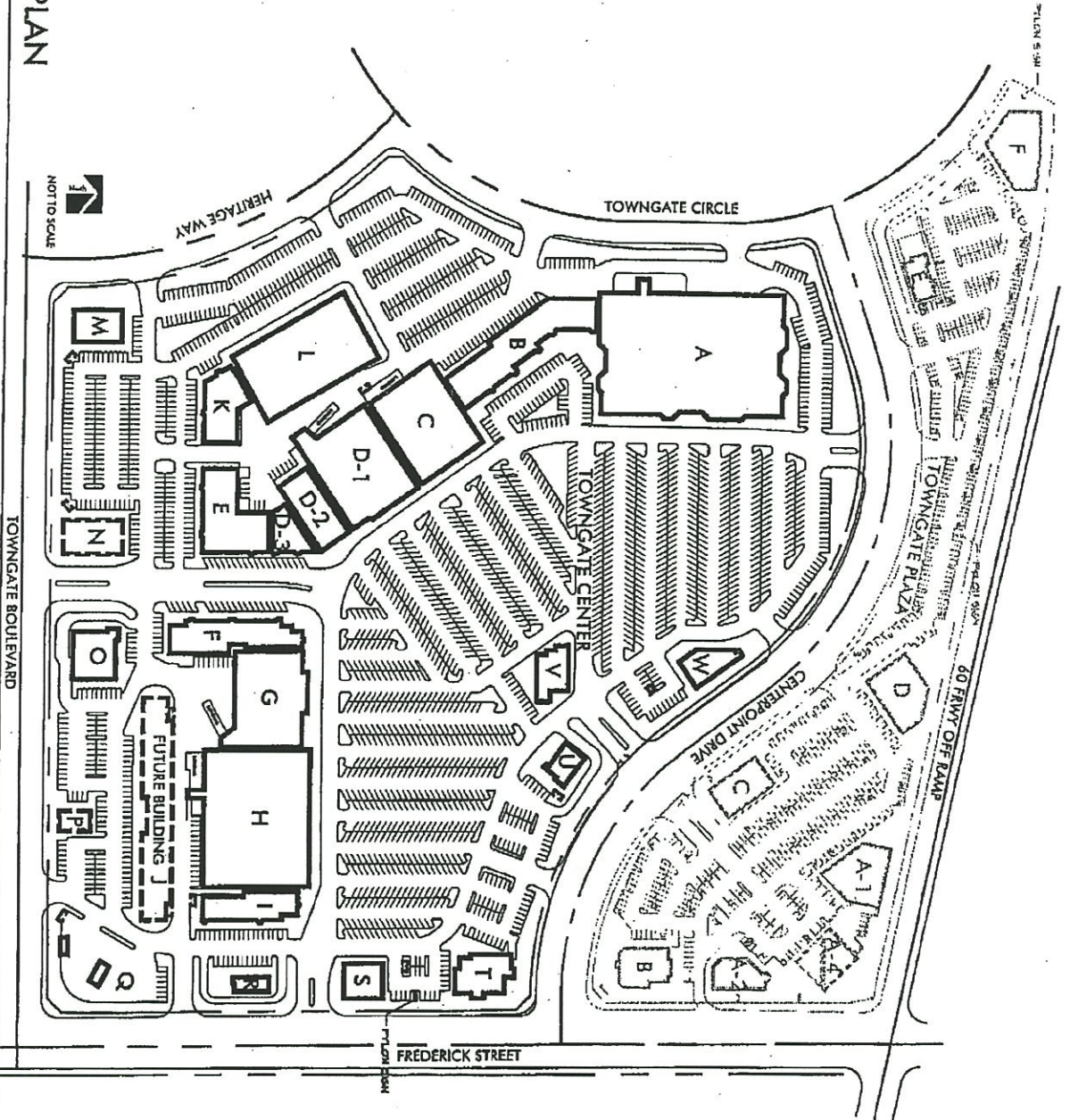
By: Barry Foster
Barry Foster
Economic Development Director

Date: 5/26/09

Attachment: BERC Lease_Original with Amendments (4361 : BERC LEASE)

**TOWNGATE CENTER
MORENO VALLEY, CALIFORNIA**

EXHIBIT SITE PLAN



3425 Via Lido, Suite 250
Newport Beach, California 92663
(949) 723-7100

ALL INFORMATION CONTAINED HEREIN IS UNCLASSIFIED AND IS NOT SUBJECT TO THE PROVISIONS OF THE NATIONAL ARCHIVES AND RECORDS ADMINISTRATION. ANY INFORMATION CONTAINED HEREIN IS UNCLASSIFIED EXCEPT WHERE SHOWN OTHERWISE. DATE OF DECLASSIFICATION IS INDEFINITE. AUTHORITY: 50 CFR 171.16(a)(2).

MADE IN THE U.S.A.
3080 BIRDALE ST. SUITE 200
COSTA MESA, CA 92626
TEL: 714/440-2000 FAX: 714/440-2001
WWW.FRITZDUDA.COM

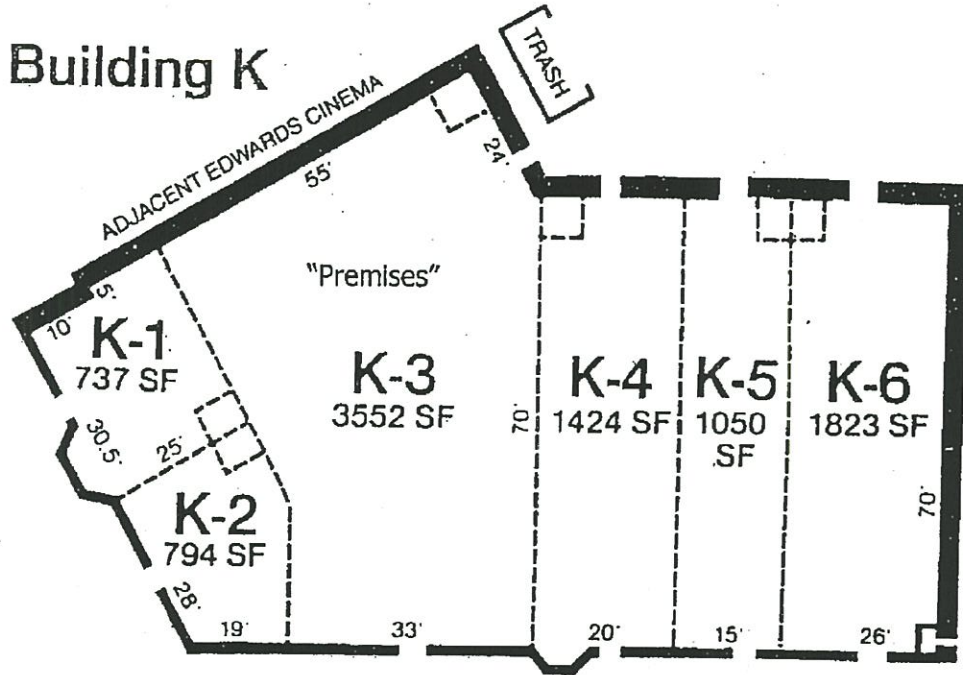


Building Area Summary	
TOWNGATE CENTER	
A	77,018 SF
B	21,012 SF
C	25,200 SF
D-1	28,201 SF
D-2	12,250 SF
D-3	5,000 SF
E	15,619 SF
F	13,975 SF
G	25,250 SF
H	51,000 SF
I	9,850 SF
J	Future
K	9,380 SF
L	33,120 SF
M	6,600 SF
N	Future
O	8,400 SF
P	Future
Q	6,500 SF
R	3,000 SF
S	5,000 SF
T	7,500 SF
U	6,000 SF
V	4,500 SF
W	5,500 SF
TOTAL	379,875 SF

TOWNGATE CENTER
Project Summary
 Land ±39.77 AC ±1,732,667 SF
 Building 379,875 SF
 Land-to-Bldg Ratio 3.18/1
 Parking Required 1,977 stalls
 Parking Provided 2,171 stalls
 Parking Ratio 5.26/1000

EXHIBIT "A"

Floor Plan of Premises



Attachment: BERK Lease_Original with Amendments (4361 : BERK LEASE)

EXHIBIT "B"

EXHIBIT "C"

WORK IN PREMISES TO BE COMPLETED BY LANDLORD AND TENANT

1. Description of Landlord's Work.

Landlord shall deliver the Premises to Tenant in an "AS-IS" condition, broom cleaned and clear of any fixtures and/or equipment remaining from the previous tenant's use of the Premises with the following work completed ("Landlord's Work"): all lights, restrooms and HVAC to be in good working order and carpet cleaned. In addition, Landlord shall warranty to Tenant that, at the time of the "Delivery of Possession" of the Premises to Tenant, the electrical, plumbing, mechanical and heating, ventilation and air conditioning systems serving the Premises shall be in good, operating condition, normal wear and tear excepted. Following the Delivery of Possession of the Premises to Tenant and completion of Landlord's Work, Landlord shall not be liable for the condition of the Premises or for the performance of any other work in the Premises, except as specifically otherwise set forth in the Lease.

2. Description of Tenant's Work.

The work to be done by Landlord in satisfying its obligation to construct the Premises under this Lease shall be limited to that described in Section 1 above. All other work to be done in the Premises shall be completed by Tenant ("Tenant's Work"), at Tenant's sole cost and expense in conformance with the "Final Approved Plans" (as hereinafter defined). Tenant's Work shall include, but shall not be limited to, the purchase and/or installation and/or performance of the following items (including any and all applicable architectural and engineering fees related thereto):

- (a) Floors: Intentionally Omitted.
- (b) Walls: Intentionally Omitted.
- (c) Plumbing: Tenant shall provide all additional plumbing beyond that provided for the restroom(s) in Landlord's Work.
- (d) Gas Service: Intentionally Omitted.
- (e) Telephone: Tenant shall provide all telephone equipment and distribution systems and connections to main terminal backboard. All equipment required for Tenant's telephone will be located within the Premises.
- (f) Fire Sprinklers: Tenant, at its sole cost and expense, shall modify the existing fire sprinkler system, if any, as required by building or fire officials.
- (g) Signs: Tenant shall provide all storefront signs in conformance with this Lease. No temporary or promotional signs shall be placed outside, on the exterior face or storefront of the Premises, or within five (5) feet of the interior face of the outermost portion of the storefront without Landlord's prior written approval.
- (h) Utilities: Tenant shall apply for and pay all fees associated with all utility services, permits, hook up fees, capacity fees, any increase in the serving capacity of water, electrical, HVAC, sewer or gas services due to Tenant's requirements and any additional equipment necessitated thereby.
- (i) Heating and Air Conditioning ("HVAC"): Tenant shall provide all HVAC equipment in addition to that provided by Landlord as part of Landlord's Work and shall make all modifications to Landlord's HVAC system in the Premises in conformance with the Final Approved Plans.
- (j) Fixtures and Equipment: Tenant shall provide, at its sole cost and expense, all the fixtures and equipment necessary to be installed in the Premises to operate Tenant's business there from as set forth in Paragraph 5 of the Lease and in conformance with the Final Approved Plans.

3. Provisions For Tenant's Completion of Plans, Specifications and Tenant's Work.

- (a) The procedure for approval of Tenant's plans and specifications are as follows:
 - (i) Within twenty (20) days following the execution of this Lease, Tenant shall submit to Landlord four (4) sets of fully-dimensioned one-quarter inch (1/4") scale drawings and specifications prepared by Tenant's licensed architect at Tenant's expense, which drawings shall indicate clearly and in detail all specific changes and alterations to the Premises including, but not limited to, the storefront, interior partitions, fixture plans, plumbing, HVAC, lighting, electrical outlets and all of Tenant's Work, as described above. Any and all such plans shall be subject to Landlord's prior written approval. Landlord shall have ten (10) business days within which to approve or disapprove Tenant's proposed plans. In the event Landlord shall disapprove Tenant's plans, Landlord shall provide Tenant with written objections, and Tenant shall have five (5) business days within which to amend its proposed plans to incorporate Landlord's required changes and to resubmit the plans to Landlord for further review and approval.
 - (ii) Upon Landlord's approval of Tenant's proposed plans, Tenant shall promptly submit such approved plans to the appropriate governmental authority for plan checking and the issuance of a building permit. In the event such governmental authority requires any changes to such approved plans prior to the issuance of a building permit, Tenant shall, at its sole cost and expense, promptly change such plans pursuant to such governmental request and submit such changed plans to Landlord for its approval. Landlord shall have five (5) business days within which to approve or disapprove such changed plans. In the event Landlord shall disapprove such changed plans, Landlord shall provide Tenant with written objections, and Tenant shall have five (5) business days within which to amend such plans and incorporate Landlord's required changes. Upon Landlord's approval of the changed plans, Tenant shall promptly resubmit such plans to the appropriate governmental authority for plan checking and the issuance of a building permit as previously set forth in this Subparagraph (ii). Upon Tenant's receipt of a building permit and any other necessary governmental approvals for Tenant's Work based upon plans approved by Landlord and the appropriate governmental authority ("Final Approved Plans"), and after Landlord's Substantial Completion of the Premises, Tenant shall immediately commence

construction of Tenant's Work and shall diligently pursue such construction to completion in accordance with the Final Approved Plans.

(iii) No changes, modifications or alterations to the Final Approved Plans may be made without the prior written consent of Landlord. Any additional costs and expenses including, without limitation, increased fees which Landlord may be required to pay for architectural, engineering and other similar services arising by reason of any change, modification or alteration to the Final Approved Plans, any additional construction costs including costs of change orders charged by Landlord's contractor and any and all other costs, expenses and/or damages incurred or suffered by Landlord by reason of the changes, modifications or alterations to the Final Approved Plans and any delays directly or indirectly caused by such damages, modifications or alterations to the Final Approved Plans shall be at the sole cost and expense of Tenant and shall be paid by Tenant to Landlord before the performance of the work requested by Tenant.

(b) Tenant shall not commence Tenant's Work unless and until the following conditions have been met: (i) Final Approved Plans shall have been achieved; (ii) Landlord shall have reasonably approved Tenant's contractor; (iii) Tenant shall have obtained all permits and approvals from all appropriate governmental authorities for Tenant's Work and shall furnish Landlord with copies of all such permits; (iv) Tenant, its contractor and subcontractors (collectively, "Tenant's Agents") shall have procured all insurance required under the provisions of this Lease and shall have furnished Landlord with certificates of such insurance naming Landlord and Landlord's designees as additional insureds there under in accordance with the provisions of this Lease; and (v) Landlord shall have consented to the commencement of Tenant's Work.

(c) Tenant's Work shall be constructed in accordance with the Final Approved Plans in a good and workmanlike manner and in compliance with all applicable laws and ordinances. Neither Tenant nor Tenant's Agents shall interfere with, obstruct, or delay, any other work in the Premises. Tenant and Tenant's Agents shall abide by all reasonable rules made by Landlord or Landlord's contractor with respect to the storage of materials and coordination of work with other work being performed in the Center.

(d) All of Tenant's Agents shall carry worker's compensation insurance covering all of their respective employees, and shall also carry public liability insurance, including property damage coverage, with limits, in form and with companies as are reasonably required by Landlord, and the policies therefore shall inure to the benefit of Tenant and Landlord, as their interests may appear. In addition, during the course of performance of Tenant's Work, Tenant shall carry "Builder's All Risk" insurance in an amount reasonably approved by Landlord covering the construction of Tenant's Work. Certificates for all insurance carried pursuant hereto shall be delivered to Landlord before the commencement of construction of Tenant's Work and all such policies of insurance must contain a provision that the company writing said policy will give Landlord thirty (30) days prior written notice of any cancellation or lapse of the effective date or any reduction in the amounts of such insurance. In the event that Tenant's Work is damaged by any cause during the course of the construction thereof, Tenant shall immediately repair the same at Tenant's sole cost and expense. Tenant and Tenant's Agents shall maintain all of the foregoing insurance coverage in force until Tenant's Work is completed. All insurance required hereunder (except Workers' Compensation) shall preclude subrogation claims by the insurer against anyone insured there under and shall provide that it is primary insurance as respects Landlord and that any other insurance maintained by Landlord and/or is excess and noncontributing with the insurance required hereunder.

(e) Within ten (10) days after completion of construction of Tenant's Work, Tenant shall cause a Notice of Completion to be recorded in the office of the Recorder of the County in which the Center is located in accordance with Section 3093 of the Civil Code of the State of California or any successor statute, and shall furnish a copy thereof to Landlord upon such recordation. If Tenant fails to do so, Landlord may execute and file the same on behalf of Tenant as Tenant's agent for such purpose, at Tenant's sole cost and expense. Within thirty (30) days following the completion of Tenant's Work, Tenant shall deliver to Landlord a complete set of as-built drawings for Tenant's Work. Tenant shall obtain a certificate of occupancy from the required governmental agency for the Premises promptly following completion of Tenant's Work and deliver a copy thereof to Landlord within ten (10) days following Tenant's opening for business from the Premises.

FIRST AMENDMENT TO LEASE

THIS FIRST AMENDMENT TO LEASE ("First Amendment") dated as of June 29, 2010 ("Effective Date"), by and between TSC, L.C., a Nevada limited liability company ("Landlord") and the City of Moreno Valley, a municipal corporation ("Tenant").

WITNESSETH:

WHEREAS, Landlord and Tenant have heretofore entered into that certain Lease dated June 1, 2009 ("Lease") for the Premises known as 12625 Frederick Street, Suite K-3, in the TownGate Center Shopping Center ("Center"), located in the City of Moreno Valley, County of Riverside, State of California, which Center is more particularly described in the Lease;

WHEREAS, Landlord and Tenant desire to modify the Lease in the manner provided below, which modifications shall be deemed effective as of the Effective Date.

NOW, THEREFORE, in consideration of the foregoing, the parties hereto agree as follows:

1. **Expansion of Premises**

The Premises as described in Section 1.1(e) of the Lease ("Existing Premises") is hereby expanded to include Suite K-4 in the Center containing approximately 1,424 square feet of "floor area" ("Expansion Area") for a total approximately square footage of 4,547 square feet ("Expanded Premises"). Exhibit B attached to the Lease is hereby deleted in its entirety and is replaced with the new Exhibit B attached hereto and made a part hereof.

2. **Lease Term**

The Lease Term shall be extended for a period of one (1) year commencing July 1, 2010, and expiring June 30, 2011.

3. **Minimum Rent**

The Minimum Rent for the Expanded Premises for the period of July 1, 2010 through June 30, 2011 shall be at no charge.

4. **Landlord's Work**

Landlord shall deliver the Expansion Area to Tenant in a condition to include the following improvements to be completed at Landlord's sole cost and expense:

- a) Demolition of the existing improvements according to a demolition plan approved by Landlord;
- b) Installation of two (2) doorways/passageways to and from the Existing Premises and the Expansion Area (one at or near the front area of the Expansion Area and one at or near the rear of the Expansion Area as specified on the space plan to be prepared by Landlord and approved by Landlord and Tenant;
- c) Construction of two (2) additional office spaces as specified on the space plan;
- d) Reinstall the previous restroom improvements in its previous location in the Expansion Area;
- e) Install/replace all ceiling tiles throughout the Expansion Area;
- f) Install new carpeting throughout the Expansion Area; and,
- g) Install/replace all ceiling lighting throughout the Expansion Area.

Landlord shall deliver the Expansion Area to Tenant on or before five (5) weeks from the Effective Date, subject to receipt of building permits from the City of Moreno Valley.

5. **Option**

Provided that Tenant is not in default of any monetary or material non-monetary provision of this Lease, Tenant shall be granted three (3) one (1) year options for the Expanded Premises upon sending Landlord written notice of Tenant's election to exercise such option to extend the Lease Term not earlier than one hundred eighty (180) days, nor later than one hundred twenty (120) days before the expiration of the Lease Term as extended herein. Minimum Rent shall be in the amounts set forth below during the Option Terms, if exercised:

- a) For the first Option Term, Minimum Rent shall be calculated at \$.80 per square foot gross (including Minimum Rent and Additional Rent) or \$3,637.60 per month;

- b) For the second Option Term, Minimum Rent shall be calculated at \$.90 per square foot gross (including Minimum Rent and Additional Rent) or \$4,092.30 per month;
- c) For the third Option Term, Minimum Rent shall be at \$1.00 per square foot gross (including Minimum Rent and Additional Rent) or \$4,547.00 per month.

6. Definitions.

Any term which is capitalized, but not defined in this First Amendment, which is capitalized and defined in the Lease shall have the same meaning for purposes of this First Amendment as it has for purposes in the Lease.

7. Conflict of Provisions.

In the event of any conflict between the Lease and this First Amendment, the terms, conditions and provisions of this First Amendment shall govern.

8. Counterparts.

This First Amendment may be executed in counterparts, each of which shall constitute an original, and all of which, when taken together, shall constitute one and the same instrument.

9. Continuity of Lease.

Except as herein expressly amended, all of the terms, covenants, conditions and provisions of the Lease shall continue in full force and effect.

All other terms and conditions of the Lease shall remain in full force and effect.

IN WITNESS WHEREOF, the parties hereto have executed this First Amendment to Lease as of the Effective Date.

"LANDLORD"

TSC, L.C.,
a Nevada limited liability company.

By: Fritz Duda Company, a Texas corporation,
Its Manager

By: Donald J. Howard
Donald J. Howard
Executive Vice President

Date: 6/15/10

"TENANT"

City of Moreno Valley,
a Municipal Corporation

By: William Bopf
William Bopf
Interim City Manager

Date: 6-28-10

APPROVED AS TO LEGAL FORM:

[Signature]
City Attorney

Date: 6-24-10

RECOMMENDED FOR APPROVAL:

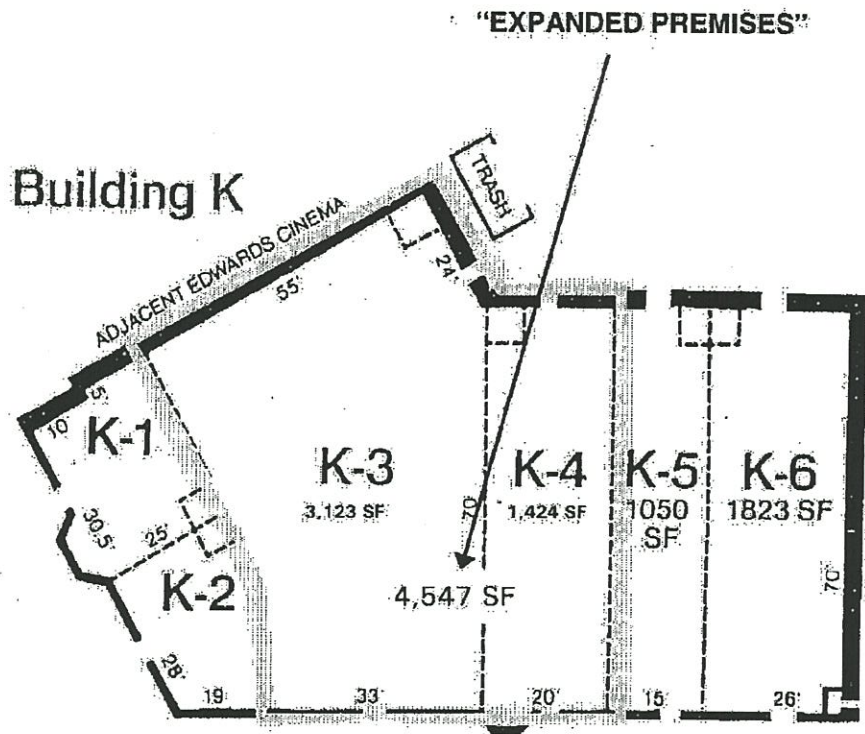
By: Barry Foster
Barry Foster
Economic Development Director

Date: 6/17/10

MP

Attachment: BERCLease_Original with Amendments (4361 : BERCLLEASE)

EXHIBIT "B"



Attachment: BERC Lease_Original with Amendments (4361 : BERC LEASE)

FIFTH AMENDMENT TO LEASE

THIS FIFTH AMENDMENT TO LEASE (this "Fifth Amendment") is made as of July 1 2017, by and between BRIXTON-ALTO SHOPPING CENTER, LLC, a Delaware limited liability company ("Landlord"), and THE CITY OF MORENO VALLEY, a municipal corporation ("Tenant").

RECITALS

A. Pursuant to that certain Lease dated June 1, 2009 (the "Original Lease"), by and between TSC, L.C. ("Original Landlord") and Tenant, as amended by (i) that First Amendment to Lease dated June 28, 2010, by and between Original Landlord and Tenant, (ii) that certain Second Amendment to Lease dated February 9, 2012, by and between WFD Towngate Investors VI, L.L.C. ("Interim Landlord") (successor to Original Landlord) and Tenant, (iii) that certain Third Amendment to Lease dated March 24, 2015, by and between Landlord (as successor to Interim Landlord) and Tenant, and (iv) that certain Fourth Amendment to Lease dated January 12, 2016, by and between Landlord and Tenant (the Original Lease, as so amended, is referred to herein as the "Lease"), Landlord leases to Tenant certain premises (the "Premises") known as 12625 Frederick Street, Suites K-3 and K-4, Moreno Valley, California, containing approximately 4,547 square feet. All terms used in this Fifth Amendment but not herein defined and defined in the Lease shall have the meaning ascribed to such terms in the Lease.

B. Landlord and Tenant now desire to enter into this Fifth Amendment to amend the Lease to provide, among other things, for the extension of the Lease Term, upon the terms and subject to the conditions more particularly set forth herein.

AGREEMENT

NOW, THEREFORE, for good and valuable consideration, the receipt and sufficiency of which is hereby acknowledged, Landlord and Tenant agree as follows:

1. Notwithstanding anything to the contrary contained in the Lease:

(a) The Lease Term is hereby extended to expire at the end of the day of June 30, 2021 (the "New Expiration Date"). Tenant shall have no further right or option to extend or renew the Lease Term beyond the New Expiration Date. The terms and conditions of the Lease shall continue in effect during the extension of the Lease Term pursuant hereto, subject to the express provisions of this Fifth Amendment.

(b) The monthly Minimum Rent payable by Tenant to Landlord during the period from July 1, 2017 through and including the New Expiration Date, shall be as follows:

<u>Period of Lease Term</u>	<u>Monthly Minimum Rent</u>
July 1, 2017-June 30, 2019	\$5,001.70 per month
July 1, 2019-June 30, 2020	\$5,101.73 per month
July 1, 2020-June 30, 2021	\$5,203.77 per month

Minimum Rent shall be paid monthly in advance throughout the extension of the Lease Term pursuant hereto, without offset, abatement, notice or demand, provided that Tenant shall pay to Landlord concurrent with the execution of this Fifth Amendment, the sum of \$5,001.70 as Minimum Rent for the month of July 2017.

(c) As used in the Lease (as hereby amended), "Additional Rent" shall mean all monetary obligations of Tenant under the Lease other than Minimum Rent, and "Rent" shall mean Minimum Rent plus Additional Rent. During Lease Term from and after July 1, 2017, Tenant shall pay to Landlord, as Additional Rent, Tenant's "Proportionate Share" of "Common Area Costs", "Taxes" and "Insurance" (as such terms are hereinafter defined) in the following manner

Attachment: BERCC Lease_Original with Amendments (4361 : BERCC LEASE)

(i) Tenant shall pay to Landlord, as Additional Rent, Tenant's Proportionate Share of Taxes from and after July 1, 2017. In the event any assessments may be paid in annual installments, only the amount of such annual installment and statutory interest shall be included within the computation of the annual Taxes for the calendar year in question (including any partial calendar year from July 1, 2017 through December 31, 2017). Tenant shall pay its Proportionate Share of Taxes at the times and in the manner provided in this Section 1(c) below. As used in the Lease (as hereby amended), "Taxes" means and includes without limitation, ad valorem taxes; sewer taxes; front-foot benefit charges (public or private) (if applicable in the jurisdiction in which the Shopping Center is located); school taxes; real estate taxes; assessments, including, without limitation, special and general assessments (public or private) of any kind; impact fees; water and sewer rents and charges; governmental license and permit fees; charges for public or private easements benefiting the Shopping Center or any portion thereof; taxes on other areas made available for the common use or benefit of tenants; and all other governmental impositions and charges (extraordinary as well as ordinary, foreseen and unforeseen) which during the Lease Term are either a lien on the Shopping Center or any portion thereof or which are charged, levied or assessed on, or imposed in connection with, the use, occupancy or possession of the Shopping Center or any portion thereof, and/or which appear as a charge on a tax bill given to Landlord by any official taxing authority; any other taxes, assessments or charges in the manner of taxes, which Landlord shall be obligated to pay arising out of the use, occupancy, ownership, leasing, management, repair or replacement of the Shopping Center or any portion thereof (e.g., taxes, license fees or other charges measured by the rents receivable by Landlord from the Shopping Center or any portion thereof; occupancy taxes; Landlord's business, professional and occupational tax, or similar taxes; interest on Tax installment payments paid over a period of more than one (1) year); and, if Landlord contests Taxes or seeks a reduction of the same, any and all reasonable costs, expenses and fees (including reasonable attorneys' and other experts' fees) incurred by Landlord in reviewing, initiating, appealing, contesting and/or negotiating Taxes with the public authorities (regardless of the outcome). Taxes shall also include impositions payable by Landlord, including payments in lieu of Taxes, under any arrangement with governmental authority. If any governmental authority or unit under any present or future law effective at any time during the Lease Term from and after July 1, 2017 shall in any manner levy a tax on rents payable under the Lease (as hereby amended) or rents accruing from use of the Shopping Center or any portion thereof, or a tax in any form against Landlord because of, or measured by, income derived from the leasing or rental of the Shopping Center or any portion thereof, such tax shall be paid by Tenant, either directly or through Landlord. Tenant shall not be required to pay (A) any municipal, county, state or federal net income tax, or (B) any inheritance, estate, succession, transfer, franchise, corporation, net income or profit tax or capital levy imposed upon Landlord. A copy of an official tax bill with respect to a governmental tax or assessment shall be conclusive evidence of the amount of a Tax.

(ii) As used in the Lease (as hereby amended), "Common Area Costs" means costs related to Landlord's maintenance, replacement and repair obligations set forth in this Lease (as hereby amended) and all other costs incurred in a manner deemed by Landlord to be reasonable and appropriate and for the best interests of the Shopping Center in connection with the management, operation, maintenance, replacement and repair of the Common Areas including, but not limited to, an administrative fee of fifteen percent (15%) of Common Area Costs, security, landscaping, utilities, painting, cleaning, striping, lighting, management fee of four percent (4%) of gross revenues (e.g., minimum rents, additional rents and other costs and charges) derived by Landlord from the Shopping Center, and pest control among other items. As used in the Lease (as hereby amended), "Insurance" shall mean the costs of all insurance maintained by Landlord with respect to the Shopping Center.

(iii) Tenant shall pay Landlord, without offset, abatement, notice or demand, commencing on July 1, 2017 and on the first day of each calendar month of the Lease Term thereafter, an amount estimated by Landlord to be Tenant's monthly Proportionate Share of the Common Area Costs, Taxes and Insurance; except that Tenant shall pay to Landlord concurrent with the execution of this Fifth Amendment the sum of \$2,334.13 as the estimated amount of Tenant's monthly Proportionate Share of the Common Area Costs, Taxes and Insurance for July 2017. Landlord may adjust said amount at the end of any calendar month on the basis of Landlord's experience and reasonably anticipated costs. Tenant's Proportionate Share of Common Area Costs, Taxes and Insurance shall be prorated on a daily basis for any partial calendar month. Tenant's "Proportionate Share" will be the ratio the GLA of the Premises bears to the total GLA of the portion of the Shopping Center owned by Landlord (collectively, the "Landlord's Building") that is leased and occupied. In the event other premises such as tenants leasing GLA in excess of 10,000 square feet ("Anchor Stores"), outparcels, or other stores separately maintain certain common services, insurance, or tax parcels or otherwise do not participate in common

area costs on the same basis, the square footage of those separately maintained Anchor Stores, outparcels or other stores, and the expenses associated with those premises will not be included in Common Area Costs, Taxes and/or Insurance costs (as applicable), and Tenant's Proportionate Share for those individual expense items will then be calculated based on the ratio the GLA of the Premises bears to the GLA of the remaining square footage of Landlord's Building that is leased and occupied. In connection with the determination of Tenant's Proportionate Share, (1) Landlord shall have the right, from time to time, to allocate on an equitable, non-discriminatory and consistent basis some or all of the Common Area Costs, Taxes and Insurance for the Shopping Center among different portions such as retail, office, or other appropriate portions of the Shopping Center (i.e., cost pools), (2) for purposes of calculating Tenant's Proportionate Share of Common Area Costs, Landlord shall have the right to exclude from the denominator the GLA of any premises, the occupants of which (or Landlord) separately maintain a portion of the Common Areas of the Shopping Center, but in such event, Landlord shall deduct from the Common Area Costs any amounts payable for items included in the Common Area Costs in connection with such separately maintained portions of the Common Areas, (3) for purposes of calculating Tenant's Proportionate Share of Insurance costs, Landlord shall have the right to exclude from the denominator the GLA of any premises located within buildings or on parcels which are separately insured, but in such event, Landlord shall deduct from Insurance costs any amounts payable specifically for items included in Insurance costs in connection with such separately insured buildings or parcels, and (4) for purposes of calculating Tenant's Proportionate Share of Taxes, Landlord shall have the right to exclude from the denominator the GLA of any premises located on parcels which are separately assessed for Tax purposes, but in such event, Landlord shall deduct from Taxes any amounts payable specifically for items included in Taxes in connection with such separately assessed parcels. Additionally, notwithstanding the foregoing, Landlord shall have the right, but not the obligation, to allocate certain costs and expenses solely to occupants of a particular building(s) or parcel(s), if Landlord reasonably determines such cost or expense primarily benefits such occupants.

(iv) Within ninety (90) days following the end of the calendar year 2017 and each calendar year thereafter during the Lease Term, or as soon as reasonably possible thereafter, Landlord shall furnish to Tenant a statement covering such year just ended, showing the Common Area Costs, Taxes and Insurance and the amount of Tenant's Proportionate Share of such costs for such year and the payments made by Tenant with respect to such year. If Tenant's Proportionate Share of such costs is less than Tenant's payments so made, Tenant shall be entitled, subject to Landlord's right to offset any amounts then due Landlord pursuant to the Lease (as hereby amended), to a credit of the difference against the next regular monthly payment of Rent or portion thereof until such credit is exhausted (or payment if such credit is not exhausted prior to the natural expiration of the Lease Term) or, if such share is greater than Tenant's said payments, Tenant shall pay Landlord the difference within thirty (30) days after receipt of such statement. Landlord and Tenant's obligations under this subsection shall survive the expiration of the Lease Term or earlier termination of the Lease (as hereby amended).

(v) Any failure or delay by Landlord in delivering any estimated or final statement pursuant to this Section 1(c) shall not constitute a waiver of Landlord's right to receive Tenant's payment of Tenant's Proportionate Share of Common Area Costs, Taxes and Insurance.

(d) From and after July 1, 2017, Tenant shall be responsible for all costs of utilities and trash removal services allocable to the Premises in accordance with the provisions of Section 9 of the Original Lease (notwithstanding any prior course of dealing whereby Tenant had not so paid costs of utilities services allocable to the Premises). If any such utilities or services are separately measured and billed to Tenant by the applicable service provider for the Premises, then Tenant shall make such payments prior to the date when due. If any such utilities or services are so separately measured and billed to tenant by the applicable service provider for the Premises, then Tenant shall pay the Premises' allocable share of the applicable utilities and/or service within thirty (30) days following receipt of billing therefor from Landlord, as billed by Landlord from time to time.

(e) Subject to Landlord's ongoing repair and maintenance obligations as set forth in the Lease, the continued lease of the Premises during the extension of the Lease Term pursuant hereto shall be on an "as is" basis, and Landlord shall have no obligation to improve or alter the Premises for Tenant's benefit or provide Tenant with an allowance for payment of costs of improvement of the Premises.

(f) As security for the faithful performance by Tenant of all of the terms and conditions of the Lease (as hereby amended) on Tenant's part to be performed, Tenant shall concurrently with Tenant's execution

and delivery of this Fifth Amendment to Landlord, deposit with Landlord the amount of \$7,335.83, as the "Security Deposit". The Security Deposit shall be held by Landlord as security for the full and faithful performance by Tenant of all of the terms, covenants and conditions of the Lease (as hereby amended) to be performed by Tenant during the Lease Term. The Security Deposit is not, and may not be construed by Tenant to constitute, Rent for the last month or any portion thereof. If Tenant defaults with respect to any of its obligations under the Lease (as hereinafter defined), Landlord may (but shall not be required to) use, apply or retain all or any part of the Security Deposit for the payment of any Rent or any other sum in default, or for the payment of any other amount, loss or damage which Landlord may spend, incur or suffer by reason of Tenant's default or to any damages under Section 1951.2 of the California Civil Code. If any portion of the Security Deposit is so used or applied, Tenant shall, within ten (10) days after demand therefor, deposit cash with Landlord in an amount sufficient to restore the Security Deposit to its original amount. Landlord shall not be required to keep the Security Deposit separate from its general funds, and Tenant shall not be entitled to interest on the Security Deposit. If Tenant shall fully and faithfully perform every provision of the Lease (as hereby amended) to be performed by it, the Security Deposit or any balance thereof shall be returned to Tenant within thirty (30) days following the expiration of the Lease Term, provided that Landlord may retain the Security Deposit until such time as any amount due from Tenant under the Lease (as hereby amended) has been determined and paid in full. Tenant hereby waives the provisions of Section 1950.7 of the California Civil Code and all other provisions of law, now or hereafter in effect, which provide that a landlord may claim from a security deposit only those sums reasonably necessary to remedy defaults in the payment of rent, to repair damage caused by tenant or to clean the premises, it being agreed that Landlord may, in addition, claim those sums specified in this Section above and/or those sums reasonably necessary to compensate Landlord for any other loss or damage, foreseeable or unforeseeable, caused by the acts or omissions of Tenant or any subtenant or licensee of Tenant, or any of their respective employees, agents, contractors or invitees (collectively, the "Tenant Parties"). In the event of a sale of the portion of the Shopping Center containing the Premises or master lease of the portion of the Shopping Center containing the Premises, subject to the Lease (as hereby amended), Landlord shall transfer the Security Deposit to the purchaser or lessee and upon any such transfer, Landlord shall be released from all liability for the return of the Security Deposit, and Tenant shall look solely to the new landlord for the return of the Security Deposit. This provision shall apply to every transfer or assignment made of the Security Deposit to a new landlord. The Security Deposit deposited under the Lease (as hereby amended) shall not be mortgaged, assigned or encumbered by Tenant.

(g) Landlord's address for receipt of notices under the Lease (as hereby amended) is hereby modified to be as follows (unless and until further modified by written notice from Landlord to Tenant):

Brixton-Alto Shopping Center, LLC
 120 S. Sierra Avenue
 Solana Beach, California 92075
 Attention: Property Manager
 Telephone: (858) 683-7100

(h) To comply with the requirements of Section 1938 of the California Civil Code (which went into effect on July 1, 2013), Landlord hereby advises Tenant that neither the Premises nor the Shopping Center have undergone inspection by a Certified Access Specialist. The allocation of responsibility between Landlord and Tenant for making any repairs or modifications to the Premises and the Shopping Center in order to comply with accessibility standards shall be governed by the provisions of the Lease (as hereby amended). The following disclosure is hereby made pursuant to California Civil Code Section 1938(e): "A Certified Access Specialist (CASp) can inspect the subject premises and determine whether the subject premises comply with all of the applicable construction-related accessibility standards under state law. Although state law does not require a CASp inspection of the subject premises, the commercial property owner or lessor may not prohibit the lessee or tenant from obtaining a CASp inspection of the subject premises for the occupancy or potential occupancy of the lessee or tenant, if requested by the lessee or tenant. The parties shall mutually agree on the arrangements for the time and manner of the CASp inspection, the payment of the fee for the CASp inspection, and the cost of making any repairs necessary to correct violations of construction-related accessibility standards within the premises."

2. Landlord and Tenant each represent and warrant to the other that it has had no dealings with any person, firm, broker or finder in connection with the negotiation of this Fifth Amendment and/or the consummation of the transaction contemplated hereby, and that no broker or other person, firm or entity is entitled to any

commission or finder's fee in connection with said transaction. Landlord and Tenant do each hereby agree to indemnify, protect, defend and hold the other harmless from and against liability for compensation or charges which may be claimed by any other such broker, finder or other similar party by reason of any dealings or actions of the indemnifying party, including any costs, expenses and attorneys' fees reasonably incurred with respect thereto.

3. Landlord represents and warrants to Tenant that as of the date hereof: (a) Landlord is duly authorized to execute and deliver this Fifth Amendment, and (b) no joinder or approval of another person or entity is required with respect to Landlord's authority to enter into and execute this Fifth Amendment. Tenant represents and warrants to Landlord that as of the date hereof: (i) Tenant is duly authorized to execute and deliver this Fifth Amendment, and (ii) no joinder or approval of another person or entity is required with respect to Tenant's authority to enter into and execute this Fifth Amendment.

4. Except as specifically herein amended, the Lease shall continue in full force and effect. In the event of any conflict between the terms of the Lease and the terms of this Fifth Amendment, the terms of this Fifth Amendment shall prevail.

5. This Fifth Amendment may be executed electronically or in any number of counterparts, with signatures delivered by emailed PDF documents (whether emailed directly or through a commercial document signing program), each of which shall be deemed to be an original, but all of which, taken together, shall constitute one and the same instrument.

IN WITNESS WHEREOF, the parties hereto have entered into this Fifth Amendment as of the date first written above.

LANDLORD:

BRIXTON-ALTO SHOPPING CENTER, LLC,
a Delaware limited liability company

By: **MRB MANAGER, LLC,** a Delaware
limited liability company, its Manager

By: _____

Its Sole Member and Manager

TENANT:

THE CITY OF MORENO VALLEY,
a municipal corporation

By: Mike Lee

Mike Lee Economic Development Director
(Print Name and Title)

By: [Signature]

Thomas M. DeSantis
(Print Name and Title)
Assistant City Manager

APPROVED AS TO FORM

DATE 5-16-17

BY [Signature]

CITY ATTORNEY
CITY OF MORENO VALLEY

Attachment: BERCC Lease_Original with Amendments (4361 : BERCC LEASE)

commission or finder's fee in connection with said transaction. Landlord and Tenant do each hereby agree to indemnify, protect, defend and hold the other harmless from and against liability for compensation or charges which may be claimed by any other such broker, finder or other similar party by reason of any dealings or actions of the indemnifying party, including any costs, expenses and attorneys' fees reasonably incurred with respect thereto.

3. Landlord represents and warrants to Tenant that as of the date hereof: (a) Landlord is duly authorized to execute and deliver this Fifth Amendment, and (b) no joinder or approval of another person or entity is required with respect to Landlord's authority to enter into and execute this Fifth Amendment. Tenant represents and warrants to Landlord that as of the date hereof: (i) Tenant is duly authorized to execute and deliver this Fifth Amendment, and (ii) no joinder or approval of another person or entity is required with respect to Tenant's authority to enter into and execute this Fifth Amendment.

4. Except as specifically herein amended, the Lease shall continue in full force and effect. In the event of any conflict between the terms of the Lease and the terms of this Fifth Amendment, the terms of this Fifth Amendment shall prevail.

5. This Fifth Amendment may be executed electronically or in any number of counterparts, with signatures delivered by emailed PDF documents (whether emailed directly or through a commercial document signing program), each of which shall be deemed to be an original, but all of which, taken together, shall constitute one and the same instrument.

IN WITNESS WHEREOF, the parties hereto have entered into this Fifth Amendment as of the date first written above.

LANDLORD:

BRIXTON-ALTO SHOPPING CENTER, LLC,
a Delaware limited liability company

By: 
TRAVIS KING
Its Authorized Signatory

TENANT:

THE CITY OF MORENO VALLEY,
a municipal corporation

By: _____

(Print Name and Title)

By: _____

(Print Name and Title)

Attachment: BERC Lease_Original with Amendments (4361 : BERC LEASE)

SIXTH AMENDMENT TO LEASE

THIS SIXTH AMENDMENT TO LEASE (this "Sixth Amendment") is made as of 2021, by and between TUMON BAY RESORT & SPA, LLC, ("Landlord"), and THE CITY OF MORENO VALLEY, a municipal corporation ("Tenant").

RECITALS

A. Pursuant to that certain Lease dated June 1, 2009 (the "Original Lease"), by and between TSC, L.C. ("Original Landlord") and Tenant, as amended by (i) that First Amendment to Lease dated June 28, 2010, by and between Original Landlord and Tenant, (ii) that certain Second Amendment to Lease dated February 9, 2012, by and between WFD Towngate Investors VI, L.L.C. ("Interim Landlord") (successor to Original Landlord) and Tenant, (iii) that certain Third Amendment to Lease dated March 24, 2015, by and between Landlord (as successor to Interim Landlord) and Tenant, and (iv) that certain Fourth Amendment to Lease dated January 12, 2016, by and between Landlord and Tenant (the Original Lease, as so amended, is referred to herein as the "Lease"), Landlord leases to Tenant certain premises (the "Premises") known as 1265 Frederick Street, Suites K-3 and K-4, Moreno Valley, California, containing approximately 4,547 square feet, and (v) that certain Fifth Amendment to Lease dated July 1, 2017, by and between Landlord and Tenant (the Original Lease, as so amended, is referred to herein as the "Lease"). All terms used in this Sixth Amendment but not herein defined and defined in the Lease shall have the meaning ascribed to such terms in the Lease.

B. Landlord and Tenant now desire to enter into this Sixth Amendment to amend the Lease to provide, among other things, for the extension of the Lease Term, upon the terms and subject to the conditions more particularly set forth herein.

AGREEMENT

NOW, THEREFORE, for good and valuable consideration, the receipt and sufficiency of which is hereby acknowledged, Landlord and Tenant agree as follows:

1. Notwithstanding anything to the contrary contained in the Lease:

(a) The Lease Term is hereby extended to expire at the end of the day of June 30, 2024 (the "New Expiration Date") with an option to extend for two (2) one (1) year terms at one percent (1%) escalation from the prior year. The terms and conditions of the Lease shall continue in effect during the extension of the Lease Term pursuant hereto, subject to the express provisions of this Sixth Amendment.

(b) The monthly Minimum Rent payable by Tenant to Landlord during the period from July 1, 2021 through and including the New Expiration Date, shall be as follows:

<u>Period of Lease Term</u>	<u>Monthly Minimum Rent</u>
July 1, 2021-June 30, 2022	\$5,255.81 per month
July 1, 2022-June 30, 2023	\$5,308.37 per month
July 1, 2023-June 30, 2024	\$5,361.45 per month
July 1, 2024-June 30, 2025	\$5,415.06 per month
July 1, 2025-June 30, 2026	\$5,469.21 per month

Minimum Rent shall be paid monthly in advance throughout the extension of the Lease Term pursuant hereto, without offset, abatement, notice or demand, provided that Tenant shall pay to Landlord concurrent with the execution of this Sixth Amendment, the sum of \$5,255.81 as Minimum Rent for the month of July 2021.

Attachment: BERC Lease_Amendment 6_2021 (4361 : BERC LEASE)

(c) As used in the Lease (as hereby amended), "Additional Rent" shall mean all monetary obligations of Tenant under the Lease other than Minimum Rent, and "Rent" shall mean Minimum Rent plus Additional Rent. During Lease Term from and after July 1, 2021, Tenant shall pay to Landlord, as Additional Rent, Tenant's "Proportionate Share" of "Common Area Costs", "Taxes" and "Insurance" (as such terms are hereinafter defined) in the following manner

(i) Tenant shall pay to Landlord, as Additional Rent, Tenant's Proportionate Share of Taxes from and after July 1, 2021. In the event any assessments may be paid in annual installments, only the amount of such annual installment and statutory interest shall be included within the computation of the annual Taxes for the calendar year in question (including any partial calendar year from July 1, 2021 through December 31, 2021). Tenant shall pay its Proportionate Share of Taxes at the times and in the manner provided in this Section 1(c) below. As used in the Lease (as hereby amended), "Taxes" means and includes without limitation, ad valorem taxes; sewer taxes; front-foot benefit charges (public or private) (if applicable in the jurisdiction in which the Shopping Center is located); school taxes; real estate taxes; assessments, including, without limitation, special and general assessments (public or private) of any kind; impact fees; water and sewer rents and charges; governmental license and permit fees; charges for public or private easements benefiting the Shopping Center or any portion thereof; taxes on other areas made available for the common use or benefit of tenants; and all other governmental impositions and charges (extraordinary as well as ordinary, foreseen and unforeseen) which during the Lease Term are either a lien on the Shopping Center or any portion thereof or which are charged, levied or assessed on, or imposed in connection with, the use, occupancy or possession of the Shopping Center or any portion thereof, and/or which appear as a charge on a tax bill given to Landlord by any official taxing authority; any other taxes, assessments or charges in the manner of taxes, which Landlord shall be obligated to pay arising out of the use, occupancy, ownership, leasing, management, repair or replacement of the Shopping Center or any portion thereof (e.g., taxes, license fees or other charges measured by the rents receivable by Landlord from the Shopping Center or any portion thereof; occupancy taxes; Landlord's business, professional and occupational tax, or similar taxes; interest on Tax installment payments paid over a period of more than one (1) year); and, if Landlord contests Taxes or seeks a reduction of the same, any and all reasonable costs, expenses and fees (including reasonable attorneys' and other experts' fees) incurred by Landlord in reviewing, initiating, appealing, contesting and/or negotiating Taxes with the public authorities (regardless of the outcome). Taxes shall also include impositions payable by Landlord, including payments in lieu of Taxes, under any arrangement with governmental authority. If any governmental authority or unit under any present or future law effective at any time during the Lease Term from and after July 1, 2021 shall in any manner levy a tax on rents payable under the Lease (as hereby amended) or rents accruing from use of the Shopping Center or any portion thereof, or a tax in any form against Landlord because of, or measured by, income derived from the leasing or rental of the Shopping Center or any portion thereof, such tax shall be paid by Tenant, either directly or through Landlord. Tenant shall not be required to pay (A) any municipal, county, state or federal net income tax, or (B) any inheritance, estate, succession, transfer, franchise, corporation, net income or profit tax or capital levy imposed upon Landlord. A copy of an official tax bill with respect to a governmental tax or assessment shall be conclusive evidence of the amount of a Tax.

(ii) As used in the Lease (as hereby amended), "Common Area Costs" means costs related to Landlord's maintenance, replacement and repair obligations set forth in this Lease (as hereby amended) and all other costs incurred in a manner deemed by Landlord to be reasonable and appropriate and for the best interests of the Shopping Center in connection with the management, operation, maintenance, replacement and repair of the Common Areas including, but not limited to, an administrative fee of fifteen percent (15%) of Common Area Costs, security, landscaping, utilities, painting, cleaning, striping, lighting, management fee of four percent (4%) of gross revenues (e.g., minimum rents, additional rents and other costs and charges) derived by Landlord from the Shopping Center, and pest control among other items. As used in the Lease (as hereby amended), "Insurance" shall mean the costs of all insurance maintained by Landlord with respect to the Shopping Center.

(iii) Tenant shall pay Landlord, without offset, abatement, notice or demand, commencing on July 1, 2021 and on the first day of each calendar month of the Lease Term thereafter, an amount estimated by Landlord to be Tenant's monthly Proportionate Share of the Common Area Costs, Taxes and Insurance; except that Tenant shall pay to Landlord concurrent with the execution of this Sixth Amendment the sum of \$2,739.00 as the estimated amount of Tenant's monthly Proportionate Share of the Common Area Costs, Taxes and Insurance for July 2021. Landlord may adjust said amount at the end of any calendar month on the basis of Landlord's experience and reasonably anticipated costs. Tenant's Proportionate Share of Common Area Costs, Taxes and Insurance shall be prorated on a daily basis for any partial calendar month. Tenant's "Proportionate Share" will be the ratio the GLA of

the Premises bears to the total GLA of the portion of the Shopping Center owned by Landlord (collectively, the "Landlord's Building") that is leased and occupied. In the event other premises such as tenants leasing GLA in excess of 10,000 square feet ("Anchor Stores"), outparcels, or other stores separately maintain certain common services, insurance, or tax parcels or otherwise do not participate in common area costs on the same basis, the square footage of those separately maintained Anchor Stores, outparcels or other stores, and the expenses associated with those premises will not be included in Common Area Costs, Taxes and/or Insurance costs (as applicable), and Tenant's Proportionate Share for those individual expense items will then be calculated based on the ratio the GLA of the Premises bears to the GLA of the remaining square footage of Landlord's Building that is leased and occupied. In connection with the determination of Tenant's Proportionate Share, (1) Landlord shall have the right, from time to time, to allocate on an equitable, non-discriminatory and consistent basis some or all of the Common Area Costs, Taxes and Insurance for the Shopping Center among different portions such as retail, office, or other appropriate portions of the Shopping Center (i.e., cost pools), (2) for purposes of calculating Tenant's Proportionate Share of Common Area Costs, Landlord shall have the right to exclude from the denominator the GLA of any premises, the occupants of which (or Landlord) separately maintain a portion of the Common Areas of the Shopping Center, but in such event, Landlord shall deduct from the Common Area Costs any amounts payable for items included in the Common Area Costs in connection with such separately maintained portions of the Common Areas, (3) for purposes of calculating Tenant's Proportionate Share of Insurance costs, Landlord shall have the right to exclude from the denominator the GLA of any premises located within buildings or on parcels which are separately insured, but in such event, Landlord shall deduct from Insurance costs any amounts payable specifically for items included in Insurance costs in connection with such separately insured buildings or parcels, and (4) for purposes of calculating Tenant's Proportionate Share of Taxes, Landlord shall have the right to exclude from the denominator the GLA of any premises located on parcels which are separately assessed for Tax purposes, but in such event, Landlord shall deduct from Taxes any amounts payable specifically for items included in Taxes in connection with such separately assessed parcels. Additionally, notwithstanding the foregoing, Landlord shall have the right, but not the obligation, to allocate certain costs and expenses solely to occupants of a particular building(s) or parcel(s), if Landlord reasonably determines such cost or expense primarily benefits such occupants.

(iv) Within ninety (90) days following the end of the calendar year 2021 and each calendar year thereafter during the Lease Term, or as soon as reasonably possible thereafter, Landlord shall furnish to Tenant a statement covering such year just ended, showing the Common Area Costs, Taxes and Insurance and the amount of Tenant's Proportionate Share of such costs for such year and the payments made by Tenant with respect to such year. If Tenant's Proportionate Share of such costs is less than Tenant's payments so made, Tenant shall be entitled, subject to Landlord's right to offset any amounts then due Landlord pursuant to the Lease (as hereby amended), to a credit of the difference against the next regular monthly payment of Rent or portion thereof until such credit is exhausted (or payment if such credit is not exhausted prior to the natural expiration of the Lease Term) or, if such share is greater than Tenant's said payments, Tenant shall pay Landlord the difference within thirty (30) days after receipt of such statement. Landlord and Tenant's obligations under this subsection shall survive the expiration of the Lease Term or earlier termination of the Lease (as hereby amended).

(v) Any failure or delay by Landlord in delivering any estimated or final statement pursuant to this Section 1(c) shall not constitute a waiver of Landlord's right to receive Tenant's payment of Tenant's Proportionate Share of Common Area Costs, Taxes and Insurance.

(d) From and after July 1, 2021, Tenant shall be responsible for all costs of utilities and trash removal services allocable to the Premises in accordance with the provisions of Section 9 of the Original Lease (notwithstanding any prior course of dealing whereby Tenant had not so paid costs of utilities services allocable to the Premises). If any such utilities or services are separately measured and billed to Tenant by the applicable service provider for the Premises, then Tenant shall make such payments prior to the date when due. If any such utilities or services are so separately measured and billed to tenant by the applicable service provider for the Premises, then Tenant shall pay the Premises' allocable share of the applicable utilities and/or service within thirty (30) days following receipt of billing therefor from Landlord, as billed by Landlord from time to time.

(e) Subject to Landlord's ongoing repair and maintenance obligations as set forth in the Lease, the continued lease of the Premises during the extension of the Lease Term pursuant hereto shall be on an "as is" basis, and Landlord shall have no obligation to improve or alter the Premises for Tenant's benefit or provide Tenant with an allowance for payment of costs of improvement of the Premises.

(f) As security for the faithful performance by Tenant of all of the terms and conditions of the Lease (as hereby amended) on Tenant's part to be performed, Tenant shall concurrently with Tenant's execution and delivery of this Sixth Amendment to Landlord, deposit with Landlord the amount of \$7,942.77, as the "Security Deposit". The Security Deposit shall be held by Landlord as security for the full and faithful performance by Tenant of all of the terms, covenants and conditions of the Lease (as hereby amended) to be performed by Tenant during the Lease Term. The Security Deposit is not, and may not be construed by Tenant to constitute, Rent for the last month or any portion thereof. If Tenant defaults with respect to any of its obligations under the Lease (as hereinafter defined), Landlord may (but shall not be required to) use, apply or retain all or any part of the Security Deposit for the payment of any Rent or any other sum in default, or for the payment of any other amount, loss or damage which Landlord may spend, incur or suffer by reason of Tenant's default or to any damages under Section 1951.2 of the California Civil Code. If any portion of the Security Deposit is so used or applied, Tenant shall, within ten (10) days after demand therefor, deposit cash with Landlord in an amount sufficient to restore the Security Deposit to its original amount. Landlord shall not be required to keep the Security Deposit separate from its general funds, and Tenant shall not be entitled to interest on the Security Deposit. If Tenant shall fully and faithfully perform every provision of the Lease (as hereby amended) to be performed by it, the Security Deposit or any balance thereof shall be returned to Tenant within thirty (30) days following the expiration of the Lease Term, provided that Landlord may retain the Security Deposit until such time as any amount due from Tenant under the Lease (as hereby amended) has been determined and paid in full. Tenant hereby waives the provisions of Section 1950.7 of the California Civil Code and all other provisions of law, now or hereafter in effect, which provide that a landlord may claim from a security deposit only those sums reasonably necessary to remedy defaults in the payment of rent, to repair damage caused by tenant or to clean the premises, it being agreed that Landlord may, in addition, claim those sums specified in this Section above and/or those sums reasonably necessary to compensate Landlord for any other loss or damage, foreseeable or unforeseeable, caused by the acts or omissions of Tenant or any subtenant or licensee of Tenant, or any of their respective employees, agents, contractors or invitees (collectively, the "Tenant Parties"). In the event of a sale of the portion of the Shopping Center containing the Premises or master lease of the portion of the Shopping Center containing the Premises, subject to the Lease (as hereby amended), Landlord shall transfer the Security Deposit to the purchaser or lessee and upon any such transfer, Landlord shall be released from all liability for the return of the Security Deposit, and Tenant shall look solely to the new landlord for the return of the Security Deposit. This provision shall apply to every transfer or assignment made of the Security Deposit to a new landlord. The Security Deposit deposited under the Lease (as hereby amended) shall not be mortgaged, assigned or encumbered by Tenant.

(g) Landlord's address for receipt of notices under the Lease (as hereby amended) is hereby modified to be as follows (unless and until further modified by written notice from Landlord to Tenant):

Tumon Bay Resort & Spa, LLC
 C/O: Coreland Companies
 P.O Box 515142
 Los Angeles, California 90051-5142
 Telephone: (714) 573-7780

(h) To comply with the requirements of Section 1938 of the California Civil Code (which went into effect on July 1, 2013), Landlord hereby advises Tenant that neither the Premises nor the Shopping Center have undergone inspection by a Certified Access Specialist. The allocation of responsibility between Landlord and Tenant for making any repairs or modifications to the Premises and the Shopping Center in order to comply with accessibility standards shall be governed by the provisions of the Lease (as hereby amended). The following disclosure is hereby made pursuant to California Civil Code Section 1938(e): "A Certified Access Specialist (CASp) can inspect the subject premises and determine whether the subject premises comply with all of the applicable construction-related accessibility standards under state law. Although state law does not require a CASp inspection of the subject premises, the commercial property owner or lessor may not prohibit the lessee or tenant from obtaining a CASp inspection of the subject premises for the occupancy or potential occupancy of the lessee or tenant, if requested by the lessee or tenant. The parties shall mutually agree on the arrangements for the time and manner of the CASp inspection, the payment of the fee for the CASp inspection, and the cost of making any repairs necessary to correct violations of construction-related accessibility standards within the premises."

2. Landlord and Tenant each represent and warrant to the other that it has had no dealings with any person, firm, broker or finder in connection with the negotiation of this Sixth Amendment and/or the consummation of the transaction contemplated hereby, and that no broker or other person, firm or entity is entitled to any commission or finder's fee in connection with said transaction. Landlord and Tenant do each hereby agree to indemnify, protect, defend and hold the other harmless from and against liability for compensation or charges which may be claimed by any other such broker, finder or other similar party by reason of any dealings or actions of the indemnifying party, including any costs, expenses and attorneys' fees reasonably incurred with respect thereto.

3. Landlord represents and warrants to Tenant that as of the date hereof: (a) Landlord is duly authorized to execute and deliver this Sixth Amendment, and (b) no joinder or approval of another person or entity is required with respect to Landlord's authority to enter into and execute this Sixth Amendment. Tenant represents and warrants to Landlord that as of the date hereof: (i) Tenant is duly authorized to execute and deliver this Sixth Amendment, and (ii) no joinder or approval of another person or entity is required with respect to Tenant's authority to enter into and execute this Sixth Amendment.

4. Except as specifically herein amended, the Lease shall continue in full force and effect. In the event of any conflict between the terms of the Lease and the terms of this Sixth Amendment, the terms of this Sixth Amendment shall prevail.

5. This Sixth Amendment may be executed electronically or in any number of counterparts, with signatures delivered by emailed PDF documents (whether emailed directly or through a commercial document signing program), each of which shall be deemed to be an original, but all of which, taken together, shall constitute one and the same instrument.

IN WITNESS WHEREOF, the parties hereto have entered into this Sixth Amendment as of the date first written above.

LANDLORD:

TENANT:

TUMON BAY RESORT & SPA, LLC

THE CITY OF MORENO VALLEY,
a municipal corporation

By: CORELAND COMPANIES,
as Agent for Tumon Bay Resort & Spa, LLC

By: _____

By: _____

(Print Name and Title)

Its Manager

By: _____

(Print Name and Title)

Attachment: BEREC Lease_Amendment 6_2021 (4361 : BEREC LEASE)



Report to City Council

TO: Mayor and City Council
 Mayor and City Council Acting in its Capacity as
 President and Members of the Board of Directors of the
 Moreno Valley Community Services District (CSD)

FROM: Patti Solano, Parks & Community Services Director

AGENDA DATE: April 6, 2021

TITLE: APPROVE NAMING OF THE MORENO VALLEY TEEN
 SPOT FOR DR. CARLA J. THORNTON

RECOMMENDED ACTION

Recommendation:

1. Staff recommends that the City Council, acting in their capacity as President and Board of Directors for the Moreno Valley Community Services District, adopt the name for the new Teen SPOT (Support, Programs, Opportunities & Technology) program site, located at the Moreno Valley Conference & Recreation Center, to "The Dr. Carla J. Thornton Teen SPOT."

SUMMARY

This report recommends approval of naming of the Teen SPOT program site, located at the Moreno Valley Conference & Recreation Center, to "The Dr. Carla J. Thornton Teen SPOT."

DISCUSSION

In October 2020 the Parks & Community Services Department was granted the opportunity to convert the Conference & Recreation Center (CRC) Garden Room into the Teen SPOT. The new program site has become equipped to offer educational support, social/recreational activities, leadership activities, and supervised programs with twenty desktop computers available to bridge the digital divide by providing homework assistance, tutoring, and various workshops for City teenagers up to 18 years old.

The Teen SPOT program is designed and committed to providing a safe, fun, and learning atmosphere for City of Moreno Valley youth. Furthermore, the Teen SPOT offers teens educational support including social/recreational activities and the ability to participate in supervised programs, homework assistance, computer lab, tutoring, leadership activities and a variety of workshops.

To honor the life and legacy of Councilwoman Dr. Carla J. Thornton and her lifelong dedication to the enhancement of the City of Moreno Valley, it is recommended to dedicate the Teen SPOT program site in her name so that generations of Moreno Valley youth will know of and be influenced by her remarkable service and contributions. This has been accepted by Dr. Carla Thornton's family and are honored for this dedication for her.

ALTERNATIVES

1. Approve and authorize the recommended action as presented in this staff report, naming the program site "The Dr. Carla J. Thornton Teen SPOT." Staff recommends this alternative.
2. Do not approve and authorize the recommended action as presented in this staff report. Staff does not recommend this action.

FISCAL IMPACT

There is no fiscal impact as a result of this action.

NOTIFICATION

Posting of the agenda.

PREPARATION OF STAFF REPORT

Prepared By:
Jeanine Heynen
Community Services Supervisor

Department Head Approval:
Patti Solano
Parks & Community Services Director

CITY COUNCIL GOALS

Public Facilities and Capital Projects. Ensure that needed public facilities, roadway improvements, and other infrastructure improvements are constructed and maintained.

Positive Environment. Create a positive environment for the development of Moreno Valley's future.

Community Image, Neighborhood Pride and Cleanliness. Promote a sense of community pride and foster an excellent image about our City by developing and executing programs which will result in quality development, enhanced neighborhood preservation efforts, including home rehabilitation and neighborhood restoration.

CITY COUNCIL STRATEGIC PRIORITIES

- 1. Economic Development
- 2. Public Safety
- 3. Library
- 4. Infrastructure
- 5. Beautification, Community Engagement, and Quality of Life
- 6. Youth Programs

Objective 6.1: Provide employment training and support for Moreno Valley youth between the ages of 16 – 21 years.

Objective 6.2: Improve health, wellness and fitness for Moreno Valley youth through recreation and sports programs.

ATTACHMENTS

None

APPROVALS

Budget Officer Approval	<u>✓ Approved</u>	3/26/21 9:47 AM
City Attorney Approval	<u>✓ Approved</u>	
City Manager Approval	<u>✓ Approved</u>	3/26/21 11:29 AM



Report to City Council

TO: Mayor and City Council

FROM: Manuel A. Mancha, Community Development Director

AGENDA DATE: April 6, 2021

TITLE: ADOPTION OF RESOLUTION FOR ESTABLISHMENT OF THE ADMINISTRATIVE CITATION FINE RELATED TO ILLEGAL FIREWORKS (RESO. NO. 2021-XX)

RECOMMENDED ACTION

Recommendation:

1. Adopt Resolution 2021-XX approving the establishment of the Administrative Citation fine related to illegal fireworks.

SUMMARY

This report recommends the adoption of Resolution 2021-XX approving the establishment of an Administrative Citation fine related to illegal fireworks of \$1,000 per occurrence to take effect upon the adoption of the Resolution.

The proposed citation fine has been reviewed by the Public Safety Subcommittee members and is recommended for consideration by the City Council. The Police Chief and Code & Community Enhancement Manager also support this recommendation.

DISCUSSION

In 2020, Code and Neighborhood Services, partnering with Moreno Valley Police Department and Moreno Valley Fire Department, received and responded to multiple complaints regarding persons setting off illegal fireworks in the weeks leading up to and following the Fourth of July holiday and New Year's Eve holiday, despite all fireworks, including safe and sane fireworks, being prohibited within the City of Moreno Valley.

Pursuant to the City's Municipal Code, the storage, use, sale, possession, and handling of fireworks is prohibited. Currently, fireworks penalties begin at \$100 for the first offense up to \$500 for third and subsequent offenses.

The State of California Office of the Attorney General, concluded the maximum allowable fine for illegal firework activities is up to \$1,000 per occurrence (No. 07-503)

According to the Consumer Product Safety Commission, an estimated 10,000 fireworks injuries were treated in US hospital emergency rooms during the calendar year 2019. Fireworks are a safety concern and a nuisance to the community, to include such items as effecting residents with PTSD, creating unrest in pets, and are a fire hazard. The proposed change in the initial fine amount is an attempt to reduce the amount of illegal fireworks in order to mitigate the nuisances and safety issues they create.

ALTERNATIVES

1. Adopt the proposed Resolution establishing an Administrative Citation fine related to illegal fireworks. Staff recommends this alternative.
2. Do not adopt the proposed Resolution and provide staff with additional direction. Staff does not recommend this alternative.

FISCAL IMPACT

There are no fiscal impacts with the recommended action. Increased fines will offset incurred personnel and abatement costs, including after-hours/holiday abatement.

NOTIFICATION

The proposed fine amount was presented on March 16, 2021, to the Public Safety Subcommittee, at which time it was reviewed and recommended to be presented to City Council for approval.

Posting of the agenda.

PREPARATION OF STAFF REPORT

Prepared By:
Steve Alvarado
Code & Neighborhood Services Division Manager

Department Head Approval:
Manuel A. Mancha
Community Development Director

CITY COUNCIL GOALS

Revenue Diversification and Preservation. Develop a variety of City revenue sources and policies to create a stable revenue base and fiscal policies to support essential City services, regardless of economic climate.

Public Safety. Provide a safe and secure environment for people and property in the community, control the number and severity of fire and hazardous material incidents, and provide protection for citizens who live, work and visit the City of Moreno Valley.

CITY COUNCIL STRATEGIC PRIORITIES

- 1. Economic Development
- 2. Public Safety
- 3. Library
- 4. Infrastructure
- 5. Beautification, Community Engagement, and Quality of Life
- 6. Youth Programs

Objective 2.1: Reduce crime, the fear of crime, and the perception of crime in the community.

ATTACHMENTS

- 1. Reso 2021-XX Fireworks Admin Cite Fine PROPOSED

APPROVALS

Budget Officer Approval	<u>✓ Approved</u>	3/26/21 9:27 AM
City Attorney Approval	<u>✓ Approved</u>	
City Manager Approval	<u>✓ Approved</u>	3/26/21 11:30 AM

RESOLUTION NO. 2021-__

A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF MORENO VALLEY, CALIFORNIA, ESTABLISHING THE ADMINISTRATIVE CITATION FINE AMOUNT FOR VIOLATIONS OF MORENO VALLEY MUNICIPAL CODE SECTION 8.36.060 (ILLEGAL FIREWORKS)

WHEREAS, pursuant to Moreno Valley Municipal Code (“MVMC”) Section 8.36.060, Fireworks are prohibited except in specific circumstances; and

WHEREAS, pursuant to MVMC Section 1.10.020 (A), Violations of any provision of the Code is subject to a civil citation; and

WHEREAS, pursuant to MVMC Section 1.10.080 (A), The maximum fine for a civil citation may be set by resolution of the Council; and

WHEREAS, in order to effectively deter conduct prohibited by the MVMC which causes significant harm to the City and the public, the appropriate fine amount for violations should be set at the highest amount authorized by law.

NOW, THEREFORE, THE CITY COUNCIL OF THE CITY OF MORENO VALLEY, CALIFORNIA, DOES HEREBY RESOLVE AS FOLLOWS:

Section 1. Recitals

That the recitals set forth hereinabove are true and correct.

Section 2. Establishment of Administrative Citation Fines

That the City Council hereby establishes the Administrative Citation Fine Amounts for violations of the MVMC as described below, on a per occurrence basis.

MVMC § 8.35.060 - \$1,000

Section 3. Effective Date.

That this Resolution shall take effect upon its adoption.

Section 4. Certification.

That the City Clerk shall certify to the passage and adoption of this Resolution and enter it into the book of original resolutions.

1
Resolution No. 2021-__
Date Adopted: April 6, 2021

APPROVED AND ADOPTED this 6th day of April 2021.

Mayor of the City of Moreno Valley

ATTEST:

City Clerk

APPROVED AS TO FORM:

City Attorney

Attachment: Reso 2021-XX Fireworks Admin Cite Fine PROPOSED (4365 : ADOPTION OF RESOLUTION FOR ESTABLISHMENT OF THE

Resolution No. 2021- 2
Date Adopted: April 6, 2021

RESOLUTION JURAT

STATE OF CALIFORNIA)
COUNTY OF RIVERSIDE) ss.
CITY OF MORENO VALLEY)

I, Pat Jacquez-Nares, City Clerk of the City of Moreno Valley, California, do hereby certify that Resolution No. 2021-__ was duly and regularly adopted by the City Council of the City of Moreno Valley at a regular meeting thereof held on the 6th day of April 2021 by the following vote:

AYES:

NOES:

ABSENT:

ABSTAIN:

(Council Members, Mayor Pro Tem and Mayor)

City Clerk

(SEAL)

Resolution No. 2021-__³
Date Adopted: April 6, 2021

Attachment: Reso 2021-XX Fireworks Admin Cite Fine PROPOSED (4365 : ADOPTION OF RESOLUTION FOR ESTABLISHMENT OF THE



Report to City Council

TO: Mayor and City Council

FROM: Manuel A. Mancha, Community Development Director

AGENDA DATE: April 6, 2021

TITLE: ADOPTION OF RESOLUTION FOR ESTABLISHMENT OF THE ADMINISTRATIVE CITATION FINE RELATED TO ILLEGAL DUMPING (RESO. NO. 2021-XX)

RECOMMENDED ACTION

Recommendation:

1. Adopt Resolution 2021-XX approving the establishment of the Administrative Citation fine related to illegal dumping.

SUMMARY

This report recommends the adoption of Resolution 2021-XX approving the establishment of an Administrative Citation fine related to illegal dumping of \$1,000 per occurrence to take effect upon the adoption of the Resolution.

The proposed citation fine has been reviewed by the Public Safety Subcommittee members and is recommended for consideration by the City Council. The Police Chief and Code & Community Enhancement Manager also support this recommendation.

DISCUSSION

Unlawful illegal dumping results in unsightly blight and nuisances, which can devalue, detract and degrade the quality of any neighborhood. The Moreno Valley Police Department and Code & Neighborhood Services have responded to numerous complaints regarding illegal dumping Citywide. The amount of staff time spent addressing illegal dumping impacts staff's ability to focus on other high-priority enforcement areas.

Currently, illegal dumping penalties begin at \$100 for the first offense up to \$500 for third and subsequent offenses.

The proposed change in the initial fine amount is an attempt to reduce the amount of illegal dumping that occurs throughout the City. Additionally, increased fines will offset incurred personnel and abatement costs, including after-hours/holiday abatement.

ALTERNATIVES

1. Adopt the proposed Resolution establishing an Administrative Citation fine related to illegal dumping. Staff recommends this alternative.
2. Do not adopt the proposed Resolution and provide staff with additional direction. Staff does not recommend this alternative.

FISCAL IMPACT

There are no fiscal impacts with the recommended action. Increased fines will offset incurred personnel and abatement costs, including after-hours/holiday abatement.

NOTIFICATION

The proposed fine amount was presented on March 16, 2021, to the Public Safety Subcommittee, at which time it was reviewed and recommended to be presented to City Council for approval.

Posting of the agenda.

PREPARATION OF STAFF REPORT

Prepared By:
Steve Alvarado
Code & Neighborhood Services Division Manager

Department Head Approval:
Manuel A. Mancha
Community Development Director

CITY COUNCIL GOALS

Revenue Diversification and Preservation. Develop a variety of City revenue sources and policies to create a stable revenue base and fiscal policies to support essential City services, regardless of economic climate.

Public Safety. Provide a safe and secure environment for people and property in the community, control the number and severity of fire and hazardous material incidents, and provide protection for citizens who live, work and visit the City of Moreno Valley.

CITY COUNCIL STRATEGIC PRIORITIES

1. Economic Development
2. Public Safety
3. Library

- 4. Infrastructure
- 5. Beautification, Community Engagement, and Quality of Life
- 6. Youth Programs

Objective 2.1: Reduce crime, the fear of crime, and the perception of crime in the community.

Objective 5.5: Promote a healthy community and lifestyle.

ATTACHMENTS

- 1. Reso 2021-XX Illegal Dumping Admin Cite Fine PROPOSED

APPROVALS

Budget Officer Approval	<u>✓ Approved</u>	3/26/21 9:25 AM
City Attorney Approval	<u>✓ Approved</u>	
City Manager Approval	<u>✓ Approved</u>	3/26/21 11:29 AM

RESOLUTION NO. 2021-__

A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF MORENO VALLEY, CALIFORNIA, ESTABLISHING THE ADMINISTRATIVE CITATION FINE AMOUNT FOR VIOLATIONS OF MORENO VALLEY MUNICIPAL CODE SECTION 6.02.075 (ILLEGAL DUMPING)

WHEREAS, pursuant to MVMC Section 6.02.075, Dumping is prohibited except in permissible receptacles; and

WHEREAS, pursuant to MVMC Section 1.10.020 (A), Violations of any provision of the Code is subject to a civil citation; and

WHEREAS, pursuant to MVMC Section 1.10.080 (A), The maximum fine for a civil citation may be set by resolution of the Council; and

WHEREAS, in order to effectively deter conduct prohibited by the MVMC which causes significant harm to the City and the public, the appropriate fine amount for violations should be set at the highest amount authorized by law.

NOW, THEREFORE, THE CITY COUNCIL OF THE CITY OF MORENO VALLEY, CALIFORNIA, DOES HEREBY RESOLVE AS FOLLOWS:

Section 1. Recitals

That the recitals set forth hereinabove are true and correct.

Section 2. Establishment of Administrative Citation Fines

That the City Council hereby establishes the Administrative Citation Fine Amounts for violations of the MVMC as described below, on a per occurrence basis.

MVMC § 6.02.075 - \$1,000

Section 3. Effective Date.

That this Resolution shall take effect upon its adoption.

Section 4. Certification.

That the City Clerk shall certify to the passage and adoption of this Resolution and enter it into the book of original resolutions.

Resolution No. 2021-__
Date Adopted: April 6, 2021

Attachment: Reso 2021-XX Illegal Dumping Admin Cite Fine PROPOSED (4366 : ADOPTION OF RESOLUTION FOR ESTABLISHMENT OF THE

APPROVED AND ADOPTED this 6th day of April 2021.

Mayor of the City of Moreno Valley

ATTEST:

City Clerk

APPROVED AS TO FORM:

City Attorney

Resolution No. 2021- 2
Date Adopted: April 6, 2021

Attachment: Reso 2021-XX Illegal Dumping Admin Cite Fine PROPOSED (4366 : ADOPTION OF RESOLUTION FOR ESTABLISHMENT OF THE

RESOLUTION JURAT

STATE OF CALIFORNIA)
COUNTY OF RIVERSIDE) ss.
CITY OF MORENO VALLEY)

I, Pat Jacquez-Nares, City Clerk of the City of Moreno Valley, California, do hereby certify that Resolution No. 2021-__ was duly and regularly adopted by the City Council of the City of Moreno Valley at a regular meeting thereof held on the 6th day of April 2021 by the following vote:

AYES:

NOES:

ABSENT:

ABSTAIN:

(Council Members, Mayor Pro Tem and Mayor)

City Clerk

(SEAL)

Resolution No. 2021-__³
Date Adopted: April 6, 2021

Attachment: Reso 2021-XX Illegal Dumping Admin Cite Fine PROPOSED (4366 : ADOPTION OF RESOLUTION FOR ESTABLISHMENT OF THE



Report to City Council

TO: Mayor and City Council

FROM: Michael L. Wolfe P.E., Assistant City Manager

AGENDA DATE: April 6, 2021

TITLE: P15-066 (TR 36933) – ACCEPT DEVELOPMENT IMPACT FEE (DIF) IMPROVEMENT CREDIT AGREEMENT #D21-001 FOR HYDE PARK RESIDENTIAL DEVELOPMENT LOCATED ON THE SOUTH SIDE OF EUCALYPTUS AVENUE AT FIR AVENUE DEVELOPER: BEAZER HOMES HOLDINGS CORP

RECOMMENDED ACTION

1. Accept and approve the Development Impact Fee Improvement Credit Agreement #D21-001 (DIF Agreement) for P15-066 (TR 36933) improvements.
2. Authorize the City Manager to execute the DIF Agreement.

SUMMARY

As part of the project conditions of approval, Beazer Homes Holding Corporation (Developer) will be constructing required Development Impact Fee (DIF) related public improvements. Section 3.38.150 of the City's Municipal Code allows the Developer to receive a credit for qualifying public improvements made to designated arterial street(s) and traffic signal(s). Eucalyptus Avenue, Fir Avenue, and Nason Street are designated streets in the City's DIF Nexus Study. Traffic signals at the intersections of Fir Avenue at Eucalyptus Avenue, Nason Street at Dracaea Avenue, Nason Street at Eucalyptus Avenue, and Nason Street at Fir Avenue are designated traffic signal locations in the City's DIF Nexus Study. The Developer's maximum credit amount is based on the lower of the DIF Nexus Study Costs, the Engineer's Cost Estimate, and the DIF Fee Obligation.

DISCUSSION

The Developer is approved to construct 274 single-family residential units located on the south side of Eucalyptus Avenue at Fir Avenue (See Attachment 1). The City's

Municipal Code, Chapter 3.38, “Residential Development Impact Fees” requires the Developer to pay DIF. The DIF covers the Developer’s fair share of the costs to construct improvements that help mitigate the traffic impacts and burdens generated by the project on the City’s network of arterial streets and traffic signals.

As part of the project conditions of approval, the Developer has constructed required DIF-related public improvements. Section 3.38.150 of the City’s Municipal Code allows the Developer to receive a credit for qualifying public improvements made to the designated arterial street(s) and traffic signal(s). Eucalyptus Avenue, Fir Avenue, and Nason Street are designated streets in the City’s DIF Nexus Study. Traffic signals at the intersections of Fir Avenue at Eucalyptus Avenue, Nason Street at Dracaea Avenue, Nason Street at Eucalyptus Avenue, and Nason Street at Fir Avenue are designated traffic signal locations in the City’s DIF Nexus Study. The Developer of project P15-066 (TR 36933) has constructed public improvements along the arterials and at the intersections mentioned above, and thus is eligible to receive DIF Credit for specific improvements identified in the DIF Nexus Study. Qualifying DIF improvements include roadway excavation, pavement, base, curb and gutter, striping, traffic control, and traffic signal related improvements.

Per the DIF Agreement, the initial credit is the least of the DIF Nexus Study Costs, Engineer’s Cost Estimate, and DIF Fee Obligation. Refer to Exhibit “B” – DIF Credit Calculation Table of the DIF Agreement (See Attachment 2). The maximum DIF Credit for this project is \$654,745.00 for the Arterial Street component and \$103,662.00 for the Traffic Signal component of DIF.

ALTERNATIVES

1. Approve and accept the recommended actions as presented in this staff report. *Staff recommends this alternative to help achieve the construction goals as identified within the DIF Nexus Study.*
2. Do not approve and do not accept the recommended actions as presented in this staff report. *Staff does not recommend this alternative as it would result in not achieving the construction goals as identified within the DIF Nexus Study.*

FISCAL IMPACT

There is no fiscal impact to the General Fund.

NOTIFICATION

Publication of agenda.

PREPARATION OF STAFF REPORT

Prepared By:
Vince Girón

Department Head Approval:
Michael L. Wolfe, P.E.

Associate Engineer

Public Works Director/City Engineer

Concurred By:
Michael D. Lloyd, P.E.
Engineering Division Manager/Assistant City Engineer

CITY COUNCIL GOALS

Public Facilities and Capital Projects. Ensure that needed public facilities, roadway improvements, and other infrastructure improvements are constructed and maintained.

CITY COUNCIL STRATEGIC PRIORITIES

- 1. Economic Development
- 2. Public Safety
- 3. Library
- 4. Infrastructure
- 5. Beautification, Community Engagement, and Quality of Life
- 6. Youth Programs

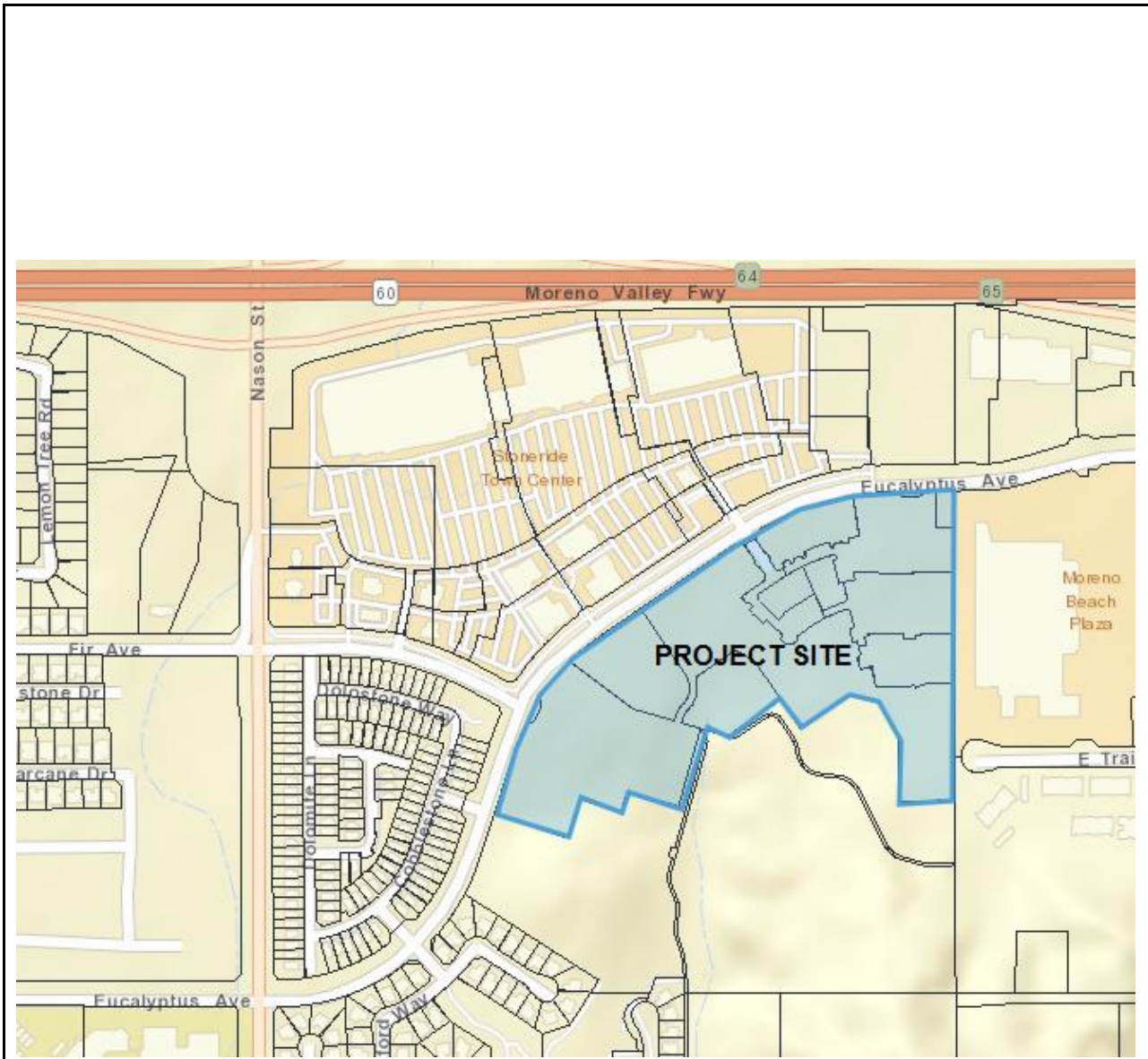
Objective 4.2: Develop and maintain a comprehensive Infrastructure Plan to invest in and deliver City infrastructure.

ATTACHMENTS

- 1. Vicinity Map - P15-066 (TR 36933)
- 2. DIF Credit Agreement Executed by Beazer 3.11.21

APPROVALS

Budget Officer Approval	<u>✓ Approved</u>	3/26/21 10:46 AM
City Attorney Approval	<u>✓ Approved</u>	
City Manager Approval	<u>✓ Approved</u>	3/29/21 2:48 PM



CITY OF MORENO VALLEY
PUBLIC WORKS DEPARTMENT
LAND DEVELOPMENT DIVISION

P15-066
TR 36933

Attachment: Vicinity Map - P15-066 (TR 36933) (4318 : P15-066 (TR 36933) – ACCEPT DEVELOPMENT IMPACT FEE (DIF))

**DEVELOPMENT IMPACT FEES
IMPROVEMENT CREDIT AGREEMENT**

NUMBER D21-001

TR 36933 (P15-066)

PHASES 31, UNITS 274

This Development Impact Fees Improvement Credit Agreement (“Agreement”) is made and entered into as of the date the City signs this Agreement, by and between the City of Moreno Valley, a municipal corporation (“City”) and Beazer Homes Holdings LLC (“Developer”).

RECITALS

WHEREAS, the City’s Development Impact Fee Program (“DIF Program”), as set forth in Moreno Valley Municipal Code (“MVMC”) Chapter 3.38 “Residential Development Impact Fees” and Chapter 3.42 “Commercial and Industrial Development Impact Fees” requires Developer to pay the Development Impact Fees (“DIF”) for projects identified in the most recently adopted DIF study (“DIF Obligation”) which covers the Project’s fair share of the costs to construct improvements to help mitigate the impacts and burdens on the City’s local systems generated by the Project and that are necessary to provide City services and protect the safety, health, and welfare of residential and non-residential users; and

WHEREAS, certain improvements are identified in the City’s DIF Program as improvements that are to be funded from DIF, which identified improvements for the

Developer’s Project are set forth in Exhibit A attached hereto and hereby incorporated by reference (“DIF Improvements”); and

WHEREAS, if the City or a third party constructs the DIF Improvements, as described in this Agreement, prior to the Developer, then this Agreement shall become null and void and the Developer shall be required to pay the full DIF Obligation of the Project; and

WHEREAS, the City and Developer now desire to enter into this Agreement to provide a means by which the Developer may receive a Credit for required DIF Improvements actually constructed by the Developer for the Project subject to the terms and limitations set forth in this Agreement.

NOW, THEREFORE, for the purposes set forth herein, and for good and valuable consideration, the adequacy of which is hereby acknowledged, the Developer and the City hereby agree as follows:

1.0 General Provisions.

1.1 Incorporation of Recitals. The Parties hereby affirm the facts and provisions set forth in the above Recitals and agree to their incorporation herein as though set forth in full.

2.0 DIF Obligation.

2.1 Developer’s DIF Obligation. Developer hereby agrees and accepts that, as of March 2, 2021, the Developer is obligated to pay DIF for the Project to the City in the amount of FIVE HUNDRED SEVENTEEN THOUSAND EIGHT HUNDRED SIXTY DOLLARS (\$517,860) (“DIF Obligation”).

2.2 Effect of Agreement. Notwithstanding anything in this Agreement, the Developer acknowledges that the DIF Obligation is established by the provisions of the MVMC Chapter 3.38 “Residential Development Impact Fees,” and/or Chapter 3.42 “Commercial and Industrial Development Impact Fees,” and that this Agreement does not alter, limit, increase or reduce the obligations under the foregoing provisions nor prevent the City from adjusting or correcting the DIF Obligation amount to conform to the requirements of the MVMC.

3.0 DIF Credit Limitations.

3.1 Calculation of DIF Credit. Pursuant to MVMC Sections 3.38.150 “Credit for Improvements Provided by Developers” (residential), or 3.42.110 “Credit for Improvements Provided by Developers” (commercial and industrial), and in accordance with the City’s Development Impact Fee Credit and Reimbursement Policy, as adopted by the City Council on August 26, 2008, (“Credit and Reimbursement Policy”) and in consideration of the Developer’s obligations under the Conditions of Approval for the Project and the Agreement for Public Improvements to construct the DIF Improvements, the maximum amount of DIF Credit that shall be applied by the City to offset the DIF Obligation shall be as defined in Sections 4.0 of this Agreement and the Credit and Reimbursement Policy.

3.2 Effect of Agreement. Notwithstanding the foregoing, the Developer acknowledges that the amounts of DIF Credits are established by the provisions of the MVMC and the DIF Credit and Reimbursement Policy and this Agreement shall not prevent the City from adjusting or correcting the DIF Credit

amounts set forth in this Agreement to conform to the requirements of the MVMC and the Credit and Reimbursement Policy.

4.0 DIF Credit

4.1 Maximum DIF Credit. The City shall apply DIF Credit to offset, in whole or in part, the Project's DIF Obligation. The maximum amount of DIF Credit that shall be applied by the City to offset the DIF Obligation shall be equal to the least of: (A) the City Engineer's Estimate of the actual cost of the DIF Improvements ("Engineer's Estimate"), or (B) project costs as identified in the DIF study in effect at the time of the issuance of a building permit, or (C) the actual DIF Obligation. In no event shall a DIF Credit exceed the actual DIF Obligation.

4.2 DIF Credit Offset to DIF Obligation. The DIF Credit shall be applied at the time DIF Obligation is due and payable. If the Project is to be developed by phases, by specific units, or by specific buildings, DIF Credit shall be applied according to a Public Improvements Phasing Schedule approved by the City, which shall be attached and incorporated into this Agreement.

4.3 Submittal Timeframe. The Developer shall submit to the City Engineer any and all documentation the Developer deems relevant in substantiating the claim for DIF Credit for the DIF Improvements to be constructed by the Developer. Such documentation may include contracts, bids, estimates, or any other relevant documents pertaining to the actual cost of the qualifying DIF Improvements. The City Engineer shall take into consideration, but shall not be bound by, any such documentation submitted by the Developer in formulating the Engineer's Estimate. All such documentation shall be submitted by the Developer to the City Engineer no later

than ninety (90) calendar days prior to the date for payment of DIF for the Project. The City Engineer will use his or her best efforts and professional judgment in formulating an Engineer's Estimate and shall endeavor to provide said estimate to the Developer in writing within sixty (60) calendar days after submittal of the last document submitted by the Developer.

4.4 DIF Credit Calculation (*completed by City*). As of the date hereof, the amount of DIF Credit for which Developer is potentially eligible is set forth in Exhibit B "DIF Credit Calculation Table" attached hereto and hereby incorporated by reference.

4.5 Reconciliation - Final DIF Credit. If the dollar amount of the actual DIF Credit is less than the amount of the actual unpaid DIF Obligation ("DIF Balance"), the City shall notify the Developer in writing of the amount of the DIF Balance and Developer shall pay the DIF Balance to fully satisfy the DIF Obligation at the time DIF payments are due. If the dollar amount of the actual DIF Credit exceeds the amount of the actual DIF Obligation, Developer will be deemed to have fully satisfied the DIF Obligation. If the Developer has actually paid DIF and completed DIF Improvements, but has not received full DIF Credit for which the Developer would have been otherwise eligible under the DIF Credit and Reimbursement Policy, the Developer *may* be eligible for reimbursement, to the extent applicable, as provided in a separate Development Impact Fees Improvement Reimbursement Agreement.

4.6 Credit Transfer for Unfunded DIF Reimbursement Eligibility. To the extent that the Developer has Reimbursement Eligibility Amounts which are both unpaid and unfunded by the City and which have not expired under the ten (10) year

limitation set forth in the Development Impact Fee Credit and Reimbursement Policy No. 3.24, Section F – Time Limitation, Developer may apply to receive partial or full DIF Credits for the same component of DIF on another development project within the City owned or controlled by that developer and which has received all necessary approvals, on a dollar for dollar basis. Written application shall be made to the City and the Developer shall provide any and all documentation and other information the City may reasonably request. The City shall not unreasonably withhold approval of such a Credit Transfer.

5.0 No Interest. Developer shall not be entitled to any interest, or any other cost or time value adjustment, for DIF paid to the City whether or not subsequently credited under Section 4.6 or reimbursed.

6.0 Term of Agreement. For purposes of Reimbursement Eligibility and Credit Transfer, this Agreement shall remain in effect for a period not to exceed ten (10) years from the date of execution by the City.

7.0. Miscellaneous Provisions.

7.1 Nexus/Reasonable Relationship Challenges. Developer consents to, and waives any rights it may have now or in the future to challenge the legal validity of, the conditions or requirements set forth in this Agreement and as it may amended, including, without limitation, any claim that they constitute an abuse of the police power, violate substantive due process, deny equal protection of the laws, effect a taking of property without payment of just compensation, or impose an unlawful tax.

7.2 Covenants Running with the Land and Constructive Notice. All of the terms, provisions, and obligations contained in this Agreement and as it may be

amended, shall be binding upon the Developer and its heirs, successors, and assigns, and all other persons or entities acquiring all or any portion of the Project, or any interest therein, whether by operation of law or in any manner whatsoever, and the rights thereof shall inure to the benefit of the City and its successors and assigns. As such, all of the provisions of this Agreement shall be enforceable as equitable servitudes and constitute covenants running with the land pursuant to applicable law, including but not limited to, Section 1468 of the California Civil Code. Notwithstanding the above, every person who now or hereafter owns or acquires any right, title or interest in or to any portion of the Project shall be deemed to have consented and agreed to every provision contained in this Agreement and as it may be amended, whether or not any references to these documents are contained in the instrument by which such person acquired an interest in the Project.

7.3 Civil Code Section 1542 Waiver. Developer hereby waives any and all rights the Developer or its successors and assigns may have under Article XIII C or Article XIII D of the California Constitution and any and all rights the Developer or its successors and assigns may have under any other applicable law to contest the fees, exactions and assessments and/or their amounts payable to the City under this Agreement as follows:

In furtherance of the intentions of the parties to this Agreement, Developer with and under advice of counsel, hereby expressly waives any and all rights and benefits conferred upon Developer by the provisions of Civil Code Section 1542, which provides as follows:

“A general release does not extend to claims which a creditor does not know or suspect to exist in his or her favor at the time of executing the release, which if known by him or her must have materially affected his or her settlement with the debtor.”

The Developer further expressly waives any and all rights and benefits conferred upon the Developer by any provision of any other state, federal or local statute, code, ordinance or law similar to Section 1542 of the Civil Code. The Developer expressly consents that the waiver of rights contained in the first paragraph of this section shall be given full force and effect, according to the express terms and provisions of the instant waiver, to unknown and unsuspected claims, demands and causes of action, if any, arising out of or relating to the waiver of rights contained in this Agreement

Initials: 

Developer: Beazer Homes Holdings LLC

7.4 No Damages Relief. Notwithstanding anything else in this Agreement to the contrary, the Parties acknowledge that the City would not have entered into this Agreement had it been exposed to damage claims for any breach hereof. As such, the

Parties agree that in no event shall the Developer recover monetary damages of any kind whatsoever (other than the recovery of costs and attorney's fees pursuant to the terms of this Agreement or applicable law) against the City for breach of this Agreement.

8.0 General.

8.1 Assignment. Except as specifically set forth in this Agreement, this Agreement shall not be assigned by any Party without the prior written consent of the non-assigning Party, which consent shall not be unreasonably withheld. All assignees and successors in interest shall assume and become obligated to perform all obligations and be entitled to all benefits of the original Party.

8.2 Amendment. This Agreement may only be amended in writing signed by the Parties.

8.3 Law, Venue and Jurisdiction. This Agreement shall be governed by the laws of the State of California. Venue and Jurisdiction of all matters arising out, pertaining to, or in any way related to this Agreement shall be vested in the Superior Court of the State of California, in and for the County of Riverside, California.

8.4 Notices. Any notices to be given pursuant to this Agreement shall be in writing and delivered by First Class Mail addressed to the Parties as follows:

City: City Engineer
City of Moreno Valley
Post Office Box 88005
Moreno Valley, California 92552-0805

Developer: Beazer Homes Holdings LLC
ATTN: Kimberly N. Molina
310 Commerce Suite 150
Irvine, CA 92602

8.5 Entire Agreement. This Agreement is the final, complete and exclusive statement of the agreement of the Parties with respect to the subject matter hereof and supersedes and replaces any prior oral or written agreements between the Parties addressing the same subject matter.

8.6 Authority to Execute Agreement. The person or persons executing this Agreement on behalf of the Developer and the City warrant and represent that they have the authority to execute this Agreement and the authority to bind the Developer and the City, as applicable, to the performance of their respective obligations hereunder.

(SIGNATURE PAGE TO FOLLOW)

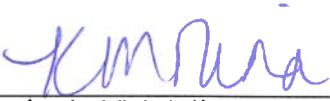
Attachment: DIF Credit Agreement Executed by Beazer 3.11.21 (4318 : P15-066 (TR 36933) – ACCEPT DEVELOPMENT IMPACT FEE (DIF))

IN WITNESS WHEREOF, the Parties hereto have caused their authorized representatives to execute this Agreement.

CITY OF MORENO VALLEY,
a California municipal corporation

Beazer Homes Holdings LLC
(Name of Developer)
a Delaware limited liability company
(legal capacity of Developer)

By: _____
Mike Lee, City Manager

By: 
Kimberly N. Molina
Its: Authorized Signatory - West Region

Date: _____

Date: March 11, 2021

ATTEST:

By: _____
Pat Jacquez-Nares, City Clerk

By: _____

APPROVED AS TO FORM:

Its: _____

By: _____
Steven B. Quintanilla, Interim City Attorney

Date: _____

Date: _____

SIGNING INSTRUCTION TO THE DEVELOPER:

All signatures on the Contract Agreement on behalf of the Developer must be acknowledged before a notary public. In the event that the Developer is a corporation, the president or vice-president plus the secretary of/or an assistant secretary of the corporation must sign. Corporate seal may be affixed hereto.

Attachment: DIF Credit Agreement Executed by Beazer 3.11.21 (4318 : P15-066 (TR 36933) – ACCEPT DEVELOPMENT IMPACT FEE (DIF))

ACKNOWLEDGMENT

A notary public or other officer completing this certificate verifies only the identity of the individual who signed the document to which this certificate is attached, and not the truthfulness, accuracy, or validity of that document.

State of California
County of San Diego)

On March 11, 2021 before me, Suzanne E. Charnley, Notary Public
(insert name and title of the officer)

personally appeared Kimberly Nicole Molina,
who proved to me on the basis of satisfactory evidence to be the person(s) whose name(s) is/are
subscribed to the within instrument and acknowledged to me that he/she/they executed the same in
his/her/their authorized capacity(ies), and that by his/her/their signature(s) on the instrument the
person(s), or the entity upon behalf of which the person(s) acted, executed the instrument.

I certify under PENALTY OF PERJURY under the laws of the State of California that the foregoing
paragraph is true and correct.

WITNESS my hand and official seal.

Signature Suzanne E. Charnley (Seal)



Attachment: DIF Credit Agreement Executed by Beazer 3.11.21 (4318 : P15-066 (TR 36933) – ACCEPT DEVELOPMENT IMPACT FEE (DIF))

EXHIBIT "A"

ENGINEER'S ESTIMATE OF DIF IMPROVEMENTS FOR STREETS

NASON STREET

ITEMS	UNITS	UNIT RATE	ITEM COST
Traffic Control	LS	--	\$4,180
Excavation and Clearing	LS	--	\$13,573
Curb and Gutter	LF	\$25	\$5,090
Asphalt Concrete	TON	\$90	\$85,118
Aggregate Base	TON	\$55	\$784
Sidewalk	SF	\$7	\$0
Storm Drain (specify CB, lateral, etc.)	LF		\$0
Signing and Striping	LS	--	\$0
Median	LF	\$20	\$59,052
Utility Relocation (per pole)	EA		\$0
Power Pole Relocation	EA	\$30,000	\$0
Overhead Utility Undergrounding	LF	\$178	\$0
SUBTOTAL	--	--	\$167,797
Planning Cost	--	10%	\$16,780
Engineering Cost	--	25%	\$41,949
Contingency	--	10%	\$16,780
Right-of-Way	SF		\$0
ENGINEER'S ESTIMATE TOTAL	--	--	\$243,306

EXHIBIT "A"

EXHIBIT "A"

ENGINEER'S ESTIMATE OF DIF IMPROVEMENTS FOR STREETS

EUCALYPTUS AVENUE

ITEMS	UNITS	UNIT RATE	ITEM COST
Traffic Control	LS	--	\$1,100
Excavation and Clearing	LS	--	\$21,070
Curb and Gutter	LF	\$25	\$126,638
Asphalt Concrete	TON	\$90	\$860,856
Aggregate Base	TON	\$55	\$341,076
Sidewalk	SF	\$7	\$185,146
Storm Drain (specify CB, lateral, etc.)	LF		\$0
Signing and Striping	LS	--	\$0
Median	LF	\$20	\$0
Utility Relocation (per pole)	EA		\$0
Power Pole Relocation	EA	\$30,000	\$0
Overhead Utility Undergrounding	LF	\$178	\$0
SUBTOTAL	--	--	\$1,535,886
Planning Cost	--	10%	\$153,589
Engineering Cost	--	25%	\$383,972
Contingency	--	10%	\$153,589
Right-of-Way	SF		\$660,448
ENGINEER'S ESTIMATE TOTAL	--	--	\$2,887,484

EXHIBIT "A"

EXHIBIT "A"

ENGINEER'S ESTIMATE OF DIF IMPROVEMENTS FOR STREETS

FIR AVENUE

ITEMS	UNITS	UNIT RATE	ITEM COST
Traffic Control	LS	--	\$1,100
Excavation and Clearing	LS	--	\$4,500
Curb and Gutter	LF	\$25	\$26,826
Asphalt Concrete	TON	\$90	\$193,736
Aggregate Base	TON	\$55	\$64,499
Sidewalk	SF	\$7	\$39,201
Storm Drain (specify CB, lateral, etc.)	LF		\$0
Signing and Striping	LS	--	\$0
Median	LF	\$20	\$0
Utility Relocation (per pole)	EA		\$0
Power Pole Relocation	EA	\$30,000	\$0
Overhead Utility Undergrounding	LF	\$178	\$0
SUBTOTAL			\$329,862
Planning Cost	--	10%	\$32,986
Engineering Cost	--	25%	\$82,466
Contingency	--	10%	\$32,986
Right-of-Way	SF		\$168,321
ENGINEER'S ESTIMATE TOTAL	--	--	\$646,621

EXHIBIT "A"

EXHIBIT "A"

ENGINEER'S ESTIMATE OF DIF IMPROVEMENTS FOR TRAFFIC SIGNALS

ITEMS	UNITS	UNIT RATE	ITEM COST
Fir Avenue at Eucalyptus Avenue	LS	\$138,065	\$138,065
Nason Street at Dracaea Avenue	LS	\$137,998	\$137,998
Nason Street at Eucalyptus Avenue	LS	\$149,569	\$149,569
Nason Street at Fir Avenue	LS	\$139,423	\$139,423
ENGINEER'S ESTIMATE TOTAL	--	--	\$565,055

EXHIBIT "A"

EXHIBIT "B"

DIF Credit Calculation Table

Item	Process for DIF Credit Calculation	Streets	Traffic Signals	Police	Fire	Libraries	Parks	Community/ Rec Centers	Public Facilities*	Interchange Improvements	Electric Utility
1	Engineer's Estimate	\$3,777,411	\$565,055								
2	Project costs as identified in DIF study	\$13,149,288	\$1,088,000								
3	Actual DIF Obligation	\$3,507,952	\$531,801								
4	DIF Credit Amount** - Least of Lines 1 2 & 3	\$3,507,592	\$531,801								
5	DIF Obligation Paid by Others	\$2,100,122	\$310,222								
6	DIF Credit Available (Line 4 – Line 5)	\$1,407,830	\$217,503								
7	DIF Credit Used by Others	\$753,085	\$113,841								
8	DIF Credit Available for Developer (Line 6 – Line 7)	\$654,745	\$103,662								

*may include, but not be limited to, City Hall, Corporate Yard, Animal Shelter, and/or maintenance equipment.

** credit amount shall not exceed obligation.



Report to City Council

TO: Mayor and City Council

FROM: Michael L. Wolfe P.E., Assistant City Manager

AGENDA DATE: April 6, 2021

TITLE: APPROVE MEASURE A LOCAL STREETS AND ROADS FIVE-YEAR CAPITAL IMPROVEMENT PLAN FOR FY 2021/22-2025/26

RECOMMENDED ACTION

1. Approve and authorize submittal of the City of Moreno Valley's Measure A Local Streets and Roads Five-Year Capital Improvement Plan for Fiscal Years 2021/22 – 2025/26 and Maintenance of Effort Certification for Fiscal Year 2021/22 to the Riverside County Transportation Commission.
2. Authorize the Director of Public Works/City Engineer to submit an amended five-year plan to the Riverside County Transportation Commission if changes are made to the listed Measure A projects.

SUMMARY

This report recommends approval of the City of Moreno Valley's Measure A Local Streets and Roads Five-Year Capital Improvement Plan (CIP) for Fiscal Years 2021/22 – 2025/26 (Plan) and Maintenance of Effort (MOE) Certification for FY 2021/22. Annual submittal of the Measure A Plan and MOE to the Riverside County Transportation Commission (RCTC) is required for continued receipt of Measure A funds. The approval of the attached Plan does not obligate any Measure A expenditures.

DISCUSSION

Measure A is a major funding source for transportation infrastructure improvements and operational elements of the Public Works Department. The City is scheduled to receive \$4,267,000 in Measure A revenue by Fiscal Year (FY) 2020/21 year-end and an estimated \$4,275,000 in funding for FY 2021/22.

RCTC requires all local jurisdictions to submit an annual five-year CIP, which includes a Project Status Report for FY 2020/21 Measure A funded CIP projects, for continued receipt of Measure A Local Streets and Roads funds. The projects are included in the Measure A Five-Year CIP to satisfy RCTC Ordinance No. 02-001 and only City projects with Measure A funding are required to be reported. City staff can forward amended Measure A project lists to RCTC when necessary. The purpose of this report is to document progress to date on engineering, right-of-way acquisition, construction, and anticipated project completion dates. The approval of the attached Plan does not obligate any Measure A expenditures.

The projects on the attached Plan are already part of the City Council approved CIP Budget or Operating Budget. No new projects are proposed with this action. The CIP projects listed in this Plan are recommended to move forward to ensure outside funding sources with deadlines (e.g. grants) are not lost and to avoid delays that would otherwise increase project costs. Additionally, the operational elements listed on the attached Plan ensure critical Public Works items (e.g. traffic signage and markings) continue.

RCTC Ordinance No. 02-001 also requires the City to provide an executed MOE Certification Statement indicating that Measure A funds will not replace local discretionary funds used for the City's transportation issues, but will be in addition to the City's funds for transportation purposes. The City's MOE base year amount, approved by the RCTC at its July 2011 meeting, is \$1,459,153. The MOE requirement is met by the Public Works Department General Fund operating budgets.

Approval of the recommended actions would support Objective 4 of the *Momentum MoVal* Strategic Plan: "Manage and maximize Moreno Valley's public infrastructure to ensure an excellent quality of life, develop and implement innovative, cost effective infrastructure maintenance programs, public facilities management strategies, and capital improvement programming and project delivery."

ALTERNATIVES

1. Approve and authorize the recommended actions as presented in this staff report. RCTC requires all cities within its jurisdiction to submit a plan by May 3, 2021. *This alternative allows the City to continue receiving Measure A revenue annually to fund significant roadway and other transportation related infrastructure improvements.* Staff recommends this action.
2. Do not approve and authorize the recommended actions as presented in this staff report. *Since RCTC requires jurisdictions to submit a plan by May 3, 2021 in order to continue to receive Measure A funds, this alternative jeopardizes a significant revenue stream for the City, affecting the ability to deliver critical transportation related infrastructure improvements.* Staff does not recommend this action.

FISCAL IMPACT

The timely approval and submittal of the Measure A Five-Year CIP by May 3, 2021 ensures continued receipt of Measure A funds for FY 2021/22. City staff will forward an amended Measure A project list to RCTC if there are any changes throughout FY 2021/22. Measure A funds can only be used for transportation related purposes.

PREPARATION OF STAFF REPORT

Prepared By:
Launa Jimenez
Senior Management Analyst

Department Head Approval:
Michael L. Wolfe, P.E.
Public Works Director/City Engineer

Concurred By:
Henry Ngo, P.E.
Capital Projects Division Principal Engineer

CITY COUNCIL GOALS

Public Facilities and Capital Projects. Ensure that needed public facilities, roadway improvements, and other infrastructure improvements are constructed and maintained.

CITY COUNCIL STRATEGIC PRIORITIES

- 1. Economic Development
- 2. Public Safety
- 3. Library
- 4. Infrastructure
- 5. Beautification, Community Engagement, and Quality of Life
- 6. Youth Programs

ATTACHMENTS

- 1. FY2021.22 Measure A MOE Certification Statement - Moreno Valley
- 2. FY2021.22 - 2025.26 Measure A CIP and FY2020.21 Project Status Report - Moreno Valley

APPROVALS

Budget Officer Approval	<u>✓ Approved</u>	3/23/21 7:07 AM
City Attorney Approval	<u>✓ Approved</u>	
City Manager Approval	<u>✓ Approved</u>	3/25/21 9:26 AM

**FY 2021/22
MAINTENANCE OF EFFORT CERTIFICATION STATEMENT**

The undersigned agrees and certifies for the city of Moreno Valley (the "Agency") that sales tax transportation funds received pursuant to Ordinance No. 02-001 of the Riverside County Transportation Commission ("Measure A") shall be used in compliance with the Commission's Maintenance of Effort Guidelines and a base year amount of \$1,459,153, approved by the Commission at its July 13, 2011 meeting, and that the Agency shall not use such funds to replace discretionary local funds previously expended by the Agency for local transportation purposes. The Agency hereby acknowledges that the failure of the Agency to continue such local expenditure shall result in a reduction or loss of Measure A funds. Additionally, the Agency commits to expending Measure A Local Streets and Roads funds for projects listed in the Five Year Capital Improvement Plan as approved by Riverside County Transportation Commission.

Dated: _____, 2021

CITY MANAGER

ATTEST:

SECRETARY

Attachment: FY2021.22 Measure A MOE Certification Statement - Moreno Valley (4329 : APPROVE MEASURE A LOCAL STREETS AND ROADS



**MEASURE A
LOCAL STREETS
AND ROADS PROGRAM**

FY 2021/22

Agency: MORENO VALLEY
 Prepared by: Launa Jimenez
 Phone #: (951)413-3128
 Date: 3/17/2021

FY 2019/20 Audited Measure A Balance:	\$	4,317,691
FY 2020/21 (Revised) Measure A Revenue:		4,267,000
Less: FY 2020/21 Project Status Report expenses:		<u>(4,157,397)</u>
Estimated Prior Year Measure A Balance:		4,427,294
Estimated FY 2021/22 Measure A Allocation:		<u>4,275,000</u>
Estimated Measure A Available for FY 2021/22 Projects:	\$	8,702,294

Item No.	Project Name / Limits	Project Type	Total Project Cost	Measure A Funds
2021/22				
2022-01	Public Works - Capital Projects Program Budget (Provide cost effective administrative functions for essential transportation projects and services: annual update of the Five-Year CIP, revisions to Standard Plans, Disadvantaged Business Enterprise (DBE) Program Management, Pavement Management Program, preparation of grant applications, quarterly utility coordination, and project engineering and right of way services for unfunded new projects.	Project Administration	\$ 204,560	\$ 204,560
2022-02	Public Works - Citywide Sign/Striping	Maintenance	\$ 842,455	\$ 842,455
2022-03	Public Works - Right of Way Maintenance	Maintenance	\$ 606,049	\$ 606,049
2022-04	Fixed Charges/ Indirect Cost	Overhead Cost	\$ 245,711	\$ 245,711
2022-05	Transfers to 2013-2014 Refunding Lease Revenue Bonds	Debt Service	\$ 1,057,011	\$ 1,057,011
2022-06	Transfers to TRIP Debt Service	Debt Service	\$ 405,695	\$ 405,695
2022-07	Annual Pavement Maintenance - Crack Seal	Street Improvements	\$ 74,400	\$ 74,400
2022-08	Moreno MDP Line F-18 and F-19	Drainage	\$ 2,126,382	\$ 139,382
2022-09	Moreno MDP Line K-1, K-4 Stg 3	Drainage	\$ 13,990	\$ 13,990
2022-10	Sunnymead - Flaming Arrow Drive Storm Drain	Drainage	\$ 627,372	\$ 135,845
2022-11	Sunnymead Master Drainage Plan - Storm Drain Lines F and F-7	Drainage	\$ 60,000	\$ 15,000
2022-12	Traffic Signal Equipment Upgrades	Traffic Signals	\$ 97,215	\$ 97,215
		TOTAL	\$ 6,360,840	\$ 3,837,313

Attachment: FY2021.22 - 2025.26 Measure A CIP and FY2020.21 Project Status Report - Moreno Valley (4329 : APPROVE MEASURE A LOCAL



**MEASURE A
LOCAL STREETS
AND ROADS PROGRAM**

FY 2022/23

Agency: MORENO VALLEY
 Prepared by: Launa Jimenez
 Phone #: (951)413-3128
 Date: 3/17/2021

Estimated Prior Year Measure A Balance: \$ 4,864,981
Estimated FY 2022/23 Measure A Allocation: 4,318,000

Estimated Measure A Available for FY 2022/23 Projects: \$ 9,182,981

Item No.	Project Name / Limits	Project Type	Total Project Cost	Measure A Funds
<u>2022/23</u>				
2023-01	Public Works - Capital Projects Program Budget (Provide cost effective administrative functions for essential transportation projects and services: annual update of the Five-Year CIP, revisions to Standard Plans, Disadvantaged Business Enterprise (DBE) Program Management, Pavement Management Program, preparation of grant applications, quarterly utility coordination, and project engineering and right of way services for unfunded new projects.	Project Administration	\$ 209,046	\$ 209,046
2023-02	Public Works - Citywide Sign/Striping	Maintenance	\$ 861,848	\$ 861,848
2023-03	Public Works - Right of Way Maintenance	Maintenance	\$ 631,370	\$ 631,370
2023-04	Fixed Charges/ Indirect Cost	Overhead Cost	\$ 245,711	\$ 245,711
2023-05	Transfers to 2013-2014 Refunding Lease Revenue Bonds	Debt Service	\$ 1,059,115	\$ 1,059,115
2023-06	Transfers to TRIP Debt Service	Debt Service	\$ 404,685	\$ 404,685
2023-07	Annual Pavement Maintenance - Crack Seal	Street Improvements	\$ 60,000	\$ 60,000
2023-08	Traffic Signal Equipment Upgrades	Traffic Signals	\$ 80,000	\$ 80,000
		TOTAL	\$ 3,551,775	\$ 3,551,775



**MEASURE A
LOCAL STREETS
AND ROADS PROGRAM**

FY 2023/24

Agency: MORENO VALLEY
 Prepared by: Launa Jimenez
 Phone #: (951)413-3128
 Date: 3/17/2021

Estimated Prior Year Measure A Balance: \$ 5,631,206
Estimated FY 2023/24 Measure A Allocation: 4,361,000
Estimated Measure A Available for FY 2023/24 Projects: \$ 9,992,206

Item No.	Project Name / Limits	Project Type	Total Project Cost	Measure A Funds
<u>2023/24</u>				
2024-01	Public Works - Capital Projects Program Budget (Provide cost effective administrative functions for essential transportation projects and services: annual update of the Five-Year CIP, revisions to Standard Plans, Disadvantaged Business Enterprise (DBE) Program Management, Pavement Management Program, preparation of grant applications, quarterly utility coordination, and project engineering and right of way services for unfunded new projects.	Project Administration	\$ 209,046	\$ 209,046
2024-02	Public Works - Citywide Sign/Striping	Maintenance	\$ 861,848	861,848
2024-03	Public Works - Right of Way Maintenance	Maintenance	\$ 631,370	631,370
2024-04	Fixed Charges/ Indirect Cost	Overhead Cost	\$ 245,711	245,711
2024-05	Transfers to 2013-2014 Refunding Lease Revenue Bonds	Debt Service	\$ 1,059,115	1,059,115
2024-06	Transfers to TRIP Debt Service	Debt Service	\$ 404,685	404,685
2024-07	Annual Pavement Maintenance - Crack Seal	Street Improvements	\$ 60,000	60,000
2024-08	Traffic Signal Equipment Upgrades	Traffic Signals	\$ 80,000	80,000
		TOTAL	\$ 3,551,775	\$ 3,551,775

Attachment: FY2021.22 - 2025.26 Measure A CIP and FY2020.21 Project Status Report - Moreno Valley (4329 : APPROVE MEASURE A LOCAL



**MEASURE A
LOCAL STREETS
AND ROADS PROGRAM**

FY 2024/25

Agency: MORENO VALLEY
 Prepared by: Launa Jimenez
 Phone #: (951)413-3128
 Date: 3/17/2021

Estimated Prior Year Measure A Balance: \$ 6,440,431
 Estimated FY 2024/25 Measure A Allocation: 4,405,000
Estimated Measure A Available for FY 2024/25 Projects: \$ 10,845,431

Item No.	Project Name / Limits	Project Type	Total Project Cost	Measure A Funds
<u>2024/25</u>				
2025-01	Public Works - Capital Projects Program Budget (Provide cost effective administrative functions for essential transportation projects and services: annual update of the Five-Year CIP, revisions to Standard Plans, Disadvantaged Business Enterprise (DBE) Program Management, Pavement Management Program, preparation of grant applications, quarterly utility coordination, and project engineering and right of way services for unfunded new projects.	Project Administration	\$ 209,046	\$ 209,046
2025-02	Public Works - Citywide Sign/Striping	Maintenance	\$ 861,848	861,848
2025-03	Public Works - Right of Way Maintenance	Maintenance	\$ 631,370	631,370
2025-04	Fixed Charges/ Indirect Cost	Overhead Cost	\$ 245,711	245,711
2025-05	Transfers to 2013-2014 Refunding Lease Revenue Bonds	Debt Service	\$ 1,059,115	1,059,115
2025-06	Transfers to TRIP Debt Service	Debt Service	\$ 404,685	404,685
2025-07	Annual Pavement Maintenance - Crack Seal	Street Improvements	\$ 60,000	60,000
2025-08	Traffic Signal Equipment Upgrades	Traffic Signals	\$ 80,000	80,000
		TOTAL	\$ 3,551,775	\$ 3,551,775



**MEASURE A
LOCAL STREETS
AND ROADS PROGRAM**

FY 2025/26

Agency: MORENO VALLEY
 Prepared by: Launa Jimenez
 Phone #: (951)413-3128
 Date: 3/17/2021

Estimated Prior Year Measure A Balance: \$ 7,293,656
Estimated FY 2025/26 Measure A Allocation: 4,449,000
Estimated Measure A Available for FY 2025/26 Projects: \$ 11,742,656

Item No.	Project Name / Limits	Project Type	Total Project Cost	Measure A Funds
<u>2025/26</u>				
2026-01	Public Works - Capital Projects Program Budget (Provide cost effective administrative functions for essential transportation projects and services: annual update of the Five-Year CIP, revisions to Standard Plans, Disadvantaged Business Enterprise (DBE) Program Management, Pavement Management Program, preparation of grant applications, quarterly utility coordination, and project engineering and right of way services for unfunded new projects.	Project Administration	\$ 209,046	\$ 209,046
2026-02	Public Works - Citywide Sign/Striping	Maintenance	\$ 861,848	861,848
2026-03	Public Works - Right of Way Maintenance	Maintenance	\$ 631,370	631,370
2026-04	Fixed Charges/ Indirect Cost	Overhead Cost	\$ 245,711	245,711
2026-05	Transfers to 2013-2014 Refunding Lease Revenue Bonds	Debt Service	\$ 1,059,115	1,059,115
2026-06	Transfers to TRIP Debt Service	Debt Service	\$ 404,685	404,685
2026-07	Annual Pavement Maintenance - Crack Seal	Street Improvements	\$ 60,000	60,000
2026-08	Traffic Signal Equipment Upgrades	Traffic Signals	\$ 80,000	80,000
		TOTAL	\$ 3,551,775	\$ 3,551,775

Attachment: FY2021.22 - 2025.26 Measure A CIP and FY2020.21 Project Status Report - Moreno Valley (4329 : APPROVE MEASURE A LOCAL



**MEASURE A
LOCAL STREETS
AND ROADS PROGRAM**

PROJECT STATUS REPORT FY 2020/21

Agency: MORENO VALLEY
 Prepared by: Launa Jimenez
 Phone #: (951)413-3128
 Date: 3/17/2021

Item No.	Project Name / Limits	Project Type	Total Cost	Anticipated Measure A Funds Expended (Est thru 6/30/2021)	Estimated/ Actual Completion	Status
2021-01	Public Works - Capital Projects Program Budget (Provide cost effective administrative functions for essential transportation projects and services: annual update of the Five-Year CIP, revisions to Standard Plans, Disadvantaged Business Enterprise (DBE) Program Management, Pavement Management Program, preparation of grant applications, quarterly utility coordination, and project engineering and right of way services for unfunded new projects.	Project Administration	\$ 209,541	\$ 209,541	N/A	Annual Budget
2021-02	Public Works - Citywide Sign/Striping	Maintenance	1,148,261	1,148,261	N/A	Annual Budget
2021-03	Public Works - Right of Way Maintenance	Maintenance	566,577	566,577	N/A	Annual Budget
2021-04	Fixed Charges/ Indirect Cost	Overhead Cost	243,399	243,399	N/A	Annual Budget
2021-05	Transfers to 2013-2014 Refunding Lease Revenue Bonds	Debt Service	1,057,143	1,057,143	N/A	Annual Budget
2021-06	Transfers to TRIP Debt Service	Debt Service	492,000	492,000	N/A	Annual Budget
2021-07	Annual Pavement Maintenance - Crack Seal	Street Improvements	40,128	40,128	N/A	On-going annual project
2021-08	Moreno MDP Line F-18 and F-19	Drainage	13,000	-	12/31/2022	Design
2021-09	Moreno MDP Line K-1, K-4 Stg 3	Drainage	30,000	30,000	Pending RCFC Funding	Design
2021-10	Sunnymead - Flaming Arrow Drive Storm Drain	Drainage	150,000	-	10/31/2021	Construction
2021-11	Sunnymead Master Drainage Plan - Storm Drain Lines F and F-7	Drainage	80,000	20,000	Pending RCFC Funding	Preliminary Design
2021-12	Pedestrian Hybrid Beacon on Cactus Ave at Woodland Park	Traffic Signals	393,590	203,496	6/30/2021	Project Completed
2021-13	Traffic Signal Equipment Upgrades	Traffic Signals	146,852	146,852	N/A	As needed Accessible Pedestrian Signal upgrades
TOTAL			\$ 4,570,491	\$ 4,157,397		

Attachment: FY2021.22 - 2025.26 Measure A CIP and FY2020.21 Project Status Report - Moreno Valley (4329 : APPROVE MEASURE A LOCAL



Report to City Council

TO: Mayor and City Council

FROM: Michael L. Wolfe P.E., Assistant City Manager

AGENDA DATE: April 6, 2021

TITLE: TR 30268 – ADOPTION OF THE PROPOSED RESOLUTION FOR THE SUMMARY VACATION OF A FLOOD CONTROL AND DRAINAGE EASEMENT LOCATED AT THE TERMINUS OF SAND HILLS COURT SOUTH OF HAMMETT COURT

RECOMMENDED ACTION

1. Adopt Resolution No. 2021-XX. A Resolution of the City Council of the City of Moreno Valley, California, Ordering the Summary Vacation of a Flood Control and Drainage Public Service Easement Located at the Terminus of Sand Hills Court South of Hammett Court.
2. Direct the City Clerk to certify said resolution and transmit a copy of the resolution to the County Recorder's office for recording.

SUMMARY

This report recommends adoption of the proposed resolution for the summary vacation of a flood control and drainage public service easement. The proposed vacation removes an unnecessary easement created as part of the Moreno Master Drainage Plan (MDP) Line F-6.

DISCUSSION

Land Development staff reviewed the summary vacation for a flood control and drainage public service easement located at the terminus of Sand Hills Court south of Hammett Court (Attachment 1). This easement was dedicated for public use as Easement #7 in an Irrevocable Offer of Dedication recorded on December 26, 1991 as Instrument No. 444701. At the time of recordation, the dedication was for an anticipated area (Easement #7) surrounding a proposed detention basin. The actual detention basin constructed does not require an area as large as dedicated in 1991. The property

owner, Pacific Moreno Valley, Inc., provided the City with a new easement to supersede the 1991 easement and the new easement accurately encompasses the area needed around the detention basin. The new easement was recorded on March 30, 2020 as DOC# 2020-0145074. Staff has determined that the 1991 flood control and drainage easement is no longer necessary.

The City Council's approval of a summary vacation for this flood control and drainage public easement would abandon all of the City's rights for public use purposes as dedicated in the Irrevocable Offer of Dedication, Instrument No. 444701. Vacation of the flood control and drainage easement, as shown in the exhibit attached to the proposed resolution (Attachment 2), is in accordance with the Streets and Highways Code. The provisions of Chapter 4, Part 3, of Division 9 of the Streets and Highways Code of the State of California, designated the "Public Streets, Highways, and Service Easements Vacation Law", allows the City to summarily vacate said easement if certain conditions are met. This request meets those conditions since the easement has not been used for flood control and drainage purposes for a period greater than five years and staff has determined that the easement area is excess. Finally, Utility Coordination letters were sent to all utility companies that may exist within the easement to be vacated and no utilities were identified.

ALTERNATIVES

1. Approve the recommended actions as presented in this staff report. *Staff recommends this alternative as this public service easement is no longer needed for existing or prospective use purposes.*
2. Do not approve the recommended actions as presented in this staff report. *Staff does not recommend this alternative as this public service easement would unnecessarily remain as an easement for public use purposes.*

FISCAL IMPACT

No fiscal impact.

NOTIFICATION

Written notice has been given to the various utility companies. Those utilities have responded that there are no facilities within the easement and have no objection to said vacation.

PREPARATION OF STAFF REPORT

Prepared By:
Vince Girón
Associate Engineer

Department Head Approval:
Michael L. Wolfe, P.E.
Public Works Director/City Engineer

Concurred By:
Michael D. Lloyd, P.E.
Engineering Division Manager/Assistant City Engineer

CITY COUNCIL GOALS

Public Facilities and Capital Projects. Ensure that needed public facilities, roadway improvements, and other infrastructure improvements are constructed and maintained.

CITY COUNCIL STRATEGIC PRIORITIES

- 1. Economic Development
- 2. Public Safety
- 3. Library
- 4. Infrastructure
- 5. Beautification, Community Engagement, and Quality of Life
- 6. Youth Programs

Objective 4.2: Develop and maintain a comprehensive Infrastructure Plan to invest in and deliver City infrastructure.

ATTACHMENTS

- 1. Vicinity Map - TR 30268 Summary Vacation
- 2. Proposed Resolution 2021-XX - Summary Vacation

APPROVALS

Budget Officer Approval	<u>✓ Approved</u>	3/29/21 2:52 PM
City Attorney Approval	<u>✓ Approved</u>	
City Manager Approval	<u>✓ Approved</u>	3/30/21 8:59 AM



NOT TO SCALE

CITY OF MORENO VALLEY
PUBLIC WORKS DEPARTMENT
LAND DEVELOPMENT DIVISION

TR 30268
Summary Vacation
Vicinity Map

Attachment: Vicinity Map - TR 30268 Summary Vacation (4346 : TR 30268 – ADOPTION OF THE PROPOSED RESOLUTION FOR THE SUMMARY

RESOLUTION NO. 2021-XX

A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF MORENO VALLEY, CALIFORNIA, ORDERING THE SUMMARY VACATION OF A FLOOD CONTROL AND DRAINAGE PUBLIC SERVICE EASEMENT LOCATED AT THE TERMINUS OF SAND HILLS COURT SOUTH OF HAMMETT COURT

WHEREAS, the City Council of the City of Moreno Valley, California, acquired a perpetual public service easement for flood control and drainage purposes, located at the terminus of Sand Hills Court south of Hammett Court shown as Easement #7 on Instrument No. 444701 recorded on December 26, 1991, in the Office of the County Recorder of Riverside County; and

WHEREAS, the easement has not been used for the purpose for which it was dedicated or acquired for five consecutive years immediately preceding the proposed vacation; and

WHEREAS, the easement has been superseded by relocation.

NOW, THEREFORE, THE CITY COUNCIL OF THE CITY OF MORENO VALLEY, CALIFORNIA, DOES HEREBY RESOLVE AS FOLLOWS:

Section 1

That pursuant to the provisions of Chapter 4, Part 3, of Division 9 of the Streets and Highways Code of the State of California, designated the "Public Streets, Highways, and Service Easements Vacation Law," the following described portion of right of way is summarily vacated and abandoned:

That said easement, in the City of Moreno Valley, County of Riverside, State of California described as Easement #7 in the attached Irrevocable Offer of Dedication recorded on December 26, 1991 and illustrated on the plat, attached hereto and made a part hereof for illustrative purposes only, marked Exhibit "A". This summary vacation is made based upon the facts presented.

Section 2

That pursuant to the provisions of Sections 831 of Title 3 and 1112 of Title 4, Part 2, Division 2 of the California Civil Code of the State of California, title to the above-described easement reverts to the owner of the underlying fee thereof, free from use as a right of way easement for public use purposes.

Section 3

That from and after the date the Resolution is recorded, the easement vacated no longer constitutes a public service easement.

Section 4

That the City Clerk of the City of Moreno Valley, California, shall cause a certified copy of this Resolution to be recorded in the office of the Recorder for the County of

Resolution No. 2021-XX
Date Adopted: April 6, 2021

Attachment: Proposed Resolution 2021-XX - Summary Vacation (4346 : TR 30268 - ADOPTION OF THE PROPOSED RESOLUTION FOR THE

Riverside, California.

APPROVED AND ADOPTED this 6th day of April, 2021.

Mayor of the City of Moreno Valley

ATTEST:

City Clerk

APPROVED AS TO FORM:

City Attorney

Attachment: Proposed Resolution 2021-XX - Summary Vacation (4346 : TR 30268 – ADOPTION OF THE PROPOSED RESOLUTION FOR THE

RESOLUTION JURAT

STATE OF CALIFORNIA)
COUNTY OF RIVERSIDE) ss.
CITY OF MORENO VALLEY)

I, Pat Jacquez-Nares, City Clerk of the City of Moreno Valley, California, do hereby certify that Resolution No. 2021-XX was duly and regularly adopted by the City Council of the City of Moreno Valley at a regular meeting thereof held on the 6th day of April, 2021 by the following vote:

AYES:

NOES:

ABSENT:

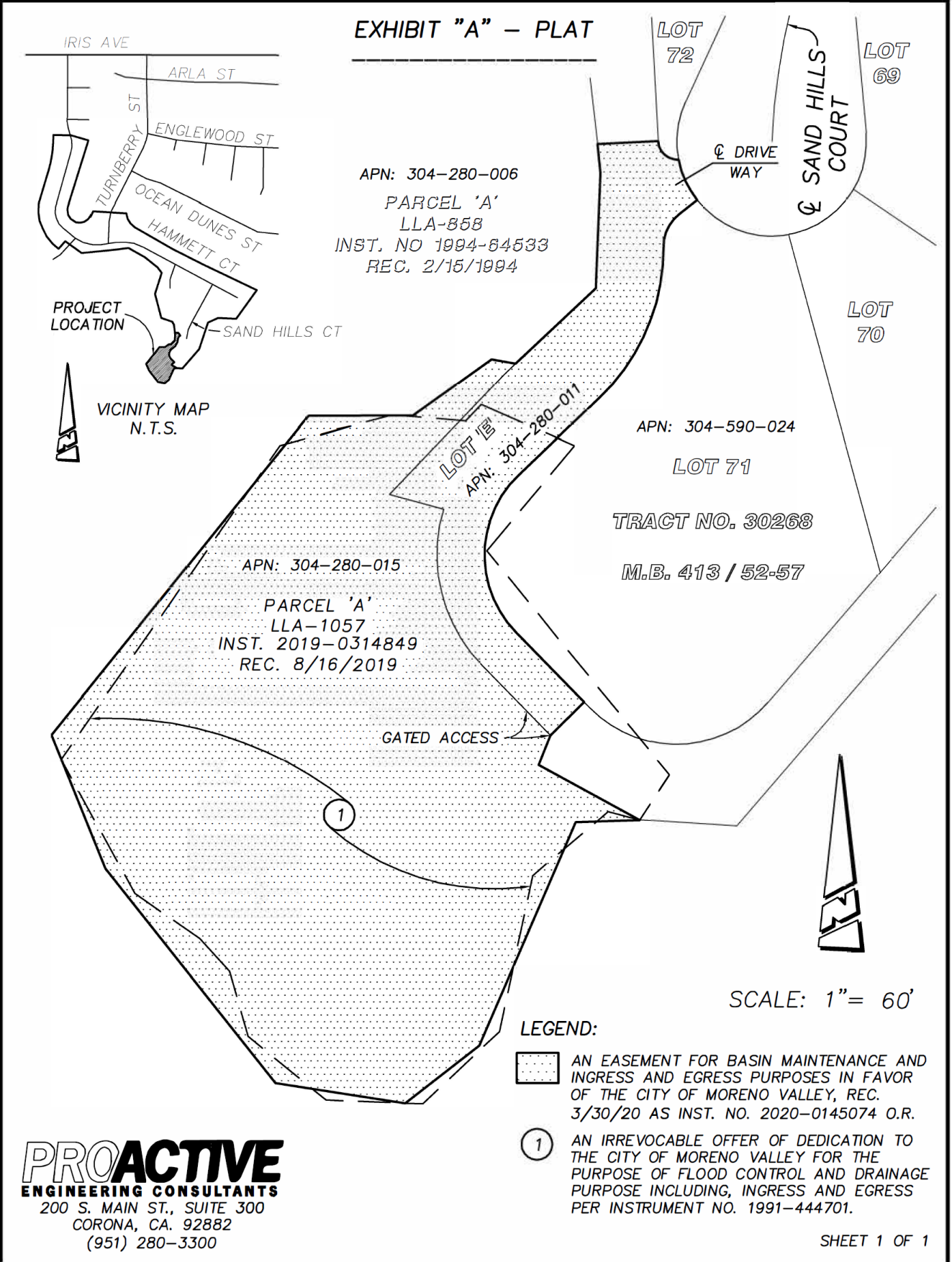
ABSTAIN:

(Council Members, Mayor Pro Tem and Mayor)

CITY CLERK

(SEAL)

Attachment: Proposed Resolution 2021-XX - Summary Vacation (4346 : TR 30268 – ADOPTION OF THE PROPOSED RESOLUTION FOR THE



Attachment: Proposed Resolution 2021-XX - Summary Vacation (4346 : TR 30268 - ADOPTION OF THE PROPOSED RESOLUTION FOR THE



Report to City Council

TO: Mayor and City Council

FROM: Michael L. Wolfe P.E., Assistant City Manager

AGENDA DATE: April 6, 2021

TITLE: APPROVAL OF THE FISCAL YEAR 2021/2022 STORM WATER PROTECTION PROGRAM BUDGET FOR COUNTY SERVICE AREA (CSA) 152

RECOMMENDED ACTION

1. Approve the County Service Area (CSA) 152 Budget for Fiscal Year (FY) 2021/2022 in the amount \$691,878; and
2. Authorize to continue the levy of the County Service Area 152 Assessment at the same rate as the prior year (\$8.15) per Benefit Assessment Unit (BAU) for FY 2021/2022.

SUMMARY

This report recommends approval of the Fiscal Year (FY) 2021/2022 County Service Area 152 Budget in the amount of \$691,878 and the authorization to continue the levy of the CSA 152 assessment at \$8.15 per Benefit Assessment Unit (BAU), which is the same amount per BAU as last year. For the City to receive funding from the County, the City must prepare a CSA 152 Budget for submission to the County by April 30, 2021.

DISCUSSION

The County Service Area (CSA) 152 was formed by Riverside County to offset a portion of the costs of the federally mandated National Pollutant Discharge Elimination System (NPDES) program. The County continues to manage the CSA program and applies parcel charges on the property tax bills of parcels, which benefit from the services. The CSA 152 program, as administered by the County, allows for the collection of revenues on the property tax bills to support the NPDES program. The County is the lead agency in administering CSA 152 and the City is a participating agency. In order to continue with the service provided under CSA 152, the City is required to approve the CSA 152

budget for FY 2021/2022 in a specific amount (Attachment 1); and approve a CSA 152 Assessment per Benefit Assessment Unit (BAU) for FY 2021/2022.

The CSA 152 funds are eligible to use for the NPDES program (Program) costs identified on the attached. In addition to CSA 152 revenues, the City has other funding sources (e.g. an approved NPDES Parcel Charge), which is also eligible for specified Program costs. Staff is not recommending an increase of the BAU assessment beyond the previously approved amount of \$8.15. Any increase to the BAU would require a mail ballot process under Proposition 218 and the approval of the property owners.

The County CSA 152 Administrative Services Agreement requires the City to adopt an annual CSA 152 Budget. To ensure the funding is secured and the assessment remains on the tax rolls for FY 2021/2022 staff is recommending Council adopt the CSA 152 budget as presented this evening. The County levies CSA 152 on the annual property tax bill on behalf of the City of Moreno Valley. The Finance Subcommittee reviewed the proposed FY 2021/22 maximum and applied assessments at its March 23, 2021 meeting.

Failure by the City to enforce the NPDES program can result in penalties of up to \$37,500 per day for noncompliance and/or civil and criminal penalties. This is a federally mandated program administered by the State. There has been neither State nor Federal monies specifically allocated to local agencies to address the programs general requirements.

ALTERNATIVES

1. Approve the CSA 152 Budget for FY 2021/2022 in the amount of \$691,878 and authorize the levy of CSA 152 Assessment at \$8.15 per BAU for FY 2021/2022. *Approval of this alternative ensures that a portion of the funds necessary to support the various storm water management and maintenance programs for the City will continue to be collected.*
2. Do not approve the CSA 152 Budget for FY 2021/2022 in the amount of \$691,878 and do not authorize the levy of CSA 152 Assessment at \$8.15 per BAU for FY 2021/2022. *This alternative does not provide for the collection of the assessment on the annual tax rolls to fund portions of the storm water management and maintenance programs. Not authorizing either the budget or levy will interrupt the assessment and revenue collection process. If the CSA assessment is not approved, another funding source such as the General Fund, would need to cover the expected \$691,878 revenue because the Program is State mandated with no options to significantly reduce services without the possibility of State issued monetary penalties.*

FISCAL IMPACT

Adoption of the recommended CSA 152 Budget and authorization of the annual levy will ensure that the City receives its authorized funding from this source. With the implementation of the federally mandated NPDES program, the City uses CSA 152 revenues together with other funding sources. The costs associated with the Program are included in the City approved Operating Budget. Approving the CSA 152 Budget will ensure this eligible funding source is available for specific Program costs. Funds collected from the CSA 152 annual levy are restricted for use only within the Storm Water Management programs.

NOTIFICATION

Publication of agenda.

PREPARATION OF STAFF REPORT

Prepared By:
Rae Beimer
Storm Water Program Manager

Department Head Approval:
Michael Wolfe, P.E.
Public Works Director/City Engineer

Concurred By:
Michael Lloyd, P.E.
Engineering Division Manager

Concurred By:
Brian Mohan
Chief Financial Officer/City Treasurer

CITY COUNCIL GOALS

Public Facilities and Capital Projects. Ensure that needed public facilities, roadway improvements, and other infrastructure improvements are constructed and maintained.

CITY COUNCIL STRATEGIC PRIORITIES

1. Economic Development
2. Public Safety
3. Library
4. Infrastructure
5. Beautification, Community Engagement, and Quality of Life
6. Youth Programs

Objective 4.2: Develop and maintain a comprehensive Infrastructure Plan to invest in and deliver City infrastructure.

ATTACHMENTS

1. Proposed CSA 152 Budget Detail FY 2021-2022

APPROVALS

Budget Officer Approval	<u>✓ Approved</u>	3/30/21 6:50 AM
City Attorney Approval	<u>✓ Approved</u>	
City Manager Approval	<u>✓ Approved</u>	3/30/21 8:56 AM

CITY OF MORENO VALLEY

FISCAL YEAR 2021/2022 CSA 152 - BUDGET DETAIL

Non-Fee Recovered Expenses		Revenues Source	
		CSA 152 Levy	Other City Funding Sources
1. STREET SWEEPING	\$ 351,730.61	\$ 148,358.59	\$ 203,372.02
2. STORMDRAIN MAINTENANCE	\$ 181,472.68	\$ 76,544.46	\$ 104,928.21
3. NPDES MS4 ANNUAL PERMIT FEE	\$ 55,961.00	\$ 23,604.13	\$ 32,356.87
4. RIVERSIDE COUNTY FLOOD CONTROL COST SHARE	\$ 67,987.00	\$ 28,676.65	\$ 39,310.35
5. TMDL TASK FORCE_TMDL COMPLIANCE	\$ 79,977.00	\$ 33,733.98	\$ 46,243.02
6. STORMWATER PROGRAM CONSULTANT	\$ 272,496.67	\$ 114,938.03	\$ 157,558.64
7. ADMINISTRATION_STAFF TIME	\$ 321,859.10	\$ 135,758.90	\$ 186,100.19
8. CSA 152 COUNTY ADMINISTRATION FEE	\$ 41,512.74	\$ 17,509.91	\$ 24,002.83
9. CSA 152 ANNUAL ANALYSIS_CONSULTANT	\$ 4,000.00	\$ 1,687.18	\$ 2,312.82
10. GENERAL OVERHEAD_ADMIN_ISF (FUNDS 2008/1010)	\$ 263,319.45	\$ 111,067.11	\$ 152,252.34
TOTAL PROJECTED	\$ 1,640,316.24	\$ 691,878.96	\$ 948,437.28

Benefit Assessment Unit (BAU) Max Rate	\$	8.15
Total BAUs		84,893
TOTAL PROJECTED CSA 152 BUDGET	\$	691,879

Attachment: Proposed CSA 152 Budget Detail FY 2021-2022 (4362 : APPROVAL OF THE FISCAL YEAR 2021/2022 STORM WATER PROTECTION



Report to City Council

TO: Mayor and City Council

FROM: Michael L. Wolfe P.E., Assistant City Manager

AGENDA DATE: April 6, 2021

TITLE: AUTHORIZATION TO ISSUE AN EMERGENCY PURCHASE ORDER TO HEATING AIRCONDITIONING SERVICE COMPANY, INC. (HASCO) FOR HVAC REPLACEMENT AT THE PUBLIC SAFETY BUILDING SERVER ROOM

RECOMMENDED ACTION

1. Authorize the issuance of an emergency purchase order to HASCO Heating Airconditioning Service Company, Inc., for HVAC replacement at the Public Safety Building server room in the amount of \$91,024 (\$82,749 plus a 10% contingency);
2. Authorize the Public Works Director/City Engineer to execute any subsequent related change orders to the contract, but not exceeding \$8,275 subject to the approval of the City Attorney, for a total Purchase Order amount of \$91,024 using Facilities Maintenance Asset funds; and
3. Approve the appropriation as outlined in the fiscal Impact section of this report.

SUMMARY

This report recommends approval of an emergency purchase order of \$91,024 with HASCO Heating Airconditioning Service Company, Inc. to provide HVAC replacement services at the Public Safety Building server room. The 22-year-old HVAC units in the server room at the Public Safety Building are in need of replacement as soon as possible to ensure continuous operations of the critical data storage and telecom systems used by the Moreno Valley Police Services.

DISCUSSION

The Moreno Valley Public Safety Building serves the Moreno Valley Police Department

and the Moreno Valley Fire Administration Office. The server room hosts all the County equipment related to Police operations, as well as building controls, security and access to the Public Safety Building. One of the current HVAC units has already failed and parts are obsolete. The current operational unit is over its useful life and also needs to be replaced before it fails.

Staff has asked our current HVAC contractor HASCO to review and submit a quote for expedited replacement of the two units. Staff has reviewed the quote provided by HASCO and finds that the new units will be sufficient to provide cooling to the critical safety components inside the Public Safety Building server room. Work will be completed as an emergency request to prevent interruptions and equipment failure to the Public Safety Building.

Approval of the recommended actions would support Objective 4 of the Momentum MoVal Strategic Plan: “Manage and maximize Moreno Valley’s public Infrastructure to ensure an excellent quality of life, develop and implement innovative, cost effective infrastructure maintenance programs, public facilities management strategies, and capital improvement programming and project delivery.”

ALTERNATIVES

1. Approve and authorize the recommended actions as presented in this staff report. This alternative will provide for the emergency procurement and replacement of HVAC equipment at the Public Safety Building Server Room and maintain critical functions of the Police Operations.
2. Do not approve and authorize the recommended actions as presented in this staff report. This alternative will potentially cause critical equipment failure and disrupt operations to the Police Department.

FISCAL IMPACT

Funding will be provided by Facilities Replacement Fund as shown in the proposed appropriation below.

Description	GL Account No.	Type (Rev/Exp)	FY Budget 20/21	Proposed Adjustments	FY Amended Budget 20/21
7320-Facilities Maintenance Asset Fund	GL -7320-70-40-18410-660310	Exp	\$0	\$91,024	\$91,024
7320-Facilities Maintenance Asset Fund	GL -7320-99-99-97320-827330	Rev	\$291,440	\$91,024	\$382,464
7330-Facilities Replacement Reserve	GL -7330-99-99-97330-927320	Exp	\$291,440	\$91,024	\$382,464

NOTIFICATION

All utilities, adjacent property owners, law enforcement, fire department, and other emergency services responders in the area will be notified in a timely manner prior to the start of construction work.

PREPARATION OF STAFF REPORT

Prepared By:
Steve Pivovarovff
Maintenance & Operations Division Manager

Department Head Approval:
Michael L. Wolfe, P.E.
Assistant City Manager

Concurred By:
Angelic Davis
Purchasing Division Manager

CITY COUNCIL GOALS

Public Safety. Provide a safe and secure environment for people and property in the community, control the number and severity of fire and hazardous material incidents, and provide protection for citizens who live, work and visit the City of Moreno Valley.

Public Facilities and Capital Projects. Ensure that needed public facilities, roadway improvements, and other infrastructure improvements are constructed and maintained.

Community Image, Neighborhood Pride and Cleanliness. Promote a sense of community pride and foster an excellent image about our City by developing and executing programs which will result in quality development, enhanced neighborhood preservation efforts, including home rehabilitation and neighborhood restoration.

CITY COUNCIL STRATEGIC PRIORITIES

- 1. Economic Development
- 2. Public Safety
- 3. Library
- 4. Infrastructure
- 5. Beautification, Community Engagement, and Quality of Life
- 6. Youth Programs

ATTACHMENTS

- 1. Est_7687_from_HASCO_HEATING_AIRCONDITIONING_SERVICE_COMPANY_I
NC_8328

APPROVALS

Budget Officer Approval	<u> ✓ Approved </u>	3/29/21 3:06 PM
City Attorney Approval	<u> ✓ Approved </u>	

City Manager Approval

✓ Approved

3/29/21 3:11 PM



HASCO
3015 DURAHART STREET
RIVERSIDE, CA 92507

"Your Personal Service Company"

TEL: (951) 682-3336 FAX: (951) 788-7653
www.hascoac.com
Lic. #519360

Proposal

Proposal Submitted To

City of Moreno Valley
14331 Frederick Street
Moreno Valley, CA 92553

Job Address Date: 2/26/2021 Proposal # **7687**

City of Moreno Valley
Public Safety Building
22850 Calle San Juan De Los Lagos
Moreno Valley, CA 92553

Job Phone: 951-413-3745 Joseph M
E-mail: accountspayable@moval.org; facilitiesAP@moval.org

We hereby submit specifications and estimates for:

Description
<p>Server Room</p> <p>Supply and install (2) AC PRO X-Series 17 SEER 5 ton side discharge heat pump condensers complete with; (2) 5 ton air handlers suspended from ceiling using unistrut and hanging materials to make (2) trapezes, insulated copper refrigerant lines, nitrogen leak test, vacuum, charge units to proper manufacture specs, (2) supply air and (2) return air plenums, (2) return air grills, (2) 4" filter racks with (2) 4" pleated filters, (2) drain pans with (2) water safety shut off switches, electrical to heat pump and air handlers, Pelican System controls for both units, Pelican wireless gateway, Pelican thermostats, (1) AprilAire Model 865 stand alone humidifier, water supply line for humidifier, humidifier drain pan and water safety shut off switches, electrical for humidifier, crane lift, removal and disposal of old rooftop condensers, start up, test, tax, and labor at prevailing wage.</p> <p>(2) AC PRO Heat Pump Condensers AUD60W/A-D(U) (2) AC PRO Air Handlers AUD60A/A-D(U)</p> <p>Manufacturer Warranty: 1 year parts, 1 year compressor. HASCO Warranty: 1 year labor.</p> <p>Excludes permits, title 24 testing, air balancing, structural load calculations, and anything not mentioned above. Excludes removal of existing air handlers and ducting.</p> <p>All discounts applied, includes 2% cash/check payment discount and 10% Pandemic Assistance Discount.</p>

We Propose hereby to furnish material and labor - complete in accordance with above specifications, for the sum of: **\$82,749.00**
A 2% discount may be applied for payments made by cash, check, or money order.

Payment to be made as follows:

25% down (Special Order Equipment), rest upon completion, P.O. Required

All material is guaranteed to be as specified. All work to be completed in a workmanlike manner according to standard practices, M-F 8am-5pm. Any alteration or deviation from above specifications involving extra costs will be executed only upon written orders, and will become an extra charge over and above the estimate. All agreements contingent upon strikes, accidents or delays beyond our control. Owner to carry fire and other necessary insurance. Our workers are fully covered by Workman's Compensation Insurance. Any amount not paid when due will be charged the maximum interest allowed under the state laws. In the event litigation is instituted to enforce payment of this invoice, the prevailing party is to be awarded court costs and reasonable attorney's fees.

HASCO's
Authorized
Signature _____

Note: This proposal may be withdrawn by us if not accepted within **-30-** days.

Acceptance of Proposal - The above prices, specifications and conditions are satisfactory and are hereby accepted. You are authorized to do the work as specified. Payment will be made as outlined above.

Customer
Signature _____

Date of Acceptance: _____

Customer
Signature _____

Attachment: Est_7687_from_HASCO_HEATING_AIRCONDITIONING_SERVICE_COMPANY_INC_8328 (4372 : AUTHORIZATION TO ISSUE AN



Report to City Council

TO: Mayor and City Council

FROM: Michael L. Wolfe P.E., Assistant City Manager

AGENDA DATE: April 6, 2021

TITLE: AUTHORIZATION TO INCREASE THE PURCHASE ORDERS WITH VISTA PAINT FOR TRAFFIC STRIPING SUPPLIES

RECOMMENDED ACTION

1. Authorize a \$10,000 increase to the Fiscal Year (FY) 2020/21 the Purchase Order with Vista Paint for a total not to exceed \$60,000 each for the as-needed purchase of Traffic Striping supplies.
2. Authorize staff to issue an amended purchase order of up to \$60,000 to Vista Paint for FY 2021/22.

SUMMARY

This report recommends approval of a \$10,000 increase to the FY20/21 purchase order with Vista Paint for a total not to exceed \$60,000. It also recommends approval to issue an amended purchase order to Vista Paint for up to \$60,000 in FY 21/22. The purchase order is for the procurement of traffic striping supplies.

DISCUSSION

For the current fiscal year, the City issued a purchase order to Vista Paint for \$50,000. This amount is the approved signature authority for the City Manager pursuant to the City's Purchasing Policy. However, the need for traffic striping supplies has increased beyond the \$50,000, thereby exceeding the City Manager's signature authority. This increase is primarily due to California Manual on Uniform Traffic Control Devices (CA MUTCD) revisions to minimum striping widths. Striping standards have changed from 4" minimum width stripes to 6" width stripes, which has resulted in an increase the amount of paint, needed to complete striping projects. Procurement and installation of traffic striping without delay are key factors in ensuring safe roadway conditions. Based upon the current traffic signal maintenance trend, staff is anticipating the same funding

need in FY 21/22.

Approval of the recommended actions would support Objective 4 of the Momentum MoVal Strategic Plan: “Manage and maximize Moreno Valley’s public infrastructure to ensure an excellent quality of life, develop and implement innovative, cost effective infrastructure maintenance programs, public facilities management strategies, and capital improvement programming and project delivery.”

ALTERNATIVES

1. Approve and authorize the recommended actions as presented in this staff report. Staff recommends this alternative as it allows for sufficient funding to procure supplies needed to maintain the City’s roadway infrastructure.
2. Do not approve and authorize the recommended actions as presented in this staff report. Staff does not recommend this alternative as it will preclude the procurement of striping supplies necessary to adequately maintain City roadway infrastructure.

FISCAL IMPACT

Adequate funding is available for the recommended increases in the approved FY 2020/21 Transportation Engineering Division Operating budget.

NOTIFICATION

Publication of agenda

PREPARATION OF STAFF REPORT

Prepared By:
Nick Minicilli, P.E., T.E.
Contract Traffic Engineer

Department Head Approval:
Michael L. Wolfe, P.E.
Public Works Director / City Engineer

CITY COUNCIL GOALS

Public Facilities and Capital Projects. Ensure that needed public facilities, roadway improvements, and other infrastructure improvements are constructed and maintained.

Positive Environment. Create a positive environment for the development of Moreno Valley's future.

CITY COUNCIL STRATEGIC PRIORITIES

1. Economic Development
2. Public Safety
3. Library

- 4. Infrastructure
- 5. Beautification, Community Engagement, and Quality of Life
- 6. Youth Programs

Objective 4.2: Develop and maintain a comprehensive Infrastructure Plan to invest in and deliver City infrastructure.

ATTACHMENTS

None

APPROVALS

Budget Officer Approval	<u>✓ Approved</u>	3/29/21 2:56 PM
City Attorney Approval	<u>✓ Approved</u>	
City Manager Approval	<u>✓ Approved</u>	3/29/21 3:09 PM



Report to City Council

TO: Mayor and City Council

FROM: Michael L. Wolfe P.E., Assistant City Manager

AGENDA DATE: April 6, 2021

TITLE: APPROVE AGREEMENTS FOR THE PURCHASE, IMPLEMENTATION, AND ONGOING SUPPORT OF THE MOBILE ADVANCED METERING INFRASTRUCTURE SYSTEM, PROJECT NUMBER 805 0045

RECOMMENDED ACTION

Recommendations:

1. Approve a Master Sales Agreement with Itron, LLC for the purchase, implementation, and ongoing support of the mobile advanced metering infrastructure system in an amount not-to-exceed \$702,517 (\$638,652 plus a 10% contingency);
2. Approve a Professional Services Agreement with Enterprise Solutions Consulting, LLC for the implementation, integration, and ongoing support of Oracle Utilities Customer Cloud Service, a customer care, billing, and meter data management system in the not-to-exceed amount of \$797,501 (\$725,001 plus a 10% contingency) for implementation costs and a fixed \$72,500 annual managed service fee for five years using Moreno Valley Utility's operating fund 6010;
3. Approve a five-year Cloud Services Agreement with Oracle America, Inc. for licenses to use Oracle Utilities Customer Cloud Service including \$301,648 for the first year, and \$281,488 for subsequent years using Moreno Valley Utility's operating fund 6010;
4. Approve the First Amendment to the Professional Services Agreement with AAC Utility Partners for project management services in a not-to-exceed amount of \$493,000 using Moreno Valley Utility's operating fund 6010;
5. Authorize the City Manager to execute the Agreements subject to approval of the City Attorney and authorize the Director of Public Works/City Engineer to execute

any subsequent related change orders to the agreements within the not to exceed authorized total contract amount, subject to the approval of the City Attorney; and

6. Authorize the issuance of a Purchase Order to Itron, LLC for the amount of \$702,517 (\$638,652 plus 10% contingency) using funds from MVU's 2019 Lease Revenue Bonds, a Purchase Order to Enterprise Solutions Consulting, LLC for the amount of \$797,501 (\$725,001 plus 10% contingency), a Purchase Order to Oracle America, Inc. for the amount of \$301,648, and a Purchase Order to AAC Utility Partners for the amount of \$493,000 when the agreements have been signed by all parties; and
7. Amend the FY 2019/2020 & 2020/2021 Adopted Capital Improvement Plan and Appropriate \$1,099,149 from the Moreno Valley Utility Fund (Account No. 6011 70 80 80005 720199).

SUMMARY

In order to comply with State mandates for solar, electric vehicle readiness, and energy efficiency as described in the State's Building Codes and to allow MVU to bill complex rate schedules accurately and timely, installation of smart meters and the associated meter data collector system, customer care, billing, and meter data management system is needed. The City Council previously approved CIP project (Project No. 805 0045), which is the mobile advanced metering infrastructure system project. This report recommends approval of four agreements for the purchase, implementation, and ongoing support of the mobile advanced metering infrastructure system for Moreno Valley Utility (MVU). The project is funded with MVU's 2019 Lease Revenue Bonds and MVU operating funds and has been approved in the FY 2019/2020 and FY 2020/2021 Adopted Capital Improvement Plan.

DISCUSSION

This project is the foundation to modernizing the utility's distribution grid and enhancing customer service by providing a variety of customer-facing opportunities with valuable information to help customers more easily manage their electricity usage and save money on their bill. The installation of Advanced Metering Infrastructure (AMI), or smart meters and the meter data collection system provides customers more detailed data regarding their energy use while improving system reliability through faster outage detection and restoration of service. Utilities are required to bill all commercial, industrial, and agricultural customers based on a time-of-use (TOU) plan; in addition, the TOU rate is now the default rate for residential customers. The AMI system will allow MVU to bill customers on the TOU rate more efficiently.

The first phase of the project involved the purchase and installation of residential and commercial smart meters; this was completed in December 2020. Phase 2 of the project is the purchase and implementation of the meter data collection system. The data collection system is Itron OpenWay® Collection Engine, and is the only collection system that is compatible with the smart meters. The collection system consists of the implementation of a mesh network that will collect electric usage data from the smart

meters at regular intervals. The implementation is expected to take approximately 10 months to complete.

The MDMS serves as the bridge between the data collection system and the Customer Information System (CIS) by taking thousands of meter data points and collating them into manageable data sets to be used for billing. The process to select a CIS/MDMS best suited for the City's needs began with the approval of a Professional Services Agreement with AAC Utility Partners, LLC (AAC) in December 2019 to assist MVU with an evaluation of business processes to identify ways to effectively and efficiently interface with customers while complying with State mandates for solar, electric vehicle readiness, and energy efficiency.

The assessment of existing business processes resulted in a comprehensive document recommending a Request for Proposal (RFP) for a Customer Information and Meter Data Management System. The goal was to find a cost-effective, user-friendly system that incorporates best utility practices and helps MVU provide a higher level of customer care. Additionally, an updated Customer Information and Meter Data Management System is critical in sharing real-time information with customers, which would allow them to take advantage of cost saving measures and control their electrical use.

There were six responses to the RFP, and all were evaluated by the MVU team. The Proposal from Enterprise Solutions Consulting (ESC) in partnership with Oracle Utilities Customer Cloud Service was determined the most qualified and responsible Vendor in accordance with the City's policies and procedures and based on the evaluation factors set forth in the RFP and aligned the most with MVU's functional requirements. The ESC proposal will provide MVU room to grow and evolve as the electric industry continues to change and incorporates more renewable energy, battery storage, and smart grid technologies.

The Oracle Utilities Customer Cloud Service is a cloud-based, hosted utility billing and meter data management system that is fully integrated into one package. Having a single system rather than two separate systems minimizes implementation risks and reduces costs. Oracle software is used by many electric utilities in the country, including the largest utility in the State of California. With the Utilities Customer Cloud Service, Oracle will provide 3 update releases per year at no additional charge. These releases typically include functional and technical improvements and enhancements, thus eliminating the need for major upgrades, which can cost hundreds of thousands of dollars. MVU will always be on the current version of the software.

Oracle Utilities Customer Cloud Service provides many benefits to the utility in terms of automating processes and incorporating best utility practices. The greatest benefit will be to MVU customers through an enhanced customer experience. Some of these customer benefits that can provide them cost savings as well as greater access to energy usage include, but are not limited to the following:

1. Customers will be kept informed by proactive communication through email, text, interactive voice response (IVR), or push notifications.

2. Customers will have a choice and control over how, when, and where they receive alerts and other notifications.
3. Routine tasks will be automated, improving customer service reliability, predictability, and consistency.
4. Interactions can be personalized to address customer-specific needs.
5. Customers can enjoy real-time two-way chat communication.
6. Customers will be able to see their electricity usage online on an hourly basis.
7. Customers will be able to track, compare, and understand their energy usage and time-of-use rates.
8. Customer questions and issues will be resolved more quickly as contact center staff will have complete and immediate access to customer account information in one spot.
9. Automated processes will increase reliability and provide more accurate and timely information to prepare customer bills.

A Meter Data Management System (MDMS) system is included in the project to fully take advantage of the currently deployed Advanced Meter Infrastructure (AMI) equipped meters to provide real time analytics and data to enhance customer-facing functionality, allow for implementation of time-of-use rates and other rate requirements, and support electric utility system management and the CIS. The MDMS application requirements, business drivers and customer benefits include:

- Delivering usable data to customers to help them save energy and money on their bills
- Data to the CIS for customer care and billing
- Enhances the Outage Management System (OMS) to improve reliability
- Provide the ability for remote connect and disconnect
- Provide trend analysis and alerts for energy theft, high usage, communication errors, etc.
- Geographic Information System to provide good reliable load data for distribution planning and engineering,
- Transformer Load Management to provide accurate and timely data for optimizing transformer loading and change-out programs.

The implementation of these systems is expected to take approximately fourteen months to complete. The high level major activities during implementation include training, data gathering, process documentation, configuration and technical design, interface design, conversion of data to the new system, functional testing, report development, parallel billing to ensure accuracy of data, more training, migration to production, cut-over to the new system, and post-implementation support. Based upon the current staffing of MVU and to ensure that these systems provide their benefits to the customers as soon as possible, it is recommended that a Project Manager be brought on board to assist with project management tasks. These include items such as: coordination with ESC's project manager; management and support of the detailed project schedule; validate completion of deliverables from ESC; participate in weekly project meetings; provide project improvement recommendations; participate in project risk monitoring and resolution; support the development of the testing strategy; and

lead, coordinate, and support testing and system integration. AAC Utility Partners has the resources available that have experience with project management and testing with Oracle software.

ALTERNATIVES

1. Recommend approval of the Recommendations in the staff report. *Staff recommends the approval of this agreement as it will result in several customer benefits and set up the utility for long-term success as the utility grows and evolves to keep up with changes in the industry.*
2. Do not recommend approval of the Recommendations in the staff report. *Staff does not recommend this alternative, as it would restrict the City’s utility in its ability to bill customers as the utility grow and evolve.*

FISCAL IMPACT

This project is included in the Fiscal Year 2019/2020 and 2020/2021 Adopted Capital Improvement Plan Budget. It will be financed by a combination of Moreno Valley Utility’s 2019 Lease Revenue Bonds and MVU Operating funds. There is no impact to the General Fund.

The cost for the project manager is \$493,000, is already in the Council approved MVU operating budget (account 6010-70-80-45510-625099, Contractual Services – Other).

Proposed Appropriation for Fiscal Year 2020/2021:

Description	GL Account No.	Type (Rev/Exp)	FY 20/21 Budget	Proposed Adjustments	FY 20/21 Amended Budget
6011-MVU Restricted	GL-6011-70-80-80005-720199 PN-805 0045 6011 99	Exp	\$2,170,185	\$1,099,149	\$3,269,334

FISCAL YEAR 2020/2021 PROJECT BUDGET:

MVU 2019 Lease Revenue Bonds	
GL Account No. 6011-70-80-80005-720199	
Project No. 805 0045 6011 99.....	\$2,170,185
GL Account No. 6010-70-80-45510-625099.....	\$ 493,000
MVU Fund Budget Appropriation	
GL Account No. 6011-70-80-80005-720199	
Project No. 805 0045 6011 99.....	<u>\$1,099,149</u>
Total.....	\$3,762,334

ESTIMATED PROJECT COSTS:

Meter purchase.....	\$1,250,688.19
Meter data collection system (includes 10% contingency).....	\$702,517
Consultant Work Authorization.....	\$58,245

CIS/MDMS (includes 10% contingency).....	\$797,501
Oracle first year license fee.....	\$301,648
Project Management (AAC).....	\$493,000
Project Administration	<u>\$50,000</u>
Total.....	\$3,653,599.19

NOTIFICATION

Publication of the Agenda.

PREPARATION OF STAFF REPORT

Prepared By:
Jeannette Olko
Electric Utility Division Manager

Department Head Approval:
Michael L. Wolfe, P.E.
Assistant City Manager/Public Works Director

CITY COUNCIL GOALS

Public Facilities and Capital Projects. Ensure that needed public facilities, roadway improvements, and other infrastructure improvements are constructed and maintained.

CITY COUNCIL STRATEGIC PRIORITIES

1. Economic Development
2. Public Safety
3. Library
4. Infrastructure
5. Beautification, Community Engagement, and Quality of Life
6. Youth Programs

Objective 4.1: Develop a Moreno Valley Utility Strategic Plan to prepare for the 2022 expiration of the ENCO Utility Systems agreement.

ATTACHMENTS

1. Moreno_Valley_Utility_MSA_ (includes SOW) Final 29 Mar 2021
2. PSA ESC 04062021
3. First Amendment to AAC Agreement Final 04062021
4. Oracle Cloud Services Agreement

APPROVALS

Budget Officer Approval	<u> ✓ Approved </u>	3/30/21 4:11 PM
City Attorney Approval	<u> ✓ Approved </u>	

City Manager Approval

✓ Approved

3/30/21 4:16 PM

MASTER SALES AGREEMENT

General Terms and Conditions

This Master Sales Agreement (this “**Agreement**”) is made between **Itron, Inc.** an entity organized under the laws of **Washington** having an address at **2111 N. Molter Road, Liberty Lake, WA 99019, USA** (“**Itron**”) and **City of Moreno Valley**, an entity organized under the laws of **California**, having an address at **14177 Frederick St, CA 92552, USA** (“**Customer**”) on **Agreement Start Date** (“**Effective Date**”). Itron and Customer are collectively referred to as the Parties or a Party, as applicable.

1. Introduction

- 1.1. **Scope and Structure.** This Agreement applies to certain products and services provided by Itron to Customer and consists of these General Terms and Conditions, Addenda, Order Documents and Statements of Work.
 - 1.2. **General Terms and Conditions.** These General Terms and Conditions contain terms and conditions that are generally applicable to all products and services provided by Itron to Customer under this Agreement.
 - 1.3. **Addenda.** Addenda contain supplemental terms and conditions applicable to certain categories of products and services. Addenda incorporated into this Agreement on the Effective Date are identified on the Attachment Schedule. The Parties may add Addenda to this Agreement by written amendment after the Effective Date.
 - 1.4. **Order Documents.** Order Documents contain Fees and any related Statement of Work and supplemental terms and conditions applicable to specific products and/or services. Order Documents incorporated into this Agreement on the Effective Date are identified on the Attachment Schedule. The Parties may execute additional Order Documents after the Effective Date.
 - 1.5. **Order of Precedence.** In the event of a conflict between these General Terms and Conditions and an Addendum, the Addendum shall control. In the event of a conflict between an Order Document and these General Terms and Conditions or an Addendum, the Order Document shall control, but only with respect to the applicable products and services. These General Terms and Conditions, an Addendum or Order Document, as applicable, shall control over any conflict with a Statement of Work.
 - 1.6. **Purchase Order Requirement.** Customer shall purchase or license products or services described in each Order Document or Statement of Work under this Agreement by issuing a purchase order or similar ordering document accepted by Itron (“Purchase Order”) indicating specific products and services, Itron part numbers, quantity, unit price, total purchase price, shipping instructions, requested shipping dates, bill-to and ship-to addresses, tax exempt certifications, if applicable, and contract reference. No contingency contained on any Purchase Order shall be binding upon Itron. The terms of this Agreement shall apply, regardless of any additional or conflicting terms of any Purchase Order or other correspondence or documentation submitted by Customer to Itron, and any such additional or conflicting terms are deemed rejected by Itron.
2. **Definitions.** The following defined terms are used throughout this Agreement. Additional terms may be defined in Addenda, Order Documents and Statements of Work.

Claim means an unaffiliated third-party claim, action, cause of action, or demand for damages, cost or expense (including reasonable attorney’s fees) or other relief.

Confidential Information means any confidential, trade secret or other proprietary information disclosed under this Agreement that is designated as “confidential” or which a reasonable person would assume is confidential, but excludes information that: (i) is now or becomes generally available to the public through no fault or breach of the receiving Party; (ii) is rightfully in the receiving Party’s possession, or known by it, prior to its receipt from the disclosing Party; (iii) is rightfully disclosed to the receiving Party by a third-

party, free of any obligation of confidentiality; or (iv) is developed by the receiving Party independently and without reference to the disclosing Party's Confidential Information.

Customer Data means all data about Customer's existing or prospective end users that Itron acquires, develops, or derives in connection with performance under this Agreement. Such customer data may include, without limitation, any personally identifying information relating to an existing or prospective customer, or any other information that, either individually or when combined with other information could be used to identify a particular Customer end user or a prospective Customer end user, which information is not generally available to the public.

Defended Party means a Party entitled to defense from the Defending Party under Section 7 ("Third-Party Claims") of these General Terms and Conditions.

Defending Party means a Party obligated to provide defense to the Defended Party under Section 7 ("Third Party Claims") of these General Terms and Conditions.

Documentation means user manuals, training materials, product descriptions and specifications, technical manuals, supporting materials and other information relating to products and services offered by Itron, which Itron customarily makes available to its customers.

Fees means all amounts payable to Itron by Customer for products and services provided under this Agreement, as set forth in an Order Document or Statement of Work.

Force Majeure means any cause that is beyond a Party's reasonable control and without a Party's fault or negligence, including, but not limited to, accidents, riots, insurrections, acts of terrorists or any public enemy, acts of civil or military authorities, war, epidemics, fires, floods, earthquakes, severe weather, lightning, power outages, denial of service/virus/hacking attacks, disruptions in the flow of data to or from carrier networks, embargoes, strikes, the inability to obtain required materials, qualified labor, or transportation, or the denial of or delays in processing of export licenses.

Intellectual Property and **Intellectual Property Rights** mean all industrial and intellectual property, including, without limitation, all U.S. and non-U.S. patents, patent applications, patent rights, trademarks, trademark applications, common law trademarks, Internet domain names, trade names, service marks, service mark applications, common law service marks, and the goodwill associated therewith, copyrights, in both published and unpublished works, whether registered or unregistered, copyright applications, franchises, licenses, know-how, trade secrets, technical data, designs, customer lists, confidential and proprietary information, processes and formulae, all computer software programs or applications, layouts, inventions, development tools and all documentation and media constituting, describing or relating to the above, including manuals, memoranda, and records, whether such intellectual property has been created, applied for or obtained anywhere throughout the world.

Order Document means (i) any document attached hereto and identified as an Order Document or SOW on the Attachment Schedule on the Effective Date, and (ii) any other document identified as an Order Document or SOW that contains Fees and any related Statement of Work and supplemental terms and conditions applicable to specific products and/or services, references this Agreement, and is executed by the Parties after the Effective Date.

Statement of Work or **SOW** means any document describing services to be provided by Itron that is (i) attached hereto and identified as a Statement of Work on the Attachment Schedule, or attached to an Order Document, on the Effective Date, or (ii) any other document identified as a Statement of Work that references this Agreement and is executed by the Parties, or is attached to an Order Document that is executed by the Parties, after the Effective Date.

Territory means the country in which Itron delivers products and services to Customer.

3. **Term.** The initial term of this Agreement begins on the Effective Date and expires five (5) years following the Effective Date. Any in-process Statements of Work and any accepted Purchase Orders as of the expiration date of this Agreement shall be completed by the Parties and the term of this Agreement will be extended solely for that purpose until completion. This section is subject to Section 11 ("Termination") of these General Terms and Conditions.
4. **Warranties and Disclaimer.**
 - 4.1. **Warranties.** All warranties relating to products and services provided by Itron under this Agreement are set forth in the applicable Addendum or Order Document.
 - 4.2. **Disclaimer.** EXCEPT FOR THE EXPRESS WARRANTIES PROVIDED BY ITRON UNDER SECTION 4.1 (WARRANTIES") OF THESE GENERAL TERMS AND CONDITIONS, ITRON MAKES NO WARRANTY OF ANY KIND RELATING TO PRODUCTS AND SERVICES AND DISCLAIMS ALL IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION, (I) IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, (II) WARRANTIES OF TITLE AND AGAINST INFRINGEMENT, AND (III) WARRANTIES ARISING FROM A COURSE OF DEALING, USAGE OR TRADE PRACTICE. TO THE EXTENT ANY IMPLIED WARRANTY CANNOT BE EXCLUDED, SUCH WARRANTY IS LIMITED IN DURATION TO THE EXPRESS WARRANTY PERIOD. ITRON AND ITS SUPPLIERS DO NOT WARRANT OR REPRESENT THAT PRODUCTS OR SERVICES WILL BE FREE FROM BUGS, ERRORS OR THAT THEIR USE WILL BE UNINTERRUPTED OR ERROR-FREE. ITRON ASSUMES NO LIABILITY OR RESPONSIBILITY FOR ANY INTERRUPTION OR CESSATION OF TRANSMISSION TO OR FROM ITS DATA CENTERS OR DATA CENTERS OF ITS VENDORS VIA WAN, CELLULAR OR OTHER PUBLIC COMMUNICATIONS OR BROADBAND SYSTEMS (INCLUDING OUTAGES, DEVICE NON-REACHABILITY, LOSS OR INACCURATE READING) OR FOR ANY CONSEQUENCES, LOSSES, OR DAMAGES ARISING FROM CHANGES MADE BY CUSTOMER TO THE CONTENT OR PROGRAMMING OF EQUIPMENT (UNLESS CAUSED BY A DEFECTIVE PRODUCT). THESE DISCLAIMERS WILL APPLY NOTWITHSTANDING ANY FAILURE OF THE ESSENTIAL PURPOSE OF ANY LIMITED REMEDY PROVIDED UNDER THIS AGREEMENT.
5. **Intellectual Property.**
 - 5.1. **Reservation of Intellectual Property.** Subject to the limited rights expressly granted by Itron to Customer under this Agreement: (i) Itron reserves all rights, title and interest in and to all of its Intellectual Property, and (ii) as between the Parties, Itron owns all rights, title and interest in and to its Confidential Information and the products, services and related deliverables provided by Itron under this Agreement. Subject to the limited rights expressly granted by Customer to Itron under this Agreement, Customer reserves all rights, title and interest in and to all of its Intellectual Property, and (ii) as between the Parties, Customer owns all right, title and interest in and to its Confidential Information and Customer Data. All rights, titles, and interests not specifically and expressly granted by either Party hereunder are hereby reserved. Nothing in this Agreement will be understood to preclude or limit Itron from providing software, materials, or services for itself or other clients, irrespective of the possible similarity of such software, materials or services to those delivered to Customer.
 - 5.2. **Customer Suggestions.** Itron shall have a royalty-free, worldwide, irrevocable, perpetual license to use and incorporate into any products and services any suggestions, enhancement requests, recommendations or other feedback provided by Customer.
6. **Fees, Invoicing, Payment, and Taxes.**
 - 6.1. **Fees.** Fees for products and services are set forth in the applicable Order Document or Statement of Work. Unless otherwise provided in an applicable Addendum, Order Document, or Statement of Work, Fees for products and services are in US Dollars and valid for one (1) year from the effective date of the Order Document or Statement of Work.
 - 6.2. **Invoicing.** Itron will invoice Customer for products and services in accordance with the applicable Addendum, Order Document or Statement of Work. Itron will issue invoices to Customer via email to an email address, which Customer shall designate.

- 6.3. **Payment.** Customer must pay each invoice within thirty (30) days of the invoice issuance date. Payment must be made in US Dollars and made by electronic transfer to a bank account designated by Itron.
- 6.4. **Invoice Disputes.** Customer shall notify Itron in writing of any dispute with any invoice (along with substantiating documentation and a reasonably detailed description of the dispute) within ten (10) days from the original invoice date. Invoices for which no such timely notification is received shall be deemed accepted by Customer as true and correct, and Customer shall pay all amounts due under such invoices within the period set forth in Section 6.3. The Parties shall seek to resolve all such disputes expeditiously and in good faith in accordance with the dispute resolution provisions set forth in Section 14. Notwithstanding anything to the contrary, each Party shall continue performing its obligations under this Agreement during any such dispute, including, without limitation, payment by Customer of all undisputed amounts due and payable under this Agreement.
- 6.5. **Late Payment.** Except for invoiced payments that Customer has timely disputed, all late payments shall bear interest at the lesser of the rate of one percent (1%) per month or the highest rate permissible under applicable law, calculated daily and compounded monthly. Customer shall also reimburse Itron for all reasonable costs incurred in collecting any late payments, including, without limitation, attorneys' fees. In addition to all other remedies available under this Agreement or at law (which Itron does not waive by the exercise of any rights hereunder), Itron shall be entitled to suspend the provision of any services and/or delivery of any products if Customer fails to pay any undisputed amounts when due hereunder and such failure continues for fifteen (15) days following written notice thereof.
- 6.6. **Right to Sell Receivables.** Customer agrees that Itron is entitled to sell and assign amounts due by Customer related to an undisputed invoice to any third party. Customer agrees to promptly sign all such documents, and take all such further actions, as Itron may reasonably request from time to time to facilitate and/or evidence such sale and assignment.
- 6.7. **No Setoff.** Customer shall not withhold payment of any amounts due and payable under this Agreement by reason of any setoff of any claim or dispute with Itron, whether relating to Itron's breach, bankruptcy, or otherwise.
- 6.8. **Taxes.** All prices are exclusive of any taxes, however designated, including without limitation value added, sales and withholding taxes which are levied or based upon the prices, charges or upon this Agreement. Customer shall pay any taxes related to products and services provided pursuant to this Agreement (except for taxes based on Itron's net income) or shall present an exception certificate acceptable to all relevant taxing authorities. Applicable taxes shall, to the extent practical, be billed as a separate item on the invoice. The Parties agree to fully cooperate with one another regarding taxes and any related issues arising from this Agreement. Customer shall indemnify and hold Itron harmless from any tax liability assessed against Itron but rightfully owed by Customer arising from or related to transactions set forth herein. Where Itron cannot recover local withholding taxes, Customer shall "gross up" the invoice values to ensure Itron receives 100% of the amounts invoiced.

7. Third-Party Claims.

- 7.1. **General Claims.** The Defending Party will defend the Defended Party from and against Claims arising from personal bodily injury, death, or damage to tangible personal property or real property to the extent caused by the negligence of the Defending Party or its employees, agents, or contractors under this Agreement.
- 7.2. **Infringement Claims.** Itron will defend, or at its option settle, any Claim against Customer alleging that any Itron-branded products or services, as delivered to Customer, infringe upon any third party's Intellectual Property Rights within the Territory. If Itron receives notice of an alleged infringement by any products or services, or if Itron reasonably believes that an infringement Claim is likely, Itron may stop delivery of the affected products or services without liability for failure to deliver them. Itron will have the right, at its sole option, to obtain the right for Customer to continue use of the affected products or services, or to replace or modify the affected products or services so that they are no longer alleged or believed to infringe, if it can be done without significant loss of functionality. If neither of the foregoing options are available to Itron on commercially reasonable terms, Itron may terminate Customer's use of the affected products or Services without further liability under this section, in which case Itron will refund to Customer the depreciated value of the affected product and any prepaid unused portion of the service.
- 7.3. **Conditions to Defense.** As a condition to the Defending Party's obligations under Section 7.1 or

Section 7.2 above, the Defended Party must: (i) promptly notify the Defending Party in writing of the Claim; (ii) give the Defending Party reasonable information and assistance in connection with the Claim in a timely manner; and (iii) give the Defending Party the sole right to control the defense and settlement of the Claim. The Defending Party shall not enter into any settlement of a Claim against a Defended Party without the Defended Party's prior written consent unless: (a) there is no admission of fault of the Defended Party; (b) there is no injunctive or other non-monetary relief against the Defended Party; and, (c) the settlement includes the claimant's or plaintiff's release of the Defended Party from all liability in respect of the Claim.

- 7.4. **Exclusions to Infringement Claim Defense.** Itron will have no obligation under Section 7.2 above for any infringement Claim to the extent that the Claim results from (i) the combination, operation or use of any product or service provided by Itron with any product or service (including third-party software and equipment) not provided by Itron, (ii) any modification to products or services made without Itron's prior written consent, (iii) failure to use updated or modified products or services as provided by Itron, (iv) use of any release of Itron software or any firmware other than the most current release made available to Customer, or (v) use of products or services not in accordance with this Agreement and applicable Documentation, (vi) any modification to products or services by a person other than Itron or an authorized representative of Itron, or (vii) Itron's compliance with any designs, specifications, or instructions provided by Customer. In addition, Itron shall not be liable for enhanced or punitive damages that could have been avoided or reduced by actions within the control of Customer.
- 7.5. **EXCLUSIVE REMEDY.** THIS SECTION 7 CONSTITUTES CUSTOMER'S SOLE AND EXCLUSIVE REMEDY WITH RESPECT TO THIRD PARTY CLAIMS BROUGHT AGAINST CUSTOMER.

8. Insurance.

Itron will maintain the following minimum levels of insurance as identified in Attachment 8 of the Order Document.

9. Data Protection.

Itron will establish reasonable security protocols for the protection and retention of Customer Data and agrees to comply with all applicable Privacy Laws, including but not limited to California Civil Code sections 1798.98-1798.99 and sections 1798.29 and 1798.82. As between Customer and Itron, Customer will retain its rights in Customer Data; provided, however, Customer hereby grants Itron a non-exclusive, royalty-free, perpetual, worldwide license to copy, modify, use, sublicense, distribute, display, create derivative works of all Customer Data for the purposes of (i) providing products and services to Customer, (ii) testing, troubleshooting, and optimizing performance and quality of Itron's products and services, and (iii) so long as Customer is not identifiable and all personally identifiable information is either removed or anonymized, developing new products and services. Itron assumes no responsibility for Customer or third-party content carried on Customer's or Itron's systems. Customer warrants and represents that, during the term of this Agreement, (a) it has the legal right and authority to grant Itron access to view, store, and use the Customer Data to provide products and services, and (b) Itron's transmission, use and storage of any such Customer Data in accordance with this Agreement will not violate any applicable laws or regulations or cause a breach of any agreement or obligation between Customer and any third-party.

10. Confidentiality.

Each Party receiving, possessing, accessing or otherwise acquiring Confidential Information of the other Party acknowledges that the disclosing Party's Confidential Information is the property of and confidential to, or a trade secret of, the disclosing Party. The receiving Party: (a) must keep the disclosing Party's Confidential Information confidential and may not directly or indirectly disclose, divulge or communicate that Confidential Information to, or otherwise place that Confidential Information at the disposal of, any other person without the disclosing Party's prior written approval; (b) must take all reasonable steps to secure and keep secure all disclosing Party's Confidential Information coming into its possession or control; (c) may not disclose any Confidential Information to anyone other than the receiving Party's employees, agents, contractors or

subcontractors and professional advisors who need to know such Confidential Information; and (d) must ensure that any person to whom it discloses Confidential Information in accordance with this provision is subject to binding confidentiality obligations that are at least as restrictive as those set forth in this Agreement. These obligations of confidentiality do not apply to any information that is required to be disclosed by any applicable law or regulation; provided, however, that the receiving Party must provide prior written notice of a request for such disclosure to the disclosing Party with as much notice as reasonably possible under the circumstances. Customer acknowledges that under Itron's obligations to comply with the U.S. Securities laws, Itron may be required to disclose the execution of this Agreement as part of its reporting requirements to the U.S. Securities and Exchange Commission and hereby consents to such disclosure.

11. Termination.

Either Party may terminate this Agreement by providing the other Party with written notice if the other Party (i) becomes insolvent, executes a general assignment for the benefit of creditors or becomes subject to bankruptcy or receivership proceedings, or (ii) commits a material breach of this Agreement that remains uncured for thirty (30) days following delivery of written notice of such breach. Any notice of breach must specify (a) the nature of the breach, and (b) the specific act or acts that the non-breaching Party contends would correct such breach. For the avoidance of doubt, Customer's failure to pay invoices in accordance with this Agreement, will be deemed a material breach.

12. Survival.

The following sections of these General Terms & Conditions shall survive termination or expiration of this Agreement or any Order Document or Statement of Work: 1 (Introduction), 3 (Term), 4.2 (Itron Warranty Disclaimer), 5 (Intellectual Property), 6 (Fees), Invoicing, Payment and Taxes), 9 (Data Protection), 10 (Confidentiality), 11 (Termination), 12 (Survival), 13 (Limitation of Liability), 14 (Disputes), 15 (Governing Law and Venue), 16 (Jury Trial Waiver), 17 (Legal Compliance), 18 (Publicity), 20 (Sub-contractor and Outsourcer), 21 (Independent Contractor), and 22 (Miscellaneous). An Addendum or Order Document may also contain provisions that expressly survive termination or expiration of this Agreement or any Order Document or Statement of Work.

13. Limitation of Liability.

Except for Customer's violation of Itron's Intellectual Property Rights, neither Party will be liable to the other Party for any consequential, indirect, special, incidental, punitive or exemplary damages arising out of this Agreement or products or services provided hereunder (including, but not limited to, damages for loss of data, goodwill, profits other than amounts payable by Customer to Itron hereunder, investments, use of money or facilities; interruption in use or availability of data; stoppage of other work or impairment of other assets), whether or not foreseeable and even if such Party has been advised of the possibility of such damages. Except for Customer's payment obligations hereunder or violation of Itron's Intellectual Property Rights, neither Party's liability to the other Party arising out of or related to this Agreement or any products or services provided hereunder shall exceed the amounts paid and payable by Customer under the applicable Order Document or Statement of Work during the twelve month period immediately preceding the date upon which the liability arose, regardless of whether any action or claim is based on contract, warranty, indemnity, negligence, strict liability or other tort or otherwise. This limitation shall not apply to claims of Itron's liability to consumers for data breach claims under California data Privacy Laws referenced in Section 9 above.

14. Disputes.

Any dispute arising under this Agreement or relating to Itron products and services will be escalated to each Party's applicable project or business manager (each a "**Manager**"). The appropriate Manager will then notify the other Party's Manager of the issue and meet as soon as reasonable considering the nature and impact of the issue. If a dispute cannot be resolved by the Managers within a time period that is satisfactory to the Party

raising the issue and, in any event, within fifteen (15) days after the initial referral, the Managers will refer the dispute to their respective vice presidents or equivalent. If such vice presidents cannot resolve the dispute within a time period that is satisfactory to the Party raising the issue and, in any event, within ten (10) days after such referral, either Party may pursue any other remedy available to it in law or equity. These dispute resolution procedures are not intended to be used for disputes concerning actual, alleged or threatened violations of a Party's Confidential Information or other Intellectual Property Rights, for which the Parties may immediately bring an action, including one seeking injunctive relief without posting a bond.

15. Governing Law and Venue.

The Agreement will be governed by the laws of State of California, United States of America (including its statutes of limitations) without giving effect to the conflict of laws provisions thereof to the extent such principles or rules would require or permit the application of the laws of any jurisdiction other than those of the State of California. The Parties agree that the United Nations Convention on Contracts for the International Sale of Goods does not apply to this Agreement.

Each Party irrevocably and unconditionally agrees that it will not commence any action, litigation, or proceeding of any kind whatsoever against any other Party in any way arising from or relating to this Agreement and all contemplated transactions, including, but not limited to, contract, equity, tort, fraud, and statutory claims, in any forum other than the United States District Court for the Central District of California, if such court does not have subject matter jurisdiction, the courts of the State of California sitting in Riverside County, and any appellate court from any thereof. Each Party agrees that a final judgment in any such action, litigation, or proceeding is conclusive and may be enforced in other jurisdictions by suit on the judgment or in any other manner provided by law.

16. RESERVED.

17. Legal Compliance.

Each Party must comply with all applicable laws. Itron's products and services delivered under this Agreement are subject to the U.S. Export Administration Regulations ("EAR"; 15 CFR part 730 et seq.) and any applicable laws and regulations of the particular country to which such items are shipped or received. Customer shall comply with all applicable export control laws and shall not cause, directly or indirectly, the export, re-export, or transfer of any such items or services to destinations or persons without obtaining any required prior authorization from the U.S. Government and any other applicable local authorities. Customer shall not do anything to cause Itron to violate such export control laws, including, but not limited to, requesting support for a product that has been unlawfully re-exported or requesting delivery of a product or service intended for a U.S. sanctioned region or person. Each party represents that it is not listed on a U.S. Government restricted party list for export control or trade sanctions purposes, and is not 50% or more owned, in the aggregate, by one or more restricted parties. Customer shall maintain any required export records related to Itron's products or services and make such records available to Itron upon request. The Parties must comply with all anti-bribery laws and may not make any payments or transfer any item of any value for the purpose of bribing any individual or group, or accepting or participating in any extortion, kickbacks, or other unlawful or improper means to obtain business related to this Agreement or products and services orderable under this Agreement.

18. Publicity.

Neither Party may issue a press release related to this Agreement or their relationship without the other Parties' prior written consent. The Parties will create and approve for publication a press release announcing their relationship under this Agreement. Itron may use Customer's name and logo as a part of Itron's normal marketing materials.

19. Nuclear Applications.

Customer acknowledges that products and services orderable under this Agreement are not designed or intended for use in the design, construction, operation or maintenance of any nuclear facility.

20. Sub-contractor and Outsourcer.

Itron may hire, engage, or retain the services of one or more subcontractors and/or outsourcing providers to perform any or all of its obligations related to its product development, network operations, and/or any portion of services provided under this Agreement with prior written approval by Customer. Such approval shall not be unreasonably withheld. Subcontractors and outsourcing providers that have access to Customer Data will be bound by written obligations of confidentiality and data security requirements as restrictive as those required under this Agreement.

21. Independent Contractor.

This Agreement does not create a partnership, franchise, joint venture, agency, fiduciary, or employment relationship between the Parties. The Parties are independent contractors. Neither Party has any authority to act on behalf of, or to bind the other to any obligation.

22. Miscellaneous.

(a) Neither Party will be responsible for any failure to perform due to any Force Majeure event. (b) If any provision of this Agreement is found to be unenforceable by a court of competent jurisdiction or arbitration panel, such provision will be deleted and the remaining terms will be construed so as to give maximum lawful effect to any such deleted terms. (c) Section numbers and captions are provided for convenience of reference and do not constitute a part of this Agreement. Any references to a particular section of this Agreement will be deemed to include reference to any and all subsections thereof. (d) The Parties agree that neither of them will be deemed the drafter of this Agreement and that no provision will be construed in favor of one Party on the ground that such provision was drafted by the other. (e) No waiver by either Party of any breach under this Agreement will constitute a waiver of any other breach. (f) This Agreement is not made for the benefit of any third parties. (g) All notices under this Agreement must be sent in writing to the addresses identified in this Agreement or to such other address as such Party has notified the other in writing, will be effective on the date received (unless the notice specifies a later date) and must be sent by a courier service that confirms delivery in writing, or by certified or registered mail, postage prepaid, return receipt requested. (h) This Agreement is in the English language only, which will be the governing language and controlling in all respects. All versions of this Agreement in any other language will be for accommodation only and are not binding upon the Parties. All communications and notices to be made or given pursuant to this Agreement must be in English. (i) Neither party may assign this Agreement or any of its rights hereunder without the other Party's prior written consent, except in connection with an acquisition of all or substantially all the stock or assets of such Party. Subject to the foregoing, this Agreement will bind and inure to the benefit of the Parties and their respective successors and permitted assigns, but any assignment in violation of this provision will be void. (j) This Agreement may be executed and delivered in counterparts, including by a facsimile or by scan and electronic transmission, each of which will be deemed an original. Any document generated by the Parties related to this Agreement may be imaged and stored electronically and introduced as evidence in any proceeding as if original business records. (k) This Agreement contains the complete and entire agreement between the Parties as to its subject matter, and replaces and supersedes any prior or contemporaneous communications, representations, or agreements, whether oral or written with respect to such subject matter. (l) This Agreement may not be modified except by mutual written agreement signed by the Parties' authorized representatives expressly modifying this Agreement. Electronic communications do not constitute a "written agreement" under this provision.

AGREED:

Itron, Inc.

Customer

Signature

Signature

Printed Name

Printed Name

Title

Title

Date

Date

ATTACHMENT SCHEDULE

- Equipment Addendum
- Professional Services Addendum
- Software as a Service Addendum
- Maintenance and Support Services Addendum
- Sales Order Document

EQUIPMENT ADDENDUM

1. **Relationship to General Terms and Conditions.** This Addendum is governed by the General Terms and Conditions and applicable Order Documents.
2. **Additional Definitions.** The following defined terms are in addition to those defined in the General Terms and Conditions:

Equipment means Itron Equipment and Third Party Equipment.

Firmware means the object code version of software embedded in Equipment.

Itron Equipment means equipment listed on an Order Document for sale to Customer under this Agreement that is manufactured by or on behalf of Itron.

Third-Party Equipment means equipment listed on an Order Document for sale to Customer under this Agreement that is not manufactured by or on behalf of Itron.

Warranty Period means the Itron Equipment warranty period specified on the attached Itron Equipment Warranty Table, if no other applicable Warranty Period is specified in the Order Document, or the Warranty period set forth in the Order Document, if the Order Document specifies the applicable Warranty Period.
3. **Ordering Equipment.** Customer shall order Equipment by issuing a Purchase Order to Itron in accordance with this Agreement.
4. **Invoicing.** Itron will invoice Customer for Equipment upon the date of shipment.
5. **Ordering, Lead Time & Ship Date.** Scheduled shipping dates will be assigned by Itron as close as possible to Customer's requested date based on Itron's then-current lead times for the Equipment. Upon Customer's request, Itron will communicate current lead times. Itron will also communicate scheduled shipping dates in the order acknowledgment or on Itron's customer portal.
6. **Order Cancellation & Rescheduling.** Purchase Orders for Equipment may not be canceled or rescheduled by Customer, unless agreed to by Itron.
7. **Forecasts.** Each month Customer will provide Itron with a rolling, nonbinding, minimum 12-month forecast of Customer's anticipated Equipment demand.
8. **Shipment, Title & Risk of Loss.** For shipments within the United States, Itron will ship Equipment FOB Origin, production facility. Customer must pay for all costs associated with delivery of Equipment to the final destination. Title and risk of loss of Equipment will pass to Customer upon tender to the carrier at the production facility. For shipments outside the United States, Itron will ship Equipment FCA Origin (Incoterms 2010). Equipment will be delivered export cleared to Customer at the production facility. Customer will act as the Importer of Record (IOR) for Equipment and assumes all costs associated with delivery of Equipment to the final destination, including transportation after delivery to carrier and any licensing, certifications, permits, customs fees, import/local taxes, provincial/national tax, and value added tax related to importation of Equipment. Itron will provide all necessary information required for Customer to import Equipment. Title to and risk of loss for Equipment passes to Customer upon tender to the carrier at the production facility.
9. **Documentation.** Itron will make its standard Documentation for Itron Equipment available via download. Itron will provide Customer with download instructions.
10. **Equipment Firmware.** The purchase of Itron Equipment includes a nonexclusive license under Itron copyrights to use Firmware in Itron Equipment. The license to any Firmware in Third-Party Equipment purchased by Customer through Itron shall be between Customer and the manufacturer of the Third-Party Equipment.

11. **Returns.** Except as provided in Section 12 below, Itron does not accept returns unless: (i) Itron shipped a product other than as specified in the Purchase Order, (ii) such product is unopened, and (iii) the product is returned in accordance with Itron's then current RMA policy and procedures.
12. **Itron Equipment Warranty.** Itron warrants solely to Customer that, during the Warranty Period, Itron Equipment will be free from defects in materials and workmanship and will conform in all material respects to the applicable Itron published specifications. As Customer's sole and exclusive remedy for a breach of the foregoing warranty, Itron will, at its option and expense: (i) repair or replace faulty Itron Equipment under warranty after it has been returned to an Itron-designated repair facility during the Warranty Period in accordance with Itron's then current RMA policy and procedures, (ii) provide Customer with a Firmware or software fix to correct the nonconformity, or (iii) if Itron determines (in its reasonable judgment) that it is unable to provide a remedy specified in item (i) or (ii) of this section, Itron will provide Customer with a depreciated refund of the purchase price for the applicable Itron Equipment. Customer will pay the cost of returning Itron Equipment to the Itron designated repair facility and Itron will pay the cost of returned repaired or replacement Itron Equipment to Customer. Customer is responsible for any labor costs associated with removal or reinstallation of Itron Equipment. Repaired and replacement Itron Equipment will be warranted for the remainder of the Warranty Period, or sixty (60) days from the ship date of the repaired or replaced Itron Equipment, whichever is longer. Additional warranty terms for specific Itron Equipment may be specified in the attached Itron Equipment Warranty Table.
13. **Itron Equipment Warranty Exclusions.** The above warranty and additional warranty terms in the attached Itron Equipment Warranty Table do not cover Itron Equipment in poor operating condition due to: (a) changes made to Itron Equipment without Itron's prior written consent; (b) use with cables, mounting kits, antennas, battery backups and other devices, third party software or firmware that Itron has not provided to Customer or approved in writing for use with Itron Equipment; (c) Customer's or a third party's misuse, abuse, negligence, or failure to install, test, handle or operate Itron Equipment in accordance with its Documentation; (d) a Force Majeure event; or (e) incorrect data, or data entry or output by Customer or a third party not under Itron's control. Additional warranty exclusions for specific Itron Equipment may be specified in the attached Itron Equipment Warranty Table. Customer may request that Itron repair Itron Equipment damaged by any of the foregoing; if Itron agrees to make such repairs, Customer may be charged additional Fees.
14. **Integration of Itron Equipment.** If Customer purchases Itron Equipment for integration into third-party devices or other third-party hardware, Customer must obtain warranty service for the Itron Equipment from the third-party integrated device provider.
15. **Third-Party Equipment Warranty.** Itron is not the manufacturer of the Third Party Equipment and makes no representations or warranties whatsoever, directly or indirectly, express or implied, as to the suitability, durability, fitness for use, merchantability, condition, quality, performance or non-infringement of Third-Party Equipment. Third Party Equipment shall be subject to any warranties provided by the Third Party Equipment manufacturer. Itron will pass through to Customer, or make commercially reasonable efforts to enforce on Customer's behalf, any warranties and remedies received from the Third Party Equipment manufacturer.
16. **Survival.** The following sections of this Addendum shall survive termination or expiration of this Agreement or any Order Document or Statement of Work: 1 (Relationship to General Terms and Conditions), 2 (Additional Definitions), 4 (Invoicing), 6 (Order Cancellation & Rescheduling), 8 (Shipment, Title & Risk of Loss), 10 (Equipment Firmware), 11 (All Sales are Final), 12 (Limited Itron Equipment Warranty), 13 (Itron Equipment Warranty Exclusions), 14 (Integration of Itron Equipment), 15 (Third-Party Equipment) and 16 (Survival).

Itron Equipment Warranty table

Product or Repair	Warranty Terms and Additional Warranty Terms
RF-LAN Range Extenders, and all other Itron Equipment not listed.	Warranty Period: 1 year from date of shipment.

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PROFESSIONAL SERVICES ADDENDUM

1. **Relationship to General Terms and Conditions.** This Addendum is subject to the General Terms and Conditions and applicable Order Documents.
2. **Additional Definitions.** The following defined terms are in addition to those defined in the General Terms and Conditions:

Change means a change to the scope of Professional Services or related deliverables to be provided by Itron under a Statement of Work.

Change Request means a request made by Itron or by Customer for a Change.

Change Order means a written document describing a Change agreed to by Itron and Customer that is signed by both Parties.

Professional Services means professional services such as installation services, implementation services, consulting services and project management services and other similar services described in a Statement of Work, but excluding cloud services, managed services and support and maintenance services.
3. **Statement of Work Requirement.** Itron has no obligation to provide Professional Services in the absence of a Statement of Work agreed to by Itron and the Customer and a Purchase Order issued by Customer to purchase Professional Services under that Statement of Work. Customer shall order Professional Services by issuing a Purchase Order to Itron in accordance with this Agreement.
4. **Expenses.** Customer will reimburse Itron for reasonable out-of-pocket travel-related expenses incurred by Itron relating to the provision of Professional Services only if approved in advance by Customer, and subject to the total cost limitations of this Agreement.
5. **Invoicing.** Itron will invoice Customer for Professional Services as set forth in the applicable Order Document or Statement of Work. Unless otherwise provided in the applicable Order Document or Statement of Work, Itron will invoice Customer for Professional Services at the end of the month in which they are performed and for expenses as incurred.
6. **Customer Responsibilities.** Customer shall timely perform all its assigned roles, responsibilities and tasks under each Statement of Work using qualified personnel. Customer shall also provide Itron with reasonable cooperation with respect to the Professional Services, including for example, by providing Itron with reasonable access to Customer's facilities, service territory, personnel, systems, and information.
7. **Reference Information.** If Customer provides Itron any designs, technical information, or other information required by Itron to provide Professional Services and/or related deliverables (collectively, "**Reference Information**"), Itron shall be entitled to rely on the accuracy of such information and documents. To the extent Customer's failure to provide accurate and complete Reference Information results in any delay or increases Itron's cost of performing Professional Services, the delay shall be excused, and Itron shall have the right to submit a Change Request for additional work at the same rates as charged for similar work under this Agreement, as necessary to offset its increased costs of performing Professional Services, and subject to the total cost limitations of this Agreement. Itron will provide Customer with reasonable evidence of its increased costs of performing the Professional Services and will make commercially reasonable efforts to minimize such costs to the extent practicable under the circumstances.
8. **Delays.** To the extent Customer's failure to adhere to Customer's responsibilities and requirements under an Order Document or Statements of Work results in any delay or increases Itron's cost of performing Professional Services, the delay shall be excused, and Itron shall have the right to submit a Change Request for additional work at the same rates as charged for similar work under this Agreement, as

necessary to offset its increased costs of performing Professional Services, and subject to the total cost limitations of this Agreement. Itron will provide Customer with reasonable evidence of its increased costs of performing the Professional Services and will make commercially reasonable efforts to minimize such costs to the extent practicable under the circumstances.

9. **Express Warranties for Professional Services.** Itron warrants to Customer that Professional Services will be provided by personnel with the requisite experience, skills, knowledge, training and education and in a timely, professional, and workmanlike manner in accordance with the applicable Statement of Work.
10. **Remedies.** As Customer's exclusive remedy for any material noncompliance by Itron with the express warranties provided above for Professional Services, Itron shall correct the noncompliance within a reasonable period of time under the circumstances, if Customer gives Itron written notice (which notice must describe the noncompliance in sufficient detail to enable Itron to provide the required corrective action) within ninety (90) days of performance of the applicable noncompliant Professional Services. If Itron, in its sole discretion, is unable to correct the noncompliance, its sole obligation will be to refund to Customer a pro-rata amount paid for the nonconforming Professional Services.
11. **Change Requests & Change Orders.** Either Party may propose a Change Request. All Changes must be approved using the Change Request form pursuant to the Change Order. The Parties will adhere to any Change Request procedures set forth in the applicable Order Document or Statement of Work. If Itron receives a Change Request from Customer, Itron will prepare and submit a proposed Change Order to Customer describing the Change and associated fees. No Change Order will be binding upon Customer or Itron unless signed by authorized representatives of both Parties. All Change Orders will be governed by the terms and conditions of this Agreement.
12. **Project Deliverables.** Itron shall provide Customer with project-related documentation and other deliverables identified in the applicable Statement of Work. Customer shall have a non-exclusive, non-transferable license to use such documentation and other deliverables for Customer's internal business in furtherance of the purpose for which they were provided by Itron. For clarity, the foregoing license does not apply to software or firmware licensed by Customer under other Addenda to this Agreement.
13. **Survival.** The following sections of this Addendum shall survive termination or expiration of this Agreement or any Order Document or Statement of Work: 1 (Relationship to General Terms and Conditions), 2 (Additional Definitions), 3 (Statement of Work Requirement), 4 (Expenses), 5 (Invoicing), 7 (Reference Information), 8 (Delays), 9 (Express Warranties for Professional Services), 10 (Remedies), 11 (Change Requests & Change Orders), 12 (Project Deliverables) only with respect to licensing, and 13 (Survival).

SOFTWARE-AS-A-SERVICE ADDENDUM

1. Relationship to General Terms and Conditions. This Addendum is governed by the General Terms and Conditions and applicable Order Documents (collectively, "the Agreement").
2. Definitions. The following defined terms are in addition to those defined in the General Terms and Conditions:

"Application Availability" means the total number of minutes in a calendar month that the Software is available via (a) a web browser client and (b) web services interface. A determination of availability will be based on 24x7 accessibility, less any exclusions set forth in the Addendum. This metric will be measured by simulating a login to the Software with a valid username/password. This measures the availability of the hosted environment by exercising all three tiers of the application (i.e., "Presentation Layer", "Application Tier", and "Database").

"Commencement Date" means the earlier of (1) validation of Software-as-a-Service implementation by Itron pursuant to the applicable Statement of Work, or (2) seven (7) days after completing application system setup and the customer has been provided valid access credentials.

"Documentation" means an electronic version of the then-current Software user manuals Itron customarily provides to its customers and any training materials provided under this Addendum.

"Minimum Subscription Term" means the minimum number of annual Subscription Terms that Customer is required to subscribe to, which shall be three (3) years from the Commencement Date unless otherwise stated in the applicable Order Document or Pricing Summary.

"One-Time Setup Fee" means the one-time setup fee for Software-as-a-Service identified in the applicable Order Document or Pricing Summary for each Software application.

"Recovery Point Objective" or **"RPO"** means the maximum tolerable time period which data might be lost from production Software applications due to a service interruption event.

"Recovery Time Objective" or **"RTO"** means the duration of time allowing for the execution of all failover processes required to return access, connectivity, functionality, and operation of production Software applications to Customer following declaration of a disaster event.

"Subscription Fee" means the annual fee for Software-as-a-Service identified in the applicable Order Document or Pricing Summary for each Software application.

"Subscription Term" means an annual subscription to Software-as-a-Service.

"Server(s)" means the physical machine or computer on which Software will be installed.

"Software" means the object code versions of Itron's proprietary software and third party software provided under this Addendum and identified in an Order Document. Software includes any third party software embedded in Itron's proprietary software. Software is only provided in electronic form.

"Software-as-a-Service" or **"SaaS"** means the service where Itron hosts or provides access to Software on Itron Servers at an Itron data center.

3. **Software. Software-as-a-Service.** Subject to Customer's compliance with the Agreement and payment of all applicable fees, Itron hereby grants to Customer, for the Subscription Term(s) purchased, a non-exclusive, non-transferable, non-assignable, limited right to access and use, for its internal business purposes, the Software-as-a-Service, and any related Documentation.
 - 3.2. **Restrictions on Use.** Customer and its authorized users may not: (a) modify, translate or create derivative works of any Software or Software-as-a-Service; (b) copy, reproduce, distribute, republish, download, display, post or transmit any portion of the Software or Software-as-a-Service in any form or by any means; (c) sell, assign, transfer, lease or sublicense any Software or Software-as-a-Service; (d) allow any third party, other than authorized users, to access any Software or Software-as-a-Service without Itron's prior written consent; (e) use any Software or Software-as-a-Service to

provide processing services to third parties, or otherwise use any Software or Software-as-a-Service on a “service bureau” or “timesharing” or subscription basis; (f) reverse engineer, disassemble, decrypt, extract or otherwise reduce any Software or Software-as-a-Service to a human perceivable form or otherwise attempt to determine the source code or algorithms of any Software or Software-as-a-Service (except to the extent the foregoing restriction is expressly prohibited by applicable law); (g) infringe any of Itron’s intellectual property rights; (h) publicly publish the results of any benchmark tests run on any Software or Software-as-a-Service; (i) use any Software or Software-as-a-Service to engage in any fraudulent, illegal or unauthorized act; (j) introduce into or transmit through any Software or Software-as-a-Service any material containing software viruses, worms, trap doors, back doors, Trojan horses or other harmful or malicious computer code, files, scripts, agents or programs; (k) remove, alter or obscure any titles, product logo or brand name, trademarks, copyright notices, proprietary notices or other indications of Itron’s intellectual property rights, whether such notice or indications are affixed on, contained in or otherwise connected to the Software or Software-as-a-Service; (l) attempt to gain unauthorized access to the Services or Itron’s systems or networks; (m) merge any Software or Software-as-a-Service with any other product or service without Itron’s prior written consent and the payment of any additional Fees; or (n) access or use the Software-as-a-Service in order to build or support, and/or assist a third-party in building or supporting, products or services competitive to Itron.

3.3. **Content Restrictions.** Customer may not distribute, download, or place on any Itron website or Server or use with Software or any Software-as-a-Service, any content that: (a) Customer knows or has reason to believe infringes the intellectual property rights of any third party or violates any rights of publicity or privacy; (b) violates any applicable law, statute, ordinance; (c) is defamatory, trade libelous, unlawfully threatening or unlawfully harassing; or (d) is obscene, pornographic or indecent (items (a) – (d) are collectively referred to as “Prohibited Content”). Itron reserves the right to remove any Prohibited Content from the Server without prior notice to Customer. Customer will indemnify, defend and hold Itron harmless for any claims, liabilities, losses, causes of action, damages, settlements, and costs and expenses (including, without limitation attorneys’ fees and costs) arising from any third party claims related to or generated by any Prohibited Content distributed, downloaded, or placed on any Itron website or Server or used with Software or any Software-as-a-Service by Customer.

4. **Fees and Term.Invoicing and Payment.** Software-as-a-Service is offered as an annual subscription. Itron will invoice Customer for the One-Time Setup Fee and initial Subscription Fee upon the Commencement Date. Itron will invoice the Subscription Fee annually thereafter upon the anniversary of the Commencement Date. Subscription Fees are payable in advance.

4.2. **Subscription Term.** The initial Subscription Term for each Software application begins upon the applicable Commencement Date and will renew automatically for successive one-year terms, up to a total of five years, unless either Party provides the other Party with notice of its intent not to renew at least ninety (90) days prior to the expiration the then-current Subscription Term. If Customer does not satisfy the Minimum Subscription Term, Itron will invoice Customer for any unpaid One-time Setup Fee and Subscription Fees through the end of the Minimum Subscription Term (“**Unpaid Fees**”). Notwithstanding the foregoing, if Customer’s failure to satisfy the Minimum Subscription Term is due to Itron’s election not to renew, Itron will not invoice Customer for Unpaid Fees.

5. **Monthly Application Availability Service Level.**

5.1. **Service Level.** Provided Customer has paid all applicable Subscription Fees, Application Availability will be at least 99.5%, measured and reported monthly beginning in the first full calendar month following the Commencement Date. Monthly Application Availability will be measured and calculated separately for each Software application for which Customer has paid the Subscription Fee. Itron records and data will be the sole basis for all Application Availability measurements and calculations.

5.2. **Service Level Credits.** As Customer’s sole and exclusive remedy Itron’s failure to meet the foregoing target for the production environment only, Customer will be entitled to credits as follows:

Application Availability

(Production Environments Only)	
Monthly Availability Performance	Credit (% of monthly Subscription Fee)
≥99.0% and <99.5%	2%
≥98.0% and <99.0%	4%
≥96.5% and <98.0%	10%
≥95.0% and <96.5%	12.5%
<95.0%	30%

5.3. **Service Level Report.** Itron will deliver a monthly service level report that identifies daily performance and monthly average. Upon customer request, if Itron does not meet the Application Availability service level, the report will give the reason the service level was not achieved and describe the corrective actions taken.

- 6. **File Delivery Service Level.** File Delivery is a measure of the performance of Itron’s systems to deliver register read and interval read consumption data collected from Available Endpoints to Customer in agreed-upon formats, at an agreed-upon intervals. The Monthly File Delivery Percentage service level will meet or exceed 99% each month, for ease of understanding, this means the file is successfully delivered every day of the month. Itron records and data will be the sole basis for all File Delivery performance measurements and calculations.
- 7. **Service Level Exclusions.** Itron shall not be liable for failing to meet any service level commitment to the extent such failure is attributable to any one or more of the following: (a) planned maintenance, unplanned maintenance, or scheduled upgrades; (b) an event triggering a disaster recovery and for a twenty-four (24) hour period after the resumption of service following such an event to allow the system to return to normal operating ranges; (c) suspension or restriction of service under Section 10 of this Addendum; and (d) conditions beyond Itron’s reasonable control, such as (i) failure of any backhaul between the Software-as-a-Service and the meters, endpoints, or other devices; (iii) failures in external Internet or VPN configurations not managed by Itron; (iv) a Force Majeure event; (v) false reports of unavailability as a result of outages or errors of any Itron measurement system; (vi) an act or omission of Customer or third parties (other than Itron’s contractors, subcontractors or suppliers), including security incidents caused by such act or omission; (vii) incident investigation or computer failures that could not reasonable have been prevented by Itron; (viii) failures of third-party equipment, hardware, software, or services not provided by Itron; and (ix) Customer’s delay in performing tasks designated as its responsibility in this Agreement.
- 8. **Sizing of Software-as-a-Service.** Itron will size Software, Servers, and systems for Customer’s specific deployment. System sizing depends upon the Software and types of devices and sensors and may be a factor in determining Subscription Fees. Sizing criteria may include: number of system endpoints, number of network devices, residential meter configuration, commercial and industrial meter configuration, desired data collection intervals, storage duration for historical data, and the number of concurrent and total users of the application. Any sizing changes during a Subscription Term will require a Change Order and may result in a change in Subscription Fees.
- 9. **Application Upgrade and Fixes.** Itron typically releases application upgrades annually, if available, containing new features and functions to the latest general release. Application hot fixes will be performed as needed, at Itron’s sole discretion.
- 10. **Conditions on Use of Service.** Customer will use of the Software-as-a-Service only in accordance with Itron user guides, this Software-as-a-Service Addendum, the General Terms and Conditions, applicable Order Documents, and laws and government regulations. The rights of any user to access and use the Software-as-a-Service cannot be shared or used by more than one individual (unless such license is reassigned in its entirety to another authorized user), and Customer shall make every reasonable effort to prevent unauthorized third-parties from accessing the Software-as-a-Service.

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- 11. Suspension or Restriction of Service.** Itron may suspend or restrict all or part of the Software-as-a-Service at any time in order to protect the integrity and functionality of Software-as-a-Service applications, Servers, platform, and systems, or for a breach of Section 3.2 (Restrictions on Use), Section 3.3 (Content Restrictions) or Section 8 (Conditions on Use of Service), until such breach is cured sections that is not promptly cured.
- 12. Incident Management.** Itron will provide customer support and incident and problem management services, which include responding to alerts, tracking the issue, troubleshooting the problem and escalating to Itron subject matter experts or third party vendors, in accordance with the Maintenance and Support Addendum.
- 13. Customer Technical Responsibilities.** Customer is responsible for selecting, acquiring, securing and maintaining all equipment and ancillary services needed to connect to, access, or otherwise use and maintain compatibility with the Software-as-a-Service, at Customer’s sole expense.
- 14. User IDs and Passwords.** Itron shall provide Customer with user identifications and passwords (“User IDs”) to access the hosted Software applications. Customer shall be solely responsible for all use of Customer’s subscriptions and accounts. Customer shall maintain the confidentiality of all User IDs assigned to Customer. User IDs may not be shared or used by more than one user.
- 15. Planned Maintenance.** Planned maintenance whenever reasonably practicable will be performed during off-business hours between 6:00 p.m. to 12:00 a.m. Customer’s local time, with as little disruption to Customer’s use of the Software-as-a-Service as possible, and unplanned maintenance, whenever reasonably practicable, shall also be performed during off-business hours between 6:00 p.m. and 12:00 a.m., Customer’s local time. In order to minimize business interruptions, Itron will work with the Customer on planned maintenance. Planned Maintenance will be pre-scheduled with the Customer to allow for rescheduling of cycle processing as needed.
- 16. Unplanned Maintenance.** Itron will provide Customer with notice of unplanned maintenance as soon as reasonably practical. Itron will minimize Software-as-a-Service disruptions.
- 17. Roles and Responsibilities.** The table below lists the respective responsibilities of Customer and Itron to ensure reliable operation of the Software-as-a-Service.

P=Primary responsibility
S=Support responsibility

Description of service or deliverable	Itron	Customer
Submit user access requests for new users and deletion notifications for users no longer involved with the Software-as-a-Service.		P
Provide immediate notification in the event of an employee termination for those with access to the Software-as-a-Service.		P
Maintain skill sets necessary to properly support the Software-as-a-Service.	P	
Administer and monitor servers including but not limited to utilization of CPU, memory, IOPs, and disk space.	P	
Manage and troubleshoot the secure Software-as-a-Service components and processes (if applicable).	P	
Administer associated Linux, Unix, and Windows operating systems.	P	
Apply Operating System and other third party security patches and critical updates as appropriate.	P	
Maintain and troubleshoot third party software issues required for Software-as-a-Service operations, work with third party to troubleshoot as required.	P	
Maintain anti-virus on all windows based servers.	P	

Monitor communications and support communications troubleshooting activities for the Software-as-a-Service.	P	
Support Software upgrade activities if required.	P	
Maintain and administer the Software-as-a-Service server databases.	P	
Manage Software-as-a-Service interfaces; work with Itron when problems are identified.		P
Provide and maintain a Secure FTP or equivalent.	P	
Perform regular system, database, and custom component backups in accordance with selected service level.	P	
Develop and Maintain related Standard Operating Procedures.	P	

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MAINTENANCE & SUPPORT SERVICES ADDENDUM

1. **Relationship to General Terms and Conditions.** This Addendum is governed by the General Terms and Conditions and applicable Order Documents.
2. **Additional Definitions.** The following defined terms are in addition to those defined in the General Terms and Conditions:

Annual Adjustment means Itron's annual price increase.

Annual Fees means the annual fees identified in an Order Document for each category of Covered Product, plus the Annual Adjustment, if any.

Client Services Guidelines Documents means the following documents as they may be updated by Itron from time to time: "Product Contact Information Sheet", "After Hours Support", "Itron Equipment Repair Center Locations", and "Working Effectively with Itron Global Services". Copies of the Client Services Guidelines Documents may be obtained by calling (877) 487-6602 or such other number or process provided by Itron to Customer.

Covered Equipment means Itron equipment identified as "Covered Equipment" in an Order Document.

Covered Products mean Covered Software, Covered Equipment and Third Party Covered Products.

Covered Software means Itron software identified as "Covered Software" in an Order Document.

Error means a material failure of Covered Software to comply with applicable published Itron specifications.

Fix means a correction or workaround for an Error.

Global Support Services means those support services provided by Itron technical representatives via telephone, email, website or other means to assist Customer's Primary Service Contacts with questions or issues related to the operation of Covered Products.

Improvement means an update, modification, enhancement and/or extension to Covered Software functionality that is included in a Software Release.

M&S Commencement Date means the date upon and after which a Covered Product will be entitled to receive Maintenance Services, which unless otherwise provided in the applicable Order Document, will be as follows: on premise Covered Software: first day of month following date Covered Software is made available to Customer; Covered Software provided as Software-as-a-Service or Hybrid SaaS subscription: the earlier of (1) validation of Software-as-a-Service implementation by Itron pursuant to the applicable Statement of Work, or (2) sixty (60) days after completing application system setup; Covered Equipment: end of warranty period; and Third Party Covered Equipment: per applicable third-party terms and conditions.

Maintenance Billing Cycle means a period of one year beginning on the Effective Date or any anniversary thereof.

Maintenance Services means services provided under this Addendum.

Operating Condition means performance in accordance with applicable published Itron specifications.

Primary Services Contacts means Customer's primary support staff who provides internal support to Customer's operations personnel and who are key interface to Itron for all Maintenance Services.

Service Levels means the defined level of impact and associated response time, effort level, and escalation path procedures and guidelines described in Attachment A-1 to this Addendum.

Software Release means a collection of Fixes and / or Improvements made available by Itron to Customer.

Service Request means an Itron tracked Customer request for Global Support Services.

Third Party Covered Products means third-party equipment and third-party software identified as “Third Party Covered Products” in an Order Document.

3. End of Support.

Itron may discontinue Maintenance Services for any Covered Equipment or Covered Software, effective as of the end of the applicable Maintenance Billing Cycle, by giving Customer written notice of such discontinuance no less than one hundred eighty (180) days prior to the end of such Maintenance Billing Cycle. The end of support date for a Third Party Covered Product shall be the date specified by the applicable third-party service provider, which date will be promptly communicated by Itron to Customer following the date of receipt.

If the end of support date is scheduled within a subsequent Maintenance Billing Cycle, Annual Fees for that subsequent Maintenance Billing Cycle will be pro-rated through the end of support date. At Customer's request, or as defined in a related SaaS addendum / Order Document, Itron may elect to provide custom support for products for which Maintenance Services have been discontinued at Itron's then-current rates. Unless otherwise agreed by the Parties in accordance with the foregoing sentence, Itron shall have no obligation to provide Maintenance Services with respect to Covered Products for which Itron has discontinued Maintenance Services.

Periodically, Itron will make available product plan publications, including product information letters (PIL), product newsletters or written technology roadmaps which outline Itron's general plans for continued support and end of support of applicable Covered Products. Product publications are used as general guidelines for Customer communications and planning, which may be updated from time to time.

4. Primary Services Contacts.

4.1 Designation by Customer. Customer shall designate a minimum of one and not more than two Primary Services Contacts for each Covered Product line, to serve as administrative liaisons for all matters pertaining to Maintenance Services for such Covered Product line and shall provide their contact information to Itron's customer account representative. Primary Services Contacts shall promptly report problems with Covered Products by submitting a Service Request for entry into Itron's support tracking system. Although it is Customer's sole right to choose its Primary Services Contacts, Customer and Itron acknowledge that each Primary Services Contact must have the appropriate technical skills and training for the position. If Customer replaces a Primary Services Contact, Customer will provide updated contact information to Itron's customer account representative, and the new Primary Services Contact will be properly trained prior to interfacing with Itron support personnel.

4.2 Training of Primary Services Contacts. Before a Primary Services Contact interfaces with Itron support personnel, he/she will attend training sessions offered by Itron, an Itron-approved trainer, or Customer's training program approved by Itron to ensure that the Primary Services Contact is (i) knowledgeable about operation of the applicable Covered Products, and (ii) qualified to perform problem determination and remedial functions with respect to such Covered Products. Customer may perform Itron-approved training or may engage Itron to perform training of Primary Services Contacts at Itron's then current rates. Itron will make training sessions available by remote video conference or training will be made available at a location or in a manner mutually agreed by the Parties. Customer shall be responsible for all Customer's associated travel-related expenses and, if the Parties agree that training will be provided at a location other than an Itron-designated facility (e.g., at a Customer-proposed facility), Customer will also reimburse Itron's travel-related expenses. The Primary Services Contacts must have the skills and capabilities to train other Customer personnel on Covered Products. Itron may update Covered Product training from time to time and, upon receiving notice of such updates from Itron, Customer shall promptly provide such training to its Primary Services Contacts in accordance with this Section.

5. Global Support Services & Service Requests.

- 5.1 Global Support Services.** Itron will make support representatives available to provide technical support during its then current normal business hours as set forth in the Product Contact Information Sheet included within the Client Services Guidelines Document. Global Support Services include troubleshooting & problem diagnosis relating to Covered Products; release or system management consulting; and recommendations for fully utilizing Covered Products. Customer acknowledges and agrees that Global Support Services are not intended as a substitute for training of Customer personnel, field support, or Itron professional services. Nor will Customer use Global Support Services in lieu of having qualified and trained support personnel of its own.
- 5.2 Service Request Process.** Customer shall submit Service Requests in the manner required by the Client Services Guidelines Documents and Service Levels. Customer may submit Service Requests on a 24/7/365 basis and Itron will respond to such Service Requests in accordance with the Service Levels. When Customer submits a Service Request, Customer will reasonably assess its urgency according to the appropriate Severity Level in Attachment A-1 to this Addendum. Itron will designate the initial Severity Level and the Parties will resolve any perceived gap regarding the Severity Level designation as soon as is reasonably practical.
- 5.3 Field Support.** At Customer's request, and Itron's approval, Itron will dispatch support personnel to Customer's location to provide onsite Global Support Services ("**Requested Field Support**") related to a reported problem which cannot be addressed remotely. Requested Field Support will be billed at Itron's then-current rates, and Customer will reimburse Itron's travel-related expenses, unless the cause of the reported problem is found to be the fault of Itron. Itron will provide to Customer, and Customer must approve, a detailed estimate of the cost of any Field Support including all travel expenses prior to sending any Field Support personnel. All such costs will be within the total costs of this Agreement, or an amendment shall be negotiated prior to incurring such costs.

6. Itron Software Maintenance.

- 6.1 Scope.** Software Maintenance Services covers its associated Covered Software sold as any of the following: (i) on premise software license, and (ii) Software-as-a-Service or SaaS Hybrid subscription for software residing in the Itron cloud.
- 6.2 Modifications.** Itron may modify or replace Covered Software so long as such modifications or replacements do not eliminate key, documented functionality provided by the most current System Release.
- 6.3 Fixes.** Itron shall provide Fixes in accordance with the Service Levels. Itron's obligations with respect to Service Levels are contingent upon Customer (i) devoting the same level of effort to resolving the Error as is required of Itron, (ii) responding to requests made by Itron within the applicable Response Time, (iii) assigning only qualified personnel to help Itron address the Error, and (iv) providing all information, access, and assistance reasonably requested by Itron to address the Error.
- 6.4 Improvements.** Itron shall provide Improvements, if any, at no charge to Customer if such Improvements are made within the current product specifications and are made available to Itron customers generally at no charge. Improvements released as new add-on modules and not part of the products original specifications, may require additional licensing and support fees and will be made available at Itron's then current rates.
- 6.5 Software Releases.**
- 6.5.1 Release Numbering Convention.** Upgrades, Fixes and/or Improvements are made available to customers through periodic Software Releases. For informational purposes, Itron's current practice (which may be changed by product, at any time in Itron's discretion) is to provide Software Releases using the numbering guideline, "X.X.X.X"
- 6.5.2** The first place, "**X.X.X.X**", in Itron's numbering convention refers to a "**Major Release**", or "System Release", which consists of a new version of Covered Software. A Major Release may include architectural changes, Improvements, Fixes and / or interfaces to new functional modules or platforms. A Major release may require infrastructure or component updates which affect compatibility with previous release versions.
- 6.5.3** The second place, "**X.X.X.X**", in Itron's numbering convention refers to a "**Minor Release**", which is an update to a current Major Release. A Minor Release may include consolidation of previous

Service Packs, Improvements, Fixes, platform / 3rd party updates. Minor Release are provided to Itron customers on a regularly scheduled basis.

- 6.5.4** The third place "X.X.X.X", in Itron's numbering convention refers to a "**Service Pack**", which is an update to specific modules found in a current Major Release. A Service Pack may include Fixes to Severity 1 - Severity 4 issues for a specified Minor or Major Release.
- 6.5.5** The fourth place, "X.X.X.X", in Itron's numbering convention refers to a "**Hot Fix**," which is an un-scheduled release provided to one or more customers as a short-term, temporary fix to a critical Severity Level 1 Error. While not utilized by all Itron software product lines, Hot Fix releases are not made available to Itron customers generally but may be included in the next scheduled Minor Release or Service Pack for general release.
- 6.6 Support for On Premise Itron Enterprise Edition and OpenWay Software.** Itron will only provide Maintenance Services for on premise Itron Enterprise Edition and OpenWay software if Customer: (i) pays the applicable fees for such Maintenance Services, (ii) tests and installs Service Pack Releases associated with the Major or Minor Release in use by Customer within twelve (12) months of such Service Pack Releases being made available to Customer, and (iii) tests and installs the latest Major or Minor Releases within twenty-four (24) months to thirty-six (36) months of such Software Release being made available by Itron.
- 6.7 Support for Other On Premise Covered Software.** Itron will only provide Maintenance Services for other on premise Covered Software if Customer: (i) pays the applicable fees for such Maintenance Services, and (ii) tests and installs Major, Minor and Service Pack Releases within twelve (12) months of such Software Releases being made available by Itron.
- 6.8 Support for SaaS or IaaS.** Itron will only provide Maintenance Services for Covered Software sold as a Software-as-a-Service or Hybrid SaaS subscription if Customer: (i) is current on all applicable fees for such Software-as-a-Service or SaaS Hybrid subscription and related Maintenance Services, and (ii) tests a Release as installed by Itron either in Customer's production Software-as-a-Service or Hybrid SaaS environment, or in Customer's funded non-production Software-as-a-Service or Hybrid SaaS environment, prior to Customer's full production use of the Release.
- 6.9 Support for Unsupported Itron Software.** At Customer's request, Itron may elect to provide Maintenance Services for an unsupported Software Release at its then-current rates.
- 6.10 Mandatory Revisions.** Customer must install all on premise Mandatory Revisions. "Mandatory Revisions" are releases intended to address an Error, a material security breach, or a third-party infringement claim or suit of any kind. ITRON DISCLAIMS ALL LIABILITY RELATED TO OR ARISING OUT OF CUSTOMER'S FAILURE TO INSTALL AN ON PREMISE MANDATORY REVISION IN A TIMELY FASHION.
- 6.11 Installation Services for On Premise Software Releases.** Maintenance Services for on premise Covered Software includes the following Software Release installation services: limited, remote consulting support, during standard business hours, for Covered Software on Itron-approved server configurations for one production server and one non-production server (test, training, or back-up – for example) owned / operated by Customer. At Customer's request, Itron may provide on premise Software Release installation services for System Releases or Service Packs on current certified production servers, additional production servers or nonproduction servers, at its then-current rates. Itron will install Releases to Covered Software sold as a Software-as-a-Service or Infrastructure-as-Service subscription in accordance with the applicable terms and conditions for such services.
- 6.12 Restoring Software to Maintenance Services.** If Customer declines or discontinues Maintenance Services and thereafter wishes to resume such Maintenance Services for the most recent Software Release of that Covered Software, Customer shall, prior to receiving Maintenance Services, notify Itron in writing of its request for Maintenance Services and pay Itron's then-current re-initiation fee, which shall not exceed an amount equal to all Annual Fees that would have been invoiced for the applicable Covered Software if Customer had not elected to decline or discontinue Maintenance Services for that Covered Software, plus a five percent (5%) markup, in addition to prorated Annual Fees for the then-current Maintenance Billing Cycle.
- 6.13 Exclusions.** Itron shall have no obligation to provide Maintenance Services for, or liability to Customer for Covered Software adversely affected by (i) use of Covered Software by anyone other than Itron in

combination with software, equipment, or communications networks not referenced in the Documentation as being compatible with the Covered Software; (ii) modification or recompiling of Covered Software or Covered Software installation instructions / installation scripts or database schema scripts, or improper installation of a Release, by anyone other than Itron, (iii) failure to perform customer responsibilities describe in this Addendum, (iv) use of an unsupported version of Covered Software by anyone other than Itron; (v) Customer's failure to implement an on premise Mandatory Revision; (vi) maintenance and/or support of Covered Products other than by Itron; or (vii) viruses introduced through no fault of Itron.

6.14 Documentation and Backup. Itron will make an electronic copy of the Documentation available to Customer at no additional charge via physical media or download access. Itron will also maintain a copy of its most recent supported version of executable on premise Covered Software to be made available to Customer or installed by Itron as necessary in the event of corrupted or inoperative on premise Covered Software. Said copy of executable on premise Covered Software or Third-Party software does not relieve Customer of its responsibility to backup and managed its on-premise software installation as part of ongoing system operation.

6.15 Customer Responsibilities. The provision of Maintenance Services for Covered Software by Itron assumes that Customer will facilitate such services as follows:

6.15.1 Service Requests. Customer will support Itron investigation and restoration efforts as defined in the Service Level table and will act upon / implement support solutions and workarounds recommended by Itron in a timely fashion. When escalating a Service Request with Itron, Customer's Primary Service Contact shall collect and provide all data logs, findings, analysis, and any relevant forensic information pertaining to the issue as outlined in Client Services Guideline Documents.

6.15.2 Data Review. If Itron determines that it is necessary to evaluate Customer data to reproduce error conditions not reproducible with Itron's standard test data sets, Customer will provide Itron with reasonable access to such data. Itron shall not be liable for any delay or failure to resolve the problem if access to such Customer data is denied to Itron.

6.15.3 Installation and Upgrades. Customer will engage Itron Global Support Services or their Itron account team for any on premise Covered Software installations and upgrades which require support beyond that provided herein.

6.15.4 Remote Access. Customer is responsible for supporting necessary remote access to on premise Covered Software by Itron support personnel assigned to provide Maintenance Services for purposes of remote diagnosis and troubleshooting of on premise Covered Software. Itron shall not be liable for any delay or failure to resolve a problem if remote access to on premise Covered Software is denied to Itron.

6.15.5 System Configuration, Operation and Maintenance. Customer is responsible for the configuration, operation, and maintenance of equipment, system peripherals, operating system, and data communications environment associated with on premise Covered Software. These activities include but are not limited to checking audit logs, clearing discovered exceptions, and performing daily, weekly, and monthly operational tasks and systems responsibilities. Customer is responsible for any change made to Customer's software system, operating system, database or network configuration or any change to installation procedures, scripts, or any other provisions that materially affect the usability or operation of on premise Covered Software. Customer will consult with Itron prior to making any material changes that may affect the installation or operation of on premise Covered Software.

6.15.6 Network Administration. Customer is responsible to monitor and maintain, repair, replace and upgrade its local, and wide area network components (if any)—including network servers, network clients, network hubs, routers, modems, and other software components necessary for efficient and reliable network operations associated with on premise Covered Software—to ensure continued conformance with the applicable published Itron specifications. In addition, Customer is responsible to administer related host names, Internet Protocol addresses, network interfaces, access, security, communications, and equipment and software version control.

6.15.7 Database Administration. Customer is responsible to administer the agreed upon database(s) associated with on premise Covered Software, including hardware and software components, in accordance with the Documentation, which administration shall include, monitoring the database server, backing up electrical power sources, and configuring and administering of database schema, application interfaces, networking operating system, communications, and file transfer software. Customer is responsible to maintain database files (e.g., truncate, cleanup, and delete files consistent with industry standard practices) and perform regular data backup and data archiving.

7. Itron Equipment Maintenance.

- 7.1 Preventive and Corrective Maintenance.** Upon receipt of an item of Covered Equipment, Itron shall (i) perform preventative Maintenance Services necessary to maintain the Covered Equipment in Operating Condition, and (ii) diagnose and correct any failure in the Covered Equipment as necessary to meet Operating Condition, excluding minor cosmetic deficiencies such as blemishes, dents or scratches.
- 7.2 Maintenance Procedures.** Customer shall initiate a request for Maintenance Services for Covered Equipment by delivering the Covered Equipment to the applicable Itron Certified Repair Center identified on the Itron Equipment Repair Table. Return of Covered Equipment shall be at Customer's expense and in accordance with Itron's then-current Return Material Authorization ("RMA") procedures. Upon receipt of Covered Equipment (with the required information) under Itron's RMA procedures, Itron shall assess the item to determine (a) whether it is in fact Covered Equipment and (b) whether the maintenance requested is included within the Maintenance Services ordered by Customer and not otherwise excluded from coverage. If the returned equipment is determined to be Covered Equipment and the maintenance requested is included in the Maintenance Services ordered by Customer, Itron shall provide the applicable Maintenance Services and return the item of Covered Itron Equipment to Customer at Itron's expense within the applicable turnaround time identified on the Itron Equipment Repair Table. If Itron determines that returned equipment is not Covered Equipment or is excluded from the Maintenance Services ordered by Customer, then Itron will proceed in accordance with the estimation fees section below.
- 7.3 Exclusions.** Covered Equipment Maintenance Services do not include repairs related to: (i) damage due to accident, abuse, misuse, inadequate maintenance, problems caused by electrical power surges or acts of God outside of the tolerances set forth in the applicable published Itron specifications; (ii) service or repair processes (including installation or de-installation of equipment, parts, or firmware/software) not performed or authorized by Itron; (iii) use of parts, configurations or repair depots not certified or authorized by Itron; or (iv) Customer's failure to perform material Customer responsibilities in accordance with this Addendum, including caring for Covered Equipment in accordance with applicable Documentation.
- 7.4 Estimation Fees.** Itron will provide Customer with a price quote for the estimated cost (including current inspection fees), including labor, materials and shipping, for any repairs to equipment that are requested, which Itron determines are excluded from or not included within the Maintenance Services ordered by Customer. If Customer elects not to proceed with the requested repair, Itron will return the item of equipment at Customer's expense and Itron may charge Customer its then-current inspection fee.
- 7.5 Adding/Restoring Equipment to Maintenance Services.** Following the Effective Date, additional Covered Equipment purchased by Customer, of a similar type and model already covered under this Addendum, shall automatically be deemed to be Covered Equipment following the M&S Commencement Date. If Customer declines or discontinues Maintenance Services for any Covered Equipment and thereafter wishes to add or restore such equipment as Covered Equipment, Itron may, prior to such equipment being included as Covered Equipment, inspect such equipment at Itron's then current rates to determine whether it is in Operating Condition and/or charge Itron's then current re-certification fee, in addition to prorated Annual Fees for the then-current Maintenance Billing Cycle (the "Re-initiation Costs"). At Customer's request, Itron will provide Customer with a quote for estimated Re-initiation Costs for equipment that Customer wishes to add or restore as Covered Equipment under this section.
- 7.6 Equipment Responsibilities.** Itron shall make available, and Customer shall obtain, a copy of the Documentation for Covered Equipment and Customer will be responsible to perform preventive maintenance for each such item in accordance with such Documentation. Customer shall also keep

accurate records of Covered Equipment serial numbers and locations to assist Itron with performing Maintenance Services.

- 8. Fees and Invoicing.** As compensation for the Maintenance Services, Customer shall, in advance, pay to Itron Annual Fees for each Maintenance Billing Cycle in which it receives Maintenance Services. Itron shall invoice Customer for Maintenance Services to be provided during the first Maintenance Billing Cycle as soon as practicable following the Effective Date. For Maintenance Services provided during any subsequent Maintenance Billing Cycle, including Maintenance Services for newly purchased or licensed Covered Products, Itron shall provide Customer with a renewal notice at least 120 days prior to the commencement of each Maintenance Billing Cycle. Customer may discontinue Maintenance Services for any Covered Product(s) by providing Itron with written notice of non-renewal for such Covered Product(s) no less than 90 days prior to the commencement of any subsequent Maintenance Billing Cycle. Otherwise, approximately 20 days prior to the commencement of each subsequent Maintenance Billing Cycle, Itron shall provide Customer with an invoice for Annual Fees payable by Customer for the forthcoming Maintenance Billing Cycle. Itron may, in its discretion, invoice Customer for Maintenance Services for a Covered Product that is added during any Maintenance Billing Cycle as soon as such Maintenance Services have been added (at a prorated amount) or at the beginning of the next Maintenance Billing Cycle. The Annual Fee for any partial Maintenance Billing Cycle (i.e., for Covered Products with a Maintenance Commencement Date or an increase in the applicable Annual Fees that falls after the beginning of the Maintenance Billing Cycle) shall be prorated based on the applicable M&S Commencement Date or Annual Fee increase date and the remaining number of months Customer is to receive Maintenance Services during such Maintenance Billing Cycle.
- 9. Support for Third Party Products.** Itron shall provide first tier Global Support Services for Third Party Covered Products by handling all Customer inquiries, attempting to identify the component involved in the problem and obtaining appropriate documentation of such inquiry or problem. In addition, Itron shall make commercially reasonable efforts to facilitate Customer's receipt of maintenance and support for such Third-Party Covered Products consistent with the third-party maintenance terms identified on the applicable Order Document. Notwithstanding anything else to the contrary, Itron's sole obligation under this Addendum with respect to Third Party Covered Products shall be as set forth in this section.
- 10. Survival.** The following sections of this Addendum shall survive termination or expiration of this Agreement or any Order Document or Statement of Work: Section 3 (End of Support), 6.7 (Exclusions), 7.4 (Exclusions), Section 8 (Fees and Invoicing) and 10 (Survival).

Attachment 1 to Maintenance & Support Services Addendum

–Service Levels –

Severity Level	Response Times	Effort Level and Restoration	Escalation
<p>Severity Level 1*</p> <p>Business Impact: Critical Impact / System Down. A Production System Error for which there is no work-around, which causes Covered Software Product or a critical business function / process of said product to be unavailable such that system operation cannot continue.</p> <p>Example: a) Billing cannot be completed, b) Major documented function not working c) System hung or completely down</p>	<p>During regular business-hours Itron will begin the Service Request process during Customer's initial call.</p> <p>During after-hour periods, Itron will respond to a critical support voice messages within 15 minutes by a return call to Customer, to validate receipt of the critical support call and begin the Service Request process.</p> <p>Following the start of the Service Request process Itron will respond to Customer's Service Request within two (2) business hours with an investigation response.</p> <p>Itron will update Customer at three (3) hour intervals during each day the Service Request remains unresolved, or as otherwise agreed by the Parties.</p> <p>Customer will respond to an Itron inquiry or request within three (3) hours.</p>	<p>Itron will make diligent efforts on a 24x7 basis, or as otherwise agreed by the Parties, to:</p> <p>i) restore Covered Software with a change to eliminate root cause, ii) provide a workaround which restores Covered Software and downgrades the Severity Level to S2, S3, S4.</p> <p>Customer Support Staff must be available 24x7 to work cooperatively with Itron continuously until such time restoration is achieved.</p>	<p>An unresolved Service Request shall be escalated to Itron management as follows:</p> <p>After 30 minutes: Technical Customer Support Team Lead</p> <p>After 8 hours: Manager, Technical Client Services</p> <p>After 16 hours: Director, Global Support Services</p> <p>After 48 hours: Service Request. Vice President, Services and Delivery</p> <p>After 72 hours: President, Itron</p>

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Severity Level	Response Times	Effort Level and Restoration	Escalation
<p>Severity Level 2*</p> <p>Business Impact: Major impact, degraded Operation. An Error other than a Severity Level 1 Error, for which there is no work-around, which degrades or limits operation of major system functions causing Covered Software to miss required business interface or deadlines. Covered Software remains available for operation but in a highly restricted fashion.</p> <p>Example: a) Billing cannot be complete on time, b) Major function is operating outside documented timing / term c) Covered Software operating slow, missing data, data delivery, daily mission.</p>	<p>During regular business-hours Itron will respond to Customer regarding Service Request within one (1) business day.</p> <p>While Service Request remains unresolved, Itron will update the Customer and the Service Request at least every other business day, or as otherwise agreed by the parties.</p> <p>Customer will respond to an Itron inquiry or request within one (1) business day.</p>	<p>Itron will make diligent efforts during normal business hours to:</p> <p>i) restore Covered Software with a change to eliminate root cause, ii) a workaround which restores Covered Software and downgrade the Severity Level to S3, S4.</p>	<p>An unresolved Service Request shall be escalated to Itron management as follows:</p> <p>After 1 hours: Technical Customer Support Team Lead</p> <p>After 8 hours: Manager, Technical Client Services</p> <p>After 24 hours: Director, Global Support Services</p> <p>After 30 Days: Vice President, Services and Delivery</p>

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Severity Level	Response Times	Effort Level and Restoration	Escalation
<p>Severity Level 3**</p> <p>Business Impact: Minor Business Impact, compromised operations. An Error other than a Severity Level 1 or Severity Level 2 Error that has moderate impact on use of or access, with low business impact, but no preventing Customer from performing daily activities.</p> <p>Example: The Service Request affects use by Covered Software users, allowing Customer's functions to continue to meet daily business needs.</p>	<p>During regular business-hours Itron will respond to Customer regarding Service Request within two (2) business days.</p> <p>While Service Request remains unresolved, Itron will update the Service Request weekly, or as otherwise agreed by the parties.</p> <p>Customer will respond to an Itron inquiry or request within two (2) business days.</p>	<p>Itron will work during normal business hours to:</p> <p>i) restore Covered Software with a change to eliminate root cause, ii) a workaround which restores Covered Software and downgrades the Severity Level to S4.</p>	
<p>Severity Level 4</p> <p>Business Impact: Standard Operations intact. A low or no-impact Error other than a Severity Level 1, Severity Level 2 or Severity Level 3 Error, or a request for enhancement / new functionality</p> <p>Example:</p> <p>Generally, a cosmetic Error or an Error which does not degrade Customer's use of the product or system.</p>	<p>During regular business-hours Itron will respond to Customer regarding Service Request within three (3) business days.</p>	<p>Itron GSS Management Team will make commercially reasonable efforts during normal business hours to understand the Service Request and provide applicable recommendations as to when a Fix may be schedule in a future release, or how to proceed with a formal enhancement request to Itron's product and delivery teams.</p>	

* Severity Level 1 and Severity Level 2 must be reported by phone to insure they are addressed under the appropriate severity level response process. Service Requests entered by email or Web access are generally addressed as a Severity Level 3.

** Service Request opened on Non-production servers / environments are entered as a Severity Level 3.

Agreement Start Date

ORDER DOCUMENT
Itron OpenWay AMI CG-MESH

This Order Document for Moreno Valley’s OpenWay Collection Engine CG-Mesh AMI (“**Order Document**”) is issued under the Master Sales Agreement dated as of _____ (the “**Agreement**”) between Moreno Valley Utility (“**Customer**”) and Itron, Inc. (“**Itron**”) and is made effective as of the date last signed below (“**Order Effective Date**”). The terms and conditions of the Agreement are incorporated into and made a part of this Order Document. Capitalized terms used in this Order Document and not otherwise defined herein will have the meaning assigned to such term in the Agreement.

1. ATTACHMENTS

The following documents are attached to and made a part of this Order Document for the AMI Project:

Attachment 1 – Pricing Summary

Attachment 2 – Third-Party Covered Product Maintenance Terms

Attachment 3 – Cisco EULA

Attachment 4 – Statement of Work – Itron OpenWay AMI Implementation

Attachment 5 – Service Description

Attachment 6 – Software Warranty

Attachment 7 – Software License Transfer and Re-Use Policy

Attachment 8 - Insurance

2. TERM

This Order Document shall begin upon the Order Effective Date and expire or terminate in accordance with Section 5 (“Term and Termination”) of the Agreement.

3. PRICING

3.1 Pricing Summary. Pricing for the AMI Project shall be as set forth in Pricing Summary (BMR# 19680-20 Ver3 Nov OW CE Moreno Valley Utility) dated (November 30, 2020) attached hereto as Attachment 1 (“**AMI Pricing Summary**”).

4. PAYMENT TERMS

Itron will invoice Customer for fees in connection with the AMI Project, and Customer will pay such Fees, in accordance with Section 4 (“Fees, Taxes and Payment”) of the Agreement.

5. EQUIPMENT

5.1 Itron and Third Party Equipment. The AMI Pricing Summary and following table identifies Itron Equipment and Third Party Equipment that Itron shall provide for the AMI Project (related adders, accessories, and services are described on the AMI Pricing Summary):

Itron Equipment	Third Party Equipment
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Attachment: Moreno_Valley_UTILITY_MSA_ (includes SOW) Final 29 Mar 2021 (4252 : APPROVE AGREEMENTS FOR THE PURCHASE AND

RFLAN Range Extender	Cisco Connected Grid Routers (CGR)
	IoT Device Manager

5.2 Equipment Warranty Periods. In accordance with Section 12 (“Pass-Through Warranties on Third-Party Equipment”) of the Equipment Purchase and Warranty Schedule Addendum to the Agreement, the table below specifies the standard manufacturer warranty period on Third Party Equipment, for informational purposes:

Third Party Equipment	Manufacturer Warranty Period
Cisco Connected Grid Routers	Five (5) Years from shipment by Cisco

6. SOFTWARE

6.1 Itron and Third Party Software. The following table identifies Itron Software and Third Party Software that Itron will deliver as part of the AMI Project:

Itron Software	Third Party Software
None – Not Applicable	None – Not Applicable

6.2 License Term for Itron Software. Pursuant to Section 3 (“License Grant”) of the Software License Addendum to the Agreement, the License Term for all Itron Software described in Section 6.1 of this AMI Order Document is perpetual. Customer shall only use Itron Software in connection with the number of Endpoints specified in the AMI Pricing Summary.

6.3 Licensing Terms for Third Party Software. Third Party Software described in Section 6.1 this AMI Order Document that is Cisco software (“*Cisco Software*”) shall be licensed to Customer pursuant to the terms of the Cisco End User License Agreement attached hereto as Attachment 3 to this AMI Order Document (the “*Cisco EULA*”). Customer shall comply with the terms and conditions set forth in the Cisco EULA with respect to Cisco Software and shall only use Cisco Software in connection with the number of Endpoints (including with Endpoint types not specified in the AMI Pricing Summary, so long as compatible with the Cisco Software), and the number and type of CGRs, specified in the AMI Pricing Summary.

7. MAINTENANCE & SUPPORT SERVICES

7.1 Covered Products. Itron shall provide maintenance and support Services for the following Equipment and Licensed Software as Covered Products under Maintenance & Support Services Addendum to the Agreement:

Itron Covered Products	Third Party Covered Products
OpenWay Collection Engine	Cisco Field Network Director
Itron Security Manager	

RFLAN Range Extender	
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8. PROFESSIONAL SERVICES

8.1 Scope. Itron shall provide professional Services under this AMI Order Document as specified in the Statement of Work – Itron AMI OpenWay Implementation (“**AMI Project**”) attached hereto as Attachment 4. Applicable fees and payment terms for such Services are specified in the Statement of Work.

9. SOFTWARE-AS-A-SERVICE – Refer to the Software as a Service Addendum

Attachment: Moreno_Valley_UTILITY_MSA_ (includes SOW) Final 29 Mar 2021 (4252 : APPROVE AGREEMENTS FOR THE PURCHASE AND

**Attachment 1 to AMI Order Document
Pricing Summary**



Electric / Gas / Water
Information collection, analysis and application
2111 N. Mohar Rd.
Liberty Lake, WA 99019
fax: 866-787-6910
www.itron.com

**Pricing Summary for
Moreno Valley Utility**

BMR# 19680-20 Ver3 Nov
November 30, 2020

Item	Category	Description	Qty	Unit Price	Extended Price	Notes
Network Infrastructure						
Itron Equipment						
1	Network	HW3.1 RFLAN Range Extender - 120V External Antenna	12	\$470.00	\$5,640.00	(1)
Third-Party Equipment						
2	Network	Connected Grid Router - CGR 1240	14	\$7,775.00	\$108,850.00	(1)
3	Network	4G, w/ 4 module slots, 2 GE, 2 serial, 4 FE LAN, Wi-Fi, GPS IoT Device Manager Application	1	\$3,250.00	\$3,250.00	
Network Infrastructure Total					\$117,740.00	
Professional Services						
4	Services	Project Implementation Services			\$374,668.00	(2)
5	Expenses	Project Implementation Expenses (estimated)			\$5,190.00	
Professional Services Total					\$379,858.00	
Itron Cloud Services						
6	One-time	One-Time Set-up			\$38,450	(3)
					<u>Annual</u>	
7	Operations	Software as a Service - up to 10,000 Endpoints OpenWay Operation Center - Collection Engine ISM Cisco IoT FND			\$100,564.00	
Itron Cloud Services Total					\$139,014.00	
OpenWay System Total					\$636,612.00	

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Electric / Gas / Water
 Information collection, analysis and application
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 Liberty Lake, WA 99019
 fax: 866-787-6910
www.itron.com

**Pricing Summary for
 Moreno Valley Utility**

BMW 19480-00 Ver3 Nov
 November 30, 2020

Notes and Assumptions

- (1) The number of Connected Grid Routers (CGRs) and Routing Nodes are estimated based on preliminary data and the network design assumes typical RF noise levels. The final number of CGRs may vary based on actual field conditions and RF interference. Itron will perform a site survey to help determine the final FAN design and will adjust the pricing of network equipment to reflect this final design. CGRs and Routing Nodes include power cables, antenna kits, and pole mounting kits.
- (2) Professional services pricing is an estimate and is based on assumptions that have not been confirmed. In order to create a formal Scope of Work and a more accurate professional services bid, a detailed discussion of actual project requirements will be necessary. Travel and expenses are included and will be billed at actual.
 - Assumes single production environment
 - Assumes all integration will be done by the customer using Itron standard APIs, Itron to provide limited support
 - Assumes customer is responsible for JUA and site access for all field network installation locations
 - Assumes utility will provide all FAN equipment
 - Itron will develop the mobile file to switch meters into network mode
 - Assumes customer is responsible to drive the routes and switch meters into network mode, Itron to provide limited support
 - Assumes all FAN equipment will be installed by Utility in two months
 - Assumes onsite ISM will be migrated to Itron hosting
 - City is responsible for integration development and managing CIS vendor. Itron will provide integration support. Itron standards to be utilized.
- (3) Itron Cloud Services:
 - Includes the following applications: Collection Engine, Itron Security Manager, and Cisco IoT FND.
 - System priced to support up to 10,000 endpoints.
 - Software subscription and Cloud Services pricing is based on a 5 year contract.
 - Contract term for a minimum of 12 months.
 - Itron Cloud Services invoicing commences once the system becomes available. Invoicing is based on the total number of meters that the system is configured to support.
 - Cloud Services to be provided from Itron's Cloud Services Data Center or Partner Data Center
 - Itron to perform server administration, database administration, local area network administration, monitoring software administration, security administration.
 - One major software upgrade is included in annual SaaS fees. During this major software upgrade should the customer require training, extended integration testing support, and project management Itron can provide services and it would be addressed via a SOW if required by customer.
 - Pricing includes all hardware, labor, 3rd party software and maintenance in accordance with Itron's standard terms and SLAs for use of Itron application software.
 - Includes one production environment.
 - Standard business continuity for this bid RPO - 72 hours and RTD - 5 business days.
 - Additional environments for Development or Test are not included.
 - Setup for a VPN tunnel is included
 - Includes use of Oracle database as needed.
 - Where Microsoft SQL Server Standard edition or BI is required, it is provided for up to 5 users.
 - Monthly wireless communications fees included for WAN backhaul.
 - Pricing includes unique domain for Active Directory to support portable security keys; assumes required domain name is not externally registered.
 - Cloud Services are escalated at 5% per year, starting in year 3.
 - Under a SaaS or Cloud Infrastructure Services offering, Moreno Valley will be responsible for the day-to-day operation of the system and applications.
- (4) Cisco Connected Grid Router pricing includes a standard five (5) year warranty. Maintenance begins upon shipment of the units.
- (5) Pricing is based on existing agreements or Itron's standard terms and conditions.
- (6) Freight (with the exception of meters), taxes, duties, and tariffs are not included. Prices are in US dollars. Prices are valid for 180 days.

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Attachment 2 to AMI Order Document

– Third Party Covered Product Maintenance Terms –

A. Cisco Products. The following terms apply to Cisco products that are Third Party Covered Products provided by Itron under the Agreement:

1. Definitions

"**Approved Source**" means (a) Cisco Systems, Inc., (b) Cisco Systems Canada Co., or (c) a distributor that is authorized by Cisco to redistribute Products and Services within the Territory to Integrator, as they are from time to time identified at http://tools.cisco.com/WWChannels/LOCATR/jsp/distributor_locator.jsp or as otherwise provided by Cisco from time to time.

"**Cisco**" means Cisco Systems, Inc. and Cisco Systems Canada Co.

"**End User**" is Moreno Valley Utilities.

"**End User License Agreement**" means the End User License Agreement attached as Order Document Attachment E-4 (Cisco EULA) to Solution Agreement Document E (Order Document for AMI Project) to the Agreement.

"**First Call**" means the initial call made by the End User when requesting assistance with a Product.

"**Integrator**" means Itron, Inc. and Itron Canada, Inc.

"**Integrator Agreement**" means the Special Purpose Systems Integrator Agreement between Cisco and Integrator.

"**Other Products**" means Products which an End User acquired from sources other than Integrator.

"**Price List**" is the price list(s) published at Cisco.com applicable to the relevant Cisco entity to which each Purchase Order is issued by Integrator.

"**Products**" means Cisco Connected Grid Router ("**CGR**") and Cisco Connected Grid Network Management System ("**NMS**").

"**Purchase Order**" is a written or electronic order issued by Integrator to Cisco for Products or Services to be purchased, licensed or provided under the Integrator Agreement.

"**Service**" means the Cisco brand Services available for resale by Integrator, which can be found at www.cisco.com/go/servicedescriptions/.

"**Service Description**" means a description of the Services, as of the purchase date of such Services, to be made available by Cisco to End Users through Integrator, and the terms and conditions under which Cisco provides those Services. Each available Service has its own Service Description, which can be found www.cisco.com/go/servicedescriptions/.

"**Software**" means is the Cisco Connected Grid Network Management System and any other software identified on and described in Exhibit G to the Integrator Agreement.

"**Territory**" means Canada and the United States of America, excluding Puerto Rico, unless mutually agreed in writing by the parties.

2. Maintenance and Support Terms

For each Service purchased by Integrator, Cisco will make available to End User, on Integrator's behalf, the Services described in the applicable Service Description. Services are subject to the description set forth in the applicable Service Description. For NMS, the Service Description is found under Software

Application Services located at: http://www.cisco.com/legal/Cisco_SAS-SASU.pdf. For CGR, the Service Description is found under SMARTnet and SMARTnet On-site located at: http://www.cisco.com/web/about/doing_business/legal/service_descriptions/docs/Smartnet_Onsite_Exhibit.pdf. Upon Cisco's acceptance of a Purchase Order for Services, the then-current Service Description shall apply to such Services.

In order to be eligible to receive the Services as set out herein for (a) Products that have not been previously supported, (b) Products for which support has lapsed, or (c) Other Products, the following will apply:

- (i) Cisco may charge an inspection fee for Products and Other Products in accordance with Cisco's standard fee schedule on the Price List in effect at the time of inspection (any related upgrades, replacements, repairs, or troubleshooting are excluded); and
- (ii) Integrator shall provide Cisco with such information as Cisco may require to ensure that a valid Software license exists for Software to be supported. If a valid Software license does not exist, Integrator shall pay Cisco the Software license fee for the Software.

Cisco reserves the right to survey an End User for use in ensuring End User's satisfaction with (a) the Services, and (b) Integrator's and/or Cisco's support. From time-to-time, no more than once per calendar year, provided that Cisco follows End User security requirements, and with reasonable notice, Cisco will be entitled to perform an inventory review of an End User's installed base and review serial numbers and other records (upon reasonable advance notice) to validate entitlement at Cisco's sole cost and expense. Upon notice to Integrator, Cisco will be entitled to suspend any portion of a Service with respect to a specific End User in instances when it is prevented by Integrator or such End User from performing an inventory review or otherwise verifying End User's entitlement to the Service.

End User acknowledges the contents of the relevant Service Descriptions located at www.cisco.com/go/servicedescriptions/.

Integrator may take the First Call from the End User and may open a case with Cisco on behalf of the End User using the applicable Maintenance Contract Number or other contract number(s) and Cisco serial number(s). End User may call Cisco directly for support, provided that Integrator may require the End User to place the First Call with Integrator and allow Integrator to open a case with Cisco on behalf of the End User in accordance with this Section provided that Integrator shall not delay opening a case.

At least thirty (30) calendar days advance Written Notice to Cisco is required for Product relocations (outside End User's then-current service territory) and Service level/Product configuration changes, when applicable.

If Integrator elects not to support a Product at the time of a Product purchase or if, for any reason, a Product becomes unsupported at some point after the Product's initial deployment, End User authorizes Integrator to and Integrator shall, at Cisco's written request, provide Cisco with the contact information, including but not limited to name, address, and phone number of the End User who has purchased the unsupported Product from Integrator, within 30 calendar days of Integrator's receipt of written request from Cisco. Integrator and End User authorize Cisco to contact the End User for the express purpose of contracting directly with End User for support Services for the unsupported Product identified by Integrator.

Prior to expiration of a Service contract: (a) Cisco, or its authorized agents, will send reminders to Integrator or as directed by Integrator; (b) Integrator will, upon request by Cisco, reconfirm the End User's identity and Service contract numbers of the expiring Service contract(s); and (c) Integrator will (i) initiate the renewal process with its End User and forward to Cisco the completed renewal with Purchase Order

or (ii) notify Cisco of Integrator's intent to cancel Services. If, upon the expiration date of Cisco Services for the Product, Cisco has not received a Purchase Order for the renewal, Cisco, or its authorized agents, may contact the End User to arrange for the renewal of Cisco Services for the Product either directly with Cisco or with another Cisco-authorized reseller.

3. Warranty

NOTHING IN THIS SECTION (B) WILL AFFECT THE WARRANTIES PROVIDED WITH ANY HARDWARE PURCHASED OR

SOFTWARE LICENSED BY INTEGRATOR AND/OR END USER. ANY AND ALL SERVICES PROVIDED HEREUNDER WILL BE

PERFORMED IN ACCORDANCE WITH INDUSTRY STANDARDS OF PROFESSIONAL SKILL, CARE AND DILIGENCE. EXCEPT AS SPECIFIED IN THIS SECTION, ALL EXPRESS OR IMPLIED CONDITIONS, REPRESENTATIONS, AND WARRANTIES INCLUDING, WITHOUT LIMITATION, ANY IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, FITNESS

FOR A PARTICULAR PURPOSE (EVEN IF THE PURPOSE IS KNOWN TO CISCO), SATISFACTORY QUALITY, AGAINST INFRINGEMENT OR ARISING FROM A COURSE OF DEALING, USAGE, OR TRADE PRACTICE, ARE HEREBY EXCLUDED TO

THE GREATEST EXTENT ALLOWED BY APPLICABLE LAW. INTEGRATOR MUST NOTIFY CISCO PROMPTLY OF ANY

CLAIMED BREACH OF ANY WARRANTIES. INTEGRATOR'S SOLE AND EXCLUSIVE REMEDY FOR BREACH OF WARRANTY WILL BE PROMPT RE-PERFORMANCE OF THE SERVICES; OR IF CISCO DETERMINES, ACTING REASONABLY, THAT IT IS

UNABLE TO RE-PERFORM SUCH SERVICES IN ACCORDANCE WITH THE ABOVE WARRANTY, TERMINATION OF THE

APPLICABLE SERVICE ON THE PRODUCT LIST AND RETURN OF THE FEES PAID TO CISCO BY INTEGRATOR FOR SUCH NON-CONFORMING SERVICES. THIS DISCLAIMER AND EXCLUSION WILL APPLY EVEN IF THE EXPRESS WARRANTY

AND LIMITED REMEDY SET FORTH ABOVE FAILS OF ITS ESSENTIAL PURPOSE. THE WARRANTY PROVIDED IS SUBJECT TO THE LIMITATION OF LIABILITY SET FORTH IN THIS EXHIBIT. EXCEPT AS EXPRESSLY PERMITTED IN THIS SECTION B, INTEGRATOR SHALL NOT MAKE ANY WARRANTY COMMITMENT, WHETHER WRITTEN OR ORAL, ON CISCO'S BEHALF.

Cisco reserves the right to make changes to the scope and content of the Service terms currently set forth in this Section B (with the exception of the warranty term and this Section B) to be consistent with a change in Cisco's then-current general support program, including terminating the availability of a given Service (provided, that no change or combination of changes resulting in the elimination of critical Services from a Service Description shall be made until after Cisco announces an EOL with respect to the applicable Product, in which case Section 13.7 of the Integrator Agreement shall apply), at any time upon ninety (90) calendar days prior written notice and such changes shall become effective upon the next October 1st. If Integrator does not agree with a change of scope or content of this Section B, which is allowed by this Section, Integrator may terminate this Section B by providing Cisco written notice of termination. Any such changes in scope and content which conflict with the terms set forth in the main body of the Integrator Agreement shall be superseded by such terms set forth in the main body of the Integrator Agreement. For the avoidance of doubt, no change allowed under this Section shall apply to any Services purchased prior to the effective date of such change.

4. End User Obligations

- (1) End User agrees to comply with Cisco's Export Restrictions.
- (2) End User agrees to comply with the applicable Cisco End User License Agreement or, if no such agreement is provided to the End User, the standard Software License Agreement located at Cisco.com, for all Cisco software provided with any Service (including any upgrades, patches, or Bug Fixes provided at a later time). End User further agrees to abide by Cisco's rules that govern the download of Cisco software, which state, amongst other things:

End User is only entitled to download Cisco software for the Cisco hardware chassis or device or the particular application software or signature file for which End User has paid the applicable software license fees; and

End User has a current and valid service contract that covers either the specific Cisco hardware chassis or device for which End User is downloading software and/or the software image or subscription file (e.g., for Intrusion Detection System) that End User is downloading.

- (3) End User agrees to comply with terms and conditions provided in the applicable Cisco Service Description which are posted at www.cisco.com/go/servicedescriptions/.
- (4) End User will keep Cisco Confidential Information confidential.

Attachment 3 to AMI Order Document

– Cisco EULA –

This is an agreement between You and Cisco Systems, Inc. or its affiliates (“Cisco”) and governs your Use of Cisco Software. “You” and “Your” means the individual or legal entity licensing the Software under this EULA. “Use” or “Using” means to download, install, activate, access or otherwise use the Software. “Software” means the Cisco computer programs and any Upgrades made available to You by an Approved Source and licensed to You by Cisco. “Documentation” is the Cisco user or technical manuals, training materials, specifications or other documentation applicable to the Software and made available to You by an Approved Source. “Approved Source” means (i) Cisco or (ii) the Cisco authorized reseller, distributor or systems integrator from whom you acquired the Software. “Entitlement” means the license detail; including license metric, duration, and quantity provided in a product ID (PID) published on Cisco’s price list, claim certificate or right to use notification. “Upgrades” means all updates, upgrades, bug fixes, error corrections, enhancements and other modifications to the Software and backup copies thereof.

This agreement, any supplemental license terms and any specific product terms at www.cisco.com/go/softwareterms (collectively, the “EULA”) govern Your Use of the Software.

1. **Acceptance of Terms.** By Using the Software, You agree to be bound by the terms of the EULA. If you are entering into this EULA on behalf of an entity, you represent that you have authority to bind that entity. If you do not have such authority or you do not agree to the terms of the EULA, neither you nor the entity may Use the Software and it may be returned to the Approved Source for a refund within thirty (30) days of the date you acquired the Software or Cisco product. Your right to return and refund applies only if you are the original end user licensee of the Software.

2. **License.** Subject to payment of the applicable fees and compliance with this EULA, Cisco grants You a limited, non-exclusive and non-transferable license to Use object code versions of the Software and the Documentation solely for Your internal operations and in accordance with the Entitlement and the Documentation. Cisco licenses You the right to Use only the Software You acquire from an Approved Source. Unless contrary to applicable law, You are not licensed to Use the Software on secondhand or refurbished Cisco equipment not authorized by Cisco, or on Cisco equipment not purchased through an Approved Source. In the event that Cisco requires You to register as an end user, Your license is valid only if the registration is complete and accurate. The Software may contain open source software, subject to separate license terms made available with the Cisco Software or Documentation.

If the Software is licensed for a specified term, Your license is valid solely for the applicable term in the Entitlement. Your right to Use the Software begins on the date the Software is made available for download or installation and continues until the end of the specified term, unless otherwise terminated in accordance with this Agreement.

3. **Evaluation License.** If You license the Software or receive Cisco product(s) for evaluation purposes or other limited, temporary use as authorized by Cisco (“Evaluation Product”), Your Use of the Evaluation Product is only permitted for the period limited by the license key or otherwise stated by Cisco in writing.

If no evaluation period is identified by the license key or in writing, then the evaluation license is valid for thirty (30) days from the date the Software or Cisco product is made available to You. You will be invoiced for the list price of the Evaluation Product if You fail to return or stop Using it by the end of the evaluation period. The Evaluation Product is licensed "AS-IS" without support or warranty of any kind, expressed or implied. Cisco does not assume any liability arising from any use of the Evaluation Product. You may not publish any results of benchmark tests run on the Evaluation Product without first obtaining written approval from Cisco. You authorize Cisco to use any feedback or ideas You provide Cisco in connection with Your Use of the Evaluation Product.

4. **Ownership.** Cisco or its licensors retain ownership of all intellectual property rights in and to the Software, including copies, improvements, enhancements, derivative works and modifications thereof. Your rights to Use the Software are limited to those expressly granted by this EULA. No other rights with respect to the Software or any related intellectual property rights are granted or implied.

5. **Limitations and Restrictions.** You will not and will not allow a third party to:

- a. transfer, sublicense, or assign Your rights under this license to any other person or entity (except as expressly provided in Section 12 below), unless expressly authorized by Cisco in writing;
- b. modify, adapt or create derivative works of the Software or Documentation;
- c. reverse engineer, decompile, decrypt, disassemble or otherwise attempt to derive the source code for the Software, except as provided in Section 16 below;
- d. make the functionality of the Software available to third parties, whether as an application service provider, or on a rental, service bureau, cloud service, hosted service, or other similar basis unless expressly authorized by Cisco in writing;
- e. Use Software that is licensed for a specific device, whether physical or virtual, on another device, unless expressly authorized by Cisco in writing; or
- f. remove, modify, or conceal any product identification, copyright, proprietary, intellectual property notices or other marks on or within the Software.

6. **Third Party Use of Software.** You may permit a third party to Use the Software licensed to You under this EULA if such Use is solely (i) on Your behalf, (ii) for Your internal operations, and (iii) in compliance with this EULA. You agree that you are liable for any breach of this EULA by that third party.

7. **Limited Warranty and Disclaimer.**

- a. **Limited Warranty.** Cisco warrants that the Software will substantially conform to the applicable Documentation for the longer of (i) ninety (90) days following the date the Software is made available to You for your Use or (ii) as otherwise set forth at <http://www.cisco.com/go/warranty>. This warranty does not apply if the Software, Cisco product or any other equipment upon which

the Software is authorized to be used: (i) has been altered, except by Cisco or its authorized representative, (ii) has not been installed, operated, repaired, or maintained in accordance with instructions supplied by Cisco, (iii) has been subjected to abnormal physical or electrical stress, abnormal environmental conditions, misuse, negligence, or accident; (iv) is licensed for beta, evaluation, testing or demonstration purposes or other circumstances for which the Approved Source does not receive a payment of a purchase price or license fee; or (v) has not been provided by an Approved Source. Cisco will use commercially reasonable efforts to deliver to You Software free from any viruses, programs, or programming devices designed to modify, delete, damage or disable the Software or Your data.

- b. **Exclusive Remedy.** At Cisco's option and expense, Cisco shall repair, replace, or cause the refund of the license fees paid for the non-conforming Software. This remedy is conditioned on You reporting the non-conformance in writing to Your Approved Source within the warranty period. The Approved Source may ask You to return the Software, the Cisco product, and/or Documentation as a condition of this remedy. This Section is Your exclusive remedy under the warranty.
- c. **Disclaimer.**

Except as expressly set forth above, Cisco and its licensors provide Software "as is" and expressly disclaim all warranties, conditions or other terms, whether express, implied or statutory, including without limitation, warranties, conditions or other terms regarding merchantability, fitness for a particular purpose, design, condition, capacity, performance, title, and non-infringement. Cisco does not warrant that the Software will operate uninterrupted or error-free or that all errors will be corrected. In addition, Cisco does not warrant that the Software or any equipment, system or network on which the Software is used will be free of vulnerability to intrusion or attack.

8. **Limitations and Exclusions of Liability.** In no event will Cisco or its licensors be liable for the following, regardless of the theory of liability or whether arising out of the use or inability to use the Software or otherwise, even if a party been advised of the possibility of such damages: (a) indirect, incidental, exemplary, special or consequential damages; (b) loss or corruption of data or interrupted or loss of business; or (c) loss of revenue, profits, goodwill or anticipated sales or savings. All liability of Cisco, its affiliates, officers, directors, employees, agents, suppliers and licensors collectively, to You, whether based in warranty, contract, tort (including negligence), or otherwise, shall not exceed the license fees paid by You to any Approved Source for the Software that gave rise to the claim. This limitation of liability for Software is cumulative and not per incident. Nothing in this Agreement limits or excludes any liability that cannot be limited or excluded under applicable law.

9. **Upgrades and Additional Copies of Software.** Notwithstanding any other provision of this EULA, You are not permitted to Use Upgrades unless You, at the time of acquiring such Upgrade:

- a. already hold a valid license to the original version of the Software, are in compliance with such license, and have paid the applicable fee for the Upgrade; and

- b. limit Your Use of Upgrades or copies to Use on devices You own or lease; and
- c. unless otherwise provided in the Documentation, make and Use additional copies *solely* for backup purposes, where backup is limited to archiving for restoration purposes.

10. **Audit.** During the license term for the Software and for a period of three (3) years after its expiration or termination, You will take reasonable steps to maintain complete and accurate records of Your use of the Software sufficient to verify compliance with this EULA. No more than once per twelve (12) month period, You will allow Cisco and its auditors the right to examine such records and any applicable books, systems (including Cisco product(s) or other equipment), and accounts, upon reasonable advanced notice, during Your normal business hours. If the audit discloses underpayment of license fees, You will pay such license fees plus the reasonable cost of the audit within thirty (30) days of receipt of written notice.

11. **Term and Termination.** This EULA shall remain effective until terminated or until the expiration of the applicable license or subscription term. You may terminate the EULA at any time by ceasing use of or destroying all copies of Software. This EULA will immediately terminate if You breach its terms, or if You fail to pay any portion of the applicable license fees and You fail to cure that payment breach within thirty (30) days of notice. Upon termination of this EULA, You shall destroy all copies of Software in Your possession or control.

12. **Transferability.** You may only transfer or assign these license rights to another person or entity in compliance with the current Cisco Relicensing/Transfer Policy. Any attempted transfer or, assignment not in compliance with the foregoing shall be void and of no effect.

13. **US Government End Users.** The Software and Documentation are "commercial items," as defined at Federal Acquisition Regulation ("FAR") (48 C.F.R.) 2.101, consisting of "commercial computer software" and "commercial computer software documentation" as such terms are used in FAR 12.212. Consistent with FAR 12.211 (Technical Data) and FAR 12.212 (Computer Software) and Defense Federal Acquisition Regulation Supplement ("DFAR") 227.7202-1 through 227.7202-4, and notwithstanding any other FAR or other contractual clause to the contrary in any agreement into which this EULA may be incorporated, Government end users will acquire the Software and Documentation with only those rights set forth in this EULA. Any license provisions that are inconsistent with federal procurement regulations are not enforceable against the U.S. Government.

14. **Export.** Cisco Software, products, technology and services are subject to local and extraterritorial export control laws and regulations. You and Cisco each will comply with such laws and regulations governing use, export, re-export, and transfer of Software, products and technology and will obtain all required local and extraterritorial authorizations, permits or licenses. Specific export information may be found at: <http://tools.cisco.com/legal/export/pepd/Search.do>

15. **Survival.** Sections 4, 5, the warranty limitation in 7(a), 7(b) 7(c), 8, 10, 11, 13, 14, 15, 17 and 18 shall survive termination or expiration of this EULA.

16. **Interoperability.** To the extent required by applicable law, Cisco shall provide You with the interface information needed to achieve interoperability between the Software and another independently created

program. Cisco will provide this interface information at Your written request after you pay Cisco’s licensing fees (if any). You will keep this information in strict confidence and strictly follow any applicable terms and conditions upon which Cisco makes such information available.

17. Governing Law, Jurisdiction and Venue.

If You acquired the Software in a country or territory listed below, as determined by reference to the address on the purchase order the Approved Source accepted or, in the case of an Evaluation Product, the address where Product is shipped, this table identifies the law that governs the EULA (notwithstanding any conflict of laws provision) and the specific courts that have exclusive jurisdiction over any claim arising under this EULA.

Country or Territory	Governing Law	Jurisdiction and Venue
United States, Latin America or the Caribbean	State of California, United States of America	Federal District Court, Northern District of California or Superior Court of Santa Clara County, California
Canada	Province of Ontario, Canada	Courts of the Province of Ontario, Canada
Europe (excluding Italy), Middle East, Africa, Asia or Oceania (excluding Australia)	Laws of England	English Courts
Japan	Laws of Japan	Tokyo District Court of Japan
Australia	Laws of the State of New South Wales	State and Federal Courts of New South Wales
Italy	Laws of Italy	Court of Milan
China	Laws of the People’s Republic of China.	Hong Kong International Arbitration Center
All other countries or territories	State of California	State and Federal Courts of California

The parties specifically disclaim the application of the UN Convention on Contracts for the International Sale of Goods. In addition, no person who is not a party to the EULA shall be entitled to enforce or take the benefit of any of its terms under the Contracts (Rights of Third Parties) Act 1999. Regardless of the above governing law, either party may seek interim injunctive relief in any court of appropriate jurisdiction with respect to any alleged breach of such party’s intellectual property or proprietary rights.

Attachment: Moreno_Valley_Utility_MSA_ (includes SOW) Final 29 Mar 2021 (4252 : APPROVE AGREEMENTS FOR THE PURCHASE AND

18. **Integration.** If any portion of this EULA is found to be void or unenforceable, the remaining provisions of the EULA shall remain in full force and effect. Except as expressly stated or as expressly amended in a signed agreement, the EULA constitutes the entire agreement between the parties with respect to the license of the Software and supersedes any conflicting or additional terms contained in any purchase order or elsewhere, all of which terms are excluded. The parties agree that the English version of the EULA will govern in the event of a conflict between it and any version translated into another language.

Attachment 4 to AMI Order Document
- Statement of Work -

Attachment: Moreno_Valley_UTILITY_MSA_ (includes SOW) Final 29 Mar 2021 (4252 : APPROVE AGREEMENTS FOR THE PURCHASE AND

Statement of Work

ITRON OPENWAY® AMI IMPLEMENTATION

Moreno Valley, CA

SOW Point of Contact: JP Pulcini

ITRON Account Executive: Rob Rickard

Date: 3/24/2021

Version: 1.4

BMR# 19680-20 Ver 3 Nov 23, 2020



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A. Document Purpose

This Statement of Work ("**SOW**") defines the activities ("**SERVICES**") to be performed by ITRON, Inc. ("**ITRON**") for Moreno Valley ("**CUSTOMER**") for an ITRON OpenWay® AMI Implementation ("**PROJECT**"). This document will describe agreed upon scope, Services to be provided, deliverables, assumptions, responsibilities, timeline, and completion criteria.

Any updates to this SOW shall only be considered as documented through the change control process throughout the duration of the Project. These SERVICES shall be governed by the following agreement ("**AGREEMENT**") and related terms and conditions, as executed between CUSTOMER and ITRON Inc.:

Master Sales Agreement (MSA).

No work will commence until the above Agreement has been duly executed.

B. Document Controls

B.1. Document Record

Date	Author	Version	Change Reference
11/30/2020	JP Pulcini	1.0	Initial Draft
12/16/2020	Samantha Goggans	1.1	Live Review w customer
12/21/2020	JP Pulcini	1.2	Updates from MVU feedback on 12/16
2/10/2021	Samantha Goggans	1.3	Cleaned up redlines to finalize for legal review.
3/24/2021	Samantha Goggans	1.4	Clarified travel expenses.

B.2. Document Owner

This document contains information that is confidential and proprietary to ITRON, who is the document owner and is responsible for developing and maintaining this document. It is understood that this document is for the purposes of the Project as described. This document or portions thereof should not be re-produced, distributed, or utilized in any manner outside of the Project's needs without prior written consent of ITRON except as may be permitted in the Master Sales Agreement.

C. Glossary of AMI Terms

Unless otherwise defined in this SOW, capitalized terms used herein will have the meanings assigned to them in the MSA. The following defined terms are in addition to those defined in the MSA and SaaS agreements.

Term	Definition
AMI	Advanced Metering Infrastructure.
API	Application Programming Interface.
Available Endpoint	An Endpoint: (i) that is not damaged or vandalized by a third party in such a way that prevents communication; (ii) for which CUSTOMER has provided ITRON with accurate and up-to-date account and installation information; (iii) that is powered; (iv) there is no RF interference caused by a third-party system; (v) for which FAN and/or WAN backhaul is properly functioning; (vi) and has registered in OWCE.
BSRD	Business Solution Requirements Document: Deliverable document that details the business and Solution requirements of the Solution.
Change Management	Change Management is the process or procedures that guide change within an organization. Regarding ITRON Solution implementation this refers to guiding changes to the CUSTOMER infrastructure and business practices; as well as changes to the contract or SOW guiding Project work.
Change Control Process	See Appendix A.
CGR	Cisco Connected Grid Router, part of the Field Area Network (FAN)
CIS/MDM	CUSTOMER's Customer Information System
Daily Read Rate	A calculation of Available Endpoints in which a read has been received at 11:59pm everyday divided by the quantity of Endpoints installed and available on the day of the test.
Deployment Plan	This plan defines field activities conducted by CUSTOMER. Specifically, it is the schedule that defines the order in which network build-out and endpoint deployment will be assigned and completed. It will include, but not be limited to, the following: <ol style="list-style-type: none"> 1. Build Schedule based on the agreed upon Forecasting and Order Procedures 2. Delivery Schedule used to define product delivery schedule to CUSTOMER 3. Site survey process to validate Network Device locations 4. Location make ready & WAN validation activities 5. CGR installation schedule – used by CUSTOMER to install and manage the network installation process
Endpoint	An ITRON OpenWay® CENTRON® meter provided by ITRON and described in the CENTRON Meter <i>Technical Reference Guide</i> .
FAN	Field Area Network. As a general statement, the FAN includes all equipment, connectors, and firmware from the network equipment down to the Endpoints. Includes the collection of ITRON provided OpenWay Network Devices and Endpoints that utilize Radio Frequency (RF) enabling the transmission of two-way data between Endpoint and the HES.

Term	Definition
First Article (FA) Testing	First Article Testing will consist of the verification of individual Endpoints: <ul style="list-style-type: none"> - Product documentation - Nameplates - Network configuration/security verification
FCS	Field Collection System – Tool used to switch Endpoints from mobile to network mode to register with OWCE AMI HES.
Functional Testing	Basic functional tests are performed to verify component operation. Testing that is completed by ITRON for Licensed Software that is installed and/or configured during the Project.
GIS	Geographic Information System.
Go-Live	Go-Live is the point in the Project when CUSTOMER moves from the previous reading/meter data management process to using the Solution to facilitate the automated collection of reading data. This step is typically done over a weekend to minimize impact to billing processes.
HES	Head-end System: Software and network utilized to read Endpoints and provide two-way communication functionality from back office applications to Endpoints. Example: OpenWay Collection Engine (OWCE)
Interface	Integration point between two components within the CUSTOMER Solution that has an agreed format to exchange information or complete a transaction. This is commonly a web service or batch file and typically is implemented between an ITRON and non-ITRON component of the Solution using ITRON's standard API (XML format).
Integration Testing	Testing conducted to demonstrate that the required data flows are operating correctly between the systems in the Solution and maintain business integrity, in accordance with the respective requirements. Attention is paid to the mechanics of the interfaces, such as the data transport management.
ISM	ITRON Security Manager: ITRON Software that enables secured communications between Endpoint and the OW.
ITRON SaaS Services	ITRON services offering that allows CUSTOMER to reduce IT infrastructure commitments by hosting the Solution applications within the ITRON SaaS infrastructure.
ITRON Global Support Services	ITRON Global Support Services department provides the CUSTOMER with post Project issue escalation/resolution.
MDMS, MDM	Meter Data Management System, Meter Data Management
Network Design	An ITRON deliverable document that contains the installation locations of OpenWay Connected Grid Routers (CGR) and range extenders, anticipated coverage of each device, and assumptions for coverage percentages.
Network Device	Network Device is a generic term for the following components of the Solution: OpenWay CGR or REs within the FAN.
OWCE	ITRON OpenWay Collection Engine, AMI Head-end System.
PMO	Program Management Office which is staffed and managed by CUSTOMER.
Production	Production state occurs after the Solution has been accepted, Project deliverables have been accepted, and Solution has been transitioned to ITRON Global Support Services.

Term	Definition
Project	The development and implementation of the Solution, which includes the design, installation, configuration, training, testing, deployment, optimization, and provisioning of the Solution for CUSTOMER.
Project Plan	Formal Project schedule used to guide and control the execution of a Project.
Project Team	CUSTOMER, CUSTOMER partners, ITRON team and ITRON partners who support the Project.
Range Extender (RE)	Range Extender is part of the Field Area Network used to expand coverage.
Register Data	A recorded value of total energy measurement at a point in time and collected from the Endpoint.
RMA	Return Material Authorization. Process and documentation that authorizes the return of Solution products. Refer to ITRON RMA URL (https://access.itron.com/support/Pages/default.aspx) for detailed process.
SaaS	<p>Software as a Service: ITRON owned software where the CUSTOMER purchases a subscription for access and use of the ITRON owned and hosted applications.</p> <hr/> <p>Note: CUSTOMER is responsible for the day-to-day operation of the subscribed software to support the business operation.</p>
SFTP	Secure File Transfer Protocol enables client to send and receive files to/from ITRON SaaS Services. Typically used to facilitate reading data file transfer.
SME	Subject Matter Expert. A resource that has a high degree of functional or technical knowledge about an area or product.
Solution	The design, implementation, configuration, operation, and maintenance of the AMI Solution comprised of Services, Equipment and Licensed Software sold or licensed pursuant to the MSA and applicable documents and deployed per this Statement of Work.
Solution Acceptance	Acceptance criteria as defined in SOW. Includes the formal signoff of the Project indicating the completion of the defined commitments.
Support	Support shall include, but not be limited to providing personnel/resources, knowledge, reviewing materials, resolving issues, moving the Project forward, and assisting in general matters to complete the Project under this SOW. Support as defined herein is in addition to any support that shall be provided as a Service under the MSA.
TAD	Technical Architecture Design: Key deliverable document provided by ITRON and used during the Design Phase to outline the environment and system architecture of the Solution for the various phases of the Project.
Test Cases	Document that describes the functional test scenarios for the Project, test objectives for each phase, test entry criteria, test phase exit criteria, and test cases. ITRON resources will provide input into any Test Plan that the CUSTOMER develops.
UAT	User Acceptance Testing: Following Integration Testing, this testing combines both functional and integration testing to verify that the developed Solution works for end users. The objective is to ensure that the Solution designed is structurally sound and will function correctly in accordance with the operating specifications and in the environment in which it was installed.
UI	User Interface. The means by which the user will interact with the Solution components. Each component will have a unique UI that the users will interact with.

Term	Definition
VPN	Virtual Private Network. A point-to-point connection between disparate networks that ensures the appropriate level of security to the connected systems when the underlying network infrastructure alone cannot provide it.
WAN	Wide Area Network. Communication Solution provided by CUSTOMER between CGRs and the HES.
WSDL	Web Services Description Language - an XML-based interface definition that is used for describing a web service. Describes the service, expected input parameters, and returned data.
XML	Extensible Markup Language: a metalanguage which allows users to define their own customized markup languages. Common format for ITRON files.
XSD	XML Schema Definition: A document that describes the structure of an XML document.

D. Project Overview

D.1. Project Summary

The CUSTOMER and ITRON will implement the OpenWay® Solution in support of approximately 7,000 Endpoints. The Solution has extensive AMI capabilities with the Project focused on implementing the standard meter data requirements as described in this document. The Project schedule will be mutually agreed upon and scheduled as a part of the kickoff activities for Project and will follow the ITRON Advantage Methodology with the detailed Project schedule being outlined in the Project Plan published after the Project kickoff.

Under this Project, ITRON shall deliver and provide the following:

1. Software as a Service (“SaaS”) Solution applications:
 - a. OpenWay Collection Engine (“OWCE”) v7.x
 - b. Itron Security Module (ISM) v4.x
 - c. CISCO @ IOT Functional Network Director (“FND”), latest available version
2. Services:
 - a. Project Management
 - b. Network Design
 - c. Field Engineering – site surveys
 - d. Facilitation of workshops
 - e. Implementation and configuration of SaaS Software applications in one (1) ITRON-Hosted (Production) Environment
 - f. Migration of CUSTOMER’s existing Itron Security Module (ISM) to one (1) ITRON-Hosted (Production) Environment
 - g. Basic Functional Testing of ITRON SaaS Software applications
 - h. Training of CUSTOMER staff as outlined in [Training](#) section
3. Network Devices
 - a. Connected Grid Routers (CGRs) – QTY 14
 - b. Range Extenders (RE) - QTY 12

Note: Anything outside of this scope of Services will be supported through the Project Change Control Process.

D.2. Project Objective

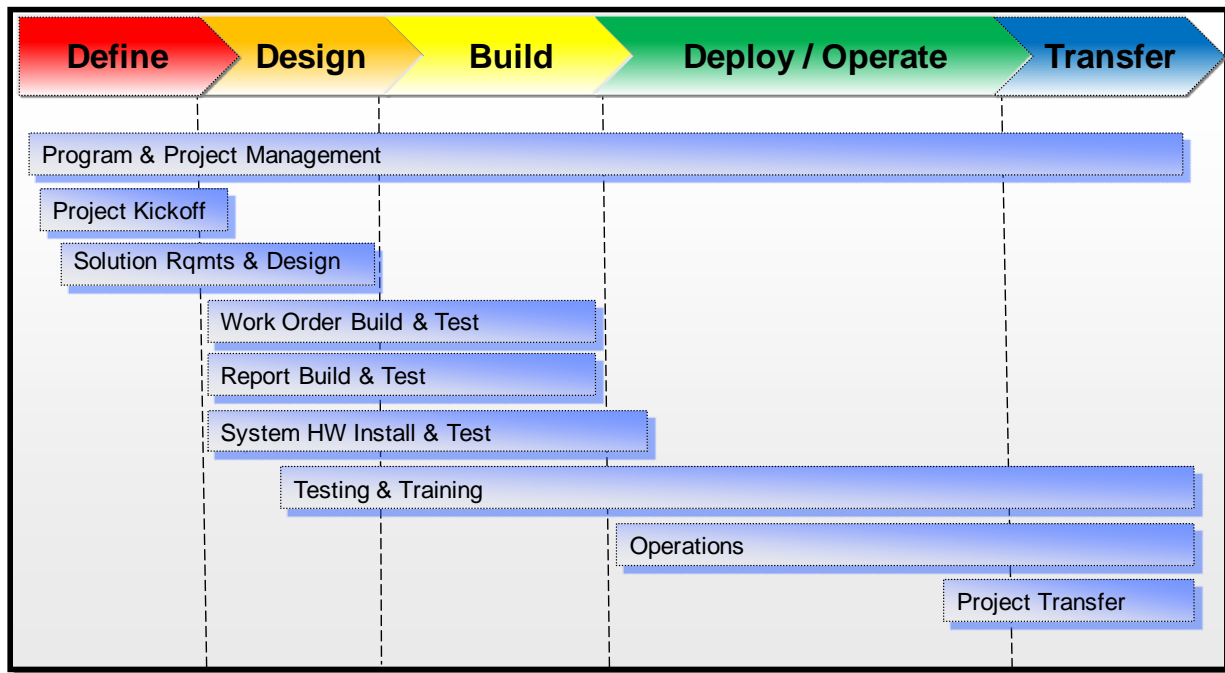
The following are the key objectives of the Project:

1. Setup and configure SaaS Software applications for one (1) Production environment in ITRON hosted environment to meet the requirements defined in this document.
2. Implement a Field Area Network (FAN) to meet performance expectations outlined in the Network Device Acceptance Section of this document using CUSTOMER provided location data.
3. CUSTOMER to deploy FAN Equipment as defined in the Network Design.
4. Provide training as outlined in Training Section.
5. Perform Functional Testing in accordance with the Testing Section.
6. Transition CUSTOMER to ITRON Global Support Services (GSS).

D.3. Project Delivery

ITRON has broad experience successfully delivering and integrating our solutions with CUSTOMER systems. ITRON uses proven Project management methodology to ensure that the Project is fully defined, understood by all involved, and that all tasks are identified, assigned, and tracked through completion. ITRON Advantage Delivery Methodology supports risk identification and mitigation, communications, reporting, change management, and issue resolution.

D.3.1. ITRON Advantage Delivery Methodology– OpenWay



ITRON's Advantage Delivery Methodology consists of five steps or Project phases: Define, Design, Build, Deploy/Operate, and Transfer.

The Define Phase includes gathering resources and information needed to initiate and manage the Project, understand the CUSTOMER's specific needs and to communicate the objectives and plan to successfully deliver the ITRON Solution. It also includes a Solutions requirement gathering workshop to ensure Project requirements will be met through system design and/or business process solutions. ITRON will identify, define, and document the testing requirements, with CUSTOMER input, for Solution Acceptance. ITRON uses a common workflow approach utilizing experience from multiple existing systems into a standard workflow to manage the effort during the Design Phase.

During the Design Phase, the Project team works with the CUSTOMER Project team to perform detailed planning for each of the Project deliverables such as the BSRD and Acceptance processes. At the end of the Design Phase, ITRON will provide CUSTOMER with a BSRD document and a TAD document detailing the Solution architecture developed in the Define and Design methodology steps. Additionally, CUSTOMER will provide ITRON the Acceptance test schedule and process flows to ensure a successful deployment and that business objectives are met.

During the Build Phase, the Project team will use the design documents to configure and perform basic Functional Testing to validate components of the Solution. CUSTOMER administrative staff will be trained, facilities will be set up, and system users will be trained. CUSTOMER will develop and execute test plan/test cases and the Project team will seek Software Acceptance of the Solution.

During the Deploy/Operate Phase, CUSTOMER will validate the Solution, which will include end-to-end system integration of basic monthly meter reading functionality. After acceptance, the Solution will be formally transitioned to ITRON Global Support Services, with ITRON Global Support Services being the point of contact for application support questions by CUSTOMER.

During the Transfer Phase, ITRON will work with the CUSTOMER Project team to transition the Solution to the ITRON Global Support Services made available to help CUSTOMER and which are contracted for under the MSA and SaaS agreements. Additionally, ITRON will support Project activities including, but not limited to, vacating the facilities, final billing, Project lessons learned and contract close-out.

D.4. Equipment

For the Project, the CUSTOMER will purchase Network Equipment and OpenWay Endpoints quantities specified in the Pricing Summary. If quantities change because of the Network Design, the CUSTOMER will purchase additional quantities of Equipment as identified. CUSTOMER will work with ITRON sales to order equipment as specified.

The CUSTOMER can maintain spare inventory for the System. The quantities specified in the Pricing Summary are expected field deployment quantities. ITRON recommends 1% sparing level for OpenWay Endpoints and 5% for Network Devices.

E. Project Resources, Roles and Responsibilities

E.1.1. Project Resources

In support of the Project, ITRON will provide qualified and professional resources. ITRON shall provide a Project Manager for the term of the Project in support of Project implementation activities defined in this document. ITRON shall provide a Business Consultant to facilitate the gathering of requirements during Define phase workshops to accurately define the Solution. ITRON will also provide a Technical Consultant to support implementation of the ITRON AMI OpenWay Collection Engine (OWCE) HES.

E.1.2. ITRON Project Roles and Responsibilities

The following table provides an overview of the ITRON Project roles and responsibilities.

ITRON Role	Responsibilities
Project Sponsor	<ol style="list-style-type: none"> 1. Executive sponsorship 2. Attends CUSTOMER executive stakeholder reviews as needed 3. Point of escalation for issue/risk resolution 4. Overall Project accountability 5. Responsible for Project strategy, planning, staffing and financials 6. Supports ITRON staff with internal activity requirements
Project Manager (PM)	<ol style="list-style-type: none"> 1. Responsible for overall ITRON Project delivery management as it relates to the ITRON Solution deliverables and responsibilities described in the SOW including: 2. Responsible for overall communications 3. Schedules ITRON Project resources 4. Secures ITRON resources 5. Manages scope and Project planning 6. Manages Project financials 7. Manages the ITRON Project Plan 8. Manages Project reporting 9. Manages issues and risks 10. Manages the Change Control Process 11. Manages the contract delivery 12. Manages ITRON internal management tasks and reporting 13. Responsible for ITRON policy management for Project resources
Technical Consultant (TC)	<ol style="list-style-type: none"> 1. Provides technical services, support, and assistance: 2. Product implementation lead including setup and configuration of the SaaS environment 3. Solution delivery interface with SaaS-related issues. 4. Provides Project technical input 5. Data workflow design review 6. Systems integration technical support for ITRON standard API sets 7. Configures and supports Functional Testing of Software in SaaS environment 8. Detailed responsibilities including: 9. Supports coordination of the SaaS environments during Project. 10. TAD creation and sign-off

ITRON Role	Responsibilities
	<ol style="list-style-type: none"> 11. Requirements gathering participant 12. Technical issue evaluation/resolution 13. Technical Training activities 14. Provides "Go-Live" technical support.
Business Consultant (BC)	<ol style="list-style-type: none"> 1. Provides requirements gathering facilitation and support: 2. Solution capabilities overview 3. Conducts all business requirement Solution workshops and collection of key information, requirements, gaps, and data required to produce the BSRD doc. 4. Provides ITRON training support and product material. 5. Support for ITRON-related software Functional Testing activities (Functional Testing and test cases). 6. Detailed responsibilities including: <ul style="list-style-type: none"> o BSRD creation and signoff o ITRON Training delivery facilitation, design, and scheduling
Field Engineer	Responsible for design of the FAN including site surveys. The Field Engineer is also responsible to support troubleshooting of performance issues impacting the ability to meet network performance and acceptance commitments.
Global Managed Services Team	Managed Services team supports the ITRON hosted environment. Managed Services is consulted to provide initial environment setup and installation of base applications. Also, in some cases, network engineers are involved to set up any network connections (e.g., VPN) between CUSTOMER data center and ITRON hosted data center.

E.1.3. CUSTOMER Project Roles and Responsibilities

The following table provides an overview of the CUSTOMER Project roles and responsibilities.

CUSTOMER Role	General Responsibilities
Project Manager	<ol style="list-style-type: none"> 1. Works collaboratively with ITRON Project Manager: 2. Manages overall AMI Project and CUSTOMER Project staff 3. Tracks Project progress 4. Manages communications and reporting to ITRON and all 3rd party vendors 5. Integrates with CUSTOMER's PMO function on behalf of the AMI Project Team 6. Manages Project issues 7. Manages Project Plan 8. Reviews key documentation 9. Manages CUSTOMER Project resources and resource scheduling, including 3rd party vendors
Business Lead	<ol style="list-style-type: none"> 1. Has in-depth knowledge of the 'meter to cash' business process 2. Works collaboratively with ITRON Business Consultant 3. Gathers business requirements 4. Leads design and testing 5. Manages issue tracking for testing 6. Coordinates development of test cases 7. Reviews the BSRD and/or other document requirements 8. Supports organizational change management within CUSTOMER 9. Provides Tier 1* support for system issues encountered during testing to Production 10. Provides Tier 2* support for system issues encountered during post-Production

CUSTOMER Role	General Responsibilities
Technical Resource	<p>Note: * Tiers defined in Testing section of this SOW.</p> <ol style="list-style-type: none"> 1. Acts as the CUSTOMER technical lead on the Project 2. Has access to other CUSTOMER technical or support resources and systems as may be necessary to support the Project work or to troubleshoot systems 3. Oversees CUSTOMER IT standards and IT server requirements (procurement and support) 4. Leads other system integration or upgrade requirements 5. Supports development of test cases 6. Supports Production implementation, upgrade, and cutover 7. Provides “Go-Live” technical support 8. Leads final Solution performance validation 9. Supports SaaS Change Management Process 10. Provides Tier 1* support for system issues encountered during testing to Production 11. Provides Tier 2* support for system issues encountered during post-Production 12. Works collaboratively with ITRON Technical Consultant to setup and coordinate: 13. Telecommunications infrastructure 14. VPN tunnel responsibility 15. Evaluate design requirements and supporting documentation <p>Note: * Tiers defined in Testing section of this SOW.</p>
Integration TC	Will be required to manage integration requirements with back-office systems including CIS/MDM products.
Field Deployment Lead	<ol style="list-style-type: none"> 1. Manages field device and meter-related activities including FAT approval, configurations, field deployment, and field mitigation efforts. 2. Manages deployment and hardware device related staff. 3. Manages field staff responsible for site surveys, site make ready, installation and mitigation activities.
Other Supporting Team Members	<ol style="list-style-type: none"> 1. Database Administrator – Builds, maintains, and tunes CUSTOMER managed database(s). 2. Network Administrator – Provides system access. Understands and provides expertise on the interfaces between the various data systems on the network 3. Testers – Perform CUSTOMER specific testing requirements (i.e., Solution Performance testing, etc.) as agreed in SOW 4. Meter Techs/Field Techs – Assist with Endpoint configurations, site surveys, Endpoint and FAN make ready and installations, field investigations for hard to read Endpoints and FAN optimization. Logistics – Coordinates order entry, forecasting, RMA, etc. 5. System Operators – CUSTOMER to provide operators to be trained on the Solution operations and manage operations for OpenWay Solution. Responsible for other systems including billing operational requirements, etc. CUSTOMER will provide an operator lead to manage the CUSTOMER operations requirements and provide Tier 1 support to operators. 6. Billing / Work Order Specialists – manage daily the engagement with customers for follow-up, exception orders, and data quality. 7. Communications Specialist – develops and approves all communications with customers, including internal and external Project communication updates, press releases, educational meetings, etc.



S.1.1. Recommended Customer Team

Itron recommends that Moreno Valley appropriately staff the project with a team that includes a combination of the roles and resource types specified in the previous section. For a staffing concentration to support the AMI implementation, the resource plan below represents an example headcount for MVU team supporting the project as outlined in this SOW.

Customer Team Recommended			Startup	Define	Design	Design	Build	Build	Test	Test	Deploy	Transfer
Team	Role	HeadCt	Month 1	Month 2	Month 3	Month 4	Month 5	Month 6	Month 7	Month 8	Month 9	Month 10
Core	Project Manager	1	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
Core	Business Lead	1	0.50	0.50	0.50	0.50	0.25	0.25	0.25	0.50	0.50	0.50
Core	Technical Resource	2	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00
Core	Integration TC	1	0.50	0.50	0.50	0.50	0.50	0.25	0.75	1.00	0.75	0.25
Core	Field Deployment Lead	1	0.25	0.25	0.50	0.50	0.50	0.25	0.25	0.25	0.25	0.25
	subtotal	6	4.25	4.25	4.50	4.50	4.25	3.75	4.25	4.75	4.50	4.00
Support	DBA	1	0.25	0.25	0.25		0.25		0.25		0.25	
Support	Network Admin	1	0.25	0.50	0.50	0.25			0.25		0.25	
Support	Testers	3			1.00	1.00	1.00	2.00	3.00	3.00		
Support	Meter Techs/Field Techs	2	0.50	0.50	0.50	0.50	0.25	0.25	0.25	0.25	0.25	
Support	System Operators	3				1.00			2.00	2.00	3.00	3.00
Support	Billing SMEs	1	0.50	1.00	1.00	1.00	0.50		0.50	1.00	0.50	0.50
Support	Communications SME	1	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25
	subtotal	12	1.75	2.50	3.50	4.00	2.25	2.50	6.50	6.50	4.50	3.75
	Totals		10.25	11.00	12.50	13.00	10.75	10.00	15.00	16.00	13.50	11.75

Note: This is an example of an overall customer project team to help support the AMI implementation and does not consider all other 3rd party vendors or integrators currently assigned to the project.

F. Project Assumptions

F.1. General Project Assumptions

Below are assumptions utilized to create this SOW and Project Plan documents.

1.	ITRON and CUSTOMER will provide suitably trained and skilled resources to support the Project effort and timeline agreed upon by both parties. CUSTOMER's Technical and Business resources shall be fully familiar with their present IT Operations as it relates to the Project components.
2.	ITRON and CUSTOMER will name all resources for the roles identified upon Project start. Any system additions or parties not identified at Project startup, including 3 rd party contractors/consultants may impact this SOW and associated pricing, requiring agreement through the Change Control Process.
3.	ITRON and CUSTOMER will identify and be responsible for any 3 rd party contractors/consultants contracted by said Party for the Project.
4.	All work to be performed by ITRON will be performed remotely except for onsite field support and Training activities, or as determined and scheduled by the ITRON PM. Additional onsite visits will be mutually agreed by both Parties before travel is permitted.
5.	All ITRON Project resources will use ITRON methodologies, tools, and templates.
6.	The ITRON PM assigned to this Project is responsible for management of all ITRON resources, ITRON Deliverables and the ITRON Project Plan.
7.	ITRON will provide CUSTOMER with an electronic copy of a standard set of Solution documentation including user guides, reference guides and training materials.
8.	ITRON resources will support CUSTOMER in converting the currently installed OpenWay bridge meters from mobile reading mode to network mode through training of CUSTOMER resources on the process and troubleshooting methods.
9.	CUSTOMER is responsible for developing standard operating procedures (SOP's) and any internal business process modifications due to the implementation of the AMI Solution.
10.	CUSTOMER is responsible for any charges incurred for legacy, 3 rd party, and/or upstream system modifications (i.e., CIS/MDM modifications or changes related to 3 rd party integrations).
11.	Issue tracking/resolution will be done using the ITRON tools.
12.	In the event a delay is identified in the baselined Project schedule that impacts Project milestones or deliverables by the CUSTOMER or ITRON, the CUSTOMER and ITRON PMs will mutually assess the Project impact and devise a mutually agreeable plan to mitigate the impact to the Project schedule.
13.	If, for reasons outside of ITRON's control, the Project extends beyond the mutually defined schedule of eight (8) months duration, defined at Project kickoff; technical and business consulting hours will be invoiced as incurred at ITRON's standard hourly rates; additional travel will be billed at actual. These hours will be used to maintain the Project and billed in conjunction with the defined Services fees to complete the Project. <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p>Note: Should the Project extend beyond the mutually defined eight (8) month schedule at no fault of the CUSTOMER, CUSTOMER will not be charged additional fees.</p> </div>
14.	Upon meeting Network Device Acceptance criteria, the CUSTOMER owns and operates the Network.
15.	Should the Project be terminated early by CUSTOMER, CUSTOMER will be responsible for reasonable ramp-down costs incurred by ITRON resulting from such termination, not to exceed 25% of the Professional Services and ITRON Cloud Services as identified in BMR# 19680-20 Ver 3 Nov. <ul style="list-style-type: none"> · Examples of ramp-down costs include: · Payment for completed work prior to agreed Project stopping point. · Unused materials purchased in advance to support installations will be provided. · Building and vehicle leasing costs and penalties for breaking lease agreements. · Lodging and travel fees incurred up to Project closure.

16.	<p>CUSTOMER is responsible for 'Day to Day' operation of the system and applications upon Solution post setup and completion of training.</p> <p>Day to day operations include the following:</p> <ul style="list-style-type: none"> · Perform OpenWay monitoring and troubleshooting · Perform interrogation monitoring, scheduling, and troubleshooting · Perform endpoint exception monitoring and troubleshooting
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F.2. General Technical and Design Assumptions

CUSTOMER will implement a CG-Mesh FAN Design comprised of fourteen (14) CGRs and twelve (12) Range Extenders (REs). These Network Devices will be installed in CUSTOMER's territory by CUSTOMER. Listed below are assumptions utilized to develop the deliverables, integration, deployment, and other technical requirements.

1.	All Endpoints are located outdoors or if located indoors, CUSTOMER has provided specific geo-location data and information to support completion of ITRON's propagation study and accurate network design. Coordinates greater than 100 feet from accuracy may require additional network design.
2.	FAN must be installed in accordance with the installation manual, and at locations and elevations adequate to cover the territory; ITRON will determine height requirements and locations.
3.	If RF interference is detected, a change in location, device type or additional equipment may be required.
4.	No Software customization shall occur unless otherwise stated in this SOW or specified in a change order. (Examples of customization requiring a change order could include requested UI changes, custom reports and extracts, additional interfaces.)
5.	All ITRON System data inputs, such as meter/account specific configuration files, will be formatted (per ITRON specification) and provided in an electronic format by CUSTOMER.
6.	OWCE will be configured in accordance with the Software as a Service standard component setup. This standard is preconfigured to allow customers to define their meter configurations, validation rules, and data export schedules.
7.	Data will be made available to CUSTOMER via a secure file transfer with a Virtual Private Network (VPN) channel from the ITRON hosted environment to CUSTOMER's data center. Alternatively, the Solutions web services, WSDLs and APIs, can be made available to CUSTOMER's CIS/MDM via ITRON's standard API (XML format) using Web Services and using a Secure File Transfer Protocol (SFTP) folder location in ITRON's datacenter.
8.	ITRON will provide VPN tunnel and CUSTOMER will provide the required network connections support required between ITRON data center and CUSTOMER data center for integration between OpenWay Collection Engine and CUSTOMER CIS/MDM platform.
9.	CUSTOMER is responsible for all permitting, Joint Use Agreements (JUA), and any agreements to use other non-CUSTOMER owned facilities required to install the FAN equipment required for the network design.
10.	CUSTOMER is responsible for data quality, format, and accuracy of all CUSTOMER data which is provided to OpenWay Collection Engine (OWCE). All data coming into the Solution must be of high quality and, if needed, all correction to that data will be the responsibility of the CUSTOMER.
11.	CUSTOMER will complete requests for changes to configuration (opening firewall ports, Windows OS, etc.) within timeline outlined in the Project Plan.
12.	CUSTOMER is responsible for all interfaces and/or programming required for their CIS/MDM billing system(s) integration to the OWCE. ITRON will provide all standard APIs and XSDs, with examples, and reference documentation to support integration to OpenWay using ITRON's format. ITRON resources will provide testing support and training to facilitate data integration with OpenWay.
13.	CUSTOMER will furnish all facilities and related support that are required by ITRON personnel engaged to perform the Services while on site. Access to the building(s) where the work will be performed, network access, a location to perform work (desk), projectors, desk chairs, and access to a local printer.

G. Workshops

This section lists all workshops that will be delivered for the Project in 1-2 weeks of remote sessions, as permitted. The four (4) workshop sessions will create the base line draft documents for the following, but not limited to, general deliverables: Business Solution Requirements Design document (BSRD), Project plan, and Technical Architecture Design (TAD) document.

ITRON shall facilitate and document the output of each Solution Workshop; CUSTOMER team will participate through conclusion of each workshop session.

#	Workshop	Description	Goal	Output
1.	Solution Capabilities Overview	To discuss the Solution to ensure everyone understands what the output will look like when the workshops are completed.	Overview of the ITRON Solution capabilities and review of key ITRON document deliverables that will be created during the Define and Design phases of the Project. Used to promote structure and understanding across the Project Team.	Requirements
2.	Business Solution Requirements Review	To gather and document Solution requirements required to meet CUSTOMER business objectives for the ITRON OpenWay Solution.	Using a foundation of known product capabilities, ITRON and CUSTOMER will review CUSTOMER business requirements, investigate implementation options, and review known constraints and any dependencies with other systems.	BSRD Doc Draft
3.	Technical Architecture & Design	To discuss the overall Solution architecture designs for the to-be environment. To review connectivity requirements to the ITRON hosted datacenter.	Using a foundation of known product capabilities; ITRON and CUSTOMER review, document and formalize the technical architecture and security of the ITRON-hosted Solution given key assumptions/requirements.	TAD Doc Draft
4.	Field Tools and Procedures	To discuss the processes, equipment, and tools necessary to deploy and mitigate Endpoint and FAN assets.	To enable CUSTOMER to successfully manage the deployment, troubleshooting and mitigation field assets including FAN equipment, and Endpoints.	Deployment and Field Tools Knowledge and Documentation

H. Training

ITRON will provide standard training material and courses as outlined below to the CUSTOMER. In the event customized user training and material is requested, or addition training time is requested by the CUSTOMER, this shall be supported through the Change Control Process documented in [Appendix B](#).

H.1. Training Requirements

1.	The CUSTOMER will identify a Trainer and/or Training Lead to assume ownership of the training and delivery of any further training sessions.
2.	Training will be delivered on-site and remotely, as outlined below.
3.	CUSTOMER will provide a facility suitable to comfortably accommodate the maximum class size identified, a projections system that allows for presentation of class training materials, Wi-Fi access to accommodate requirements for a network connection in the delivery of training, student-issued PCs pre-loaded with requisite applications and/or enabled with remote access to Environments, and any required test Equipment to execute hands-on segments of presented training. The facility will be equipped with a white board and/or tablet space with markers for facilitator notations, diagrams, etc. For Software-based training, ITRON recommends one training computer per student (computer provided by CUSTOMER).
4.	The maximum class size is twelve (12) participants; minimum is five (5) participants to ensure optimum participation.

H.2. Training Description

Type	Description
Application Training (40 hrs.)	End user / Operator has the operational knowledge to maintain operate and troubleshoot the Solution and provide Tier 1 support. One session of OWCE in scope; course consisting of up to forty (40) hours of remote training which can include 'Train the Trainer' audience. Detailed syllabus will be provided ahead of training session. Train the trainer audience: Example, System Administrator that understand the configurations and use cases of the ITRON Solution.
FAN Training (10 hrs.)	Network personnel are introduced to operational, installation, and troubleshooting of PMR. ITRON Field Engineer will provide one session of training mixed field and in class session while onsite providing first article PMR support; training consists of up to ten (10) hours of overall training.

I. Testing

The table below lists the various testing cycles and responsible owners to be complete the testing.

Test Cycle	Description	Owner
First Article Testing (FA)	FA Testing will consist of the verification of first CGR: - Product documentation and specification forms - Nameplates - Programming verification	CUSTOMER - Leads ITRON - Supports
Functional Testing	Functional Testing is completed by ITRON anytime ITRON Licensed Software is installed and/or configured during the Project. Basic functional tests are performed to verify component operation.	ITRON Leads
Integration Testing	Integration testing conducted to demonstrate that the required data flows are operating correctly between the systems in the Solution and maintain business integrity, in accordance with the respective requirements. Attention is paid to the physical mechanics of the interfaces, such as the data transport management.	CUSTOMER - Leads ITRON - Technical Support for standard ITRON APIs
User Acceptance Testing (UAT)	As defined in the Test Plan and following Integration Testing, this testing combines both functional and integration testing to verify that the developed Solution works holistically.	CUSTOMER - Leads ITRON - Technical Support
Network Device Acceptance	Reference the Network Acceptance Criteria Section .	CUSTOMER - Leads ITRON - Technical Support
Software Acceptance	Software Acceptance will occur once Go-Live is complete and there are no Severity 1 or Severity 2 outstanding defects.	CUSTOMER

I.1.1. Comments and Clarifications

1.	ITRON to perform basic Functional Testing of Applications and Software in ITRON hosted Production environment.
2.	CUSTOMER will provide a Test Lead, Tier 1 and 2 Support for internal testing and ITRON will provide supplemental technical support for defect management during testing activities.
3.	CUSTOMER is responsible for leading and performing all testing, except Functional Testing for ITRON applications. ITRON will provide the standardized test cases for CUSTOMER review. ITRON will share current knowledge and best practices information with CUSTOMER in execution of testing activities.
4.	Assignment of the severity levels to each testing issue or defect are identified below. Any discrepancy will be resolved by CUSTOMER & ITRON PMs.
5.	All test deliverables will be completed in accordance with pre-defined test cases and scripts.

I.1.2. Severity Parameters

The following table defines the defect severity levels and mitigation steps for Solution component testing defects identified during the Project testing activities. ITRON and CUSTOMER will review all issues found through the associated testing process and agree on severity level assignment and applicable course of action as detailed below. This applies to Licensed Software and Firmware, and to Go-Live and Solution Acceptance.

Defect Severity Level Table

Level	Definition	Actions
1	Blocking	Blocks development, business process and/or testing work - Prevents completion of critical business function and no workaround exists. <i>Mitigation:</i> System cannot Go-Live or CUSTOMER cannot accept the Solution with any Severity Level 1 defects present without a plan in place to address via a planned software release or fix.
2	Critical	Crashes, loss of data, and workaround is present, but difficult to pursue or is not sustainable long-term. <i>Mitigation:</i> System cannot Go-Live or CUSTOMER cannot accept the Solution with any Severity Level 2 defects present without an acceptable workaround in place to address via planned software release or fix.
3	Minor	Minor loss of functionality, with a mutually agreeable workaround present; managed through product lifecycle (normal scheduled release of application). <i>Mitigation:</i> System can Go-Live with acceptable workaround and long-term plan in place to address issue via product release schedule.
4	Non-Critical	Minor loss of non-critical system functions, usability issues, or other problems where acceptable workaround is present and does not impede critical operations. <i>Mitigation:</i> Generally, these are cosmetic issues that may or may not have an easy workaround or short-term solution available but does not prevent system from Go-Live. System can be accepted with Non-Critical issues present.

I.2. ITRON Deliverables and Responsibilities

The following table lists the ITRON deliverables including the Key Document Deliverables listed. Documents will be delivered via email and stored on the ITRON Project SharePoint site.

#	Deliverable
1.	Standard Project Plan due within three (3) weeks following Project kickoff.
2.	Project kickoff meeting including Solution overview, review of Project scope, and proposed timeline.
3.	Project tracking and managing the Project Plan and deliverables through weekly Project status calls.
4.	Provide one (1) production installation of the applications identified in Section D.1 in an ITRON hosted environment (ITRON data center).
5.	Setup and configure Software to meet the Solution design requirements, documented and approved in the BSRD and TAD.
6.	Facilitate Solution requirements and design workshops (one (1) week planned) – all sessions held remotely via conferencing tools.
7.	Document and provide CUSTOMER with the BSRD and TAD key document deliverables.
8.	Make available an SFTP site to the CUSTOMER to share data files to support required integration.
9.	Complete ITRON basic Functional Testing of the applications identified in Project Summary (Section D.1) .
10.	Provide up to forty (40) hours of ITRON OpenWay Collection Engine (OWCE) training (1 remote training session of 12 participants which can include 'Train the Trainer' material). Additional training sessions available through the Change Control Process.
11.	ITRON to configure environment to accept XML compliant Web Service requests such as remote disconnect/reconnect functionality from CUSTOMER's CIS/MDM system via ENCO service team support.

	Note: For a complete reference of requests and services available, please see ITRON's <i>OWCE Web Services Reference Guide v7.0 SP2</i> .
12.	Complete transition documentation review and introduce CUSTOMER to ITRON Global Support Services in scheduled transition meeting after Go Live/System Cutover is complete.

I.3. CUSTOMER Deliverables and Responsibilities

To meet the objectives defined in Section D.1, CUSTOMER deliverables are shown in the table below and identifies where in the ITRON Advantage Methodology this deliverable is anticipated to be performed.

#	Deliverable
1.	Assign Project staff and participate in Project kick-off meeting.
2.	Participate in scheduled planning and update meetings.
3.	Develop and test Interface files. Interface format will utilize standard ITRON XML format using Web Services methods. Daily updates to the interface are required to synchronize CIS/MDM system to ITRON's hosted OWCE HES. As needed, interface files will be posted to the ITRON SFTP site.
4.	Complete integration to CIS/MDM of daily reading files created by ITRON and access via XML format and streamed Web Service requests to hosted ITRON back office – OWCE instance.
5.	Complete Solution Testing in accordance with the published Project Plan and as defined in the Acceptance Criteria section.
6.	Assign resources and ensure active participation in Training as outlined in the Training section.
7.	Manage any 3 rd party deliverables according to baselined schedule commitments. E.g., CIS/MDM integration and/or data files required to test interfaces with ITRON OWCE.
8.	Assist ITRON with site survey support for FAN component installation locations and provide data to ITRON for completion of propagation studies.
9.	Install all FAN components in accordance with installation instructions.
10.	Complete all make ready work and validate backhaul availability for each network location to prepare for the installation of the Network Devices.
11.	Troubleshooting and mitigation of non-communicating or poorly communicating Network Devices and Endpoints as required.
12.	Maintain Solution including Network Devices, Endpoints, and Interfaces.
13.	In the event of a drop in acceptable Solution performance in the 3-day monitoring cycle, provide summation of ITRON daily read report identifying issues.

I.4. Equipment

For the Project, the CUSTOMER will purchase Network Devices quantities as specified in the Pricing Summary. The CUSTOMER will purchase additional quantities of Equipment as required. CUSTOMER will work with ITRON to order equipment as specified.

ITRON recommends the CUSTOMER maintain spare inventory for the Solution. The quantities specified in the Pricing Summary are expected field deployment quantities. ITRON recommends 1% sparing level for Endpoints, and 5% for CGRs.

J. Project Deliverables and Responsibilities

To meet the objectives defined in [Section D.2](#), ITRON deliverables are shown below with the schedule of each deliverable being included in the Project Plan following contract execution.

J.1. Comments and Clarifications

1.	These Key Document Deliverables require sign-off from CUSTOMER within ten (10) business days of receipt. ITRON will confirm receipt of each document deliverable to CUSTOMER via email, indicating the date of delivery to someone designated by CUSTOMER to receive deliverable documents. Failure to authorize in this timeframe will be considered deliverable acceptance. CUSTOMER may provide reason for deliverable rejection via email to ITRON Project Manager outlining reason(s) for rejection.
2.	Modifications or updates to the key document deliverables previously accepted by CUSTOMER and ITRON will be handled through the Change Control Process.

J.2. Summary of Key Document Deliverables

#	Key Doc Deliverable	Description
1.	BSRD	This document outlines the OpenWay Solution requirements that will be met by the ITRON Solution design. It also highlights requirements gaps, should any be identified in the associated workshops/design reviews. It also includes OpenWay major functional areas to address the approach the Project Team will use to test the Solution functionality into the CUSTOMER's business practices.
2.	TAD	This IT facing document may include the following: Environment(s) and the specifications for each; security; long-term backup; and recovery requirements of the Solution.
3.	Network Design	This document finalizes the initial Network Design for the CUSTOMER CG-Mesh network and is approved ahead of the mass deployment of CGR and Range Extenders (REs).
4.	Project Completion Form	This document lists all the completion criteria and is used as a checklist to validate the Project is officially completed.

J.2.1. Tier Support Levels During Testing

During testing, issues may be encountered that require support from resources that are Subject Matter Experts (SMEs) in the Solution. To address issues encountered during testing and post-ITRON Functional Testing completion, CUSTOMER will designate internal staff to provide Tier 1 and Tier 2 support as described below.

Tier Levels	Defined	Examples	Responsibility
1	<p>A CUSTOMER resource that is knowledgeable on the Solution. Such resources are considered process owners and are first level support for problems/issues encountered. Tier 1 is required to provide basic troubleshooting. For each issue encountered, they should collect the following information in their problem/resolution process:</p> <ul style="list-style-type: none"> - What happened? - When did it happen? - Who encountered the issue? - What attempts were made to resolve? - Suggested next steps. 	<p>End user is not able to run a report during test period. Tier 1 Support would provide support to this user.</p>	CUSTOMER
2	<ul style="list-style-type: none"> - If Tier 1 is unable to resolve, Tier 1 escalates to Tier 2. Tier 2 are also knowledgeable in the Solution but have deeper product knowledge. - If Tier 2 is unable to resolve, they will engage appropriate ITRON resource(s); for Project testing, this would be an ITRON Project resource, for production this would be ITRON Global Support Services. See Training section for scope of testing responsibility. 	<p>All issues that cannot be answered at Tier 1 during production and require a deeper knowledge to investigate and resolve Tier 1 would escalate to Tier 2. Tier 2 would escalate to ITRON Global Support Services.</p>	CUSTOMER/ITRON Technical Support

K. Acceptance of ITRON Deliverables

K.1. ITRON Deliverables

Acceptance of the ITRON Deliverables is outlined as follows, and following the assumptions contained in [Section F.1](#):

1. Business Solutions Requirements Design (BSRD) – expected delivery after conclusion of Solution Requirement workshops; upon submission by ITRON and review with CUSTOMER to close the DEFINE phase.
2. Technical Architecture Document (TAD) – expected delivery after conclusion of Solution Requirement workshops before (TAD initial version) and after Build phase (TAD ‘As Built’ version); upon submission by ITRON and review with CUSTOMER to close DESIGN phase (TAD initial version) and DEPLOY phase (TAD ‘As Built’ version).
3. Software Applications – upon completion of Go Live of AMI System (OWCE, FND, and ISM) in ITRON hosted Production environment.
4. Training – upon completion of application Training as defined in the Training Course Description ([see Training section for details](#)).
5. Project Acceptance Form - upon completion of all other ITRON Project deliverables.

K.2. General Installation and Mitigation Guidelines

The Solution was designed to meet the requirements as defined herein with expectations as outlined in [General Technical and Design Assumptions](#).

Implementing and maintaining the Solution to meet expectations will be driven by the CUSTOMER using the following guidelines:

1. Completion of CGR First Article validation process.
2. Complete, as planned, installation of FAN in accordance with ITRON installation manuals.
3. Validate that CGRs can communicate to the HES.
4. Mitigate non-communicating FAN Devices with support from ITRON Field Engineer in accordance with the support / training provided by ITRON and as outlined in ITRON Deliverables.
5. Maintain FAN Devices and associated Endpoints in a timely manner.
6. Using the procedures outlined in training, troubleshoot and mitigate non-communicating or poorly communicating FAN and Endpoints.

Note: FAN ownership and maintenance will be transitioned to the CUSTOMER upon Network Acceptance.

K.3. Network Device Acceptance Criteria

Network Device Acceptance will be concluded after all the following criteria are met:

1. A CGR will be deemed accepted when OWCE receives a Register Read for three (3) consecutive days for 25 Available Endpoints within the Network Design coverage area.
2. Upon Network Device Acceptance of each CGR device, it is the responsibility of the CUSTOMER to monitor, manage, investigate, and perform network mitigation activities.

3. The CUSTOMER will perform investigation and mitigation activities on Network Devices that fail to meet the Acceptance criteria in accordance with the FAN Network Design and mitigation training provided by ITRON.

K.4. Network Device Acceptance Process

The following process below will be followed to ensure different phases of the network endpoint registration are completed successfully and then accepted by CUSTOMER as part of the overall network Acceptance criteria.

Phase 1 –Design/Test Phase - Initial Network Test – Months 1-3

1. ITRON stands up OpenWay Collection Engine (OWCE) in the hosted (SaaS) environment.
2. ITRON migrates existing Itron Security Module (ISM) from CUSTOMER on premise datacenter to ITRON hosted datacenter.
3. ITRON and CUSTOMER test first article CGR in CUSTOMER test lab and switch one endpoint using mobile radio to update Bridge 2.1 meters to network mode.

Phase 2 – Build/Deploy Phase – Full Network Deployment - Switch Bridge 2.1 Endpoints to Network Mode– Months 3-5

1. CUSTOMER installs first CGR in field and switch 25 endpoints using FCS to update Bridge 2.1 meters to network mode.
2. Upon successful completion of #1 above, CUSTOMER installs fourteen (14) CGRs based on approved network design and twelve (12) Range Extenders (REs) no later than Month 4 to meet network projected coverage.
3. CUSTOMER collect *by route* final reads ahead of switching to network mode.
4. CUSTOMER will complete drive-by re-programming process for network mode using local FCS and schedule all routes to collect final reads within two (2) weeks of Step #2 completion.
5. CUSTOMER to test CUSTOMER’s CIS/MDM system for end-to-end functionality.

T. Transition to Itron Global Support Services

Transition to ITRON Global Support Services requires the following activities and deliverables be completed at least two weeks ahead of Go-Live/System Cutover as well as completion of a 10-day Stabilization Period where the system is operated by Customer during that time.

T.1. Customer Responsibilities

1. System preparation and delivery of a System Cutover Plan and Implementation Go-Live playbook.
2. Review of Customers Go-Live playbook and meeting to address any concerns with ITRON resource attending.
3. Review a checklist of all preparation tasks required for Go-Live (if not already identified in Go-Live playbook).
4. Review of transition plan for successful transition from Project delivery to ITRON Support

T.2. Customer Deliverables

1. System Cutover Plan – CUSTOMER delivers plan for cutover of system after Go-Live.
2. Transition Plan – CUSTOMER delivers plan and checklist for transition to ITRON GSS.
3. Pre-Transition Meeting – CUSTOMER schedules a meeting with ITRON to review final checklist of all transition items before Go-Live/System Cutover.
4. Transition Approval – ITRON reviews and approves all transition deliverables for cutover to ITRON GSS after successful Go-Live.
5. Final Transition Meeting – ITRON schedules a meeting with CUSTOMER post-Go-Live to finalize hand-off of system to ITRON GSS to become engaged for any Production related issues (post-Stabilization Period).

T.3. ITRON Responsibilities

1. Coordinate any pre-work with CUSTOMER prior to scheduling meeting with GSS.
2. Set up a meeting between CUSTOMER and ITRON GSS upon sign off.

L. Project Completion

Following the acceptance of the ITRON Deliverables as defined in [Acceptance](#) of ITRON Deliverables section, the ITRON Project Manager and the CUSTOMER will schedule a transition call with ITRON Global Support Services (GSS). The ITRON Project Manager will coordinate the transition documentation ahead of scheduling the call with the CUSTOMER and ITRON Global Support Services (GSS). Upon transition, the CUSTOMER will get support through their Account Executive and ITRON GSS.

ITRON will produce a Project Acceptance Form for CUSTOMER to review and approve. The Project Acceptance Form will summarize completion of all ITRON Deliverables.

L.1. Document Deliverables

All deliverables identified in the [ITRON Deliverables](#) section have been provided to, and approved by, the CUSTOMER. Upon signature/approval, all documents are considered final and no updates will be made unless otherwise agreed.

L.2. Project Closeout Criteria

1. All ITRON Project deliverables completed in [Section K.1](#).
2. User Acceptance Testing has completed.
3. The CUSTOMER has been formally transitioned to ITRON Global Support Services post Go-Live/Cutover event.
4. Final documents (e.g., TAD 'As Built' doc) provided to customer and GMS.
5. Final Project invoices will be processed.

If CUSTOMER does not agree that the completion criteria have been met, it is the CUSTOMER's responsibility to provide written details as to what and how the SERVICES have not conformed to the SOW or the agreed upon Project Completion criteria within ten (10) business days of the Project Completion review. Within ten (10) business days of receipt of Project Completion rejection, ITRON will evaluate the reasoning and compile an action plan to correct the issues in timely manner. Upon submission and acceptance of action plan by CUSTOMER, ITRON will provide a mutually agreed upon schedule for resolution process so that formal acceptance can be completed.

M. Project Invoicing, Service Fees & Related Details

M.1. Services Fees

The services outlined in this SOW are being provided at a fixed cost of **\$374,668**, as outlined in the pricing summary BMR# 19680-20 Ver 3 Nov 23, 2020. Travel time and expenses will be billed as actuals; the expenses are estimated to be \$5,190 for the currently defined effort. Should travel be required in addition to the \$5,190, a Change Order will be required. Specific details related to these costs for the Project can be found in the Customer Pricing Summary. Any changes to the Services as outlined will be addressed through the Change Control Process.

These Fees are based upon ITRON's recommended engagement approach, ITRON standard travel policy, staffing levels, scope of the Project and Project Schedules as outlined in this SOW. Modifications to any of these factors will result in changes to the estimated fees. Any changes that affect ITRON's engagement approach, staffing levels, scope of the Project and Project Schedules will follow the Change Control Process.

ITRON will invoice CUSTOMER monthly, per the below schedule, for Services performed and for costs incurred.

If at any point, there is reason to believe that this amount will be exceeded, ITRON will immediately notify CUSTOMER as to the changes in the estimate and issue a Change Order as described in Change Control Process, which will be approved by CUSTOMER upon agreement. CUSTOMER shall pay all taxes, if any, due for Services provided by ITRON to CUSTOMER under this Statement of Work.

M.2. Project Invoicing

Professional Services invoicing will be done in accordance with the payment schedule defined below. Expenses will be invoiced at the end of the month that they are incurred.

Payment Milestone	Amount
Milestone 1: Production Environment Setup Complete - 10%	\$ 37,466.80
Milestone 2: Post - Solution Workshops - BSRD, TAD Submitted to CUSTOMER - 20%	\$ 74,933.60
Milestone 3: OWCE Configuration and ITRON Functional Testing Complete - 25%	\$ 93,667.00
Milestone 4: System Go Live and completion of Stabilization Period – 25%	\$ 93,667.00
Milestone 5: Final Network Device Acceptance Testing Complete - 10%	\$ 37,466.80
Milestone 6: Transition to Global Managed Services Complete - 10%	\$ 37,466.80
<i>Sub-total</i>	\$374,668.00
Estimated Travel & Expense	\$5,190.00
Total	\$379,858.00

M.3. Billing Information

To ensure that ITRON has all the correct billing information, please verify the following:

Requested	CUSTOMER Data
Billing Contact Name	Jeannette Olko
Billing Contact Phone # (s)	951.413.3502
Billing Contact Email Address	jeannetteo@moval.org
Physical Location Address (if applicable)	14331 Frederick St., Moreno Valley, CA 92553, Suite 2
Billing Address (if different from above)	PO Box 88005 Moreno Valley, CA 92552-0805
Special Billing Requirements?	
Purchase Order #	TBD

N. Project Authorization

The CUSTOMER and ITRON agree to the terms of this SOW and by signing below, the CUSTOMER authorizes ITRON to perform the Services detailed herein.

Moreno Valley, CA	ITRON, INC.
Authorized Signature	Authorized Signature
Printed Name	Printed Name
Title	Title
Date	Date

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O. Appendix A - Itron Documentation Reference

Item	Document
OpenWay	
1.	OpenWay Collection Engine Events and Exceptions Reference Guide
2.	OpenWay Collection Engine Operational Guidelines
3.	OpenWay Collection Engine Security Reference Guide
4.	OpenWay Collection Engine Web Services Reference Guide
CISCO IOT FND	
1.	CISCO IOT Functional Network Director Installation Guide
Endpoint	
1.	Technical Reference Guide

P. Appendix B – Change Control Process

P.1. Change Control Process

An ITRON Change Order Form ("**Change Order**") will be used for communicating changes to this SOW. The Change Order must describe the change requested, the rationale for the change, the estimated price, and the effect the

change will have on the overall Project. All Change Orders must be approved and signed by CUSTOMER and ITRON. No work shall commence prior to the CUSTOMER authorization of this change order.

#	Step	ITRON	CUSTOMER	Notes
1.	Identify scope change.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Either Party may identify a scope change.
2.	Submit a formal request for a Change Order.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Party identifying the scope change should submit the change request via email. - Request should include: - Problem Statement - Requirements
3.	Assess impact (scope, schedule, resources) and prepare summary.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
4.	Report impact results and submit Change Order form.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Should include: - Scope change described - Cost change - Project schedule impacts
5.	Authorize Change Order and email executed copy to ITRON Legal.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
6.	ITRON Legal executes Change Order and emails copy to CUSTOMER and ITRON Project Manager.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

P.2. Change Order Form "Sample"

CUSTOMER Name:	
SOW NAME	
SOW Effective Date	
Change Order #	
BMR #	

Send Pricing Summary to Client? Yes No

Has contract been signed? Yes No

General Comments:

Order Processing:

PO/Contract #: _____

Comments: _____

Hardware Changes:

Qty	Item Description	Unit Price		Qty	Item Description	Unit Price

Comments:

Software Changes:

Modifications Meter Licenses Other

Description	Unit Price

Implementation Labor and Expense:

Billable Non-billable Charge to: _____

Purpose	Description	Days	@ \$	Total
	Labor			
	Per Diem			
	Misc.			
	Total			

Other Changes:

Agreed:

CUSTOMER

ITRON, Inc.

By _____

By _____

Name _____

Name _____

Title _____

Title _____

Date _____

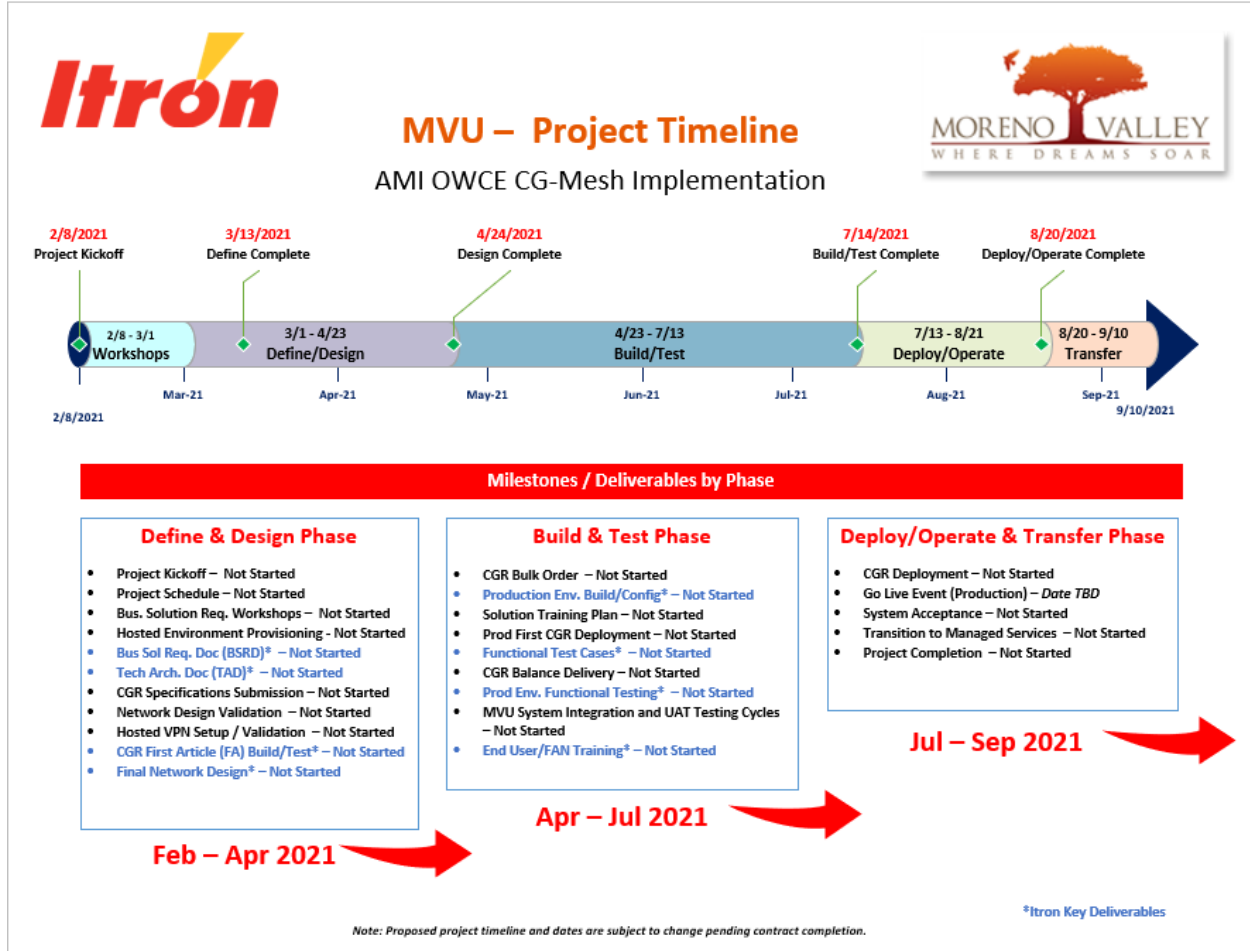
Date _____

Upon receipt of the change order from ITRON, CUSTOMER will countersign the Change Order and a fully executed version will be returned.

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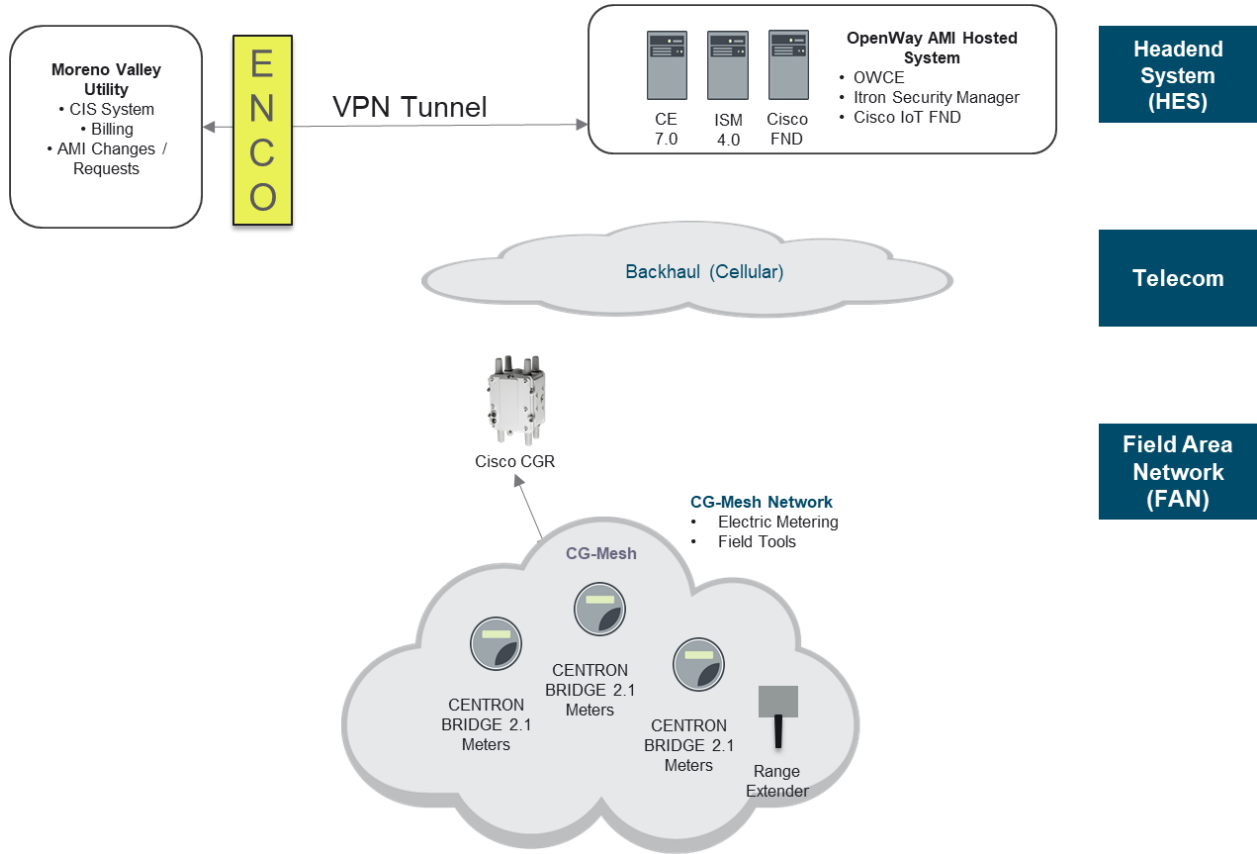
Q. Appendix C - Project Timeline

The following proposed timeline for this Project is subject to change pending contract completion and Project start date agreed by both Parties.



R. Appendix D – Moreno Valley Solution Planned Architecture

The diagram below depicts the ITRON Solution planned with associated applications and integration between major systems.



Note: Any changes to this architecture will require a review of existing integration planned and could result in potential changes in effort. Changes required will be managed through the Change Control process defined in Appendix B.

S. Appendix E – Network Design Assumptions

The Network Design is based on the following assumptions:

1. The Network Design is predicted to enable the Solution to meet network coverage of 99.5% of locations provided by the CUSTOMER and validated latitude and longitude Endpoints. Any Endpoint not within 300' of the location in the Network Design would be considered invalid.
2. The Network Design predicts a Three-Day Read Rate of 98.5% daily reads over a three-day window.
3. All proposed Network Device locations are located on CUSTOMER-owned infrastructure unless otherwise noted.
4. CGRs and RE's are assumed to be mounted on streetlights at 25' above ground level.
5. The Network Design utilizes CGRs and REs.
6. The Network Design does not assume there is any RF blockage issues in the service territory.
7. All Electric meter locations are outdoor and at 5 feet ground level or above. Any indoor meters or meters mounted in enclosures may require additional mitigation.
8. The proposed location for the initial placement of each Network Device was identified using refreshed GIS information. Initial Network Design was based on CUSTOMER provided GIS location information for the electric Meters in the Service Territory. If required upon completion of site surveys, ITRON will provide an updated Network Design.
9. Should additional (Endpoints and CGRs) be included in the Project that were not provided for the initial Network Design, the CUSTOMER will provide latitude and longitude coordinates and additional Network equipment may be required to be purchased by the CUSTOMER.

U. Appendix F – Integration Assumptions

ITRON provides customers and 3rd party vendors with the capability to access OpenWay Collection Engine (OWCE) services, data, and processes through published and supported interoperability standards using Web Services and XML (Extensible Markup Language) format.

The following table outlines the accepted ITRON interface formats for integration with CUSTOMER systems and their respective applications. The formats below are supported for the planned CUSTOMER CG-Mesh ITRON Solution and can be further referenced in ITRON’s *OpenWay Collection Engine Web Services Reference Guide V7.0 SP2* document.

Moreno Valley 3 rd Party Integrator	Description	ITRON System	ITRON Interface Format	Purpose
ENCO, on behalf of Moreno Valley Utility (MVU)	Customer Info System (CIS/MDM)/Meter Data Management (MDM) Application(s)	OpenWay Collection Engine (OWCE) v7.0 SP2	<p>ITRON Standard XML format using Web Services type invoked processes to perform common service requests such as (but not limited to):</p> <ul style="list-style-type: none"> Provisioning Service (e.g. Add or remove devices) Control Service (e.g. Meter reconnect/disconnect) Data Service (e.g. Register and Interval data requests, Interactive reads ‘AKA On-Demand Reads’) Event Subscriber Service (e.g. Meter Events Log, Power Outage event data) Measurement Data (e.g., Voltage Monitoring Data) <p>Note: For the complete list of available service requests, please reference the ITRON’s <i>OpenWay Collection Engine Web Services Reference Guide v7.0 SP2</i> document.</p>	Provide meter data and processing capabilities to CIS/MDM system.

Note: Any additional integration outside of the above referenced ITRON standards requires further discussion by both parties and shall be supported by the [Change Order](#) process.

Attachment 5 to AMI Order Document
Service Description

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Service Description: SMARTnet Services

This document describes Cisco's SMARTnet Services.

Related Documents: This document should be read in conjunction with the following documents also posted at www.cisco.com/go/service-descriptions/: (1) Glossary of Terms; (2) List of Services Not Covered; and (3) Severity and Escalation Guidelines. All capitalized terms in this description have the meaning ascribed to them in the Glossary of Terms.

Direct Sale from Cisco. If you have purchased these Services directly from Cisco, this document is incorporated into your Master Services Agreement (MSA) with Cisco. In the event of a conflict between this Service Description and your MSA, this Service Description shall govern. All capitalized terms not defined in the Supplemental Glossary of Terms for SMARTnet Services at the end of this document have the meaning ascribed in the MSA or equivalent services agreement executed between you and Cisco.

Sale via Cisco Authorized Reseller. If you have purchased these Services through a Cisco-Authorized Reseller, this document is for description purposes only; is not a contract between you and Cisco. The contract, if any, governing the provision of this Service will be the one between you and your Cisco Authorized Reseller. Your Cisco Authorized Reseller should provide this document to you, or you can obtain a copy of this and other Cisco service descriptions at www.cisco.com/go/service-descriptions/. All capitalized terms not defined in the Supplemental Glossary of Terms for SMARTnet Services at the end of this document have the meaning ascribed in the Glossary of Terms at the above URL.

Cisco shall provide the SMARTnet Services described below as selected and detailed on the Purchase Order for which Cisco has been paid the appropriate fee.

Part I - Technical Support – Cisco Responsibilities

- Cisco Technical Assistance Center (TAC) access 24 hours per day, 7 days per week to assist with Product use, configuration and troubleshooting issues and access to Cisco.com.
- Cisco will respond within one (1) hour for all calls received during Standard Business Hours and for Severity 1 and 2 calls received outside Standard Business Hours. For Severity 3 and 4 calls received outside Standard Business Hours, Cisco will respond no later than the next Business Day.
- Manage problems according to the [Cisco Severity and Escalation Guideline](#).

Part II - Online Access – Cisco Responsibilities

- Access to Cisco.com. This system provides Customer with helpful technical and general information on Cisco Products as well as access to Cisco's on-line Software Center library. Please note that access restrictions identified by Cisco from time to time may apply.

Part III - Operating System Software – Cisco Responsibilities

- Work-around solutions or patches to reported Software problems using reasonable commercial efforts. Cisco will either make a Software patch available from the Cisco Software Central (www.cisco.com/go/software) or ship a Maintenance Release to Customer for the Product experiencing the problem.
- Updates where available and where Customer requests these for supported Software.
- If a Feature Set Upgrade is licensed, Customer will be entitled to Updates (subject to anything to the contrary contained in this document or the Agreement) at the upgraded level for the licensed Hardware.
- Software releases and any supporting Documentation will be made available from the Cisco Software Central. Applicable supporting Documentation, if available, is limited to one copy per Software release. Customer can, however, purchase additional copies from Cisco.

Part IV - RMA – Cisco Responsibilities

- Advance Replacement services are subject to geographic and weight restrictions depending upon Customer's location. Customer may check availability by accessing Cisco's Service Availability Matrix at: <http://tools.cisco.com/apidc/sam/search.do>. Please note that destination country importation, compliance with US export controls and customs processes may condition actual delivery times. Advance Replacement to and from the European Union will be shipped Delivered Duty Paid (DDP) (Incoterms 2010). All other Advance Replacement will be shipped Delivered At Place (DAP) (Incoterms 2010), exclusive of any import duties, taxes and fees, where applicable. All Advance Replacement will be shipped using Cisco's preferred carrier, freight prepaid by Cisco. Requests for alternate carriers will be at Customer's expense. Chassis and line card Advance Replacement Service must be at the same level of coverage.

Controlled Doc. #EDM-100693126 Ver: 10.0 Last Modified: 10/13/2014 3:33:52 PM CISCO CONFIDENTIAL
SMARTnet_Services.doc

- Cisco shall use commercially reasonable efforts to provide Customer with Hardware replacement services under this Part IV that Customer has selected and detailed below and where available:

SMARTnet 24x7x2:

- Advance Replacement on a Two-Hour Response basis twenty-four (24) hours per day, seven (7) days per week, including Cisco-observed holidays.

SMARTnet 24x7x4:

- Advance Replacement parts on a Four-Hour Response basis twenty-four (24) hours per day, seven (7) days per week, including Cisco-observed holidays.

SMARTnet 8x5x4:

- Advance Replacement on a Four-Hour Response basis between 9:00 a.m. and 5:00 p.m. Depot Time the same Business Day, provided that Cisco's determination of Hardware failure has been made before 1:00 p.m. Depot Time. If Customer make a request after 1:00 p.m. Depot Time, Cisco will deliver the Advance Replacement the morning of the next Business Day.

SMARTnet 8x5xNext Business Day:

- Where Next Business Day delivery is available, an Advance Replacement will ship to arrive the next Business Day provided that Cisco's determination of Hardware failure has been made before 3:00 p.m. Depot Time. If Customer makes a request after 3:00 p.m. Depot Time, Cisco will ship the Advance Replacement the next Business Day.
- Where Next Business Day delivery is not available, same day shipping will be provided. Under same day shipping, Advance Replacement will ship from the serving depot location that same Business Day, provided that Cisco's determination of Hardware failure has been made before 3:00 p.m. Depot Time. Determinations that occur after 3:00 p.m. Depot Time will be shipped the following Business Day.

SMARTnet 8x7xNext Calendar Day:

- Only available on China Price List.
- Where SMARTnet 8x7xNext Calendar Day is available, an Advance Replacement will ship to arrive the next calendar day provided that Cisco's determination of Hardware failure has been made before 3:00 p.m. Depot Time. If Customer makes a request after 3:00 p.m. Depot Time, Cisco will ship the Advance Replacement the next calendar day.
- Where SMARTnet 8x7xNext Calendar Day delivery is not available, same day shipping will be provided. Under same day shipping, Advance Replacement will

ship from the serving depot location that same calendar day, provided that Cisco's determination of Hardware failure has been made before 3:00 p.m. Depot Time. Determinations that occur after 3:00 p.m. Depot Time will be shipped the following calendar day.

SMARTnet Non-RMA:

- In the event Customer elects to purchase this Service, Cisco will provide only technical support via TAC, access to Cisco.com and Software support for the Product and no Hardware replacement or onsite service will be performed.

SMARTnet Onsite 24x7x2:

- Two Hour Response for Remedial Hardware Maintenance, twenty-four (24) hours per day, seven (7) days per week, including Cisco observed holidays.

SMARTnet Onsite 24x7x4:

- Four Hour Response for Remedial Hardware Maintenance twenty-four (24) hours per day, seven (7) days per week including Cisco observed holidays.

SMARTnet Onsite 8x5x4:

- Four Hour Response for Remedial Hardware Maintenance service between 9:00 a.m. and 5:00 p.m. Depot Time the same Business Day, together with parts, labor and materials, provided Cisco's determination that on-site service is required has been made before 1:00 p.m. Depot Time.

SMARTnet Onsite 8x5xNext Business Day:

- Next-business-day Remedial Hardware Maintenance, together with parts, labor and materials, by 5:00 p.m. Depot Time provided Cisco's determination that onsite Service is required has been made before 3:00 p.m. Depot Time the prior day (otherwise, second Business Day will be provided for calls placed after 3:00 p.m. Depot Time). Where Next Business Day delivery of the parts is not available, same day shipping will be provided. Cisco will provide onsite support upon arrival of the parts

SMARTnet Spares Onsite:

- This service provides a Hardware spare delivered in advance to Customer's location for storage until used. This service is provided on a Next Business Day basis subject to product availability. Spares are shipped the same business day provided the request is made prior to 3:00 p.m. Depot Time. This service is not available in all regions.

SMARTnet Return for Repair:

- RFR services whereby Customer returns failed Hardware to Cisco for repair. Cisco will provide the following service as selected and purchased by the Customer: Not applicable for all Cisco Products.
- **Repair.** Failed Hardware is repaired or replaced/exchanged. All applicable engineering changes orders (ECO) are incorporated and the unit is fully tested to Cisco published specifications. Cosmetic repairs are performed in accordance with Cisco's or the Customer's defined cosmetic repair standard as mutually agreed upon, replacing any cracked, scratched or damaged covers as required. Additional charges may apply if Cisco determines the failed Hardware is beyond economic repair or no problem is found.
- Cisco will use commercially reasonable efforts to repair failed Hardware and ship repaired Hardware to Customer within thirty (30) days from receipt of failed Hardware by Cisco.
- On receipt of failed Hardware returned under an RMA number, a receipt notification e-mail or fax will be sent to Customer confirming receipt of failed Hardware and quantities received.

SMARTnet for UCS:

- Cisco's Unified Computing Systems ("UCS") products. Cisco TAC will work with Customers to diagnose problems or issues related to Product use and Third Party UCS Software integration questions. After Cisco employs reasonable efforts to isolate a Cisco Hardware or Software issue, in the event a product which is not included in the UCS Hardware and Software Interoperability Matrix on Cisco.com has been installed, Cisco may at its sole discretion, if it believes this component is the cause of the issue, request Customer to remove such component and replace it with a component which is included in the UCS Hardware and Software Interoperability Matrix prior to further troubleshooting. During the course of troubleshooting, if Cisco determines the problem resides with the Third Party UCS Product, then, upon request, Cisco will assist Customer in opening a case with Third Party UCS Supplier, subject to any support agreement in place between Customer and Third Party UCS Supplier
- To the extent it can, Cisco will assist Third Party UCS Supplier in its response and resolution of the Customer's case. If Customer elects to open a case directly with Third Party UCS Supplier, upon request, Cisco will provide relevant case information to Third Party UCS Supplier.

SMARTnet for UCS HW Only:

- For UCS products only and includes Onsite service levels only.
- Cisco Technical Assistance Center (TAC) access 24 hours per day, 7 days per week to assist with RMA determination for purposes of Hardware replacement. Cisco will respond no later than next Business Day for any calls received. Cisco will work with Customer to diagnose problems or issues related to Product use. After Cisco employs reasonable efforts to isolate a Cisco Hardware or Software issue, and in the event a product which is not included in the UCS Hardware and Software Interoperability Matrix located on Cisco.com has been installed, Cisco may at its sole discretion, if it believes this component is the cause of the issue, request Customer to remove such component and replace it with a component which is included in the UCS Hardware and Software Interoperability Matrix prior to further troubleshooting.

SMARTnet for UCS - Drive Retention Service

- In the event Customer purchases this service, if, during the course of troubleshooting a Unified Computing System (UCS) problem, Cisco Technical Assistance Center (TAC) determines the problem resides with a UCS Drive, Cisco authorizes Customer to retain the defective drive provided that the Customer completes and returns to Cisco a Certificate of Destruction.

SMARTnet Local Language Technical Support

- Where available, and subject to an additional fee, local language support for calls on all assigned severity levels may be available for specific product(s).

SMARTnet for Post LDOS Products

- Provision of Services described herein is subject to approval by Cisco of Customer's request for extended support and such approval is conditioned upon Product type and configuration.
- Last Day of Support (LDoS) represents the date when Customers will no longer receive service and support for the Product. Applicable dates are identified in [End of Life bulletins](#).
- After this date, all support services for the Product are unavailable unless technical services for Post LDoS described in this document have been purchased.
- Cisco will provide only Hardware Replacement defined as network services impacting problems that have been identified by the Customer to Cisco TAC and subsequently qualified via Cisco's normal evaluation process. Hardware Replacement will be provided according to the following terms and conditions: 1) Cisco TAC will use commercially

reasonable efforts to work with the Customer to determine the locality of impact and to find a workaround for the problem. 2) If an alternative workaround is not possible during the term of support, then Cisco will make commercially reasonable efforts to provide a solution to remedy the problem. 3) If despite commercially reasonable efforts Cisco is unable to provide a Hardware Replacement, it may be necessary for the Customer to remove or upgrade the impacted Hardware to correct the problem.

- Cisco will provide only Critical Software Support defined as network services impacting bugs that have been identified by the Customer to Cisco TAC and subsequently qualified via Cisco's normal evaluation process. If despite commercially reasonable efforts to address the Critical Software Support, Cisco is unable to provide a Software based solution, it may be necessary for the Customer to remove or upgrade the impacted Software based systems to correct the problem.

Part V - Customer Responsibilities

The provision of the SMARTnet Service by Cisco assumes that Customer will:

- Provide a priority level as described in the Cisco Severity and Escalation Guideline for all the calls Customer places.
- Provide, at Customer's expense, reasonable access to the Product through the Internet or via modem to establish a data communication link between Customer and the Cisco TAC engineer and systems passwords so that problems may be diagnosed and, where possible, corrected remotely.
- Provide thirty (30) days' Notice to Cisco of any requested addition(s) to Customer's Equipment List.
- Notify Cisco, using Cisco.com, of Product on the Equipment List which Customer has moved to a new location within thirty (30) days of such relocation. Please be aware that the Services will be provided to Customer beginning thirty (30) days after receipt of Customer's notification. Cisco will also need Customer to notify Cisco of any modification to the Product and configuration including upgrades or changes to FRUs not in the original configuration within five (5) days of such modification. Note: Not applicable for Products supported under Return for Repair Service
- Provide current shipment contact information as follows: contact name, title, address, telephone number, e-mail address, and fax number.
- Provide valid and applicable serial numbers for all Product problems and issues reported to Cisco or where Customer is seeking information from Cisco in connection with Product use. Cisco may also require Customer to provide

additional information in the form of location of the Product, city location details and zip code information.

- When requested, provide Cisco with a list of all personnel that Customer has authorized to contact Cisco or access Cisco.com for Services and to download Software from Cisco.com or ordered via Cisco's PUT. Customer is responsible for reviewing the list on an annual basis and adding or removing personnel as necessary. Note: Not applicable for Products supported under Return for Repair Service.
- Use the latest release of Software, where Cisco advises Customer that this will correct a reported Software problem.
- Defective parts must be returned within ten (10) calendar days of the ship date of the replacement part(s). For defective parts that have not been returned within thirty (30) calendar days after shipment of the replacement parts, Cisco reserves the right to charge liquidated damages equivalent to the full list price of the parts not returned in accordance with Cisco's return materials authorization (RMA) procedure located at www.cisco.com.
- Customer is responsible for proper packaging of the returned parts and must include a description of the failure and the written specifications of any changes or alterations made.
- Packages for replacement in accordance with this subsection shall be shipped by customer Delivered at Place (DAP) (Incoterms 2010), including any applicable import duties, taxes and fees; however, customers under a current service maintenance contract for the replacement hardware or participating in Cisco's Trade In program may be able to schedule a pickup of authorized returns at no additional charge using Cisco's Product Online Web Returns (POWR) tool located at www.cisco.com.
- Defective parts that cannot be returned due to data security and are not covered under a UCS Drive Retention Service contract (as defined in Part IV of this document) may be eligible for destruction. Customer must receive prior written approval from Cisco using the authorized Asset Destruction Approval request form and agree to financial implications of destruction in accordance with Cisco's Statement of Policy Regarding the Removal of Data on Cisco Equipment located at: www.cisco.com/en/US/prod/policy_regarding_the_removal_of_data_on_cisco_equipment.pdf.
- Customer will provide a new Purchase Order prior to Cisco performance of any repairs for which Cisco is not obligated to support as defined under Services Not Covered.
- Customer should review receipt notification to confirm the failed Hardware and quantity of product received by Cisco.
- In the case of Return for Repair Service, failed Hardware must be received by Cisco within sixty (60) days of RMA

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issuance and Customer is responsible for delivering at its expense, the failed Hardware to Cisco's facility safely packaged and undamaged.

- Customer agrees to assist Cisco in troubleshooting failed Hardware down to the FRU level prior to initiating the RMA procedure.
- Provide an appropriate work environment and reasonable access, working space including heat, light, ventilation, electric current and outlets, and local telephone extension (or toll free domestic and international access to Cisco) for the use of Cisco's service personnel in the Product's physical location.
- Back-up Software images and configurations on a regularly scheduled basis and provide those images and configurations to Cisco's onsite personnel in connection with Remedial Hardware Maintenance.
- Ensure all Products are installed below ten (10) feet. For Products installed above four (4) feet, provide ladders that reach the height of the Product.
- Provide Cisco with the name of a point of contact prior to delivery of equipment by Cisco's personnel.
- Provide TFTP (Telnet File Transfer Protocol) capabilities or internet access for the purpose of downloading Software images by Cisco's onsite personnel.
- Provide safety and security protection of Cisco's personnel or its subcontractors for your unmanned sites.

Where Customer has purchased the Services detailed under Part IV - Drive Retention Service:

- Destroy the defective UCS Drive at Customer's risk and expense and not return the defective drive to Cisco
- Provide Cisco with a Certificate of Destruction within thirty (30) days of receipt of the replacement Product; otherwise the replacement Product will be charged at the current List Price

Part VI - Supplemental Glossary of Terms

- **Certificate of Destruction** means the document, located at http://www.cisco.com/web/about/doing_business/legal/service_descriptions/docs/Drive_Retention_CoD.pdf, which shall be signed by an authorized representative of the Customer, certifying that UCS Drive has been destroyed.
- **Independent Software Vendor** means a supplier of Third Party Software.
- **Third Party UCS Product** means non-Cisco hardware or software Customer has acquired directly from Third Party UCS Supplier that is used within the Unified Computing solution.
- **Third Party UCS Software** means software developed by an Independent Software Vendor. This software may include both initial software releases and upgrades/updates developed after initial release by the Independent Software Vendor.
- **Third Party UCS Supplier** means a provider of Third Party UCS Product to Customer.
- **UCS Drive** means a disk drive from the Cisco Unified Computing System B series or UCS C series only.

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Attachment 6
Software Warranty

Cisco Limited 5-Year Hardware 1-Year Software Warranty Terms

The following are special terms applicable to your hardware warranty. Your formal Warranty Statement, including the warranty applicable to Cisco software, appears in the Cisco Information Packet on the Cisco Warranties and License Agreements WEB page at the following URL.

<http://www.cisco.com/go/warranty>

Duration of Hardware Warranty: Five Years

Duration of Software Warranty: One Year

Replacement, Repair or Refund Procedure for Hardware:

Cisco or its service center will use commercially reasonable efforts to ship a replacement part within fifteen (15) working days after receipt of the RMA request. Actual delivery times may vary depending on Customer location.

Cisco reserves the right to refund the purchase price as its exclusive warranty remedy.

To Receive a Return Materials Authorization (RMA) Number: Please contact the party from whom you purchased the product. If you purchased the product directly from Cisco, contact your Cisco Sales and Service Representative.

Complete the form below and keep for ready reference.

Product purchased from: _____

Their telephone number: _____

Product Model and Serial number: _____

Maintenance Contract number: _____



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ENGLISH	For warranty or license terms which may apply in particular countries and for translations of the above information, please visit the following URL:
NEDERLAND	Voor garantie- of licentie bepalingen die in afzonderlijke landen kunnengelden, en voor vertalingen van bovenstaande informatie, kunt u zich wenden tot het volgende internetadres:
SUOMI	Takuu- tai käyttöoikeusehdoista, joita saatetaan soveltaa tietyissä maissa, sekä yllä olevien tietojen käännökset saat seuraavasta Web-osoitteesta.
FRANÇAIS	Pour connaître les termes de licence ou de garanties spécifiques à un pays particulier, ou pour consulter une traduction des informations ci-dessus, visitez le site web suivant
DEUTSCH	Für landesspezifische Garantiebestimmungen und Lizenzierungsbedingungen sowie Übersetzungen der obenstehenden Informationen, gehen Sie bitte zur folgenden URL:
ITALIEN	Per ulteriori informazioni sui termini di garanzia o licenza d'uso applicabili in determinati Paesi e per la traduzione delle informazioni innanzi citate, l'indirizzo URL è il seguente:
NORSK	For garanti- eller lisensbestemmelser som kan gjelde i bestemte land, og for oversatte versjoner av informasjonen ovenfor, ber vi deg gå til følgende URL.
PORTUGUÊS	Para consultar os termos de garantia ou licença aplicáveis em determinados países, e as traduções das informações acima mencionadas, visite a URL a seguir
ESPAÑOL	Para términos de la licencia o garantía que conciernen a países en particular y sus pertinentes traducciones visite la siguiente página:
SVENSKA	För information om garanti och licensrättigheter för enskilda länder, och för översättning av ovanstående information, var vänlig besök följande URL:

<http://www.cisco.com/go/warranty>

Consult the above website or your Cisco Sales and Service Representative for a complete listing of Cisco products and applicable warranties.

Attachment 7
Software License Transfer and Re-Use Policy

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Software License Transfer and Re-Use Policy

Purpose

This document sets forth Cisco's policy regarding the transfer of Cisco Software licenses (the "Policy"). An authorized transfer occurs when the licensee conveys or assigns the Software license to another entity after receipt of Cisco's consent and payment of any applicable license fee or any other conditions required by Cisco. Use of Cisco Software by the transferee is governed by the then-current Cisco End User License Agreement ("EULA") available at www.cisco.com/go/softwareterms.

Definitions

All capitalized terms not defined in this Policy have the same meaning as in the EULA. For purposes of this Policy, the following definitions apply:

"Hardware" means Cisco-branded equipment or devices listed on the then-current Cisco global price list (GPL).

"Product" means Cisco-branded Hardware and/or Software.

Transfer Policy

Unless prohibited by applicable law or expressly allowed by Cisco in the applicable license terms or otherwise provided below, Software is not transferable until and unless: (1) Cisco approves the Software Transfer Request Form referenced herein *and* (2) you pay any applicable license fees, including payment of all outstanding license fees invoiced and paid periodically. The transferee also may be required to pay service inspection or reinstatement fees in accordance with [Cisco policies](#) before any transfer is permitted.

Upon completion of an authorized transfer and unless otherwise provided herein, the Transferor's Software license is automatically terminated. Cisco may withhold consent to any transfer not conforming to this Policy.

The license fee shall be equal to the fee for a new individual Software license as specified in the then-current GPL applicable to the Cisco entity in the territory where the transferee is located. For Software where there is no separate license fee specified in the applicable GPL at the time of transfer, such transfer shall be subject to payment of Cisco's then-current applicable software relicensing fee and shall be in accordance with [Cisco's standard terms and conditions of sale](#).

In all cases, (a) Transferor is responsible for ensuring that payment of applicable licenses fees are made and (b) transferee is not an authorized licensee until Cisco receives payment of the applicable license fee and transferee's acceptance of the applicable license terms.

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Exceptions

Except as otherwise stated in this Policy or the applicable license terms or other written agreement with Cisco, the following exceptions allow for the transfer of Software by a valid licensee ("Licensee" or "Transferor") without payment of the license fee, provided that the Conditions of Any Transfer terms (set forth below) are met.

1. **Affiliate:** A Licensee may transfer its entire right to use Software to its Affiliate. An Affiliate means (a) another entity where more than 50% of its voting power is owned or controlled by the Licensee; (b) the Affiliate owns or controls more than 50% of the original Licensee's voting power; or (c) the same entity owns or controls more than 50% of the voting power of the original Licensee and the Affiliate.
2. **Merger, Acquisition or Divestiture:** In the event the Licensee is wholly acquired or merges its business with another entity or the Licensee sells all or substantially all of its capital stock, or all or substantially all of the assets of that portion of its business to which the applicable Software licenses pertain, the Licensee may transfer its right to use the Software to the acquiring or divested entity.
3. **Financed Software:** No leasing company or other financing entity (each, a "Financing Party") has any rights under any Software license it may lease to, or finance for, any Cisco authorized reseller or end user. Software license rights and obligations are only between Cisco, as licensor, and the end user identified in Cisco's records, as licensee. If, during or at the end of the term of any lease or other financing of Products consisting of Hardware, the Customer purchases such Hardware (whether pursuant to the terms of a purchase option or otherwise), then the license to any Software embedded in, or bundled with, such Hardware will continue in favor of such Customer on and subject to the terms of the original Software license without any need for a new Software license or the payment of a new license fee. If, however, the Financing Party takes possession or control of any Products consisting of Hardware as a result of any event of default under any lease or financing agreement, the Financing Party may transfer (or cause the transfer of) such Hardware, together with any embedded or bundled Software, to a new lessee or transferee for the remainder of the license term subject to compliance with this Policy, including the Conditions of Any Transfer and the payment of the applicable license fee.
4. **Managed Network Services ("MNS"):** A "Managed Network Service" is defined as a managed service provider's provision of voice, video, or data network services to an identified end user where the managed service provider is the original licensee and the software is located either in the managed service provider's data center or at the end user's premises.
 - a. **Original End User.** The managed service provider ("Licensee" in this paragraph 4) may transfer the license to the original end user without payment of a license fee if (a) the original end user was entitled to receive MNS pursuant to an MNS agreement with the Licensee, and (b) the Licensee used the Software for a minimum of twelve (12) months prior to the transfer request to provide the original end user MNS. Cisco will issue a license to the original end user granting the right to use the Software once a transfer form is submitted and signed by all relevant parties.
 - b. **Subsequent MSP.** If upon expiration or termination of an MNS agreement, the original end user subsequently contracts with a different managed services provider for the same or equivalent MNS, Licensee may transfer the license to the new managed service provider solely to use the Software to provide the original end user MNS without payment of a license fee.

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All other Software license transfers are expressly prohibited, without payment of a new license fee.

5. **U.S. Government Prime Contractors:** For purpose of this exception, US Government Prime Contractors ("Contractors") are entities that enter into contracts directly with the U.S. Government through a mutually binding prime contract that obligates the Contractor to furnish the supplies or services and the government to pay for them; and (a) the supplies or services includes use of Software located either in the Contractor's data center or at the government's premises, and (b) the license to use the Software is held by the Contractor. If the contract between the Contractor and the government end user for whom the Software was first used as part of the Prime Contract ("Government End User") either expires or terminates and the Government End User subsequently contracts with a different Contractor for the same services (i.e. follow-on contract), then the license may be transferred subject to the license terms then in effect to the new Contractor, without payment of a license fee, provided, however, that both of the following conditions are met:
- The Software must actually have been used by Contractor solely on behalf of the Government End User and will be deployed and used by new Contractor solely for the benefit of the Government End User;
 - The Software must be used only for Government End User's internal use; and,
 - Such transfer is a requirement of the Government End User in the follow-on contract.

If the Contractor sells or otherwise transfers the Software without meeting the above conditions, then a new license fee is due.

6. **Outsourcing by Original End User Licensee:** If the original end user ("Licensee" in this paragraph 6) desires to outsource the operation, support and/or maintenance of its network to a third party outsourcing company ("Outsourcer"), and, as part of the outsourcing arrangement, Licensee desires to transfer its Software licenses to the Outsourcer, it may do so without payment of a new license fee so long as the Software licenses are at all times used for the sole benefit of the Licensee. If Licensee's outsourcing relationship with the Outsourcer terminates or expires, Outsourcer's right to use the software terminates and Outsourcer may transfer the software licenses back to Licensee without payment of a new license fee. Such subsequent transfer is also subject to the Conditions of Transfer below.
7. **Transfers within Europe (consisting of the European Union, Switzerland, Norway, Iceland, and Liechtenstein):** An end user located in Europe can transfer Software to another end user located in Europe ("Transferee") without payment of a new license fee, as long as the Software: (1) was originally introduced into Europe by Cisco or Cisco authorized reseller and has not been modified; (2) is used solely for Transferee's internal business purposes; and (3) was originally licensed to the Transferor by Cisco on a perpetual basis and subject to a valid license agreement.

Conditions of Transfer

Transfers shall only be allowed under the following conditions:

- Neither party involved in the transfer is in breach of any agreements with Cisco and/or governing the use of the Software.
- The parties involved in the transfer provide written notice to Cisco of any transfer permitted hereunder, indicating that the transferee agrees to (i) pay any applicable license fee; (ii) assume all obligations of the Transferor; and (ii) use of the Software will be in accordance with the terms

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of Cisco's then-current license terms for the Software.

3. The Transferor transfers the Software license in accordance with the original license entitlement, including but not limited to any applicable license metric, duration, and quantity.
4. The Transferor destroys all copies of the Software (other than the transferee's copy) in its possession at the time of transfer, and, at Cisco's request, provides written notice to Cisco certifying such destruction and agreeing that its license to use the Software has terminated immediately upon such transfer.
5. Both authorized parties to the transfer complete and submit the [Software License Transfer Request Form](#) and comply with its requirements.

Re-Use Policy

1. Except as stated below or as otherwise stated in any applicable license terms, where a managed service provider ("Provider") desires to re-use Software for a new end user after its agreement with the current end user ceases, Cisco shall allow such re-use in accordance with the original license entitlement and without payment of a new license fee, but only if and for as long as all of the following conditions are met: (a) the new end user at all times continues receiving MNS services from the Provider, (b) the Provider at all times is the Licensee of the Software when providing its services to end users. In addition, for all Cisco One software and perpetual application software, Provider must either maintain an active software maintenance contract (eg SWSS), without interruption, or have an active subscription inclusive of annual software maintenance. Service inspection or reinstatement fees may apply in accordance with Cisco policies.
2. The following Software cannot be re-used without payment of a new license fee: Cisco Unified Workspace Licensing, User Connect Licensing and Contact Center Enterprise.

Questions?

Any questions or comments regarding the Transfer Policy should be sent to swtransfer@cisco.com.

Attachment 8

Insurance

INSURANCE

Minimum Scope of Insurance

Coverage shall be at least as broad as:

- 1. The most current version of Insurance Services Office (ISO) Commercial General Liability Coverage Form CG 00 01, which shall include insurance for "bodily injury," "property damage" and "personal and advertising injury" with coverage for premises and operations, products and completed operations, and contractual liability.
- 2. The most current version of Insurance Service Office (ISO) Business Auto Coverage Form CA 00 01, which shall include coverage for all owned, hired, and non-owned automobiles or other licensed vehicles (Code 1-Any Auto).
- 3. Workers' Compensation insurance as required by the California Labor Code and Employer's Liability Insurance
- 4. Professional Liability (Errors and Omissions) insurance appropriate to Consultants profession

Minimum Limits of Insurance

Consultant shall maintain limits of liability of not less than:

- 1. General Liability:
 - \$1,000,000 per occurrence for bodily injury and property damage
 - \$1,000,000 per occurrence for personal and advertising injury
 - \$2,000,000 aggregate for products and completed operations
 - \$2,000,000 general aggregate
- 2. Automobile Liability:
 - \$1,000,000 per accident for bodily injury and property damage
- 3. Employer's Liability:
 - \$1,000,000 each accident for bodily injury
 - \$1,000,000 disease each employee
 - \$1,000,000 disease policy limit

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- 4. Professional Liability (Errors and Omissions):
 - \$1,000,000 per claim/occurrence
 - \$2,000,000 policy aggregate

Umbrella or Excess Insurance

In the event Consultant purchases an Umbrella or Excess insurance policy(ies) to meet the "Minimum Limits of Insurance," this insurance policy(ies) shall "follow form" and afford no less coverage than the primary insurance policy(ies).

Deductibles and Self-Insured Retentions

Consultant shall be responsible for payment of any deductibles contained in any insurance policy(ies) required hereunder and Consultant shall also be responsible for payment of any self-insured retentions. At no time shall City be responsible for the payment of any deductibles or self-insured retentions. .

Other Insurance Provisions

The General Liability and Automobile Liability insurance policies are to contain, or be endorsed to contain, the following provisions:

- 1. City, CSD, Housing Authority and each of their officers, officials, employees, agents are to be covered as additional insureds.
- 2. Consultant's insurance coverage shall be primary and no contribution shall be required of City.

The Workers' Compensation insurance policy is to contain, or be endorsed to contain, the following provision: Consultant and its insurer shall waive any right of subrogation against City, CSD, Housing Authority and each of their officers, officials, employees agents.

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If the Professional Liability (Errors and Omissions) insurance policy is written on a claims- made form:

1. The retroactive date must be shown, and must be before the effective date of the Agreement or the commencement of work by Consultant.
2. Insurance must be maintained and evidence of insurance must be provided for at least 3 years after any expiration or termination of the Agreement or, in the alternative, the policy shall be endorsed to provide not less than a 3-year discovery period.
3. If coverage is canceled or non-renewed, and not replaced with another claims-made policy form with a retroactive date prior to the effective date of the Agreement or the commencement of work by Consultant, Consultant must purchase extended reporting coverage for a minimum of 3 years following the expiration or termination of the Agreement.
4. These requirements shall survive expiration or termination of the Agreement.

All policies of insurance required hereunder shall be endorsed to provide that the coverage shall not be cancelled, non-renewed, except after 30 calendar day written notice by mail, return receipt requested, has been given to City. Upon issuance by the insurer, broker, or agent of a notice of cancellation, or non-renewal, Consultant shall furnish City with a new certificate and applicable endorsements for such policy(ies). In the event any policy is due to expire during the work to be performed for City, Consultant shall provide a new certificate, and applicable endorsements, evidencing renewal of such policy 30 calendar days after the expiration date of the expiring policy.

Acceptability of Insurers

All policies of insurance required hereunder shall be placed with an insurance company(ies) admitted by the California Insurance Commissioner to do business in the State of California and rated not less than "A-VII" in Best's Insurance Rating Guide; or authorized by the City Manager or his/her designee.

Attachment: Moreno_Valley_UTILITY_MSA_ (includes SOW) Final 29 Mar 2021 (4252 : APPROVE AGREEMENTS FOR THE PURCHASE AND

Verification of Coverage

Consultant shall furnish City with all certificate(s) and **applicable endorsements** effecting coverage required hereunder. All certificates and **applicable endorsements** are to be received and approved by the City Manager or his/her designee prior to City's execution of the Agreement and before work commences.

City of Moreno Valley

AGREEMENT FOR ON-SITE AND/OR PROFESSIONAL SERVICES

This Agreement is made by and between the City of Moreno Valley, California, a municipal corporation, with its principal place of business at 14177 Frederick Street, Moreno Valley, CA 92552, hereinafter referred to as the “City”, and **Enterprise Solutions Consulting, a Limited Liability Company**, with its principal place of business at **1130 Crosspointe Lane, Suite 9A Webster, New York 14580**, hereinafter referred to as the “Contractor,” based upon City policies and the following legal citations:

RECITALS

- A. Government Code Section 53060 authorizes the engagement of persons to perform special services as independent contractors;
- B. Contractor desires to perform and assume responsibility for the provision of professional system integration for utility customer billing and meter data management contracting services required by the City on the terms and conditions set forth in this Agreement. Contractor represents that it is experienced in providing professional system integration contracting services, is licensed in the State of California, if applicable;
- C. City desires to engage Contractor to render such services for system integration for utility customer billing and meter data management as set forth in this Agreement;
- D. The public interest, convenience, necessity and general welfare will be served by this Agreement; and
- E. This Agreement is made and entered into effective the date the City signs this Agreement.

TERMS

1. CONTRACTOR INFORMATION:

Contractor’s Name: Enterprise Solutions Consulting, LLC
 Address: 1130 Crosspointe Lane, Suite 9A
 City: Webster State: NY Zip: 14580
 Business Phone: (585) 500-5045 Fax No. (585) 413-4302
 Other Contact Number: 585-216-5874
 Business License Number: _____
 Federal Tax I.D. Number: 27-2207085

2. CONTRACTOR SERVICES, FEES, AND RELEVANT DATES:

- A. The Contractor’s scope of service is described in Exhibit “A” attached hereto and incorporated herein by this reference.
- B. The City’s responsibilities, other than payment, are described in Exhibit “B” attached hereto and incorporated herein by this reference.

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- C. Payment terms are provided in Exhibit “C” attached hereto and incorporated herein by this reference.
- D. The term of this Agreement shall be from April 6, 2021 to December 31, 2027 unless terminated earlier as provided herein. The City acknowledges that it will not unreasonably withhold approval of the Contractor’s requests for extensions of time in which to complete the work required. The Contractor shall not be responsible for performance delays caused by others or delays beyond the Contractor’s reasonable control (excluding delays caused by non-performance or unjustified delay by Contractor, his/her/its employees, or subcontractors), and such delays shall extend the time for performance of the work by the Contractor.

3. **STANDARD TERMS AND CONDITIONS:**

- A. Control of Work. Contractor is solely responsible for the content and sequence of the work, and will not be subject to control and direction as to the details and means for accomplishing the anticipated results of services. The City will not provide any training to Contractor or his/her/its employees.
- B. Intent of Parties. Contractor is, and at all times shall be, an independent contractor and nothing contained herein shall be construed as making the Contractor or any individual whose compensation for services is paid by the Contractor, an agent or employee of the City, or authorizing the Contractor to create or assume any obligation or liability for or on behalf of the City, or entitling the Contractor to any right, benefit, or privilege applicable to any officer or employee of the City.
- C. Subcontracting. Contractor may retain or subcontract for the services of other necessary contractors with the prior written approval of the City. Payment for such services shall be the responsibility of the Contractor. Any and all subcontractors shall be subject to the terms and conditions of this Agreement, with the exception that the City shall have no obligation to pay for any subcontractor services rendered. Contractor shall be responsible for paying prevailing wages where required by law [See California Labor Code Sections 1770 through 1777.7].
- D. Conformance to Applicable Requirements. All work prepared by Contractor shall be subject to the approval of City.
- E. Substitution of Key Personnel. Contractor has represented to City that certain key personnel will perform and coordinate the services under this Agreement. Should one or more of such personnel become unavailable, Contractor may substitute other personnel of at least equal competence upon written approval of City. In the event that City and Contractor cannot agree as to the substitution of key personnel, City shall be entitled to terminate this Agreement for cause. As discussed below, any personnel who fail or refuse to perform the services in a manner acceptable to the City, or who are determined by the City to be uncooperative, incompetent, a threat to the adequate or timely completion of the project or a threat to the safety of persons or property, shall be promptly

- removed from the project by the Contractor at the request of the City. The key personnel for performance of this Agreement are as follows: **RJ Kumar**.
- F. City's Representative. The City hereby designates the City Manager, or his or her designee, to act as its representative for the performance of this Agreement ("City's Representative"). Contractor shall not accept direction or orders from any person other than the City's Representative or his or her designee.
- G. Contractor's Representative. Contractor hereby designates **RJ Kumar**, or his or her designee, to act as its representative for the performance of this Agreement ("Contractor's Representative"). Contractor's Representative shall have full authority to represent and act on behalf of the Contractor for all purposes under this Agreement. The Contractor's Representative shall supervise and direct the services, using his or her best skill and attention, and shall be responsible for all means, methods, techniques, sequences and procedures and for the satisfactory coordination of all portions of the services under this Agreement.
- H. Legal Considerations. The Contractor shall comply with applicable federal, state, and local laws in the performance of this Agreement. Contractor shall be liable for all violations of such laws and regulations in connection with services. If the Contractor performs any work knowing it to be contrary to such laws, rules and regulations and without giving written notice to the City, Contractor shall be solely responsible for all costs arising therefrom. Contractor shall defend, indemnify and hold City, its officials, directors, officers, employees and agents free and harmless, pursuant to the indemnification provisions of this Agreement, from any claim or liability arising out of any failure or alleged failure to comply with such laws, rules or regulations.
- I. Standard of Care; Performance of Employees. Contractor shall perform all services under this Agreement in a skillful and competent manner, consistent with the standards generally recognized as being employed by professionals in the same discipline in the State of California. Contractor represents and maintains that it is skilled in the profession necessary to perform the services. Contractor warrants that all employees and subcontractor shall have sufficient skill and experience to perform the services assigned to them. Finally, Contractor represents that it, its employees and subcontractors have all licenses, permits, qualifications and approvals of whatever nature that are legally required to perform the services and that such licenses and approvals shall be maintained throughout the term of this Agreement. Any employee of the Contractor or its subcontractors who is determined by the City to be uncooperative, incompetent, a threat to the adequate or timely completion of the project, a threat to the safety of persons or property, or any employee who fails or refuses to perform the services in a manner acceptable to the City, shall be promptly removed from the project by the Contractor and shall not be re-employed to perform any of the services or to work on the project.
- J. Contractor Indemnification. Contractor shall indemnify, defend and hold the City, the Moreno Valley Housing Authority, and the Moreno Valley Community Services District (CSD), their officers, agents and employees harmless from any and all claims, damages, losses, causes of action and

demands, including, without limitation, the payment of all consequential damages, expert witness fees, reasonable attorney’s fees and other related costs and expenses, incurred in connection with or in any manner arising out of Contractor’s performance of the work contemplated by this Agreement and this Agreement. Acceptance of this Agreement signifies that the Contractor is not covered under the City’s general liability insurance, employee benefits, or worker’s compensation. It further establishes that the Contractor shall be fully responsible for such coverage. Contractor’s obligation to indemnify shall survive expiration or termination of this Agreement, and shall not be restricted to insurance proceeds, if any, received by the City, the Moreno Valley Housing Authority, and the CSD, and their officers, agents and employees.

- K. Additional Indemnity Obligations. Contractor shall defend, with counsel of City’s choosing and at Contractor’s own cost, expense and risk, any and all claims, suits, actions or other proceedings of every kind covered by Section “J” that may be brought or instituted against City, the Moreno Valley Housing Authority, and the CSD, and their officers, agents and employees. Contractor shall pay and satisfy any judgment, award or decree that may be rendered against City, the Moreno Valley Housing Authority, and the CSD, and their officers, agents and employees as part of any such claim, suit, action or other proceeding. Contractor shall also reimburse City for the cost of any settlement paid by City, the Moreno Valley Housing Authority, and the CSD, and their officers, agents and employees as part of any such claim, suit, action or other proceeding. Such reimbursement shall include payment for City’s attorney’s fees and costs, including expert witness fees. Contractor shall reimburse City, the Moreno Valley Housing Authority, and the CSD, and their officers, agents and employees for any and all legal expenses and costs incurred by each of them in connection therewith or in enforcing the indemnity herein provided.
- L. Insurance Requirements. The Contractor will comply with the following insurance requirements at its sole expense. Insurance companies shall be rated (A Minus: VII—Admitted) or better in Best’s Insurance Rating Guide and shall be legally licensed and qualified to conduct business in the State of California:

The Contractor shall procure and maintain, at its sole expense, Workers’ Compensation Insurance in such amounts as will fully comply with the laws of the State of California and which shall indemnify, insure and provide legal defense for the Contractor and the City, the Housing Authority and CSD against any loss, claim, or damage arising from any injuries or occupational diseases happening to any worker employed by the Contractor in the course of carrying out the Agreement. This coverage may be waived if the Contractor is determined to be functioning as a sole proprietor and the city provided form “Exception to Worker’s Compensation Coverage” is signed, notarized and attached to this Agreement

X General Liability Insurance—to protect against loss from liability imposed by law for damages on account of bodily injury, including death, and/or property damage suffered or alleged to be suffered by any person or persons

whomever, resulting directly or indirectly from any act or activities of the Contractor, sub-Contractor, or any person acting for the Contractor or under its control or direction. Such insurance shall be maintained in full force and effect throughout the terms of the Agreement and any extension thereof in the minimum amounts provided below:

Bodily Injury	\$1,000,000 per occurrence/ \$2,000,000 aggregate
Property Damage	\$500,000 per occurrence/ \$500,000 aggregate

X Professional Errors and Omission Insurance—such coverage shall not be less than \$1,000,000 per claim and aggregate.

X Liability and Property Damage Insurance coverage for owned and non-owned automotive equipment operated on City/CSD/Housing Authority premises. Such coverage limits shall not be less than \$1,000,000 combined single limit.

X A Certificate of Insurance and appropriate additional insured endorsement evidencing the above applicable insurance coverage shall be submitted to the City prior to the execution of this Agreement. The Certificate of Insurance or an appropriate binder shall bear an endorsement containing the following provisions:

Solely as respect to services done by or on behalf of the named insured for the City of Moreno Valley, it is agreed that the City of Moreno Valley, the Moreno Valley Housing Authority, and the Moreno Valley Community Services District, their officers, employees and agents are included as additional insured under this policy and the coverage(s) provided shall be primary insurance and not contributing with any other insurance available to the City of Moreno Valley, the Moreno Valley Housing Authority, and the Moreno Valley Community Services District, its officers, employees and agents, under any third party liability policy

The terms of the insurance policy or policies issued to provide the above coverage shall neither be amended to reduce the required insurance limits and coverages nor shall such policies be canceled by the carrier without thirty (30) days prior written notice by certified or registered mail of amendment or cancellation to the City, except that cancellation for non-payment of premium shall require ten (10) days prior written notice by certified or registered mail. In the event the insurance is canceled, the Contractor shall, prior to the cancellation date, submit new evidence of insurance in the amounts established.

M. Intellectual Property. Any system or documents developed, produced or provided under this Agreement, including any intellectual property discovered or developed by Contractor in the course of performing or otherwise as a result of its work, shall become the sole property of the City unless explicitly stated otherwise in this Agreement. The Contractor may retain copies of any and all

material, including drawings, documents, and specifications, produced by the Contractor in performance of this Agreement. The City and the Contractor agree that to the extent permitted by law, until final approval by the City, all data shall be treated as confidential and will not be released to third parties without the prior written consent of both parties.

- N. Entire Agreement. This Agreement constitutes the entire agreement between the parties. There are no understandings, agreements, or representations of warranties, expressed or implied, not specified in this Agreement. This Agreement applies only to the current proposal as attached. This Agreement may be modified or amended only by a subsequent written Agreement signed by both parties. Assignment of this Agreement is prohibited without prior written consent.
- O. (a) The City may terminate the whole or any part of this Agreement at any time without cause by giving at least ten (10) days written notice to the Contractor. The written notice shall specify the date of termination. Upon receipt of such notice, the Contractor may continue work through the date of termination, provided that no work or service(s) shall be commenced or continued after receipt of the notice which is not intended to protect the interest of the City. The City shall pay the Contractor within thirty (30) days after receiving any invoice after the date of termination for all non-objected to services performed by the Contractor in accordance herewith through the date of termination.
- (b) Either party may terminate this Agreement for cause. In the event the City terminates this Agreement for cause, the Contractor shall perform no further work or service(s) under the Agreement unless the notice of termination authorizes such further work.
- (c) If this Agreement is terminated as provided herein, City may require Contractor to provide all finished or unfinished documents and data and other information of any kind prepared by Contractor in connection with the performance of services under this Agreement. Contractor shall be required to provide such documents and other information within fifteen (15) days of the request.
- (d) In the event this Agreement is terminated in whole or in part as provided herein, City may procure, upon such terms and in such manner as it may determine appropriate, similar to those terminated.
- P. Payment. Payments to the Contractor pursuant to this Agreement will be reported to Federal and State taxing authorities as required. The City will not withhold any sums from compensation payable to Contractor. Contractor is independently responsible for the payment of all applicable taxes. Where the payment terms provide for compensation on a time and materials basis, the Contractor shall maintain adequate records to permit inspection and audit of the Contractor's time and materials charges under the Agreement. Such records shall be retained by the Contractor for three (3) years following completion of the services under the Agreement.
- Q. Restrictions on City Employees. The Contractor shall not employ any City employee or official in the work performed pursuant to this Agreement. No

officer or employee of the City shall have any financial interest in this Agreement in violation of federal, state, or local law.

- R. Choice of Law and Venue. The laws of the State of California shall govern the rights, obligations, duties, and liabilities of the parties to this Agreement, and shall govern the interpretation of this Agreement. Any legal proceeding arising from this Agreement shall be brought in the appropriate court located in Riverside County, State of California.
- S. Delivery of Notices. All notices permitted or required under this Agreement shall be given to the respective parties at the following address, or at such other address as the respective parties may provide in writing for this purpose:

Contractor:

Enterprise Solutions Consulting, LLC
1130 Crosspointe Lane, Suite 9A
Webster, New York 14580
Attn: RJ Kumar

City:

City of Moreno Valley
14177 Frederick Street
P.O. Box 88005
Moreno Valley, CA 92552
Attn: Electric Utility Division Manager

Such notice shall be deemed made when personally delivered or when mailed, forty-eight (48) hours after deposit in the U.S. Mail, first class postage prepaid and addressed to the party at its applicable address. Actual notice shall be deemed adequate notice on the date actual notice occurred, regardless of the method of service.

- T. Time of Essence. Time is of the essence for each and every provision of this Agreement.
- U. City's Right to Employ Other Contractors. City reserves right to employ other contractors in connection with this project.
- V. Amendment; Modification. No supplement, modification, or amendment of this Agreement shall be binding unless executed in writing and signed by both parties.
- W. Waiver. No waiver of any default shall constitute a waiver of any other default or breach, whether of the same or other covenant or condition. No waiver, benefit, privilege, or service voluntarily given or performed by a party shall give the other party any contractual rights by custom, estoppel, or otherwise.
- X. No Third Party Beneficiaries. There are no intended third party beneficiaries of any right or obligation assumed by the parties.

- Y. Counterparts. This Agreement may be signed in counterparts, each of which shall constitute an original.
- Z. Invalidity; Severability. If any portion of this Agreement is declared invalid, illegal, or otherwise unenforceable by a court of competent jurisdiction, the remaining provisions shall continue in full force and effect.
- AA. Assignment or Transfer. Contractor shall not assign, hypothecate, or transfer, either directly or by operation of law, this Agreement or any interest herein without the prior written consent of the City. Any attempt to do so shall be null and void, and any assignees, hypothecates or transferees shall acquire no right or interest by reason of such attempted assignment, hypothecation or transfer.
- BB Supplementary General Conditions (for projects that are funded by Federal programs). The following provisions, pursuant to 44 Code of Federal Regulations, Part 13, Subpart C, Section 13.36, as it may be amended from time to time, are included in the Agreement and are required to be included in all subcontracts entered into by CONTRACTOR for work pursuant to the Agreement, unless otherwise expressly provided herein. These provisions supersede any conflicting provisions in the General Conditions and shall take precedence over the General Conditions for purposes of interpretation of the General Conditions. These provisions do not otherwise modify or replace General Conditions not in direct conflict with these provisions. Definitions used in these provisions are as contained in the General Conditions.
1. CONTRACTOR shall be subject to the administrative, contractual, and legal remedies provided in the General Conditions in the event CONTRACTOR violates or breaches terms of the Agreement.
 2. CITY may terminate the Agreement for cause or for convenience, and CONTRACTOR may terminate the Agreement, as provided the General Conditions.
 3. CONTRACTOR shall comply with Executive Order 11246 of September 24, 1965, entitled Equal Employment Opportunity, as amended by Executive Order 11375 of October 13, 1967, and as supplemented in Department of Labor regulations (41 CFR chapter 60). (All construction contracts awarded in excess of \$10,000 by CITY and/or subcontracts in excess of \$10,000 entered into by CONTRACTOR.)
 4. CONTRACTOR shall comply with the Copeland Anti-Kickback Act (18 U.S.C. 874) as supplemented in Department of Labor regulations (29 CFR Part 3) (All contracts and subcontracts for construction or repair.)
 5. CONTRACTOR shall comply with the Davis-Bacon Act (40 U.S.C. 276a to 276a7) as supplemented by Department of Labor regulations (29 CFR Part 5).
 6. CONTRACTOR shall comply with Sections 103 and 107 of the Contract Work Hours and Safety Standards Act (40 U.S.C. 327330) as supplemented by Department of Labor regulations (29 CFR Part 5).

- 7. CONTRACTOR shall observe CITY requirements and regulations pertaining to reporting included in the General Conditions.
- 8. Patent rights with respect to any discovery or invention which arises or is developed in the course of or under the Agreement shall be retained by the CITY.
- 9. Copyrights and rights in data developed in the course of or under the Agreement shall be the property of the CITY. FEMA/CalOES reserve a royalty-free, nonexclusive, irrevocable license to reproduce, publish or otherwise use or authorize to others to use for federal purposes a copyright in any work developed under the Agreement and/or subcontracts for work pursuant to the Agreement.
- 10. CONTRACTOR shall provide access by the City, the Federal grantor agency, the Comptroller General of the United States, or any of their duly authorized representatives to any books, documents, papers, and records of the contractor which are directly pertinent to that specific contract for the purpose of making audit, examination, excerpts, and transcriptions.
- 11. CONTRACTOR shall retain all required records for three years after CITY makes final payments and all other pending matters relating to the Agreement are closed.
- 12. CONTRACTOR shall comply with all applicable standards, orders, or requirements issued under section 306 of the Clean Air Act (42 U.S.C. 1857(h)), section 508 of the Clean Water Act (33 U.S.C. 1368), Executive Order 11738, and Environmental Protection Agency regulations (40 CFR part 15). (This provision applies to contracts exceeding \$100,000 and to subcontracts entered into pursuant to such contracts.)
- 13. CONTRACTOR shall comply with mandatory standards and policies relating to energy efficiency which are contained in the State energy conservation plan issued in compliance with the Energy Policy and Conservation Act (Pub. L. 94163, 89 Stat. 871).

SIGNATURE PAGE TO FOLLOW

IN WITNESS HEREOF, the parties have each caused their authorized representative to execute this Agreement.

City of Moreno Valley

Enterprise Solutions Consulting, LLC

BY: _____
City Manager

BY: _____

TITLE: _____
(President or Vice President)

Date

Date

BY: _____

TITLE: _____
(Corporate Secretary)

Date

INTERNAL USE ONLY

APPROVED AS TO LEGAL FORM:

City Attorney

Date

RECOMMENDED FOR APPROVAL:

Department Head
(if contract exceeds 15,000)

Date

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Exhibit A

Contract Statement of Work

Fix date below.

Utility: Moreno Valley Utilities
Vendor: Enterprise Solutions Consulting, LLC
Project: Oracle Customer Cloud Service Implementation
Execution Date:

Attachment: PSA ESC 04062021 [Revision 1] (4252 : APPROVE AGREEMENTS FOR THE PURCHASE AND IMPLEMENTATION OF THE AMI)

Document Control

Owner	ESC Partners
Status	Initial Outline

Version	Description of Change	Date	Author
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3	Revisions	January 18, 2021	RJ Kumar
4	Revisions	January 27, 2021	MVU/AAC
5	Revisions	February 18, 2021	RJ Kumar

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Signature Page

STATEMENT OF WORK

THIS STATEMENT OF WORK ("SOW") is entered into as of this 22nd day of April, 2021 (the "Effective Date") by and between **Enterprise Solutions Consulting, LLC**, a Delaware corporation (hereinafter "VENDOR"), and **Moreno Valley Utilities**, a California Corporation ("Client" or "**CLIENT**").

This **SOW** is supplemental to the Master Services Agreement between VENDOR and Client (the "Master Agreement"). Capitalized terms not defined herein shall have the meanings attached to them in the Master Agreement.

If there is any inconsistency between this SOW and the Master Agreement, the Master Agreement shall be controlling, and take precedent unless expressly otherwise provided in the Master Agreement.

IN WITNESS WHEREOF, a duly authorized representative of each party has executed this SOW on the Effective Date.

CLIENT:

VENDOR:

By: _____

By: _____

Name:

Name:

1.0 Overview

1.1 Project Major Components Summary

Client has embarked on this project for the purpose of implementing a new CIS and MDM solution to replace Client's current legacy system with Oracle's Customer Cloud Services (CCS) solution through Enterprise Solutions Consulting, LLC ("Vendor"). ESC will provide program management, change management, and implementation services for installation of Oracle's CCS solution for Client.

Vendor has reviewed the schedule, their planned resource levels and Client planned resource levels documented in this SOW. Vendor represents that adequate time and resources have been accounted for in this SOW to meet the Fourteen (14) month Go-Live schedule.

The services to start this SOW will start no later than the second Monday after Contract execution or mutually agreed date by Client and Vendor [the "Commencement Date"]. Any dates specified in this SOW will be adjusted accordingly based

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on the actual Commencement Date. The current SOW schedule assumes a May 03, 2021 Commencement Date; and all schedule dates will be pushed out accordingly from this date.

If Vendor fails to perform its obligations, additional provisions set forth at Section 6.4 in this SOW sets forth the process for extending the project schedule beyond the fourteen (14) month Go-Live schedule.

Vendor has reviewed the Oracle Ordering Documents and has confirmed and approved that Client is ordering the necessary modules and quantities from Oracle to implement the Solution and Go-Live schedule to meet their requirements. Vendor has also confirmed and approved that Client production configuration will meet the specifications required for Vendor to meet the Performance Criteria in Section 3.0.

1.2 Contract Order of Precedence

Vendor shall perform the services and provide the activities and deliverables described in the following documents:

If any discrepancy exists among the following documents, the order of control shall be in the following order:

- 1) Statement of Work (Exhibit A)
- 2) Master Services Agreement
- 3) RFP for New CIS and MDM System and Implementation Services Issued June 4th, 2020 (Attachment 10.9)
- 4) Enterprise Solutions Consulting Proposal dated July 14th, 2020 (Attachment 10.10)

1.3 Business Objectives of the Project

Client has set forth several major requirements that Vendor agrees shall be met by Vendor for this project:

- Delivers an economical long-term solution with flexible hosting options allowing MVU to grow without concerns of partner or information technology limitations.
- Improves the customer experience
- Enables efficient business management now and in the future
- Offers state of the art functionality to improve internal efficiency
- Provides a modern technological platform that can easily integrate with ancillary solutions
- Limits customizations and adopts best practices
- Becomes the system of record for all customer related interactions

1.4 Guiding Principles for the Project

Client and Vendor agree to the following overarching principles to guide the project.

All team members need to understand the methodology described in this document, so everyone agrees to the same approach.

When there are tasks or deliverables that are dependent upon completion of prior tasks and the delivery of prior deliverables, Vendor and Client will follow the agreed upon sequence as outlined in Attachment 10.1 of this SOW.

Keep the project moving forward by making decisions in an expedient manner. If additional team members are required to make a decision, identify those parties early to keep decisions being made in a timely manner.

The Vendor and Client will not try to reinvent the legacy system, but rather will incorporate best practices, when possible, as long as they do not conflict with regulatory requirements, and maximize the capability of the system to manage our business.

The Vendor and Client will continuously ask why the standard best practices won't work and be open minded in considering alternatives.

The Vendor and Client will avoid programming wherever possible to minimize scope change and reduce system maintenance.

The Vendor and Client will focus on today's business requirements while considering potential future requirements.

The Vendor and Client will not take shortcuts and will focus on performing work right the first time.

There will be problems during the project, always address those problems head on and openly with each other. The Vendor and Client need to build a strong working relationship between all parties. All parties will conduct themselves honestly and with respect in all situations.

The Vendor and Client will minimize waste on this project. Everything the Vendor and Client does, as part of this project should be necessary and provide value to something else. For example, the Vendor and Client will not conduct meetings without an agenda and a clearly defined purpose and outcome.

Always remain focused on our project goals, focus on activities that will continue to move the project forward.

1.5 Deliverable Acceptance Criteria

The following Acceptance Process will apply for all Vendor deliverables, whether in document form or other form.

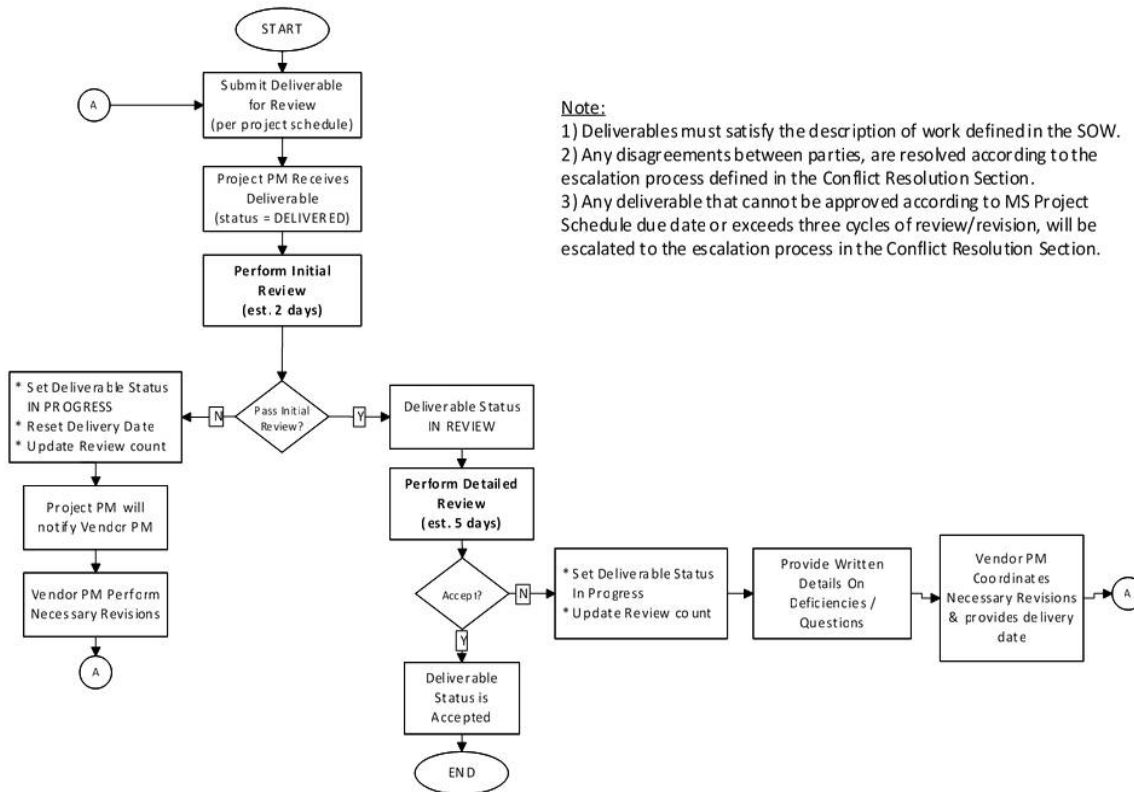
Microsoft Project Schedule will be utilized to plan and track the Deliverable Acceptance Process and tasks will be built into the initial schedule for the process. The Schedule will allocate a five (5) business day approval duration by the receiving party, unless otherwise negotiated. The Client and Vendor's project managers will develop the Microsoft Project Schedule and define the approval durations mutually based on the type and complexity of the Deliverable. The approval duration will assume a Walkthrough is being performed. If multiple deliverables are scheduled for the same timeframe for the same approvers, additional time will be allocated if deemed necessary by the Client and Vendor's project managers.

If there are significant quality issues with a deliverable, the Microsoft Project Schedule may require additional tasks or resource additions for the best tracking of that deliverable's approval process. The Client project manager will work with the Vendor project manager on determining when and if additional updates are required to the Microsoft Project Schedule.

Deliverables will be delivered according to the Project Schedule in most cases but may be delivered early at the discretion of the responsible party. Deliverables delivered early will be initially reviewed (see below) but may not be reviewed (based on resource availability) in depth until the due date specified in the MS Project Schedule.

Both parties will adhere to the following process.

Deliverable Acceptance



Note:
 1) Deliverables must satisfy the description of work defined in the SOW.
 2) Any disagreements between parties, are resolved according to the escalation process defined in the Conflict Resolution Section.
 3) Any deliverable that cannot be approved according to MS Project Schedule due date or exceeds three cycles of review/revision, will be escalated to the escalation process in the Conflict Resolution Section.

Delivery	<p>The Vendor will collaborate with the subject matter experts and Client as the Deliverable is created, to ensure that it is properly tailored for the Client and this Project. This collaboration period may involve reviewing sections of the Deliverable, or even the entire Deliverable, but these are working sessions and do not constitute “Delivery” of the Deliverable.</p> <p>When the Vendor deems the applicable Deliverable to meet the Specifications and to be complete, it will be delivered to the approving Client Project Manager. This is considered the formal “Delivery.” The initial review would now begin.</p> <p>When the Deliverable is formally delivered, the Client will change the status of the Deliverable in the Deliverable List to “Delivered” and will note the delivery date.</p>
Initial Review	<p>Within two business (2) days of delivery, the Client Project Manager will perform a brief, high-level review to see if it generally meets the Specifications and is complete and accurate enough to be considered “Delivered”. This initial review is expected to take less than thirty (30) minutes.</p> <p>If the Client Project Manager determines that the Deliverable does not meet the Specifications or is not complete and accurate enough to be considered “Delivered” for a</p>

	<p>detailed review by the Client, he or she will notify the Vendor Project Manager in writing, will reset the status in the Deliverable List to “In Progress” and will reset the delivery date.</p> <p>If the Client Project Manager determines that it does generally meet the Specifications and is complete and accurate enough to be considered “Delivered”, he or she will discuss with the Vendor Project Manager the need for a group Walkthrough or individual review and change the status of the Deliverable in the Deliverable List to “In Review” and provide to the Client for start of the detailed review.</p>
<p>Detailed Review</p>	<p>The in-depth review and approval of Deliverables will be scheduled and carried out according to the MS Project Schedule. Any Deliverable Walkthrough or review that requires a total (all parties) of time exceeding a half-day must be scheduled in the MS Project Schedule and included in resource leveling.</p> <p>The Vendor Project Manager will schedule the Walkthrough according to the MS Project Schedule. At the Walkthrough, the Vendor will provide an orientation to the Deliverable, review major points, and respond to questions.</p> <p>The Client will review the Deliverable in detail and determine whether it fully conforms to the Specifications. The reviewing party will review the Deliverable based on the schedule duration as defined in the MS Project Schedule. This constitutes the first review.</p> <p>In the event that the Deliverable is incomplete, unclear or deficient, the Client will provide a detailed list in writing of the Deficiencies and questions, before the end of the review period as defined in the MS Project Schedule. The Vendor shall have five (5) Business Days (or such other period as specified in the Project Schedule) from the date it receives the list of Deficiencies, to respond to all such questions and otherwise complete corrective actions in order for such Deliverable to conform to the applicable Specifications and other applicable requirements of this SOW, and to again Deliver the Deliverable to the Client. The Acceptance Process set forth in this Section shall be repeated until such time as all Deficiencies are resolved.</p> <p>Because the Vendor has collaborated with the Client during development and the Client Project Manager has done an initial review, the risk of a complete re-write is reduced. However, in the unlikely case that a complete re-write of the document is required, the delivery date will be reset, and the process will restart with development of the Deliverable.</p> <p>After the expiration of the planned review period for the Deliverable as scheduled in the MS Project Schedule; if Client has not provided feedback or requested an extension date and Client has neither Accepted nor Rejected such Deliverable, Vendor may give written notice thereof to Client and, if Client has neither Accepted nor Rejected such Deliverable within two (2) Business Days following such written notice, the Deliverable will be deemed to have been Accepted.</p> <p>Acceptance of a Deliverable means that during the applicable review period, Client has not identified any Deficiencies with respect to such Deliverable. Acceptance of a Deliverable (i) does not waive any rights or remedies of Client under this Agreement, or relieve Vendor of any of its obligations under this Agreement, with respect to the other Deliverables, and (ii) shall not be deemed to modify any such Deliverable except to the extent set forth in a Change Order approved by each Party.</p>
<p>Revision / Review Cycle</p>	<p>The number of cycles of revision/review will be tracked using the PMIS. Each additional cycle of revision and review increases the review count (the tool will automatically track this).</p> <p>Within two (2) business days of receiving the response or revisions, the Client will review them. If the Deliverable still does not meet Specifications, the Client Project Manager will</p>

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	<p>notify the Vendor in writing. This restarts the revision/review cycle and increases the review count.</p> <p>If the Deliverable now fully meets the Specifications and is complete, the Client Project Manager will sign off on the Deliverable, change the status in the Deliverable list to “Approved” and note the Approval date.</p>
Acceptance	<p>A Deliverable will be accepted by the Client if it meets the Specifications, satisfies the description of work described in the SOW, and includes the contents listed for the Deliverable in the SOW Deliverables Attachment.</p> <p>In the event that the Vendor and Client disagree on whether the Deliverable is complete, the conflict management escalation process will be followed as outlined in the Conflict Resolution section of this SOW Agreement.</p> <p>Any Deliverable that cannot be approved within the MS Project Schedule due date or which exceeds three cycles of review/revision will be escalated following the conflict management escalation process defined in the Conflict Management section of this SOW Agreement.</p>

1.5.1 Go Live Criteria

Before the new system (including converted data, base software, and customizations) can move to the production environment and be implemented in day-to-day production processing, the following criteria must be met.

- Successful completion and Client’s acceptance of all functional tests and all integration tests, and sign-off by Client of all user acceptance tests
- All requirements in the RFP functional matrix delivered, with any exceptions agreed to by both Vendor and Client via the Change Control process described in section 6.4 of this SOW.
- Successful Mock Go Live dress rehearsal as determined by Client.
- End users have been trained and, in the opinion of Client, are confident in their ability to conduct transactions.
- The data conversion has been balanced or adequately explained by Vendor to the satisfaction of Client, in its sole discretion.
- Testing that parallels a production sample of all customer type rates (business units, commercial, industrial, residential, etc.); meter reads will be compared to the legacy calculations and the new system calculations. The results to be to the satisfaction of Client, in its sole discretion.
- No open Level 1 defects or Level 2 defects
- Fewer than 10 open level 3 defects
- Fewer than 20 open level 4 defects
- Post-implementation support plan in place with a staffing plan

1.5.2 Post Implementation Criteria

The post implementation period shall be three months from the Go-Live date.

Before the project and Vendor’s obligations under the Agreement can be considered fully performed, the following criteria must be met to the satisfaction of Client, in its sole discretion. The following criteria apply to the post-implementation:

- Day-to-day operations, including daily and monthly financial reconciliations, have no less than the levels of efficiency and accuracy in the legacy systems existing prior to the implementation. Level of efficiency and accuracy is defined by the Client’s baselined data from the CIS Testing: Integrated Test Cycle 1 phase of the project.
- No open Level 1 defects or Level 2 defects.
- Open Level 3 and higher-level defects have been converted to production support defects in the appropriate Client and Vendor systems and have a mutually agreed to resolution plan.
- Vendor Post-implementation support plan is in place with a staffing plan. Formal handoff of production support, including outstanding issues, risks, and other concerns, has been made from Vendor implementation staff to Client support staff and approved and accepted by Client, in its sole discretion. Relationships and procedures have been established between Client staff, software Vendor, and ongoing Vendor staff as appropriate.

1.6 Vendor Software Modules and Versions

Application Name	Version	Methodology & Assumptions
Oracle Utilities Customer Cloud Service (CCS)	2021A	Total customer count of 8670 per Oracle Oder Document CPQ-1863505-1

1.7 Project Assumptions

Certain assumptions were taken into account to determine the level of effort to perform the scope of services included in this SOW. These assumptions fall into the areas described below.

1.7.1 General

- Client is committed to implementing “Best Practices” in order to minimize the need for customizations.
- Client recognizes that competing initiatives may be a risk and a challenge to the project team and the implementation. Client will be responsible to ensure that the appropriate actions are taken to avoid any impact to the project schedule, staffing, and costs related to any competing projects.
- Client and Vendor understand the project scope and project timelines and agree to use commercially reasonable efforts to communicate, and adhere to those objectives internally.

1.7.2 Project Structure

- Client will have a dedicated Project Manager (PM) to oversee all components of this project. Vendor will also have a dedicated PM, who will report to Client PM.
- All Vendor consultants will report to Vendor PM.
- Client will have a dedicated Project Director that will support the day to day activities of the project management team. The Project Director will participate in most project management meetings and key project activities.

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- Client's Steering Committee will designate one member as a Project Sponsor. Client Project Sponsor will provide senior guidance to the Client Project Director.
- Client will have a Steering Committee that will be comprised of key Client executives and project stakeholders. Client PM will report to Client Project Director. Client Project Director will present a report to the Steering Committee on a monthly basis regarding the status of the project.
- Vendor will designate a senior manager to act as a Vendor Engagement Manager/Account Executive for Vendor.
- Vendor Engagement Manager will participate in monthly Steering Committee meetings virtually and/or in person.

1.7.3 Staffing

- Vendor will staff the project with the Key Personnel named resources listed in this SOW.
- Given current government restrictions due to COVID-19, on-site Vendor project work will not start until these activities are mutually agreed upon in writing by the Client Project Director/Project Manager, and Vendor Project Manager/Engagement Manager.
- Client and Vendor project teams will primarily be located in a single facility located at Client's office (the "Project Office"). There will also be project activities conducted at the other Client business offices throughout the project subject to the control and approval of Client. Some work will be conducted by Client and Vendor project team members in offsite facilities with remote access to the hardware environment.
- Vendor has proposed a plan that does not require additional work outside of normal working hours; however, both the Client and Vendor acknowledge that modest (five to ten hours a week) amounts of work outside of normal working hours may be required at critical points to maintain the project schedule. If work outside of normal working hours is required, it will not be for extended periods of time (consistently greater than two weeks). Vendor and Client PMs will mutually agree to when mandatory work outside of normal working hours applies.
- Client will empower Client Project Core Team to make decisions related to configuration and business processes.
- All Client and Vendor project team members are expected to take normal vacation and holiday days throughout the course of the project except during stages of the project where their presence is critical. **Client Project Director will review and approve any requests for vacation.** Team members will not take more than one week of vacation at a time without approval. The project calendar will follow Client's Holiday schedule.
- When on-site travel begins, Vendor's consultants travel schedule will enable each Vendor consultant to be on-site at the appropriate Client location on Monday mornings by 11:30 am PST, and remain locally until 5:00 pm PST on Thursday afternoon. On Fridays, Vendor consultants will be working from remote locations and will be available for conference calls or other Client project work between the hours of 8:30 am PST to 3:00 pm PST at a minimum. Exceptions can be made to this schedule on a person by person basis (for example arriving Monday mid-day and leaving on Friday at mid-day) or by exception, provided that these are approved by Client PM no less than one week in advance. All Vendor consultants shall be expected to complete a normal 40 hour working week while assigned to the project, travel time not included.
- When on-site travel begins, the majority of project tasks will be done at the Project Office, including post go-live support, except for those development activities performed at off-site solution centers. Go-Live Support work will be a combined at the Project Office, at other Client sites as approved by Client, and off-site presence as deemed appropriate by Client. Client will provide remote access for Vendor consultants working off-site.
- Vendor has proposed a project that will complete both major phases of the project within fourteen (14) months to Go-Live. Vendor warrants that Vendor staffing reflected in this SOW is adequate to meet the project schedule, and acknowledges and confirms that Client staffing reflected in this SOW is sufficient to meet the project schedule. The Vendor reserves the right to apply additional resources in support of maintaining and/or accelerating completion of project deliverables within the construct of the agreed to fixed price contract. Changes

to project staffing that necessitate modification to the contract fixed price are subject to the change approval process described herein (identify specific section).

- All team member regular vacation or non-Client availability on the project must be requested for approval no less than two (2) weeks in advance. These requests will be made to the Client and Vendor PMs for approval. Both the Client and Vendor PMs must mutually agree to the request. Reasonable efforts will be made to accommodate requests as long as there are not major conflicts with the project.
- If Vendor consultants are removed from the project, there will be a minimum of a **two (2) week** overlap with the replacement consultant for a transition period unless otherwise agreed with client management. There will be no additional cost to the Client for this transition period, and the Vendor warrants that such transitions will not delay the project schedule.
- Vendor should be notified of any third-parties brought on by the Client to be involved in the project.

1.7.4 Project Management

- Vendor is responsible for managing the project. Vendor has been retained to lead Client through the implementation process based on Vendor’s experience and expertise and Vendor’s Response to Client RFP.
- Vendor is responsible for maintaining the MS Project Schedule for both Vendor and Client resources.
- All project documents will be maintained in electronic versions and hard copies in accordance with Client’s requirements. All final version documents will be clearly marked as the “Final” version.
- The Project Management Section of this document provides additional information regarding how the project will be managed.

1.7.5 Technology

- Vendor is responsible for providing access to the software during the initial Core Team training.
- Client will be responsible for the procurement of Oracle CCS solution to support the project.
- Client resources will provide network setup and network management support.
- Vendor will provide all instances (Development, Training (Year 1 only), Testing and Production) required for the implementation of the Oracle solution throughout the project. This will include, but is not limited to, separate instances for development, test, quality assurance, training, and production.
- Vendor will implement a formal configuration management process.
- The responsibility for code moves belongs to Vendor through Go Live. The Vendor will use code moves prior to Go Live as knowledge transfer opportunities with the Client staff.

2.0 Definitions

Acceptance	The process of Acceptance of Deliverables, phases and the overall project as outlined within the Deliverable Acceptance section.
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MVU / ESC

As-Is Business Process	A Document that describes the steps, people, and resources involved in completing specific business activities. The as-is process documents how the process is executed in the current project environment.
Change Control	The process that will be used throughout the project for controlling project scope. Changes can be time, scope, cost changes that impact the original project scope. Vendor will prepare order of magnitude estimates for changes with "small", "medium" and "large" cost estimates to support Client's decision on moving forward with a requested change. The preparation of order of magnitude estimates is not billable by Vendor.
Client	References all business units of Moreno Valley Utilities (abbreviated as "MVU").
Configuration	Process of performing table updates and algorithm changes to the System in order to have the system perform Client's specific user requirements. Configuration does not require programmatic software changes.
Conversion Validation	A component of the data conversion process to ensure the data from the legacy system to the new Vendor system has been completed accurately
Core Team	Client employees dedicated to be available to work full-time on the project
Courseware	End-User Training Materials that will be developed to facilitate end-user training execution.
Cut-Over	The Cut-Over includes all activities required to prepare the systems for the transition of testing the new Vendor system to production processing with the new solution. The activities will include ensuring security is set, user profile established, close-out of pending data in the legacy system, manual data conversions if required, rollout of system access to end users and other automated or manual activities required.
Cycle Parallel Testing	Process of comparing bills generated from the legacy system and the new Vendor system to compare mass volumes of rates and charges.
Data Mapping	The process of assigning source system data elements to target data elements in the system data model for purpose of conversion. The data model is the visual representation and description of data objects, their attributes, and the relationships between other data objects.
Defect	An imperfection or deficiency in a project component where that component does not meet its requirements or specifications and needs to be either repaired or replaced. Defects that were identified and require correction by the Vendor and/or the Client. The Level 1, 2 and 3 definitions provide the classification criteria for defects. Defect level will be initially defined by the Client.
Deliverable	Project component that is prepared specific to the project to support the completion of the project.
Fixed Price	The total cost for implementation services to be paid to Vendor. These costs cannot increase as long as the scope corresponds to all of the items in this SOW.
Functional Matrix	Document that contains Client functional requirements to be delivered by Vendor for this software implementation.
Functional Design	Document that describes, in business terms, changes Vendor will make to meet Client's business requirements. These documents will include a definition of the change; screen and report layouts; descriptions of searching, sorting, filtering; and a general explanation of how the change will be accomplished.
Functional Test	Test of a system feature or function such as credit card payments, move out, or billing. Functional Tests will be performed for all base system features to be used by Client, as well as configurations, modifications, interfaces, and data conversions.

MVU / ESC

Go-Live	Project date when all Client acceptance criteria has been met for system deployment to full production.
Interface	Passing of data between two separate and distinct systems; can be accomplished via real time or in batch mode.
Integration Test	Integration testing tests the integrated system – By business process all features and functions, configurations, modifications, interfaces, custom code developed working together with all associated reports, screens, transactions, and interfaces, and integrated with the manual business processes. Integration testing shall also test a variety of scenarios covering different types of customers, accounts, locations, user categories, dates, etc. Integration testing is structured in nature and has expected results.
Legacy System	References Client system that is being replaced.
Level 1 Defect	This classification designates a programmatic or Configuration defect that renders a component of the System unusable or inoperable. Level1 defects have any of the following characteristics: (i) this defect is a loss of the capability of the System to perform a function; (ii) a workaround does not exist and testing this function cannot be performed until the problem has been corrected. Level 1 defects include those errors that (i) impact the Client's ability to perform financial reporting, customer billing; and (ii) customers facing errors that impact the Client's ability to deliver accurate and professionally presented information to its customers or any other core business functions.
Level 2 Defect	This programmatic or Configuration defect renders a key component of the System unusable or inoperable. This error is a loss of the capability of the System to perform an important business function. Level 2 defects occur when a workaround does not exist, or the workaround is so difficult that if the System were in production, this defect would result in a serious impact to the Client's business.
Level 3 Defect	This classification designates a programmatic or Configuration defect that significantly limits the System's ability to conform to the documented capabilities including but not limited to the application, the application modules, the System and its features. This limitation stops the user from performing the normal use of the System; however, a mutually agreed upon workaround does exist. Testing can continue a module of the System with a workaround.
Level 4	These program or Configuration errors limit the capability of the application or function but are cosmetic or minor in nature. There is a practical work-around or the defect does not impact the Client's operation of the System in any significant respect.
Mock Go Live	A test of all activities (automated and manual) to be completed as part of cut-over to production process, and is staged in the exact manner as the pre-go-live steps and procedures including data validation.
Modification	Custom code that is inserted into the standard System or code that is exited to from the standard system.
Organizational Change Management	The activities, events, processes and procedures that are employed for handling transformation from one system environment to another. This relates primarily to people and business processes.
Performance Testing	This testing will exercise the system to ensure Client will achieve the stated performance.
Process Design	The process design is conducted during business process modeling activities and focuses on conducting business process design work in the context of the System environment. This design work will address operational and organizational changes required to implement the proposed solution.

MVU / ESC

Project Management Team	Vendor PM and Client PM comprise the Project Management Team.
Quality Assurance	The process of verifying that the proper processes and procedures have been adhered to on the project from a methodology as well as project management perspective and that the deliverables included the appropriate content and meet expectations.
Solution or Oracle Solution or Vendor Solution	The combination of the implementation of the Oracle CCS modules described in this SOW, the described scope and all other activities and deliverables described in this SOW.
Steering Committee (SC)	Executive group assigned to attend a monthly/quarterly review of project related reports and activities. Generally, this group consists of senior executives from each branch of the organization i.e., Finance, Information Technology, etc. The composition of the Steering Committee may change from time to time based upon the scope of the issues then being presented to the Steering Committee.
System	See Solution.
Technical Specification	Documents that describes in technical terms how a Functional Specification will be developed. These documents identify code, data elements, indices, etc. that will require changes and detail inputs, outputs, processing, calculations, data names, module names, and other appropriate technical specifications such as security considerations, backup and recovery, and restore functions.
Test Case	A set of conditions or variables that allow a tester to determine whether the system being tested is working as expected and satisfies associated requirements.
Test Conversion	A test conversion is an execution of the conversion processes and programs for the entire dataset to be converted. All conversion validation is executed as well as part of the test conversion.
Test Plan	Document that outlines a strategy or approach for testing. A project test plan would describe the schedule, platforms, staffing, requirements, tools, testing stages, and defect tracking for all project testing. Test plans for specific tests states detail groups of test scripts to be used and include key set-up issues, dependencies, schedules, platforms, data requirements, etc.
Test Script	A document that describes what steps and actions are required to test a particular feature or function. The document also describes the specified expected results.
To-Be Business Process	A Document that describes the steps, people, and resources involved in completing specific business activities. The to-be process documents how the process will be executed in the future project environment.
User Acceptance Test	A final testing step that is the final test prior to go-live. This test is all inclusive of the project scope and all scope items must be completed prior to the beginning of this test.
Vendor	Systems Integrator (ESC) responsible for leading the technical portion of the Project, which includes developing the solution, configuring the system, developing modifications and interfaces as well as providing training.
Walkthrough	Process where Vendor conducts a meeting to review a deliverable with Client. These meetings are intended to facilitate the communication process regarding the specific deliverable contents.
Work Breakdown Structure (WBS)	As defined by the Project Management Institute, a work breakdown structure is a deliverable-oriented hierarchical decomposition of the work to be executed by the project team to accomplish the project objectives and create the required deliverables. It organizes and defines the total scope of the project. Each descending level represents an increasingly detailed definition of the project work.

3.0 Performance Criteria

- During the Performance Testing portion of the Project these service levels will be measured; ESC will tune the System to ensure these performance levels are consistently met.
- The System will support the Client's existing number of utility customers and services, with consideration for growth and retention.
- The nightly billing Batch processing (all needed modules), will be completed within a four (4) hour window. The amount of time needed to complete batch processing will be evaluated during parallel testing. This includes all Billing Batch Processing, including the generation of XML or other MVU defined files needed to print bills, letters, or other output documents needed for processing. All nightly batch jobs and system processing will be completed by 6:00 AM PT.
- The target response times will be less than 2 seconds over 90 percent of the time when end users are interacting on key screens. If these response times are greater than 2 seconds, ESC will work with Oracle and the Client on performance resolution.

If these performance targets are not achieved during all phases of testing, a Severity 1 Defect will be logged.

During the post-Go-Live period, an unmet performance target shall be considered Severity 1 Defect. ESC will work with Oracle and the Client on performance resolution. The following Client environmental factors will be considered when Severity 1 defects are logged:

- The number of other applications running on a user's workstation.
- The resources available on the user's workstation for loading and displaying the screens.
- The level of traffic on the Client and/or Client Third Party networks.
- The level of traffic on the Internet nodes between the Client and/or Client Third Party and Oracle's data centers.
- The amount of the Client's data that must be parsed and transferred for the search or function.

4.0 Program Scope

4.1 General Scope Overview

The implementation will consist of Oracle Customer Cloud Services. The standard functionality for these solutions will be implemented as well as any functionality specifically addressed as part of the scope identified in this SOW.

- Oracle's CCS is an industry-leading solution for Customer Information System and Meter Data Management System with a flexible rating engine capable of supporting demand management, green programs, and seasonal rates. CCS helps expand service offerings, improves customer responsiveness, reduces revenue leakage, and supports customer self-service via API to minimize CSR call volumes and resolution times.

Vendor will deliver this project as the lead for the services being provided. Vendor has been engaged based on its industry expertise and experience, its knowledge of the Oracle products to be used in the project and its professional services capability.

Vendor will provide all services, whether specifically set forth herein or not, that are typically utilized to implement the solutions that are described within this SOW.

All items in Attachment 10.4 Final Functional Matrix that the Vendor has marked with a score of Twenty (20) and above are within the scope of this Project based on the Fixed Price and included in this SOW. The Vendor will ensure the System provides all the capabilities described in Attachment 10.4 Final Functional Matrix in a smooth and streamlined manner. Requirements that are met with awkward workarounds that are not efficient are deemed to be non-functional and will require Vendor modification to become compliant with this agreement at the Vendor cost. In addition, if, after the effective date of the SOW, the Vendor discovers that an agreed upon feature described in Attachment 10.4 Final Functional Matrix cannot be delivered without additional Modification, the Client will review the Vendor request for the additional Modification and validate that the feature is required. If the feature is still required by the Client, it is the obligation of the Vendor to modify the System to meet that requirement at no additional cost to the Client.

Furthermore, if additional time is needed to complete any additional development by ESC or any time delay **that is caused by the Vendor** the additional MVU costs associated with that time extension, such as the Client's **third-party costs** (project management, test lead, etc.) and **the Client's internal labor costs**, is at the expense of the Vendor.

4.2 Program Structures

4.2.1 Project Organization Structure

The management structure of the project will consist of team members from Client and Vendor. Vendor project team members will report to Vendor PM (regarding task assignments) and Vendor PM will report to Client PM.

All communications by the Vendor to the Client related to the project will be directed to the Client PM and then follow the project chain of command.

The project organization structure chart later in this document outlines the project chain of command.

4.2.2 Client Staffing

The table outlines Client staffing that will be made available to the project. This staffing matrix has been reviewed and approved by Vendor.

Person	Title/Role	Roles and Responsibilities
MVU PM	Project Manager (PM)	Overall responsibility for the day to day project activities. Jointly responsible for sign-off of project deliverables as described in this SOW.

MVU / ESC

Person	Title/Role	Roles and Responsibilities
Jeannette Olko/Ruby Irigoyen	Organizational Change Management Responsibilities	Person(s) responsible for MVU for the overall development and management of the OCM process. This resource will be focused on the processes directly related of OCM Planning, OCM Development and OCM Execution.
Program Coordinator/ENCO	Customer Care SME	Subject Matter expert responsible for customer care, account management activities. Participate in functional requirement gatherings and conduct research of functional issues. Responsible for approval or rejection of requirements that are related to customer care functionality. Overall solution approval.
MVU/ENCO	Billing SME	Subject matter expert responsible for identification of areas that include Billing, Rates, and Credit and Collections processing. Participate in all functional requirement gathering; conduct research of functional issues as required. Responsible for approval or rejection of requirements that are related to the billing, rates and credit and collection processing functionality. Approval of billing processes and deliverables. CCS Super User.
MVU/ENCO	Metering SME	Subject matter expert responsible for identification of areas that include inventory management, metering, AMR/AMI, and validations. Participate in all functional requirement gathering; conduct research of functional issues as required. Responsible for approval or rejection of requirements that are related to inventory management, metering, AMR/AMI, and validations functionality. Definition and approval of metering processes and deliverables.
Jeannette Olko/Lesia Bowers/ENCO	Finance SME	Subject Matter expert responsible for financial transaction activities. Participate in functional requirement gatherings and conduct research of functional issues. Responsible for approval or rejection of requirements that are related to financial transaction functionality. Approval of financial processes and deliverables.
MVU/ENCO	Field Service SME	Responsible for testing all required Customer and Field Service functionality, documenting relevant procedures, and developing and conducting training modules for Customer and Field Service in the new CIS.

Person	Title/Role	Roles and Responsibilities
MVU PM	Test Lead	Person responsible for MVU for the overall testing process. This resource will be focused on the processes of test planning, development and test execution.
MVU/ENCO	Tester (Functional Team)	All above SME's will be part of the test execution.
Steve Hargis/Jordan Foster	Network and Security	Responsible for the overall application security definition and enforcement. Networking team will be responsible for integration and provisioning of Oracle CCS cloud into MVU network including network setup and security.
Steve Hargis/Jordan Foster	Interface Lead	Integration lead responsible for coordination of activities between third-parties and CCS team.
Ruby Irigoyen	Data Conversion Lead	Responsible for the legacy system data extract and timely cleansing of the data in preparation for conversion.

4.2.3 Vendor Staffing

The staffing chart represented in Attachment 15 of this document represents Vendor resources that will be responsible for this project. These Key Persons will not be removed from this project unless their employment ceases with Vendor, or they become disabled to the extent that they can no longer fulfill their responsibilities. If Vendor resources are sub-contractors those resources must be identified, and Vendor must have a signed agreement with those sub-contractors that commits that resource to Vendor and this specific project for the duration of the project as well as the post go-live support phases.

If, during the project, Client determines a particular Vendor consultant is not working well with the team or not performing, Client has the right to request that Vendor consultant be replaced. Client can make this request to Vendor PM or other authorized Vendor manager and Vendor will discuss the replacement with Client and determine if the resource should be replaced; after the discussion, if Client still deems the consultant should be replaced, Vendor will replace the consultant. Vendor will replace the consultant pursuant to section 1.7.3 of this document.

4.3 Major Scope Components

4.3.1 Functional Matrix

The Scope for the project is based on Client RFP, the Functional Matrix, and the Identified Interfaces, Modifications, and Reports identified in this SOW.

The Functional Matrix and Report List in conjunction with this SOW will be used as the basis for Requirements/Analysis activities and to guide the design, configuration, development, testing and training activities for the project.

Client Functional Matrix is a Key Input to the Analysis activities. Each Functional Matrix item will be mapped to the Oracle CCS functionality for requirements, business processes and testing scenarios to ensure validation of all requirements have been delivered. It will be Vendor's responsibility to complete this activity. **Client Functional Matrix is listed in Attachment 10.4.**

4.3.2 Modifications

Modifications, acceptable to Client, have been identified by Vendor and are set forth in Section 8.1.2 of this document.

4.3.3 Interfaces

Interfaces, acceptable to Client, have been identified by Vendor and are set forth in Section 8.1.3 of this document.

4.3.4 Data Conversions

Vendor will lead overall aspects of the data conversion activities with Client support for these activities. Vendor shall ensure that all data is not corrupted, incorrectly modified or otherwise adversely altered during conversion activities.

4.3.5 Reports (Base and Enhancements)

Vendor will be responsible for the reporting strategy for Client and reviewing the legacy reports with Client to develop an approach of how to automate those reports.

A reporting document that lists all legacy reports and the needed versions of these reports in the new Vendor solution will be developed. Part of the process will be to determine what reporting tool from Oracle will be used to create the report.

Client's goal is to bring forward a minimum of the legacy reports as well as minimize the number of hardcopy reports and move to an on-line approach for information retrieval.

Vendor will advise Client on the best practices related to performance tuning (database tuning, index management, application configurations, memory allocations, etc.) the Business Intelligence application and other reporting environments to ensure maximum performance is achieved for all reports. The intent of this tuning is to minimize user wait times for report processing. All report environments will be configured to minimize the performance impact to users performing on-line transactions.

Vendor and Client will review the legacy system reports and compare them to the provided reports from the new solution.

Once the full scope for report development is documented, Client may request Vendor to support the development of reports with Client's assistance. The intent of this approach is for Vendor to train Client on all Vendor report development tools and Vendor will review any additional costs to develop these reports as part of the Change Control Process.

4.3.6 Miscellaneous Scope Clarifications

- Vendor assumption is to fully integrate with Client's existing Customer Self-Service with Oracle CCS via API integration. Vendor is not expected to extract full database on nightly basis.

5.0 Implementation Methodology for Scope Delivery

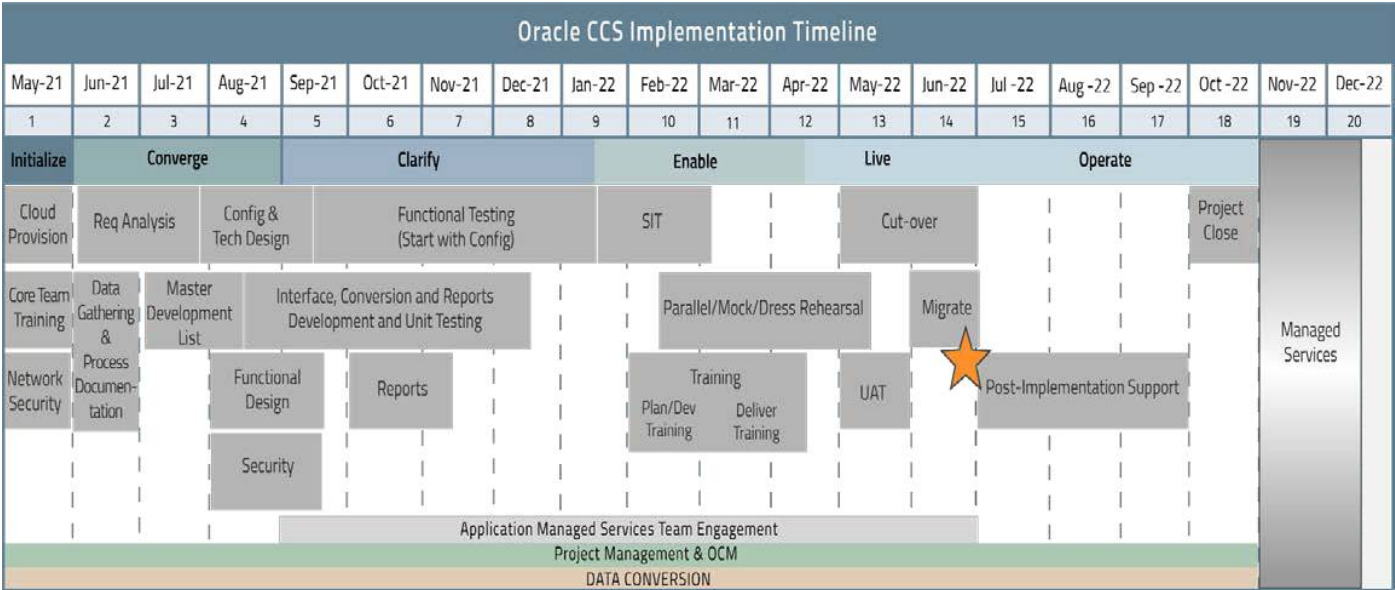
5.1 General Description

The project will use Vendor’s general implementation methodology. This section explains key items that are considered critical to a successful implementation.

5.2 High Level Schedule

5.2.1 Gantt Chart

The Gantt chart below depicts the high-level schedule phases. A detailed schedule will be developed during the Planning phase of the project using Microsoft Project and will utilize these names and durations. The project schedule will utilize the phases and Entry/Exit Criteria to define the predecessors.



5.2.2 Key Schedule Commitments by Project and Phase

Phase	Phase Description	Phase Entry/Exit Criteria
1.1 Initialize	Planning Core Team Training Environment Setup	Contracts have been signed and Vendor and Client PMs are committed to the project full time.
1.2 Converge	Functional Workshops Review Existing Reports Analysis Validate Custom Mods and Interfaces To Be Process Design Legacy Data Analysis Data Mapping Functional Design (screens, reports, forms, transactions, letters, conversion)	Project schedule from planning phase has been completed. Core team has been identified and committed to the project.
1.3 Clarify	Base Configuration Technical Design (mods, interfaces)	No technical design or development of a feature or function will begin until the associated analysis and functional design have been approved by Client.

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Phase	Phase Description	Phase Entry/Exit Criteria
	Mod Development Interface Development Conversion Development (includes initial test conversions)	Application configuration will proceed in an iterative fashion as a natural product of requirements workshops with approvals obtained via milestone acceptance defined throughout the analysis phase.
1.4 Enable	Test Planning Functional Test Development Integrated Test Development UAT Test Development	Test Planning can start prior to when the To Be Process Design and key functional designs have been approved by Client. Test development will not start prior to To Be Process Design and key functional designs have been approved by Client.
1.5 Enable	Functional Test Execution (includes test conversion) 2 Cycles Integrated Test Execution Cycle 1 (8 Weeks) (includes test conversion) Integrated Test Execution Cycle 2 (6 Weeks) (includes test conversion) UAT Test Execution (6 Weeks) (includes test conversion) Defect Tracking and Correction	Test Planning is complete. Functional test execution of any function will not begin until the associated development, unit testing, and test development have been completed and approved. Integrated Test execution will not begin until all development is complete and all known Level1 and 2 defects have been corrected, retested and closed. User Acceptance Test execution will not begin until Integration Testing has been signed off by Client. There must not be any Level 1 or Level 2 Defects.
1.6 Enable	Training Planning Training Development Training Delivery	Training Planning can start prior to when the To Be Process Design and key functional designs have been approved by Client. Development and delivery activities will not start prior to when the To Be Process Design and key functional designs have been approved by Client.
1.7 Live	Deployment Planning Deployment Preparation (includes mock go lives) Deployment (includes 2 weeks after go live)	Integration Testing has been signed off by Client. System will not be deployed until all go live criteria have been met.
1.8 Operate	Post-Implementation Planning Post-Implementation Support Deferred Analysis and Design Deferred Development Deferred Testing Deferred Training Deferred Deployment	Daily and monthly financial reconciliations must be 100 percent accurate. All accounts are billing on schedule, with accuracy. Batch Processing performance targets are met. All Severity 1 and 2 Defects corrected, retested, and closed. All processes, interfaces, and systems are performing as designed. Day-to-day operations have returned to the levels of efficiency or better and accuracy existing prior to the implementation. Deferred features and functionality that may have been agreed to during the implementation have been provided, tested, implemented and accepted by the Client.
1.9 Project Close	Project Close out	Project Close out report Lessons Learned

Vendor reserves the right to initiate efforts associated with any phase in order to mitigate risk of delivery under the terms of this fixed price contract. The change request process identified within this document will be utilized for approval for these efforts. Any effort that will affect the overall scope, schedule, or cost of the project will require Client Project Sponsor approval per section 6.4 of this document.

5.3 Project Phase Definitions

5.3.1 1.1 Initialize

The Initialize phase of the project spans the first two months of the overall project timeline. During this phase Vendor and Client PMs and their respective designees will work together to create the planning deliverables, including the project plan, Work Breakdown Structure (WBS), project schedule, and supporting documents. The team members will be identified and secured, and Vendor will deliver Core Team training. The hardware and software environments will be set up based on Vendor recommendations.

During planning, Vendor with support of Client will create a master list of the business processes to be analyzed and designed during the next phase.

In the first two weeks of the Initialize phase, Vendor PM will produce a schedule of activities, and the Initialize phase will be managed using this schedule. During Initialize, Vendor will prepare weekly status reports. Both the schedule and the status reports may be informal during the startup phase.

Vendor PM must be focused on planning full time during this phase, in order to complete the activities on a timely basis.

The Initialize phase includes preparations for the entire project. During the Initialize phase, Vendor and Client PMs will agree on the format and schedule for analysis and design activities and deliverables.

Vendor is responsible to support Client regarding the cloud provisioning as needed.

Vendor will also assist with the troubleshooting of any network issues that may be required to support a successful cloud provisioning.

Vendor will assume responsibility for ongoing operation and support of the development and production instances.

Vendor is responsible for Core Team training for CCS, which will cover project policies and procedures, as well as analysis and design methodology.

5.3.2 1.2 Converge - Analysis and Design

The analysis and design phase completes the To Be business process documentation, creates functional design documents, and completes the analysis and mapping for conversion.

5.3.2.1 Functional Workshops

Client will gather all legacy information / data that are available that Vendor may want to review as part of the workshops.

Analysis is led by Vendor, and will include interviews, workshops, and research into current documentation and software components.

Client will make staff members available who are knowledgeable in the area to be discussed and who have authority to make decisions regarding future processing.

Vendor will plan, facilitate, and document functional workshops. Group sessions will have a published agenda.

5.3.2.2 To Be Process Design

Based on the functional designs, Vendor, with support of Client, will create a master list of the To-Be business processes, and will document each of those processes in the agreed upon format.

To-Be process documentation will include, at a minimum, what the steps will be in the process, and screens, forms or reference materials will be used. Manual and automated steps will be included. Automated steps will specify the system function or feature used.

To-Be process documentation must be tailored for Client, to include Client's manual processes and steps. System documentation or training manuals may supplement the To-Be process documentation, but will not substitute for it.

Vendor will map the To-Be business processes to line items in the SOW Functional Matrix.

5.3.2.3 Legacy Data Analysis and Data Mapping

Concurrent with process analysis and design, Vendor team, assisted by Client, will analyze Client's legacy data and complete data mapping for conversion.

Vendor functional leads will be responsible for documenting and tracking the data conversion requirements for their individual areas of responsibility. These data conversion requirements will be handed off to Vendor data migration lead when they come on board the project.

Client will assign technical resources to provide Vendor with current system file layouts and data descriptions and other unique attributes to Client.

Vendor will review Client file layouts and data descriptions and will map source data to the target data and prepare functional and technical specifications.

Vendor PM will ensure that technical team members review the deliverables and base all development work on the approved designs.

Vendor will be responsible for the conversion of all Client legacy CIS and MDM data for active and inactive accounts with non-zero balance (balance forward with thirty-seven (37) months of meter reading historical data and financial transaction detail for each account) from the existing CIS and MDM to the Oracle Solution. Based on the fact that all data is not being brought forward, automated cancel re-bills will not be possible on the converted accounts. Billing errors will be corrected using the Oracle adjustment function for the individual bills that require correction. As full history is built the automated cancel re-bill function will be able to be utilized.

Conversion activities will include detailed planning, data clean-up strategy, data mapping, development of conversion specifications, construction and testing of automated conversion programming, conversion testing, mock conversions, manual conversion, stress testing, database sizing, production conversion go-live activities and post implementation clean-up activities.

Vendor PM will update the WBS with components identified during analysis and design. Vendor PM will add details to the schedule for activities and tasks required to produce the identified components.

Activities Performed During the Legacy Data Analysis / Conversion Design Stage

To begin this process, Vendor will provide a data gathering requirements list specifying the required material and computing resources (i.e., legacy system access) necessary for the design work. Client will be asked to provide access to the necessary systems/environments, create required accounts, and assist in the install of the required tools to be used by Vendor during the engagement. In order to begin the process, Vendor will also request a compilation of the available data, application, and environment specifications for the applications in the data migration stream.

In support of the conversion method described here, the Design phase will consist of the following high-level activities:

- **Data Content Analysis:** Vendor will perform the data content analysis in accordance with its methodology. It is assumed that Client's SMEs will assist by reviewing data quality reports, investigating data quality issues, and assisting with data definition work where required. These Data Integrity reports will provide a complete view as to the content of the data stored in the source system's databases.

- **Data Quality Analysis:** Vendor will perform the data quality analysis with the assistance of Client's SMEs. The output of this, including the Data Quality Assessment report, will be presented to Client for its review and approval. After the data quality analysis has been performed, many of the data quality/cleansing activities can be performed in parallel with the Build phase of the data conversion/migration activities.
- **Comparative Analysis:** Vendor will perform the comparative analysis in cooperation with Client's SMEs. During this phase, Vendor will develop a detailed data migration plan and architecture.

Data Content Analysis – The objectives of the Data Content Analysis stage of effort is to first provide a complete picture of the full content of the source system's data environment. This is done by delivering a series of reports, known as the Data Integrity reports, utilizing tools like the ESC proprietary tools which will be provided by Vendor. These reports contain detailed information for the data content provided at the lowest possible level of granularity.

These reports show the unique values that are contained in this particular field and, for each value, the precise count of records having that unique value.

If the particular field is an amount field or a currency field, the numeric data is shown by a series of ranges for the overall possible set of values, and then a count is made for each of the ranges.

After producing these reports, the next step is to review them to seek out potential anomalies or other data situations, which exceed the tolerances of expectations. These anomalies are reviewed to determine if they are in fact true issues that require resolution. Prior to discussing these potential issues with SMEs, Vendor will compare the content in a specific field with other source content in other fields to resolve the potential conflict.

Data anomalies can indicate a need for data cleansing. These anomalies are logged and tracked in the Issues database. These anomalies will be reviewed with appropriate Client assigned SMEs to verify the anomaly and identify potential corrective action.

Deliverables and work products from this stage include Data Integrity reports and an Issues database. The Issues database is used to track the entry, assignment, and resolution of data-related issues.

Data Quality Analysis – The objective of this phase is to understand the data content and provide the best possible chance of supporting the requirements of the target system. Within this stage, Vendor will address data and business issues which may not be subject to resolution by programmatic means during data transformation. It is an attempt to identify the data issues which have arisen over time since the initial installation of the source systems. Deliverables and work products from this stage include the identification of data scrubbing requirements and Vendor arrangements, data cleansing issues, and the identification of required auxiliary or supplemental data.

Data scrubbing is essentially a technical exercise with a predictable expense. Vendor, as a result of performing the Data Integrity process, will be able to advise Client where data scrubbing should be employed. Within the contents of this SOW, a data cleansing will be limited to technical considerations such as ensuring numeric fields only contain numeric values and that primary and secondary keys are not corrupt. When "bad data" is identified, Vendor will identify these anomalies to Client.

Many issues will be identified through this process. These will be logged, and a plan will be developed by Vendor and Client for resolution. This migration plan includes the effort by Vendor to assist with the resolution of the issues and these issues may not be resolved prior to completion of the efforts contained in this migration plan. The resolution of each issue will depend upon the problem. It could be as simple as updating the documentation and updating records (manual or automatic) with erroneous values, to considerable research and resolution steps. Vendor, during its solution process, may resolve certain simple data cleansing or data smoothing mapping. In other cases, Vendor and Client's SMEs will work together to resolve data anomalies.

Vendor will work with Client's SMEs to track and report issues. Questions regarding data quality will be addressed in regularly scheduled meetings with Client. Vendor will work jointly with Client to resolve all data issues that have been reported.

Comparative Analysis – In addition to the Data Integrity reports, another set of reports that are generated during the Analysis stage, are the comparative mapping reports. These reports are generated by first identifying the functional descriptive fields of data as contained in both the source and target platforms, and doing a comparison of the data values for these functional fields. Information about this comparison is condensed in a series of summary reports containing the detailed unmatched source and target field descriptions. This information provides a "bottom up" gap analysis that complements the "top down" gap analysis being performed by the functional team. The conversion process may point out

gaps in the target by identifying valid business data that is not accounted for in the target system. This is a differentiation over most traditional approaches that only consider the predetermined fields of the target system.

The objective of this phase is to identify the functional data requirements and gaps between source system data and the target data in conjunction with the effort to determine candidates for data cleansing. Vendor will match source fields and target fields and will work with Client to verify required source fields.

The comparative analysis assessment documents the results of performing an entity-level source data to target data mapping session. The source files will be mapped to target files formats. These sessions will be held with Vendor and Client SMEs to work together to provide the details needed to map the target-level attributes to the source-level entities. These mappings will confirm that target content requirements can be satisfied by the requested source data. These sessions will be conducted only after the Data Integrity reports have been analysed by Client's SMEs and Vendor.

Special Considerations for Historical Data

During the Design phase additional information regarding the history data will be outlined, Vendor will need to understand Client's requirements to migrate its historical/archived premises and Client facing data into the target environment. Vendor together with Client will determine the requirements for moving historical data to the target platform. The basic strategy would be to convert data that is required to support current and future transaction processing into the target system. Data that is required for ongoing analytics and trending, but not needed for transaction processing, may be moved directly to the warehouse. Finally, data that has little or no business value, but is simply required for regulation purposes, may be put into an archive set of data tables. Migrating historical data to a data warehouse will enable Client to store and access this data in an intuitive manner and ease the complexity and volume of data in the online target.

5.3.2.4 Functional Design

After analysis, Vendor will create the final list of modifications, interfaces, screens, reports, forms, letters, and transactions.

For each of the components identified, Vendor will write a functional design document which will describe, in business terms, in detail, how the function will look and work. Functional design documents will include screen or report layouts and a detailed description of all processing.

Functional design documents are considered part of the scope definition and are the blueprint for the system components to be provided by Vendor.

Vendor will map the functional designs to the line items in the SOW Functional Matrix.

5.3.3 1.3 Clarify

The Clarify phase will define the technical changes required, develop those changes, and complete the unit testing of the changes. "Changes" include all software components – configurations, modifications, interfaces, reports, screens, transactions, forms, letters, conversions, and any other software or configuration item not listed.

Vendor will lead and be responsible for the technical design and development of system components with the assistance of Client resources identified in this SOW.

Vendor will not change core Oracle source code to develop any modifications or interfaces for Client.

5.3.3.1 Base Configuration and Development

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No configuration or development of a feature or function will begin until the associated technical design has been approved by Client.

Development of a component includes unit testing. No feature or function will be released to Client for testing until Vendor has confirmed that it meets the technical specifications, the functional specifications, is consistent with the To Be business process, and fulfills the requirements as specified in the SOW Functional Matrix.

Vendor will document the results of unit testing and present those to Client when the component is deemed to be ready for functional testing.

Vendor will be responsible for simple and complex configuration of the system throughout the project. Vendor will use configurations prior to Go Live as knowledge transfer opportunities for Client staff.

5.3.3.2 Technical Design

Technical design of a feature or function will not begin until the associated analysis and functional design have been approved by Client.

As the name implies, technical design documents will describe the technical details of the component, including inputs, outputs, processing, calculations, data names, module names, and other appropriate technical specifications such as security considerations, backup and recovery, and restore functions.

Vendor will map the technical design documents and base configuration decisions to the line items in the SOW Functional Matrix.

5.3.3.3 Modification Development

Vendor will be responsible for development of all modifications listed in Section 8.1.2, including unit testing.

Client will support Vendor in the design and testing of these modifications.

5.3.3.4 Interface Development

Client will provide expert resources to extract legacy system data for interfaces to the new system.

If any changes are required to the legacy side of interfaces, Vendor will provide advice on what data is needed for the new system; however, Client will be responsible for legacy program changes.

Vendor will be responsible for development of the overall interface design, development and unit testing. Client will support Vendor in the design and unit testing of these interfaces.

5.3.3.5 Conversion Development

Client will provide a data extract from the current billing system.

Vendor will design, develop, and unit test conversion load programs.

In addition to traditional unit testing, conversion development includes test conversions. A test conversion is an execution of the conversion processes and programs for the entire dataset to be converted. All conversion validation is executed as part of the test conversion.

Vendor will execute the conversion programs for each project in support of multiple full production file test conversions.

Vendor will be responsible for conversion controls and balancing with input and approval from Client.

Vendor will be responsible for corrections and data in the conversion required for data changes based on new designs of Client (such as new account numbers).

Client will work to clean data as required.

Activities Performed During Implementation

The following activities would occur during Client's target system installation and are included here to demonstrate the comprehensive nature of Vendor's methodology.

Data Mapping and Specifications

Vendor will utilize technology and tools to conduct joint mapping sessions with source and target SMEs. Vendor will not be guessing what is in the source or relying on outdated documentation. Vendor will be able to show SMEs the actual content of data item. As part of the method and compliant with Client's requirements, these specifications will be approved by Client management prior to programming commencement.

As the team works through the issues raised in the Data Content Analysis stage, these issues will be resolved during mapping and specification to the degree possible. The end result will be a complete, comprehensive, and comprehensible mapping and presentation of the conversion data. During this time, Vendor will also develop the requirements and design for the Audit and Balancing reports.

Vendor will develop a specification review and approval procedure with the purpose of detailing the process of the mapping document approval life cycle. The goal is to reduce confusion, provide accountability, streamline document review and acceptance, and provide quality deliverables and work products.

Within the procedure, Vendor will identify the scope of the process, roles and responsibilities, and the overall process itself. Mapping and cleansing information will be gathered by Vendor Conversion Analyst from a variety of sources including Joint Workshop Minutes, SMEs, one-on-one informal mapping discussion, and then confirmed at formal detail mapping sessions with members of the team's Functional Team. Each target field will be discussed and mapped to the source or defaulted with the concurrence of the team members. Next, feedback will be obtained, and revisions made. The draft is distributed to contributors along with instructions and a required feedback date. Other stakeholders may be copied on the draft. Contributors and authors are mutually responsible to verify that feedback is clear and complete.

Performance Design Review

The objective of the performance design review is to critically review the end-to-end design of the Data Migration process with particular emphasis on the elements that influence the performance of the migration.

The data migration must occur, from start to finish, within an allowable time window. Particularly when performing a "big bang" approach, the end-to-end processing time is critical. If the window is exceeded, then the whole migration may need to be backed out and abandoned. The design must take into account what parameters affect the end-to-end performance.

End-to-end process will be broken down into the contributing steps so that performance of this process can be tuned to meet the project objectives. These steps can then be analysed for factors affecting performance at each step and estimates can be generated to show the overall time budget for the process.

As the project test phases are reached, the estimates can then be benchmarked with test data, thereby providing an opportunity to further refine the design to overcome bottlenecks in the process if the step timeframes turn out to be longer than calculated.

Performance will be monitored and recorded for each step and for each design change.

Some of the components to be reviewed that affect execution time include the following:

- Data extraction time.
- Data conversion execution time.
- Transfer of data to the staging server.
- Execution of the load programs.

Conversion Programming and Unit Test – The objective of the Conversion Programming and Unit Test phase is to complete programming development and unit testing of the conversion programs required to convert the extracted source data to the defined “on staged target” format.

The purpose of unit testing is to verify the conversion program produces a target file in accordance with the target requirements. The data integrity process is run against the source and the staging target file, to serve as a reference for the program validation. These reports leave an audit trail that exactly details the transformation process. Furthermore, the Vendor will run “Prove Reports” for those target fields having complex logic and use source fields with values of limited cardinality (e.g., codes, limited numbers, and so on). These reports collect data during the running of the conversion program, and display every combination of encountered source field values, the count of these combinations, and the resulting target field value. This quickly “proves” that the results of complex mappings are as expected. The Vendor will also produce various Exception reports that will confirm that the exceptions are appropriate, correct, and comprehensive, as documented in the separation specifications.

Despite the exhaustive specification and development process, defects will occur. The Vendor and the Client will utilize the Vendor’s defect tracking system that details the defects according to type and owner. Detailed descriptions will be provided and actions taken will be documented. The Vendor will also have reports that document the issues that were raised during the detail mapping sessions. These reports are key components for ensuring that issues have been addressed and closed before the conversion programs are created.

Vendor’s conversion process has many cleansing activities as part of its steps and tools. The Vendor’s conversion process involves the following:

- Implement remediation environment.
- Cleanse and correct data.
- Assess cleanse results.

As introduced at the beginning of this section, there are two approaches to cleaning data.

Data Scrubbing – This is data preparation where there is an automated method employed to standardize, match, and correct data. It requires logic (e.g., rules, lookup tables, and algorithms) to be established to cleanse it. Examples include standardizing and the verification of names, addresses, phone numbers, birth dates, e-mail addresses, and other descriptive and comment fields. It could include adding missing zip codes to take advantage of postal discounts. It may require analysing data at the character level to identify hidden information. Other techniques employed here include matching to detect duplicate records (sometimes referred to as “Merge/Purge”). It may include the development of keys so that data records become complete and can be tied (matched) to other tables/files. This is an important point, while data scrubbing and data cleansing are terms which are often used interchangeably, on a proper basis these two terms represent very different concepts for delivering a successful data migration. Data scrubbing is a mechanical set of tasks that is designed to first identify a specific set of patterns within the data, which can then be “scrubbed” into an alternative pattern. Data scrubbing outsource is an activity that Client can arrange itself or can be done under a relationship that Vendor has with several scrubbing Vendors. Data scrubbing differs from data cleansing, in that data cleansing is a business exercise driven explicitly by the need to first identify the problems inherent in the source data, and then determine the scope of effort required to reconcile, validate, and correct these issues.

Conversion and cleansing is normally a one-time activity. The Vendor’s tools are focused on the fact that a Conversion or Data Cleansing activity is a one-time activity. Conversions only need to work once...perfectly. Because there is no maintenance of a conversion project, this should not be a consideration of the data conversion tool or the programming standards employed during a conversion effort.

Conversion Testing – The objective of this task is to provide converted data to support the System Integration Testing process. As each test is performed, any data situations, which need resolution, are provided to the conversion programming team for analysis and correction. This process continues iteratively, until a successful system staged target has been converted and loaded. In addition, the testing team will validate and balance the output from the conversion programs against the source system.

During conversion testing, Vendor will test the flow of data from extraction to transmission. Activities include testing the load file format for each system during the system test, conducting a load and running a cycle of the application system, and validating and communicating the results.

This testing verifies that the full migration package interacts together in a correct, stable, and coherent manner. It is the first iteration of a simulation of the actual cutover process.

Similarly, the Client team will be undergoing its core systems testing as well. The Vendor will prepare conversion files for this process. Vendor will also address issues and defects generated by this type of testing. This testing effort is designed to validate and balance the output of the conversion programs and to verify that the output of these programs can be successfully loaded in the target system application. This is accomplished by producing a series of target files as the output of the conversion platform, which are then executed through the load process. As each test is performed, any data situations, which need resolution, are provided to the conversion programming team for analysis and correction. This process continues iteratively, until a successful system load and execution has been achieved.

User Acceptance Testing Support – Repetitive data conversions are performed to support the acceptance testing.

Mock Go-Live Rehearsal Support – The next phase in the migration methodology is the execution of the mock go-live rehearsal. During this stage of effort, an overall execution schedule is built that contains the aspects of the activities that need to be performed in order to complete the delivery of data to the target platform. This is sometimes referred to as “Cutover” or the Detailed Implementation Plan (DIP). This schedule is built such that it contains a complete listing of the “jobs,” files, and steps which need to be performed during the actual migration task. After this schedule is produced, it is executed in total and a report of the actual performance of the execution is made. This report is then reviewed to determine if there are any bottlenecks or conflicts which require specific resolution. Invariably, it is necessary to rerun the mock go-live rehearsal in order to verify that the schedule is as accurate and complete as possible.

Final Data Migration – The objective of this task is to migrate the data conversion program source code, load modules, and data from test to production. Together with Client’s involvement, the Vendor will execute the defined jobs according to the schedule (Cutover), review results, and obtain final approval of the “Go-live” solution.

5.3.4 1.4 Enable

Concurrent with the development of modifications, interfaces, and conversion, and based on the To Be business processes and functional design documents, Vendor will develop an overall test plan and detailed plans for functional and integration testing.

Client will develop plans for user acceptance testing.

5.3.4.1 Test Planning

Vendor will write an overall test plan to describe the approach for testing, the schedule, platforms, staffing, requirements, tools, testing stages, and defect tracking for all project testing.

5.3.4.2 Functional Test Development

Functional testing will test a system feature or function such as credit card payments, move out, or billing. Functional Tests will be performed for all base system features to be used by the Client, as well as configurations, modifications, interfaces, and data conversions.

Vendor will write a functional test plan to detail the test scripts to be used and the schedule to be followed for functional testing.

Vendor will provide functional test scripts that validate the functions and features of the solution. With input from the Client, the Vendor will develop Client specific functional test scripts that reflect what is being implemented as part of this project, and include key set-up issues, dependencies, schedules, platforms, and data requirements.

Vendor will map the functional test scripts to the line items in the SOW Functional Matrix.

5.3.4.3 Integration Test Development

Integration testing will test the integrated system – all features and functions working together with all associated reports, screens, transactions, and interfaces, and integrated with the To Be business processes. Integration testing should also test a variety of scenarios covering different types of customers, accounts, locations, user categories, dates, etc.

Integration testing should include “day in the life” testing where different users complete portions of the test and then hand off to other users, as is typically done in a production environment.

Vendor will write an integration test plan to detail the test scripts to be used and the schedule to be followed for integrated testing.

The Vendor will provide integration test scripts that validate the functions and features of the solution. With input from the Client, the Vendor will develop Client specific integration test scripts that reflect what is being implemented as part of this project, and include key set-up issues, dependencies, schedules, platforms, and data requirements.

Vendor will map the integration test scripts to the line items in the SOW Functional Matrix.

5.3.4.4. User Acceptance Test Plan Development

The purpose of User Acceptance Testing is to verify that the entire scope has been delivered and to accept that the system will satisfy the original business objectives.

Client will develop plans for user acceptance testing.

5.3.5 1.5 Enable – Test Execution

The Enable – Execution phase will include the following: functional testing, integration testing, user acceptance testing, test conversions, and track and resolve defects.

During the testing phase, performance testing will exercise the system to ensure Client will achieve the stated performance.

During the testing phase cycle, parallel testing will compare bills generated from the legacy system and the new system to identify intended and unintended changes in rates and charges.

5.3.5.1 Functional Test Execution

Functional test execution will not begin until functional test planning is complete, and the development and unit testing of the function has been completed and approved by the Client.

In addition, prior to functional testing, two (2) test conversions will have been executed, initial high priority data and conversion problems resolved to the point that the functional test can progress and produce reliable results.

Functional testing will begin with a test conversion to create a new set of converted test data for use in the functional test scripts.

Vendor will provide any additional test data needed for functional tests.

During functional testing, if the number or nature of defects identified indicates that unit testing was not adequately completed, functional testing will be stopped until Vendor demonstrates that unit testing has been thorough and successful.

Client will provide staff for functional testing.

Vendor will provide any training needed for Client staff to be able to effectively execute the functional tests.

The Vendor will lead functional testing, and supply managed services staff to supplement the Client staff in testing, as needed.

5.3.5.2 Integration Test Execution

Integration test execution will not begin until integration test planning is complete. All Level 1 and Level 2 defects identified in functional testing will have been corrected.

Integration testing will begin with a test conversion to create a new set of converted test data for use in the integration test scripts.

Vendor will provide any additional test data needed for integration tests.

During integration testing, if the number or nature of defects identified indicates that a function is not working or has not been adequately tested, integration testing will be stopped until the Vendor demonstrates that the function is working.

Client will provide staff for integration testing,

Vendor will provide any training needed for the Client staff to be able to effectively execute the integration tests.

Vendor will lead integration testing, and supply managed services staff to supplement the Client staff in testing, as needed.

5.3.5.3 User Acceptance Test (UAT) Execution

User acceptance test execution will not begin until UAT test planning is complete. All Level 1 and Level 2 defects identified in integration testing will have been corrected.

UAT will begin with a test conversion to create a new set of converted test data for use in the UAT test scripts.

Vendor will provide any additional test data needed for UAT.

Client will provide staff for UAT.

Client will lead UAT.

Vendor will support Client during UAT.

5.3.5.4 Defect Tracking and Correction

All defects found in functional, integration and user acceptance testing will be recorded and tracked in a single, central repository.

Vendor will provide training to Client staff regarding adding new defects, updating defects, and running reports of defect metrics and details.

Vendor will monitor the testing to ensure that defects are entered and updated on a timely basis.

See 6.9.3 Defect Tracking Tool and Process

5.3.6 1.6 Enable - Training

The Enable – Training phase for the project includes planning for training, developing training materials, and delivering training. The end user training will be conducted at each of the two(2) Client business unit locations. Due to COVID, in the event travel is not approved by regulation, all trainings will be conducted via web conferences (Live).

Vendor is responsible for planning training with support from Client.

Vendor will provide End-user Training.

Vendor personnel will develop and conduct the training courses for Client end users.

Courseware development will not begin until the To Be business processes and key functional designs have been approved.

Client has the facilities and will provide the necessary logistics support for all training sessions, including: class schedules, meeting rooms, training rooms, material reproduction, overhead projectors, training workstations, and any other necessary training supplies.

Client will ensure end-user attendance at training.

5.3.7 1.7 Live

Live is the phase which completes final preparations for Go Live, including a mock go live rehearsal, and moves the system into production.

5.3.7.1 Deployment Planning

Vendor will be responsible for employing a cutover approach that minimizes interruptions to the business.

Vendor will develop a go-live plan and schedule. Details for the schedule will be added by the time of the final mock go live rehearsal, and will include task, person responsible, date and time, and any reference notes or comments.

Vendor will include in the go-live plan a method for end users to easily and quickly request and receive assistance when they encounter challenges in the production environment.

Cutover planning will include risk and contingency planning. Vendor will identify fallback plans to be executed in the event that Client needs to roll back to the legacy system after the go-live.

5.3.7.2 Deployment Preparation

Deployment preparation can begin when Integration test results are accepted by Client.

Deployment preparation will include the final mock go live, led by Vendor. The mock go live will test of **all activities** (automated and manual) to be completed as part of cut-over to production process. The mock go live is staged in the **exact manner** as the go-live steps and procedures including data validation. The go live schedule will be used as the schedule for the mock go live.

After the completion of the mock go live, Vendor will lead a debriefing session to identify problem points or risks in the go live process, and will revise the go live plan and schedule to resolve the problems and mitigate the risks.

Client will assume responsibility for establishing user security in the system for all users.

Client will be responsible for establishing a support organization with the appropriate processes policies and tools required to manage the production environment.

5.3.7.3 Deployment

The system will not be deployed until all go live criteria are met.

Vendor will stage all aspects of the system in preparation for production cutover.

Vendor will conduct production cutover activities.

Client will conduct manual conversion activities as required following production cutover.

Vendor will take the lead in managing requests for assistance in the days immediately after Go-Live.

5.3.8 1.8 Operate

The Operate phase begins when normal operations have resumed after go-live.

The post implementation period extends three (3) months past the go live date and includes the following steps:

- Post-Implementation Planning
- Post-Implementation Support

Vendor will take the lead in post-implementation planning and support.

Post-implementation planning, deferred analysis and design, deferred development, deferred testing, and deferred deployment will all follow the requirements as outlined in this document.

Vendor will lead project closeout activities. Project closeout exit criteria are as follows:

- All invoices submitted and paid.
- All Severity 1 and 2 Defects corrected, retested, and closed.
- No more than 20 Severity 3 Defects (Client's choice for remaining Defects), with resolution commitment dates.
- Formal handoff of production support, including outstanding issues, risks, and other concerns, has been made to the Vendor's Managed Services team.

5.3.9 Organizational Change Management

Organizational change management activities span the entire project duration. Some, including training and business process analysis and design, are included in other phases. However, there are additional ongoing activities to be carried out over the life of the project. These include planning for organizational change management, stakeholder analysis, communications of upcoming changes (using a variety of methods and forums), and organizational readiness assessment.

Client is responsible for organizational change management.

6.0 Project Management Approach

6.1 Project Management Overview

Client has selected Vendor to support the implementation of this new technology effort based on their overall proposal and specifically based on their ability to successfully manage these types of projects. Vendor shall manage all aspects of this SOW in order to achieve the expected results outlined in this SOW regarding scope, quality, cost and the schedule.

Vendor will provide leadership in executing the project based on their experience and best practices for successfully implementing this type of technology. Vendor PM will be pro-active in their management style and in working with the Client PM. Client and Vendor PMs will make the project management decisions together, with Client PM being the final decision-maker regarding these processes.

6.2 Project Organization and Reporting Structure

The chart below outlines the project structure and the reporting structure that will be used for the project.

Vendor PM will be responsible for all project activities, schedules and staffing of those activities. Client Core Team will have a "dotted-line" relationship to Vendor PM, which represents Vendor PM's responsibility to manage the work activities that are assigned to Client Core Team. Client PM will be responsible for ensuring Client Core Team is available for the needed assignments. Client PM will also manage all project administrative duties associated with Client Core Team.

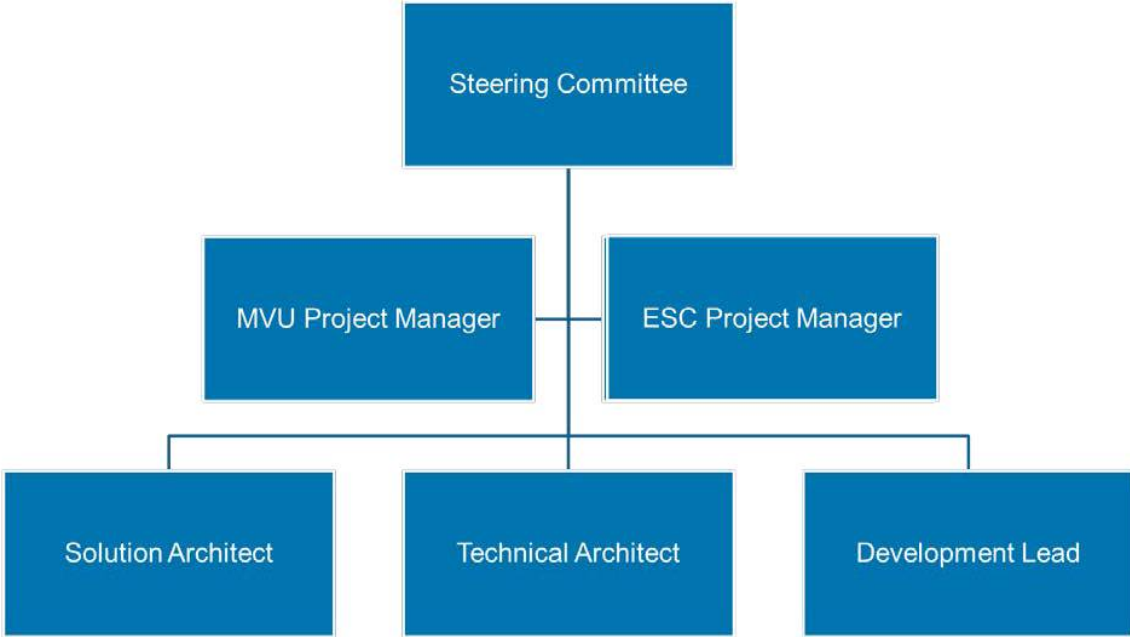
Client and Vendor PMs are jointly responsible for the day-to-day planning and execution of the project activities. Vendor Engagement Manager and Client Project Director will provide senior management project oversight.

The purpose of this reporting structure is to centralize and streamline all project related decision-making activities. If a conflict occurs and the Client and Vendor PMs cannot resolve the issue, the Conflict Escalation Process can be initiated through the escalation matrix shown below.

Escalation Matrix

Level	Name	Designation	Contact Details
Level 1	Valerie Ross	Executive Sponsor	valerie@esc-partners.com
Level 2	David Greenberg	SVP of Delivery	david.greenberg@esc-partners.com

Project Organizational Chart



NOTE: The diagram depicts the reporting relationships only. It is not meant to depict the size or composition of the teams supporting this project effort.

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6.3 Project Governance & Escalation

6.3.1 Work Assignments & Tracking

Vendor PM will develop a detailed Microsoft Project schedule that will drive all work assignments for the program/project. The work assignments will be printed or provided electronically to the individual team members by Vendor PM. The work performed by the team will directly correlate to the project schedule managed by the project management team.

Weekly, Vendor and Client PMs will conduct group and/or individual meetings with team members to review their assigned project tasks. The purpose of these meetings is to gather information regarding the overall project status, to identify obstacles to successful completion of tasks, and to provide needed assistance and coaching. Assignments will be distributed via the Microsoft Project schedule to ensure the team members are using the same task list as the project management team. Assigned tasks, risks, issues and any other project issues will be reviewed during these meetings.

6.3.2 Weekly PM Meetings

The project management team, along with other lead project team members if needed, will meet weekly. The purpose of these meetings will be to discuss the project work items and the current status, using the Microsoft Project Schedule data as a driving tool of the meeting. Examples of topics to be covered in this meeting are listed below, but not limited to:

- Prior week accomplishments
- Project metrics (deliverable status, percent complete, etc.)
- Status of major project tasks
- Review of open project Issues
- Review of the risk log
- Identification any level defects and schedule for cure
- Review organization readiness
- Review of the project calendar for scheduling purposes (resource availability, on-site time, etc.)
- Project concerns
- Action items from this meeting

6.3.3 Monthly Steering Committee Meetings

On a monthly basis, Client Steering Committee will host a status review meeting. The project management team will develop a series of PowerPoint slides that communicate the current project status and a forecast.

These slides will communicate a detailed view of the current project metrics and a brief status of each major phase and component of the project, as appropriate. Vendor project management team will have responsibility to develop slides for the meeting as well as integrate key slides/input from Client into the overall presentation.

Approximately three (3) business days prior to the meeting, a review of all the slides will be conducted in person or via online meeting technology with the project management team. No later than the day prior to the Steering Committee, the presentation slides will be reviewed with Client Project Director.

The Monthly Steering committee meetings will be conducted no less than once per month.

6.3.4 Conflict Escalation Process

Both Vendor and Client will promptly notify the other in writing of any conflict. Each party's designated representatives will meet within ten (10) business days following the receipt of such written notice and will attempt to resolve the dispute within fifteen (15) business days.

6.4 Change Control Process

6.4.1 Process Overview

Both the Vendor and the Client may request a Change Order. Such a request must be in writing and identify the business and other reasons for the requested change and the impacts it would have if the change is agreed upon. No Change Order shall become effective unless mutually agreed to in writing by the parties.

After any request for a Change Order is made, the parties will have seven (7) business days or any additional, mutually agreed upon period to consider the request (the "Change Order Review Period"). The Change Order Review Period will commence the day the Change Order request is received in writing by the party being asked for the Change Order. During the Change Order Review Period, the Vendor will timely provide the Client with all information material to the requested Change Order, regardless of which party initiated the Change Order, including but not limited to any additional fees that would be incurred, the impacts on the relevant Deliverables, and any alteration of the Project Schedule that would result if the Change Order were agreed to. The Vendor will also, during the Change Order Review Period, provide Fixed Price cost. The effort for Vendor to research and provide a cost estimate is at the Vendor's expense.

Change Order requests not approved or rejected by the non-requesting party before the expiration of the Change Order Review Period shall be deemed rejected.

During the Change Order Review Period, the Client will provide the Vendor with any information reasonably requested by the Vendor to evaluate any Change Order requested by the Client.

Any Change Order that will alter either the overall scope, schedule, or cost of the Project must be approved by the Client's Project Sponsor and Vendor's Engagement Manager. Any other Change Order may be approved by the Client's Project Manager and Vendor's Project Manager.

If both the Client and the Vendor agree to the change, all relevant terms shall be documented in the Change Order. Any charges not already specified in the Statement of Work or which are different than those in this Statement of Work will be noted in the Change Order. Any additional services performed by Vendor as a result of a Change Order will require the payment to the Vendor of additional fees as agreed.

If agreement on a requested Change Order does not occur by the end of the Change Order Review Period, either party may initiate the conflict resolution process set forth in this Statement of Work regarding the requested Change Order, unless the change solely regards a Deliverable that was completed and accepted before the request for the Change Order was made.

Any Deliverables that have already been completed and accepted by the Client that are subsequently altered as a result of a Change Order must be appropriately revised, pursuant to the Change Order, with the change number and date noted. An updated version of such a Deliverable will then be signed and stored with the project documentation.

Additional services will be made available utilizing the rates in the Vendor's rate card defined in section 8.2 for approved additional services, and Change Orders will include any travel related costs per the Master Services Agreement.

Change Order Requests will be tracked and reviewed weekly as part of Project Management Meetings.

In case there is scope removal/exclusion of any requirement and its associated sub requirements as a whole that will result in removal of any customization/interface/report in scope (as mentioned in Cost Matrix worksheet), the unutilized

hours will move to a "bucket of hours" that could be used for other project activities. Similarly, in case, there are new requirements as approved by the Client or there is scope addition to the current understanding / agreement regarding the customizations, interfaces or reports in scope, a new change order will be processed.

The Change Order will be employed to document the hours to be banked, using a non-monetary Change Order. A second Change Order will be processed at the time a new requirement is agreed to, and the hours will be deducted from the banked "Bucket of Hours." Change Orders for new requirements (e.g., reports, modifications, products, portals, additional services) will be monetary in nature, using the Vendor Rate, once the pool of banked hours is exhausted.

If banked hours in the "Bucket of Hours" are not used during the scheduled implementation timeline, both Vendor and the Client will work in good faith to use the unused hours within six (6) months after the Go-Live. The Client will have the ability to use the unused bucket of hours for other related implementation items. The hours need to be used within six (6) months after Go-Live.

6.5 Project Controls

Vendor will provide the project baselines and controls outlined in this section to support the monitoring and controlling of the project progress and identify and prioritize issues arising during the project.

If Client does not accept any of the deliverables identified in Attachment 10.1, as described in the acceptance process, Client will provide details that outline the items that need to be resolved.

If Vendor has not provided and Client has not accepted the Project Management deliverables by the date required, the associated Vendor Project Management milestone payment for these deliverables may be forfeited based on the sole discretion of Client.

Vendor will provide metrics for controlling the project including schedule metrics, defect metrics, and metrics related to the completion of project deliverables, such as counts of business processes documented, test cases written, and requirements tested, etc. The tracking of these items will be maintained as special use fields in the project plan and then uploaded into the project-tracking tool. Additional metrics may also be implemented to support project tracking.

6.6 Work Breakdown Structure and Schedule

6.6.1 Work Breakdown Structure

During the first month of the project following the Start Date, Vendor will create and deliver to the Client, an initial Work Breakdown Structure (WBS), as set forth as part of Deliverable #16 in Attachment 10.1 The WBS will contain all project deliverables at a high level. Future deliverable components will simply be at a higher level until it is closer to the time to create them.

During the initial WBS development in the first month, Vendor will develop the WBS with Client project management team, conduct a review, and save the approved WBS as part of the scope baseline.

The WBS will be developed in Microsoft Project.

6.6.2 Baseline Schedule

During the first month of the project following the Start Date, the Vendor will create an initial project schedule. Future tasks will simply be at a higher level until it is closer to time to execute them.

The Schedule Components section of this document describes the required features of the schedule.

During the initial schedule development in the first month, Vendor will develop the schedule, conduct a detailed review, and update the schedule with Client project management team. This review/update may take four (4) business days to complete.

Once the initial schedule is approved by the Client, it will be saved as a baseline schedule.

6.6.3 Schedule Components

6.6.3.1 Tasks

The tasks in the project schedule will be derived from the work packages in the WBS.

All project work and assignments will be reflected in the schedule. There will not be a separate document listing additional work not reflected in the project schedule.

All tasks in the schedule will reflect work required to complete the project deliverables as outlined in the WBS. There will be no extraneous tasks in the project schedule.

The schedule will have tasks defined in enough detail so that an individual user can clearly understand his or her assignments by week. In general, a task should reflect what one person can do in a week.

The tasks in the schedule will accurately reflect the work that will actually be completed.

Task dependencies will be based on the logical order of work – not resource dependencies.

Task durations will reflect the best estimates available for the time required to complete the task. Each task will be estimated independently. That is, task durations will not be determined by calculating the duration of the project (or phase) and dividing by the number of tasks, or any similar calculation.

6.6.3.2 Resources

The project schedule will contain a master resource list of all team members that are contributing significant work to the project. The resource list will be recorded with last names and then first names to facilitate easier searches. The “Group” column will designate Vendor staff members and Client staff members for reporting purposes.

Generic resources will not be used except in those portions of the schedule yet to be elaborated. All parties recognize that the specific resources that may perform a work activity may change later in the project as required as details are developed.

Resource calendars will accurately reflect resource availability.

6.6.3.3 Resource Assignments and Leveling

Tasks assigned to more than one resource should be avoided, except in the case of group meetings or similar activities.

Resources assigned to tasks at less than 100% should be avoided.

Resources will not be staffed over or under their availability. If any team member is under or over-allocated by more than 15% in a given week, Vendor PM will adjust the schedule to level the work of the over-allocated resource. (Special exceptions to this can be agreed upon by Client and Vendor PMs.)

Tasks assigned to key subject matter experts and leads should be minimized. These resources are often engaged full time in assisting other resources, reviewing the work of other resources, and consulting with the PMs.

6.6.4 On-Going Schedule Maintenance

The schedule will be updated by Vendor weekly and reviewed in the weekly PMs meeting. The weekly team meetings and work assignments review will be a major input to the updates required for the project schedule.

As a component of the update process, the schedule will be updated prior to the Monthly Steering Committee meeting to enable the project management team to present the most current status to the Steering Committee.

6.7 Project Communications

Vendor will be responsible to support Client's communication process. Client will need Vendor to, at a minimum, provide key information that will be disseminated to the various stakeholders of the project. At key stages of the project, Vendor will be required to support the review of key functionality to the stakeholders of the project. For example, Vendor will present to the stakeholders how key functionality will work based on Client's unique configurations. Vendor functional lead for that specific topic will be responsible for the development of PowerPoint slides to illustrate the new capability and to present the software in a demonstration manner.

6.7.1 Project Management Reports

6.7.1.1 Weekly Status Report

Vendor PM will develop a weekly status report at the end of each week. This status report will outline the planned accomplishments for the week versus the actual accomplishments for the week. The report will also summarize the current status of all the deliverables, staffing issues, risks and open issues. It will include metrics appropriate to the project phase (# business cases, # test cases, # defects, etc). This report will be delivered by 3:00 p.m. PT on Fridays to Client PM.

6.7.1.2 Monthly Steering Committee Report

No less than two (2) business days prior to the Steering Committee meeting, Vendor PM will develop a series of PowerPoint slides that summarize the current status of the project. All project metrics will be included with these presentations and no additional status updates will be made after this delivery, to ensure the project management team has enough time to review the presentations and prepare for the meeting.

These slides will discuss the current status, what items remain to complete for the current phase and count key deliverable metrics for the phase and the overall project. The intention of these presentations is to communicate to the Steering Committee the current status and for the Steering Committee to understand if the project is on schedule. In addition, these slides will discuss accomplishments and any potential roadblocks the project is currently having.

6.7.1.3 Weekly Project Schedule Updates

The Microsoft Project schedule will be updated and provided to Client weekly by Vendor PM. The schedule should be current prior to the weekly project management meeting. These updates will consist of updating the key items defined as "Microsoft Project Schedule Updates". As needed, a detailed joint review of the schedule will be conducted, and updates made in real time if the team feels this is the most productive means to reach agreement regarding the schedule.

6.8 Risk Management

Vendor PM, assisted by Client PM, will develop a Risk Management Plan that will outline how the team will work together to identify, classify, review, and manage risks. The purpose of risk management is to take action to reduce threats to the project. The focus will be on reducing the threat, not just documenting it.

A risk response plan will be developed and implemented for each risk. The identified risks will be reviewed and updated, if needed, no less than every week in the project management meeting.

A risk response plan may generate a change request to the project or to this SOW. If that is the case, the change request will be managed as outlined in the Change Control section of this SOW.

Unforeseen events that adversely affect the project will be documented as issues, and will prompt a review of the identified risks. These issues will be logged and available for review by the next project management weekly meeting for review.

6.9 Quality Control

The Project Management Plan will provide additional detail regarding project quality; however, that plan will not change the spirit of this section of the SOW. In general, the project will leverage multiple quality control points throughout the project.

All project deliverables, including, but not limited to, documents, hardware, and software, will be placed under Quality Control as outlined in this SOW.

6.9.1 Communication of Deliverables

The status of project deliverables will be maintained in the WBS as well as in the agreed upon project tracking tool. As each deliverable is completed, the status will be updated to note that the deliverable is ready for the other party, typically Client, to review.

The developer of the deliverable will also be required to contact (via email and phone) the other party to schedule a walkthrough to review the deliverable. In the case of document deliverables, the developer will ensure that the other party has access to the deliverable and will allow up to five (5) business days for deliverable review prior to the walkthrough. This timeframe can be changed by the project management team.

If multiple complex deliverables are delivered at the same time, the PMs will agree if additional review time will be added.

There may be several iterations of reviews as a deliverable is being prepared. For example, Vendor and Client should review an early draft of a deliverable to ensure both parties agree to the general direction taken by the preparer of the deliverable.

At the conclusion of the formal final deliverable walkthrough, the acceptance process and timeframe begin.

6.9.2 Deliverable Acceptance Process

The acceptance procedure for all deliverables outlined in this SOW will be as follows:

Vendor will work with Client personnel to gather input and review draft deliverables as they are developed. Client personnel involved with a deliverable will be Client team members or persons authorized to approve a specific deliverable.

When a deliverable is complete, Vendor will conduct a detailed walkthrough of the deliverable with Client team members that are appropriate to the deliverable length and complexity. The intent of this walkthrough is to confirm that the deliverable is correct and complete. Walkthroughs can consist of document reviews, design reviews, presentation reviews, program demos, or other activities to confirm that the deliverable is ready for Client acceptance.

After the walkthrough with Client, Client will have up to five (5) business days or mutually agreeable timeframe to accept the deliverable. The Acceptance Form should be physically signed and archived with the project documentation.

If Client is not able to approve a deliverable, Client will provide Vendor with a description of what the deficiencies of the deliverable are, via the defect tracking tool. If required, the parties will meet to discuss the deficiency of the deliverable in detail. Vendor will then remedy the deficiencies within three (3) business days and this process will start again.

If this deliverable is not approved or deficiencies logged via the defect tracking tool within the five (5) business days (or mutually agreeable timeframe) allotted for client acceptance the Conflict Escalation Process will begin as defined in Section 6.3.4.

6.9.3 Defect Tracking Tool & Process

All defects will be tracked in the defect tracking tool. This includes document deliverables (Business Process Documents, Functional Specification Documents, etc) as well as software deliverables.

6.9.3.1 Classification Categories

Defects will be classified by severity, type, status, and function affected. See the definition section of this document for additional definition.

Severity

Please see the definition section of this document for the descriptions of Level 1, 2, 3 and 4 defects.

Status

New	Defects are added as "new" and remain in this status until they are reviewed and routed.
Queued	The defect has been queued up for correction. Work has not yet started,
Repair	The defect has been picked out of the queue and is now being repaired.
Deferred	The defect has been removed from the queue and will not be worked on unless mutually agreed to.
Retest	The repair has been made and unit tested and the defect is now ready for retest
Closed	The repair has been retested in functional and integrated tests, and is deemed to be correct. The defect has been fixed.
Cancelled	The defect was entered in error or was researched and determined not to be a defect.

Function

Defects will be classified by Severity Level and system function affected. In addition to system functions, defects may be classified as "conversion", "business process", or "environment".

Defects identified during document reviews will be classified by the name of the document under review.

6.9.3.2 Defect Tracking Responsibility

It will be the responsibility of all team members to log defects as they are identified. The defects will be reviewed on a weekly basis as part of the project management weekly meeting.

It will be Vendor's responsibility to provide estimated completion dates for identified defects within three (3) business days of the issue being logged. During Integration and User Acceptance Testing, all defects will be addressed immediately with a planned correction within 3 to 5 business days.

6.10 Project Management Tools

6.10.1 Tracking Components

All major work activities will be tracked regarding their key status information. Key status information includes but is not limited to: Client-responsible, Vendor-responsible, person currently assigned, person to sign-off, status, percent-complete and other attributes deemed necessary for accurate reporting.

At a minimum, the following items will be tracked: project work assignments for team members, all contract deliverables, Change Controls, Modifications, Interfaces, Reports, Issues, Risks, Documents, Conversion Items, Business Processes Definition, Configurations, Test Script Designs, Test Script Execution, Training Material Designs, Training Course Executions, Knowledge Transfer Progress, Risks and other items deemed necessary by Client PM.

7.0 Client Provided Assistance

This section describes the assistance Client will supply to enable Vendor to provide the defined services and meet its obligations under this SOW. In the event that the Client fails to provide the required assistance, there may be material impact on Vendor's ability to deliver the project. This impact will be assessed, and an appropriate change request will be raised to reflect the likely impact on the cost, scope or schedule of the project.

Client will provide:

- The project infrastructure, such as connectivity to the Oracle software, etc.
- Secure remote access
- The required software licenses
- Other information and assistance, such as access to subject matter experts
- The office space at the Project Office and other Client location(s) and appropriate furnishings if necessary.

8.0 Program Pricing by Project and Phase

8.1 Fixed Price for Project

8.1.1 Total Project Pricing Summary

CCS Implementation Services Costs	Estimated Hours	Fixed Price Costs
Project Management	2240	\$75,000.00
Project Kick off	60	\$6,300.00
Fit or Gap Analysis	640	\$96,000.00
Configuration	1375	\$100,875.00
Modifications (Design, Develop, Test)	320	\$12,800.00
Interfaces (Design, Develop, Test)	1540	\$56,000.00
Data Conversion - 3 years of History	1800	\$123,000.00
Standard Reports	750	\$30,000.00
Bill Print / Letters / Correspondence	160	\$ 6,400.00
Application/System/Performance Testing	800	\$13,000.00
Core Team Training	60	\$6,000.00
End User Training	400	\$20,900.00
Parallel Testing	320	\$32,374.00
Acceptance Testing	160	\$19,000.00
System Go-Live Activities	120	\$12,352.00
90 Days Onsite Post Go-Live Support	1320	\$55,000.00
Total Fixed Price	12,065	\$665,001.00

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8.1.2 Modification Pricing Detail

Number	Matrix #	Description	Description	Hours	Price
1	CIS.16.090	16.090.003	API to send tamper-alert notification	40	\$1,600.00
2	CIS.16.000	16.000.013	Algorithm for virtual maps	80	\$3,200.00
3	CIS.16.050	16.050.023	MDM zero consumption periodic dates algorithm	40	\$1,600.00
4	CIS.16.090	16.090.003	Automatic notification API	80	\$3,200.00
5	CIS.16.130	16.130.016	Load Profiling	80	\$3,200.00
Total				320	\$12,800.00

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8.1.3 Interface Pricing Detail

#	Description	Hours	Price
1	SEW (Customer Web Self-Service)	320	\$12,000.00
2	NewWorld (Tyler/MUNIS)	160	\$6,000.00
3	ESRI GIS	120	\$4,200.00
4	Teleworks	100	\$3,200.00
5	NCR (IVR)	160	\$6,000.00
6	NCR Payment Solutions	160	\$6,000.00
8	AMI Head End	160	\$6,000.00
9	Itron/FCS	120	\$4,200.00
10	MV-90	120	\$4,200.00
11	Call Tracker (Outage Management)	120	\$ 4,200.00
Total		1540	\$56,000.00

8.2 Additional Service Rates

Below are the hourly rates that Vendor would use to estimate the costs for additional work (including Change Orders) that is out of the scope of this SOW.

	Title	Role Description	Hourly Rate
1	Project Manager	Project Management	\$135.00
2	Solution Architect	Solution Ownership	\$135.00
3	Functional Architect	Business Process Design, Configuration	\$120.00
4	Technical Integration Architect	Cloud Integration Architect	\$110.00
5	Designer/Developer	Development of Modification and Interfaces	\$ 50.00
6	Data Conversion Lead	Data Conversion	\$ 85.00
7	Data Conversion Developer	Data Conversion	\$50.00
8	Test Lead	Testing Plan, Strategy and Execution	\$110.00
9	Tester	Testing Support	\$75.00

The above rates are in effect for 12 continuous months. Annual increases after the first year will not exceed 5% per year.

8.3 Structure for Milestone Payments

This is a Fixed Price, deliverable-based agreement for services and actual expenses as incurred.

Vendor has entered into this SOW to provide services for the Oracle software described within this SOW. Client and Vendor have agreed to the tasks, activities, responsibilities and the Deliverables described in Attachment 10.4 of this SOW.

All Vendor duties described in this document must be completed to receive the full payments described below. The process for receiving payments will consist of the completion of the Deliverables in Attachment 10.4 and the approval of Client as described in this document.

The project management milestones are estimated for fourteen months (14) months. If the project finishes earlier and all the deliverables are completed and approved by Client, the remaining project management deliverables will be paid as part of the last project management deliverable.

The approval by Client of the milestone payments described below will be the event to trigger payments to Vendor.

Vendor will invoice Client once per month in which deliverables have been accepted in accordance with procedures detailed in this document. Each monthly invoice will detail the payment milestone(s) included along with its associated value per the milestone payments described in Attachment 10.2.

9.0 Travel and Expense Policies

9.1 General Governance

General Travel Guidelines

Due to current government restrictions along with both Client and Vendor travel restrictions due to COVID-19, travel will not start any earlier than July 2021. Changes to this start date, given a change in government and corporate travel restrictions due to COVID-19, will be mutually agreed upon in writing by the Client Project Director/Project Manager, and Vendor Project Manager/Project Director based on needed changes in the travel budget for offsite project personnel.

Vendor will provide a "Not to Exceed" payment agreement for the travel arrangements for this project which shall be capped at \$60,000. This travel estimate was calculated based on a fourteen month implementation with an additional three months of post implementation support. As described earlier in this document, Client and Vendor will strive for a fourteen month implementation, therefore requiring less travel expenses; however, if the project requires the full fourteen months to Go-Live this Not-to-Exceed cap will remain in force.

The incidence of recoverable business expenses should be governed by what is reasonable and/or appropriate. Vendor consultants shall seek value through the least expensive, yet most reasonable and/or appropriate alternatives, and are expected to use preferred suppliers (i.e., airline, hotel, car rental, etc.) where negotiated rates (Vendor or Client) have been established. All single travel related expenses will be supported by receipts.

9.2 Travel Guidelines

When Vendor consultant is traveling for Client, the consultant will follow the travel guidelines and regulations established by Client. All travel expenses, reimbursements, and reporting will be consistent with the rules and regulations of the Internal Revenue Code.

All billing for travel related expenses will be on a separate invoice from all service invoices from Vendor. Vendor PM will be required to maintain a database or spreadsheet of all travel expenses that corresponds to Vendor invoices for travel.

9.3 Vendor Time On-Site

9.3.1 Local Travel

On occasion, it may be necessary for Vendor consultants to travel to Client facilities other than the Project Office, if requested by Client.

- Mileage for travel to/from Vendor Client facilities within the local area, excluding normal commuting travel to/from the personnel's home is recoverable and reimbursable. Mileage will be expensed at the standard rate established by the Internal Revenue Code. Mileage will only be charged if a personal car is used and pre-approved by Client.
- Parking fees, tolls, and other road tariffs encountered while traveling to/from the Vendor Client facilities within the local area, excluding normal commuting travel to/from the personnel's home, are recoverable and reimbursable.

9.3.2 Out of Town Travel

Vendor personnel will follow all travel guidelines and regulations established by Client and/or Vendor. All ordinary and reasonable travel expenses incurred by Vendor personnel related to this project shall be recoverable and reimbursable as follows:

- Air Travel
 - All air travel shall be "coach class" or the class that offers the lowest overall fare for the given itinerary.
 - All travel shall be booked as far in advance as possible to take advantage of the air carrier's best rate.
 - Weekend overnight stays may be appropriate when economically advantageous (i.e., airfare savings justifies expense associated with additional lodging, meals, etc.).
 - If an employee elects to change a flight for his own convenience after the ticket has been approved and booked, the employee will be responsible for paying any charges incurred to change the airline ticket.
 - If Client or a Vendor Managers' request makes it is necessary to change a flight after it has been approved and booked, the employee will not be responsible for the charges incurred to change the airline ticket, provided they receive prior approval from the Vendor and Client PMs to change the ticket.
- Travel To and From Airports
 - Travel to/from airports shall be via a shuttle bus, available rail links, personal automobile, taxis and/or car service.
 - Parking fees, tolls, and other road tariffs encountered while traveling to/from airports are recoverable and reimbursable.
- Hotels
 - When overnight stay is appropriate, the associated hotel expense shall be recoverable and reimbursable.
 - Taxes and other tariffs associated with hotel stays are recoverable and reimbursable.
 - Vendor will seek out a reasonable hotel chain and negotiate a corporate hotel rate.

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- Rental Cars
 - Rental cars may be used for local travel at the destination city and the associated expenses shall be recoverable and reimbursable, pursuant to Client’s standard rental car policy.
 - Should two or more Vendor personnel travel to the destination city, a rental car shall be shared whenever travel and work schedules permit.
 - Employees must ensure that anyone that drives the rented vehicle is approved by the rental car company as a driver for that vehicle. Vendor is responsible to ensure that the Vendors corporate automobile insurance will cover any accidents that may happen while traveling on location at one of Client sites.

- Per Diem
 - Vendor will bill per diem expenses (per GSA Tables) for meals and incidental expenses while traveling to the CLIENT site or other CLIENT approved travel.

#	Item	Description	Method
1.	Meals	While Vendor employees are away from their home offices, traveling on CLIENT business related to the project, a daily meal per diem is charged to the CLIENT project.	\$61.00 USD
2.	Incidental Allowance	Vendor employees may incur additional non-meal related costs for personal expenses while away from their home offices for CLIENT -project related travel. Vendor has a fixed daily incidental allowance of \$5.00 per day out of town. This allowance is intended to cover minor costs such as laundry, personal items of necessity, short-term parking meters and other personal travel related expenses that are incurred during out of town travel.	\$5.00 USD
3	First & Last Day of Travel	Amount received on the first and last day of travel and equals 75% of total Meals & Incidentals.	\$49.50 USD

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10.0 Attachments

Attachment 10.1 - Deliverables

Generic worksheet will be replaced with the negotiated final version.

This worksheet describes the Vendor Deliverables and Client Tasks for the project for each Phase and each sub-Phase. These Vendor Deliverables require Acceptance by the Client prior the associated Milestone Amounts being paid by the Client. This is also referred to as the Project Deliverables Worksheet.

Attachment 10.2 – Milestone Payments

Generic worksheet will be replaced with the negotiated final version.

All Vendor Deliverables associated with the Milestone Amounts for a Phase/Subphase require delivery and Acceptance of All Vendor Deliverables and Activities for the associated work prior to payment.

Attachment 10.3 – Cost Matrix

Final version of Vendor Worksheet will be included here.

Fixed Price Costs provided by Vendor in the Cost Matrix.

Attachment 10.4 – Final Functional Matrix

Final version of Vendor Worksheets will be included here.

The Final Functional Matrix Worksheet contains the list of Client features to be delivered by the Vendor.

This Attachment contains the functional requirements of Client as confirmed by Client and Vendor during negotiations. They form one of the key attributes of the scope of the solution to be delivered by the Vendor.

Attachment 10.5 – Interface Worksheet

This attachment contains a short description of the interfaces in scope and will be the starter package used for interface and modification analysis workshops

Attachment 10.6 – Change Order Template

This form will describe a brief description of the change control and impact of the change control.

Attachment 10.7 – Deliverable Sign Off Template

This form will state the number, name and date the deliverable was accepted. The form will be presented after final delivery for Client to sign for approval.

Attachment 10.8 – Task Sign Off Template

This form will state the number, name and date the task was completed/accepted.

Attachment 10.9 – RFP for New CIS and MDM System and Implementation Services

0.0 MVU RFP 2020-015

Attachment 10.10 – Enterprise Solutions Consulting Proposal

2020-015 Response Template - CIS, MDM and Implementation Services

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Attachment 10.1

Level 1 Phase [Vendor]	Level 2 Phase [Vendor]	Type (Deliverable or Task)	Planned Start Month	Project Acceptance Month	Deliverable/Task ID #	Sub-Code	Name	Description and Purpose	Contents/Activities	Rpt CR	Owner	Client Role	Client Activities	Vendor Role	Vendor Activities	Value	Format	Length
Initiate	Planning	Task	1	2	1		Project Charter	Formally defines the authority for expending the effort (time and money) from the organization to the project management team. Names the executive steering committee and PM team and outlines their levels of authority.	<ul style="list-style-type: none"> -Project Charter -Business Objective/Goal -Implementation Strategy -Project Management Plan -Success Criteria -Project Governance -Stakeholder Register -Deliverable Spt-Of Process -Related Strategic Initiative 	Yes	Client	PM		PM		1	Word	8-12 pages
Initiate	Planning	Task	1	2	2		Planning Session	Conducts with all key PM team members to discuss the schedule, risks, quality, and team communications. This provides input for these plans.	<ul style="list-style-type: none"> -Schedule Management -Risk Management -Quality Management -Team Communication Management 	No	Client	PM		PM		2	NA	3 hr meeting
Initiate	Planning	Deliverable	1	1	3		Vendor Project Tool Set-up	Tooling script data base and systems set up to serve as the test scripts repository, testing tracking, and primary hub of activity for the project testing team. Includes: Testing Script SmartSheet and Team Support for defect tracking.	<ul style="list-style-type: none"> -Project testing team components -M project base test scripts -See Vendor project tool(s) documentation for entire list of contents 	No	Vendor	PM		PM		5	SharePoint	NA
Initiate	Planning	Deliverable	1	1	4		Vendor Project Tools Training	Conduct training that covers the terms of functionality for Project Tools to be utilized by the project. Also includes document repository walkthrough, which will be the primary hub of activity for the project team. See vendor page of data team training	<ul style="list-style-type: none"> -Vendor training for entire list of contents -The training will be hands on and each user should have a computer available with access to all project tools 	No	Vendor	PM		PM		5	Word	2 days
Initiate	Planning	Deliverable	1	1	5		Analysis Workshop Schedule	Confirmed list of scheduled workshops. 20 to 40 workshops are estimated ranging from 1/2 day to 3 days in length. It is used to send meeting invites.	<ul style="list-style-type: none"> -Dates, times, locations -Topics to be covered 	No	Vendor	PM		BA		2	Word or Excel	As Needed
Initiate	Environment Configuration	Deliverable	1	1	6		Environment Management Plan	Describes the various instances of the environment and how they will be maintained throughout the development, test, training, production, etc. It is used as a guidebook for managing the environments.	<ul style="list-style-type: none"> -How configuration, code, and data will be moved between environments -Approval process for reviews and updates -Description of automated tool for migrating configuration between environments -Security considerations 	Yes	Vendor	Test/Lead		Test/Lead		3	Word	10 to 20 Pages
Initiate	Environment Configuration	Deliverable	1	1	7		System Infrastructure Plan	Describes the hardware, network, and references required for the Project. It is used to guide the technical team in preparing the environments. It is readily set up based on SDW, and the vendor's knowledge and experience. It is a reference in the environment management plan. This deliverable represents the final set up and includes analysis and support requirements.	<ul style="list-style-type: none"> -Vno diagram of the system hardware, network, and interfaces -The description of system specifications -Provide minimum required desktop/laptop specifications 	Yes	Vendor	Test/Lead		Test/Lead		3	Word & Visio	10 to 20 Pages
Initiate	Planning	Task	1	2	8		Onboarding Guide	Provides all information necessary for consultants and client team members joining the projects	<ul style="list-style-type: none"> -Team directory (with photos, if possible) -Project org chart -Hotel locations and discount codes -Remote access instructions -Working hours and holidays -Supplies and printer access information -Location of relevant documents (Charter, Schedule, etc.) -Reporting relationships -Name and roles 	No	Client	PM		PM		2	PowerPoint or Visio	1 to 2 Pages
Initiate	Planning	Task	1	2	9		Project Organization Chart	Depicts the entire project structure, from executives to team members, client and all vendors. Clarifies how the project organization fulfill the staffing requirements in the statements of work.	<ul style="list-style-type: none"> -How versions of requirements, deliverables, configuration, and color will be -Deliverable review and sign-off process and tracking -Overview of functional matrix/travelability -Quality requirements, such as audit and project quality review expectations -Does not detail test strategy or defect management, but does refer to the -How testing activities will be for our management. 	Yes	Client	PM		PM		2	Word	1 to 3 Pages
Initiate	Planning	Task	1	2	10		Project Quality Management Plan	Describes the quality processes to be implemented on the project. Serves as a tool to prompt conversation and to document the results of the conversation.	<ul style="list-style-type: none"> -Describes appropriate channels of communication -Describes issue management -Describes appropriate channels of communication -Project's Project Status reports? 	Yes	Client	PM		PM		2	Word	3 to 40 Pages
Initiate	Planning	Task	1	2	11		Project Team Communication Plan	Describes how communication will flow between the project managers and team members and among the various sub-teams. Serves as a tool to prompt conversation and to document the result of the conversation.	<ul style="list-style-type: none"> -Risk Management approach and methodology -Roles and Responsibilities includes roles, responsibilities, and meetings. -Description of this log 	Yes	Client	PM		PM		1	Word	1 to 3 Pages
Initiate	Planning	Task	1	2	12		Risk Management Plan	Describes how risks will be identified, how tracked, and how managed. Serves as a tool to prompt conversation and to document the results of the conversation.	<ul style="list-style-type: none"> -User guides in electronic format, ready for customization and duplication -Training materials ready for modification 	No	Vendor	NA		Train, Lead		2	Word	As Needed
Initiate	Planning	Deliverable	1	1	13		User Guides and Training Materials	All the documentation that comprises the user guides for end user applications in electronic format, ready for customization and duplication. In addition, includes end-user training materials used by the integration vendor in prior engagements, provided in electronic format ready for modification. These materials will be a central point for the client team content and training updates.	<ul style="list-style-type: none"> -ID name, description, client and vendor owner, and vendor response from selection (completed) -Discovery/Analysis Document (to be completed later) -Discovery/Analysis Document (to be completed later) -Configuration table requiring updates to be completed later -Vendor system or modules (to be completed later) -For vendor ratings of 25, where in the User Guide can step by step instructions be provided on how to use the system to meet the requirement (to be completed later) -Testing concerns and/or groups (to be completed later) -Test resolution (to be completed later) -Test resolution (to be completed later) -Which training modules address the (to be completed later) 	Yes	Vendor	Func/Lead		BA		5	Excel	800-2000 requirements
Initiate	Planning	Deliverable	1	1	14		Final Functional Requirements and Business Process Matrices	All functional requirements is specified in a single, agreed upon spreadsheet or tool. One gold copy, one silver copy, and one bronze copy. Functional Requirements are used for traceability through the project. The deliverable item sets up the data and data information available from the Solution project, the SDW, and the vendor.	<ul style="list-style-type: none"> -M deliverables from Deliverable List -Responsibility for each participant to each deliverable -Identify operational support resources and roles 	No	Client	PM		PM		2	Excel	As Needed
Initiate	Planning	Task	1	2	15		Final Ownership and Responsibility Matrix	Spreadsheet that shows the level of participation for each of the project roles in the creation, review, and approval of each of the deliverables in the Deliverable List. It is used to communicate responsibilities to the team members and provides the information for assigning roles in the project for each role.		No	Client	PM		PM		2	Excel	As Needed

Attachment 10.1

Level 4 Phase [Vendor]	Level 3 Phase [Vendor]	Type [Deliverable or Task]	Planned Start Month	Project Acceptance Month	Deliverable/Task ID #	Sub-Code	Name	Description and Purpose	Contents/Activities	Rpt CR	Owner	Client Role	Client Activities	Vendor Role	Vendor Activities	Value	Format	Length
Initiate	Planning	Deliverable	1	1	16		Initial Project Schedule	Project schedule that includes all work to deliver the project. Includes the vendor provided input, Outline of the project, and the project schedule. The initial schedule is complete when it is approved and finalized. Upon finalizing, the schedule timeline and date will be established.	-All Level 1-2 tasks for the entire project, including vendor tasks -All Level 4 tasks for the next 60-90 days -Schedule and contents to be requirements in Schedule Requirements section of the SOV. -Vendor will use Client supplied MS Project schedule template	No	Vendor	PM		PM		5	MS Project	750 to 2000 schedule files
Initiate	Kickoff	Task	1	2	17		Project Kickoff Meeting	Kickoff sessions for executives and end users as well as the team. Multiple sessions may be needed. The sessions are an essential part of the project. It is usually held immediately after the Project Team Orientation.	-Information about each group's involvement -Information from each of the plans, the log sheet, the deliverable list, etc. -Review of the functional requirements and as-is processes as to how they are used -How to use project book -Team building activity	No	Client	PM		PM		2	PowerPoint	Meeting
Initiate	Kickoff	Deliverable	1	1	18		Mobile System Installation and Lessons Learned	Confirmation that vendor provided software components have been installed and demonstrated to be working correctly. This deliverable must be replicated in the Deliverable List for all new software systems. (S/N/M/J from all vendors)	-Discussion of Business Network, Client Meeting requirements for the next Phase -Review of all remaining open issues and seeking them or agreeing to move them forward -Finalize all planning deliverables have been approved, signed off, and properly published -Confirmation that all gate criteria have been met.	No	Vendor	Tech Lead		Tech Lead		1 per system	-	NA
Initiate	Planning	Task	1	2	19		Planning Phase Kickoff and Lessons Learned	Formal debriefing of the Planning Phase. Creates closure for the Phase. Verifies that contract conditions have been met and the project is ready to move into the next phase.	-Process name, description, owner, departments, and roles involved -Inputs, outputs, frequency of occurrence, time to execute, quality -Change network, identified, linked, and provided with functional feedback -What client needs to provide to support the session	No	Client	PM		PM		2	Word or Excel	2 hr meeting
Converge	Data Gathering & Process Documentation	Task	2	4	20		As-Is Business Process List	Describe all business processes in the scope of the project. The client may have this documentation from the project begin, however may need to be updated to include all listed contents. If there are no As-Is processes, the deliverable will need to be created.	-Process name, description, owner, departments, and roles involved -Inputs, outputs, frequency of occurrence, time to execute, quality -Change network, identified, linked, and provided with functional feedback -What client needs to provide to support the session	No	Client	Func. Lead		Func. Lead		2	Excel	150 to 300 Processes
Converge	Data Gathering & Process Documentation	Deliverable	2	2	21		Analysis Workshop - Agency	Agency provided at least two weeks in advance of each workshop session. The deliverable must be replicated in the Deliverable List so that one is provided for each workshop session.	-Objective, date, time, location -Attendees and name of person responsible for taking notes -Functional requirements should be responded to each workshop, identifying which items are being addressed -What client needs to provide to support the session	No	Vendor	Func. Lead		BA		3 per workshop	Word Excel	1 to 2 Pages
Initiate	Planning	Task	1	2	22		Stakeholder Analysis and Change Network	Change Network includes managers and supervisors of the employees who will be impacted by the project. The client may have this information from the project begin, however may need to be updated to include all listed contents. If there are no As-Is processes, the deliverable will need to be created.	-Identifies by organization those who have project roles -Change network, identified, linked, and provided with functional feedback on their roles -Excel list of major organizations and key contacts	No	Client	Tech PM or Director		NA		4	Excel	As needed
Initiate	COB Training	Deliverable	1	1	23		Project/COB Team Application Training - Preanalysis	Hands on training to orient the project team and other stakeholders with the functionality contained in the base system, demonstrate navigation and discuss how the base system will be used during analysis. Prepare the team for the analysis workshops.	-Use live, working system at client site -Demonstrate base system navigation and functionality -Allow team members to practice in the system	No	Vendor	PM		BA		3	Hands-On System	1 week
Converge	Data Gathering & Process Documentation	Task	2	4	24		As-Is Master Notices List	Lists all notices currently in use.	-Identifies by organization those who have project roles -Change network, identified, linked, and provided with functional feedback on their roles -Excel list of major organizations and key contacts	No	Client	Report Lead		NA		3	Excel	As needed
Converge	Data Gathering & Process Documentation	Task	2	4	25		As-Is Master Report List	Lists all reports currently in use.	-Report ID, name, business objective, brief description, owner, and trigger or timing -Includes letters, online communications (emails and messages), bills, statements, help orders, user logs, etc.	No	Client	Report Lead		NA		2	Excel	800 to 1000 Reports
Converge	Data Gathering & Process Documentation	Task	2	2	26		Initial To-Be Business Process List	Updated version of the As-Is Business Process List. This deliverable is initially set up based on workshop discussions. It is revised later in the project as To-Be processes are finalized. The deliverable represents the initial list after the first workshop.	-List of all new notices, owner, departments, and roles involved -Includes letters, online communications (emails and messages), bills, statements, help orders, user logs, etc.	Yes	Vendor	BA		BA		5	Excel	150 to 300 Processes
Initiate	Planning	Task	1	2	27		Stakeholder Communication Plan	Describe how communication will flow between the project team and stakeholders outside the team. Serves as a tool to prompt conversation and to document the result of the conversation.	-List of all new notices, owner, departments, and roles involved -Includes letters, online communications (emails and messages), bills, statements, help orders, user logs, etc.	Yes	Client	Tech PM or Director		NA		3	Word or Excel	As Needed
Converge	Data Gathering & Process Documentation	Deliverable	3	3	28		Final To-Be Master Notices List	Updated version of the As-Is Master Notices List that describes the disposition of each notice. This deliverable is initially set up based on workshop discussions. It is revised later in the project as notices are finalized. The deliverable represents the final list from the first season to add a notice.	-For feedback reports includes session report will not be created -For feedback and new reports, includes the new report ID, name, business objective, trigger, brief description, owner, and departments who will use it -Includes letters, online communications (emails and messages), bills, statements, help orders, user logs, etc.	Yes	Vendor	Report Lead		Report Lead		3	Excel	As Needed
Converge	Data Gathering & Process Documentation	Deliverable	3	3	29		Final To-Be Master Report List	Updated version of the As-Is Master Report List that describes the disposition of each report. This deliverable is initially set up based on workshop discussions. It is revised later in the project as reports are finalized. The deliverable represents the final list from the first season to add a report.	-For feedback reports includes session report will not be created -For feedback and new reports, includes the new report ID, name, business objective, trigger, brief description, owner, and departments who will use it -Includes letters, online communications (emails and messages), bills, statements, help orders, user logs, etc.	Yes	Vendor	Report Lead		Report Lead		3	Excel	As Needed
Converge	Data Gathering & Process Documentation	Deliverable	4	5	30		Modification Workshop	Workshop to validate requirements and proposed vendor approach for each modification or enhancement.	-Detailed review of planned modifications to understand a detailed list of functional requirements required by the business in order to create detailed Functional Specification documents.	No	Vendor	Tech Lead and Func. Lead		Tech Lead		2	-	1 to 2 Day meeting
Converge	Functional Workshops	Deliverable	4	4	31	X	Analysis Workshops - Complete vs Workshop	Workshops to validate functional requirements have been addressed and configuration decisions made. This deliverable must be replicated in the Deliverable List for each Analysis Workshop.	-List of attributes with date of completion	No	Vendor	Func. Lead		BA		3 per Workshop	-	5 to 30 pages each
Converge	Requirements Confirmation and Functional Design	Deliverable	5	5	32		Functional Requirements Matrix - Needs Updated after Analysis	Functional Requirements Matrix needs updated after analysis to indicate how each will be addressed in the new system. Any changes from the initial matrix can be consolidated into a single change request.	-Identifies by organization those who have project roles -Change network, identified, linked, and provided with functional feedback on their roles -Excel list of major organizations and key contacts -Includes letters, online communications (emails and messages), bills, statements, help orders, user logs, etc.	Yes	Vendor	BA		BA		5	Table/Excel or Word	As Needed

Attachment 10.1

Level 1 Phase [Vendor]	Level 2 Phase [Vendor]	Type (Deliverable or Task)	Planned Start Month	Project Acceptance Month	Deliverable/Task ID # / Sub-Code	Name	Description and Purpose	Contents/Activities	Rpt CR	Owner	Client Role	Client Activities	Vendor Role	Vendor Activities	Value	Format	Length
Converge	Review Configuration and Functional Design	Task	2	4	33	Updated Deliverable List to add named models, interfaces, reports, notices, etc., all development items - all hardware and vendor systems not yet added. Any deliverable identified in the list as "X" should be duplicated in the Deliverable List as "1", "2", "3", etc., to represent the individual items.	Updated Deliverable List to add named models, interfaces, reports, notices, etc., all development items - all hardware and vendor systems not yet added. Any deliverable identified in the list as "X" should be duplicated in the Deliverable List as "1", "2", "3", etc., to represent the individual items.	- Update deliverable list - Specify named models, interfaces, reports, notices, etc. - Complete list of deliverables in the overall project - not limited to this SOW deliverables - Include all deliverables in the overall project - not limited to this SOW deliverables - Each deliverable will include the month and year it will be produced, according to baseline schedule and SOW - Once deliverables and dates cannot be modified without change request	Yes	Client	Func.Lead	Func.Lead	Func.Lead	4	SharePoint	As Needed	
Converge	Functional Workshop	Deliverable	4	5	34	Interface Workshop	Workshop to review needed interfaces and agreed upon approach.	- Review of target system interface layouts and architecture - Interface delivery strategy	No	Vendor	Tech.Lead	Tech.Lead	Tech.Lead	3	-	1 to 2 day meeting	
Clarify	Technical Design	Deliverable	3	3	35	Conversion Workshop	Working session to explain to conversion team members how the conversion will proceed. Clarifies the approach that will be needed to transfer the data prior to conversion.	- Review of target system data inputs and architecture, conversion tools and - Schedule and explanation of the various test conversions that will be executed - Review of legacy data environment, known issues with respect to data quality, - Review of target system data inputs and architecture	No	Vendor	Conv.Lead	Conv.Lead	Conv.Lead	3	-	1 to 2 day meeting	
Converge	CCS Training	Deliverable	3	3	36	Technical Reports Workshop	Workshop to teach the client staff how to use the reporting tool and to define the data structures.	- Review terminal structure of data types xxxxxxxxxx	No	Vendor	Report.Lead	Report.Lead	Report.Lead	2	-	1 to 2 day meeting	
Converge	Review Configuration and Functional Design	Deliverable	4	6	37	Analysis Workshop Output- xxx Workshop	Evidence that the primary purpose of the workshop has been achieved, requirements have been addressed and configuration decisions made. This should be created and provided to the client within five days of the session completion. This deliverable must be replicated in the Deliverable List for each Analysis Workshop	- Update to the functional matrix to include how each requirement is fulfilled by the system. Can be a few sentences or extended pages - Final iteration of the configuration log documenting how each table in the system will be configured to meet the business need and functional requirements.	Yes	Vendor	Func.Lead	Func.Lead	BA	5 per workshop	Word Excel	As needed	
Converge	Review Configuration and Functional Design	Deliverable	4	6	38	Master Development List	This list is developed at the end of the analysis workshops and will address all proposed interfaces, models and reports. It is used as a tool for reconciling the scope of the SOW with the overall scope and the master development list. It is used as a tool for reconciling the scope of the SOW with the overall scope and the client may substitute cost from SOW items to other changes needed.	- All custom modifications, new reports, portal statistics, letters, forms, interfaces - Any other custom development code that the vendor identifies during analysis - Client review and approval of each item.	Yes	Vendor	Func.Lead	Func.Lead	Func.Lead	4	Excel	NA	
Converge	Task	Task	2	4	39	Conversion Phase Closeout and Lessons Learned	Formal closeout of the Conversion Phase. Creates closure for the Phase. Verifies that contract conditions have been met and the project is ready to move into the next Phase.	- Decision of legacy format, identify requirements for the next Phase - Review of all remaining open issues and tracking item or agreeing to move item forward - All planning deliverables have been approved, signed off, and properly published - Confirmation that all gate criteria have been met.	No	Client	Func.Lead	Func.Lead	Func.Lead	2	Word or Excel	2 hr meeting	
Clarify	Technical Design	Deliverable	5	5	40	Initial Data Mapping	Defines data mappings between legacy and target system. It is used to drive conversion development. This deliverable is first created during the Design Phase and may be modified as test conversions are run.	- Each legacy data item identified as needed or not needed with transformation created - Each target data item identified with the legacy data to be moved, converted, or deleted - Legacy data items determine with a plan for resolving the gaps.	No	Vendor	Conv.Lead	Conv.Lead	Conv.Lead	5	Excel	As Needed	
Clarify	Technical Design	Deliverable	5	5	41	Initial Plan for Data Mapping and Conversion	Detailed document, tailored for the client, that defines the processes and tools to be used for converting and conversion programs. This deliverable is first created during the Design Phase and may be modified as test conversions are run.	- Lists all categories of data which will and will not be converted to and from a legacy system - Goal of each conversion exercise and description of data to be converted - Description of how the data will be validated with data record counts - Review, Assurances, Objectives, etc., any manual components (for example - How converted data will be mapped to legacy data - Conversion of process of handling data cleaning activities (i.e. identification, how and where tracking will occur) - Description of the process for handling data transformation (i.e. identification, priority)	Yes	Vendor	Conv.Lead	Conv.Lead	Conv.Lead	1	Excel	As Needed	
Clarify	Technical Design	Deliverable	5	6	42	Conversion Specifications	Defines program logic, data element/field formats, and data transformation for the extract and upload conversion programs. This deliverable also defines conversion metrics to be used to identify issues and track progress between runs.	- Program logic- data elements, file formats for extract programs - Data element/field formats for upload programs - Define quality/audit conversion metrics to be used with each conversion run to identify issues and track progress - Audit control reports - Financial balancing reports - Error reports	Yes	Vendor	Conv.Lead	Conv.Lead	Conv.Lead	5	Word	40-50 pages	
Converge	Site Gathering & Process Documentation	Task	2	4	43	At-Risk Performance Baseline	At-Risk items as KPIs (Key Performance Indicators). Defines what KPIs Processes to measure and how success is currently defined - typically in terms of time, cost, or quality. Serves as a basis for benchmark measurement.	- List of KPIs processes for selection (for currently relevant) - Steps or activities within the processes and KPIs for those steps - KPIs for overall process	No	Client	Func.Lead	Func.Lead	NA	2	Excel	As Needed	
Clarify	To Be Process Documentation	Deliverable	5.6	6	44	Functional Specs 5, Job Title Cases - xxx/xxx/xxx	Describe each modification in business terms for each review and approval (Functional Design Document). This deliverable must be replicated in the Deliverable List for each modification.	- Diagrams of screens, reports, and/or forms - Data inputs and outputs - Unit test cases with expected results - Does not include technical information which the user is not expected to understand or approve	Yes	Vendor	Func.Lead	Func.Lead	Func.Lead	3 per modification	Word	5 to 25 pages each	
Clarify	To Be Process Documentation	Deliverable	5.6	6	45	Interface Specs - xxx	Describe the modified interface in business and technical terms (Technical Design Document). Includes interchanges (input or output) between the system and external application, regardless of technology used). This deliverable must be replicated in the Deliverable List for each interface.	- Interface name, description, data items, and processing steps - Steps or activities within the processes and KPIs for those steps - Balancing procedures - Includes unit test cases with expected results	Yes	Vendor	Tech.Lead	Tech.Lead	Tech.Lead	4 per interface	Word	5 to 25 pages each	
Clarify	To Be Process Documentation	Deliverable	5.6	6	46	Notice Specification - xxx	Describe the notice in business and technical terms (Technical Design Document). This deliverable must be replicated in the Deliverable List for each type of notice.	- Notice name, business objective, description, mock-up of notice format for phished notices - Frequency, timing, filling, triggers, error handling, processing confirmation - Unit test cases with expected results	Yes	Vendor	Report.Lead	Report.Lead	Report.Lead	4 per type	Word	5 to 25 pages each	

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Level 1 Phase [Vendor]	Level 2 Phase [Vendor]	Type (Deliverable or Task)	Planned Start Month	Project Acceptance Month	Deliverable/Task ID #	Sub-Code	Name	Description and Purpose	Contents/Activities	Rpt CR	Owner	Client Role	Client Activities	Vendor Role	Vendor Activities	Value	Format	Length
Clarify	To Be Process Documentation	Deliverable	5.6	6	47	X	Report Specification - xxx Report	Describes the report in business and technical terms. Functional Design Document/ Technical Design Doc. A report is included in the report to provide information on the report, including overall, detailed, and summary information. The report is included in the report to provide information on the report, including overall, detailed, and summary information. The report is included in the report to provide information on the report, including overall, detailed, and summary information. This deliverable must be reviewed in the Deliverable List for each report.	Report name, business objective, description, mockup of report format -Owner, list of departments who use the report -From items called out in previous status reports, providing status confirmation -Barring procedures, security considerations. -List test cases with expected results	Yes	Vendor	Report Lead		Report Lead		3 per report	Word	6 to 35 pages each
Clarify	Technical Design	Task	4	7	48		Conversion Validation Account Set	List of accounts to be used to validate data after every conversion. These should be representative of the customer base.	-Most common type of accounts -Historically problematic accounts	No	Client	Func.Lead		Func.Lead		2	Excel	50 to 75 Accounts
Converge	Create Test Strategy	Task	6	6	49		Test Strategy	Describes at high level how testing will be carried out. Provides information and structure for the Test Design and Test Execution Phases.	-Descriptions of the testing phases, highlighting the purpose of each, differences -How actions will be tracked, tracked, and managed -Resources, environments, and tools needed for testing -High level test plan that will be used to review testing progress and to validate defects and scenarios.	No	Vendor	Test Lead		Test Lead		2	Word	40-80 page summary
Enable	Testing Planning	Task	5	10	50		Functional Test Plan	Describes the overall scope, approach, resources, and high-level schedule for all Functional Test Activities.	-Defines test steps of functional testing -Organizes and estimates the number of functional tests required -Provides high-level estimates of effort to develop and execute functional tests -Identifies organization, estimation, and assignment of cases (writing and executing) -Who and how resources test cases -How data will be created and used -Resources and tools needed -Timeline for testing the test cases -Defines how and where requirement traceability to functional tests will be considered -Defines how automation will be used	No	Vendor	Test Lead		Test Lead		4	Word	40-60 pages
Enable	Testing Script Development	Task	5	10	51		Test Design Workshop	Working session to explain to test team members how test case development will proceed.	-Purpose of functional testing and integration testing -Instructions on how to write functional and integration cases -Schedule, assignments, and expected status reporting for test case	No	Vendor	Test Lead		Test Lead		3	PowerPoint	1 to 2 day meeting
Enable	Testing Planning	Task	6	10	52		Functional Test Schedule	Describes detailed development and execution of all Functional Test Cases	-Organizing testing in functional test cases that need to be tested -Business alignment of functional test development with completion of the ToBe Business Processes, development, and configuration. -Estimate of test cases required, estimated level of effort, and planned dates for both development and execution of each test case.	Yes	Vendor	Test Lead		Test Lead		4	Excel	As Needed
Converge	Create Test Strategy	Task	2	4	53		End-User Training Strategy	Describes the strategy for the end-user training. This is provided to client resources and managers for approval and commitment of needed resources.	-Training approach, time commitment for attendees, and training resources -High level description of the training environment and data sources -Entry criteria for end user training	No	Client	PM		Train Lead		2	Word	6 to 16 Pages
Clarify	To Be Process Documentation	Task	4	4	54		Final To-Be Business Process List	Updated version of the To-Be Business Process List. This deliverable is initially set up based on workshop records and is updated after the workshop and decisions have been made and approved.	-Process name, new description, owner, departments, and data involved -Indicator of the magnitude of change from the original process	Yes	Client	Func.Lead		Func.Lead		3	Excel	100 to 200 Processes
Clarify	To Be Process Documentation	Deliverable	6	6	55		Final To-Be Master Notices List	Updated version of the To-Be Master Notices List that describes the disposition of each notice. This deliverable is initially set up based on workshop discussions. It is revised later in the project as notices are finalized. This deliverable term represents the final list after all workshops have been completed and notices are ready for development.	-For deleted notices, include reason notice will not be needed -For replaced and new notices, include the new notice ID, name, business process, and department -If there is no change and the notice will be produced in the new system back, that should be noted as well	Yes	Vendor	Report Lead		Report Lead		3	Excel	As Needed
Clarify	To Be Process Documentation	Deliverable	6	6	56		Final To-Be Master Report List	Updated version of the To-Be Master Report List that describes the disposition of each report. This deliverable is initially set up based on workshop discussions. It is revised later in the project as reports are finalized. This deliverable term represents the final list after all workshops have been completed and reports are ready for development.	-For deleted reports, include reason report will not be needed -For replaced and new reports, include the new report ID, name, business process, and department -If there is no change and the report will be produced in the new system back, that should be noted as well	Yes	Vendor	Report Lead		Report Lead		2	Excel	As Needed
Clarify	Configuration	Deliverable	7	7	57		Initial Configuration Log	Defines the client-specific data values for each configuration table and serves as documentation of the configuration. This deliverable is initially set up based on workshop discussions. It is revised later in the project as notices are finalized. This deliverable term represents the final list after all workshops have been completed and notices are ready for development.	-Discussion of business impact, identify requirements for the test phase -Review of all remaining open issues and resolving them or agreeing to move forward -Confirmation that all planning deliverables have been approved, signed off, and properly published	Yes	Vendor	Func.Lead		Func.Lead		1	Mixed in appropriate tracking tool The Project Table section 2-3,3,3,3,3	As Needed
Clarify	Task	Task	4	7	58		Design Phase Checkdown and Lessons Learned	Formal breakdown of the Design Phase. Creates a share for the Phase. Verifies that contract conditions have been met and the project is ready to move into the test phase.	-Review of all remaining open issues and resolving them or agreeing to move forward -Confirmation that all planning deliverables have been approved, signed off, and properly published	No	Client	Func.Lead		Func.Lead		2	Word or Excel	2 hr meeting
Enable	Conversion	Deliverable	5	5	59		Initial Partial Conversion	First test of the conversion programs. May convert only a partial set of data. May not balance at this point. Conversion Validation Account Set may be completed.	-Partial conversion -Data records in select BGL -Conversion summary, including message strings, and list of defects	No	Vendor	Comp. Lead		Comp. Lead		2	Word or Excel	2 to 6 pages
Enable	Training Development	Deliverable	9	9	60		Updated User Guides and Training Materials	User Guides and Training Materials updated to include all client-specific needs, extensions, and configuration. These materials will be a starting point for the client's test cases and training materials.	-User guides in electronic format, ready for customization and duplication -Includes client-specific tool configuration, etc. -This should be at the level of detail such that, along with the To-Be processes, from the team can create test cases and training materials.	No	Vendor	BA		Train Lead		2	Word	As Needed
Enable	Technical Training	Deliverable	10	10	61		Key Accounts Security Procedures Training	Defines the process and procedures for establishing and maintaining user IDs and security profiles.	-Description of user, aliases, or roles -Step-by-step process for applying access and security	No	Vendor	BA		Train Lead		2	Word	5 to 10 pages

Attachment 10.1

Level 1 Phase [Vendor]	Level 2 Phase [Vendor]	Type (Deliverable or Task)	Planned Start Month	Project Acceptance Month	Deliverable/Task ID # / Sub-Code	Name	Description and Purpose	Contents/Activities	Rqr CR	Owner	Client Role	Client Activities	Vendor Role	Vendor Activities	Value	Format	Length
Enable	Test Script Development	Task	6	10	62	Functional Test Case Development - xx Category	Development of detailed Functional Test Cases specified in the Functional Test Schedule. This deliverable must be replicated in the Deliverable List for each category (i.e. configuration, production, testcases, reports, and other output)	Development of detailed test cases that include business steps, data needed, expected results, and associated requirements by JD. Tests will focus on the business process flows and utilization of the software to perform specific business processes	No	Client	Test Lead	Test Lead	Test Lead	Test Lead	3 per category	Testing Tool or Excel	As Needed
Clarify	Test Script Development	Task	4	6	63	Functional Requirements and Business Process matrices updated after Test Design	Functional Requirements and Business Process matrices updated after test design to indicate how each will be tested in the new system.	Includes columns for: -Subprocess description, client and vendor owner, and vendor response from sub-process -Workshop name where this was covered and date completed -Configuration table requiring updates -Vendor approach to requirement -For vendor ratings of 25, where in the User Guide can step by step instructions be found on how to use the system to meet the requirement? -Which test cases include this -Test resolution (to be completed later) -When training modules address the (to be completed later)	Yes	Vendor	Test Lead	Test Lead	Test Lead	Test Lead	5	Testing Tool or Excel	As Needed
Enable	Configuration	Deliverable	10	10	64	Automated Configuration Lead	The vendor creates the testcases and business process matrices for vendor configuration in test design to be reviewed to avoid transmission mistakes. Overview of Oracle's built in OWA functional and the test process for Code/Config Migration	Automated system to transfer all configuration between each environment.	No	Vendor	NA	NA	Test Lead	Test Lead	1	-	NA
Clarify	Configuration	Deliverable	6	6	65	Initial System Configuration	Initial configuration of the new application. Configuration matrix set up based on vendor's test design to be reviewed to avoid transmission mistakes. The functional test requirements for test design with all configuration need for functional testing.	Configuration/setup of the new system.	Yes	Vendor	Func. Lead	Func. Lead	Func. Lead	Func. Lead	3 per application	-	NA
Clarify	Technical Design	Deliverable	7	7	66	Updated System Infrastructure Plan	Describe the hardware, network, and resources required for the Project (Architecture Diagram). Project as test and training plans are complete. This deliverable represents the update to include testing, training, and production environments.	-New diagram of the system hardware, network, and interfaces -Test, description of system specifications.	Yes	Vendor	Test Lead	Test Lead	Test Lead	Test Lead	3	Word & Process Flow Software	As needed
Enable	Test Case	Task	6	10	67	Test-Case Performance Baseline	Test-Case Performance Baseline	-List of test processes to measure (or newly measured) -Steps or activities within the processes and KPIs for those steps -KPIs for overall process	No	Client	Func. Lead	Func. Lead	BA	BA	2	Excel	As Needed
Enable	Deliverable	Deliverable	7	7	68	Tested Modification Delivered - xx Modification	Documents that each modification has been developed, successfully unit tested and delivered based on the specifications. The deliverable must be replicated in the Deliverable List for each modification.	-Description of the change, including changes to the configuration and/or codebase (including conversion scripts, complete package/dependency code, etc.) -Other functions or features that may be affected by the change -Steps or activities within the processes and KPIs for those steps -KPIs for overall process	Yes	Vendor	Func. Lead	Func. Lead	Func. Lead	Func. Lead	5 per modification	Testing Tool or Excel	As Needed
Enable	Deliverable	Deliverable	9	9	69	Batch Job Workshop	Workshop to train the client's staff and to assist with batch process jobs and scheduling and error handling.	-Hands on demo of scheduler -Create initial Batch Job Schedule worksheet	No	Vendor	Test Lead	Test Lead	Test Lead	Test Lead	4	-	1 day meeting
Enable	Deliverable	Deliverable	9	9	70	Tested Notices Delivered - xx Type	Documents that each notice has been developed, successfully unit tested and delivered based on the notice specifications. The deliverable must be replicated in the Deliverable List for each type of notice.	-Hands on demo of scheduler -Create initial Batch Job Schedule worksheet	Yes	Vendor	Report Lead	Report Lead	Report Lead	Report Lead	4 per type	Testing Tool or Excel	As Needed
Enable	Deliverable	Deliverable	9	9	71	Initial Batch Job Schedule	Documents that each notice has been developed, successfully unit tested and delivered based on the notice specifications. The deliverable must be replicated in the Deliverable List for each type of notice.	-Jobs and programs -Jobs or activities within the processes and KPIs for those steps -KPIs for overall process	No	Vendor	Test Lead	Test Lead	Test Lead	Test Lead	4	Excel	As needed
Enable	Application Security	Task	6	10	72	Initial Security Profile Log	Identifies the users that will need access to the system. The deliverable is initially set up at the end of development in preparation for integration testing and training spinning, and may be modified as resources are added to the system. The deliverable represents the initial log. It is complete when security is properly set up and documented for integration testing.	-User ID, name, user class or role, and any special requirements.	No	Client	Func. Lead	Func. Lead	Func. Lead	Func. Lead	3	Excel	As needed
Enable	Deliverable	Deliverable	9	9	73	Tested Reports Delivered - xx Report	Documents that each report has been developed, successfully unit tested and delivered based on the report specifications. The deliverable must be replicated in the Deliverable List for each report.	-Jobs and programs -Jobs or activities within the processes and KPIs for those steps -KPIs for overall process	Yes	Vendor	Report Lead	Report Lead	Report Lead	Report Lead	4 per report	Testing Tool or Excel	As Needed
Enable	Deliverable	Deliverable	9	9	74	Initial Batch Job Configuration	Configuration of the batch jobs and scheduler based on the Batch Job Schedule. The deliverable is initially set up at the end of development in preparation for integration testing. This deliverable represents the initial configuration. It is complete when the scheduler is ready for integration testing.	Configuration of the batch jobs and scheduler based on the Batch Job Schedule.	No	Vendor	Test Lead	Test Lead	Test Lead	Test Lead	4	Scheduler	As needed
Enable	Task	Task	6	10	75	Initial Production Support Plan	The information available for training to deliver as part of End User Training. The deliverable item depends on the test case. It is complete when the test cases are defined for the training objectives.	-Help desk procedures, tools, escalation process -Jobs and programs -Jobs or activities within the processes and KPIs for those steps -KPIs for overall process	Yes	Client	PM	PM	PM	PM	2	Word	10 to 20 Pages
Clarify	Deliverable	Deliverable	8	6	76	Tested Interface Delivered - xx Interface	Documents that each interface has been developed, successfully unit tested and delivered based on the interface specifications. The deliverable must be replicated in the Deliverable List for each interface.	-Jobs and programs -Jobs or activities within the processes and KPIs for those steps -KPIs for overall process	Yes	Vendor	Test Lead	Test Lead	Test Lead	Test Lead	5 per interface	Testing Tool or Excel	As Needed
Clarify	Conversion	Deliverable	7	7	77	First Full Conversion	First full conversion of the existing program, accounting fields. No not before the start. The production errors, if any, must cover enough data well enough that validation of the entire Conversion Validation Account Set may be completed.	-Full Conversion -Validation of Conversion Validation Account Set -Conversion summary, including memos, errors, and file of defects.	No	Vendor	Conv. Lead	Conv. Lead	Conv. Lead	Conv. Lead	5	Word or Excel	2 to 5 pages
Enable	Task	Task	6	10	78	Config and Dev Phase Completion and Lessons Learned	Formal discussion of the Configuration and Development Phases. Creates closure for the Phase. Verifies that contract conditions have been met and the project is ready to move into the next Phase.	-Discussion of lessons learned, identifying improvements for the next Phase -Review of all remaining open issues and resolving them or agreeing to move them forward -Verification that all planning deliverables have been approved, signed off, and properly published -Confirmation that all gate criteria have been met.	No	Client	Test Lead	Test Lead	Test Lead	Test Lead	2	Word or Excel	2 hr meeting
Enable	Task	Task	6	10	79	Functional Test Design Phase Checkdown and Lessons Learned	Formal discussion of the Test Design Phase. Creates closure for the Phase. Verifies that contract conditions have been met and the project is ready to move into the next Phase.	-Discussion of lessons learned, identifying improvements for the next Phase -Review of all remaining open issues and resolving them or agreeing to move them forward -Verification that all planning deliverables have been approved, signed off, and properly published -Confirmation that all gate criteria have been met.	No	Client	Test Lead	Test Lead	Test Lead	Test Lead	2	Word or Excel	2 hr meeting
Enable	Test Execution	Task	6	10	80	Testing and Training Kickoff Meeting	Kickoff meeting for executives and the project team to educate and set expectations for the Testing and Training Phases.	-Review accomplishments of the previous phase -Provide an overview of the Testing and Training Phases that includes a review of the meeting agenda and set expectations for both the project team and executives for the next phase.	No	Client	PM	PM	PM	PM	2	PowerPoint	Meeting

Attachment 10.1

Level 4 Phase [Vendor]	Level 3 Phase [Vendor]	Type [Deliverable or Task]	Planned Start Month	Project Acceptance Month	Deliverable/Task ID #	Sub-Code	Name	Description and Purpose	Req CR	Owner	Client Role	Client Activities	Vendor Role	Vendor Activities	Value	Format	Length
Enable	Test Execution	Task	6	10	B1		Functional Test Workshop	Workshop session to explain to test team members how functional test execution will proceed.	No	Client	Test Lead	Review of testing tasks and techniques Review of the schedule, assignments, and expected status reporting Identify any testing tasks executed together.	Test Lead		3	PowerPoint & Training Tool	Meeting
Clarify	Training Plan	Deliverable	6	6	B2		Training Plan	Based on the End User Training Strategy, this plan provides details describing how end users will acquire the necessary skills and knowledge to perform their work in the new system.	Yes	Vendor	BA	Define overall scope of end user training Define end user training needs Identify end user groups participating in the training Define approach for training material development including reporting metrics Define a high-level end user training curricula Identify all required training materials and equipment (i.e. physical environment) Define data requirements including relevant training databases Define end user proficiency measures and course evaluation plans Define end user Entry Exit Criteria for the training material development and delivery phases.	Train Lead		5	Word	10 to 50 pages
Enable	Test Execution	Task	6	10	B3		Integration Test Plan	Describe the overall scope, approach, resources, and high-level schedule for all Integration Test Activities. Integration testing involves multiple end-to-end business process scenarios that tests the solution functionality/integration as well as integration with other applications. Typical projects will have 100-200 test cases with thousands of steps, depending on client requirements, configurations, and customizations.	Yes	Vendor	Test Lead	Review test cases Review test cases and assign test cases Review test cases and assign test cases Review test cases and assign test cases Review test cases and assign test cases Review test cases and assign test cases Review test cases and assign test cases Review test cases and assign test cases	Test Lead		3	Word	40-60 pages
Enable	Test Execution	Task	6	11	B4		Integration Test Schedule	Day by day schedule for integration testing showing which cases and steps will be executed every day, and the order of execution. Includes data environment to test (UAT) database application test type or more information. This deliverable must be replaced in the Deliverable List for each integration test cycle.	No	Vendor	Test Lead	Identify the specific test cases or test steps that need to be executed the specific day of execution, the specific logical day of execution, and the specific data environment to test (UAT) database application test type or more information. Includes test case and assigns test cases for the simulation of time.	Test Lead		4	Excel	As Needed
Enable	Conversion	Deliverable	9	9	B5		Final Balanced Conversion	Full execution of the conversion programs, converting all data, and sufficiently balanced. Produces very few, if any errors. Is followed by validation of the entire Conversion Validation Account Set.	No	Vendor	Comp. Lead	Full Conversion Identify test cases, balance test cases Validation of Conversion Validation Account Set Delete recorded in defect log Conversion summary, including metrics, timings, balancing info, and list of defects.	Comp. Lead		5	Word or Excel	2 to 5 pages
Enable	Training	Task	6	10	B6		End User Training Curriculum	Overview of training material, assignments for completion, and standards. The becomes a part of the overall End User Training Plan.	No	Vendor	BA	Course module, form name and description, assigned developer Documentation standards for development and user materials	Train Lead		4	Word or Excel	As Needed
Enable	Training	Task	6	10	B7		End User Training Curriculum	Based on the security profile, identifies what type of training is needed by various categories of end users.	No	Client	BA	User groups and training types	Train Lead		3	Excel	As Needed
Enable	Training	Task	6	10	B8		Training Material Development Schedule	Identifies End User Training materials that will be developed by dates based on the approved training curriculum.	No	Vendor	BA	Identify test cases, balance test cases Validation of Conversion Validation Account Set Delete recorded in defect log Conversion summary, including metrics, timings, balancing info, and list of defects.	Train Lead		4	Excel	As Needed
Enable	Test Script Development	Task	6	10	B9	X	Integration Test Case Development	Development of detailed Integration Test Cases specified in the Integration Test Schedule.	No	Client	Test Lead	Development of detailed test cases that include business steps, data needed, test data, and test steps Tests will focus on the business process flow and utilization of the software to fulfill client specific business processes In-house data and other specialized up, business steps, and expected results In-house data and other specialized up, business steps, and expected results In-house verification/validation steps as separate activities on the appropriate day In-house verification (by ID) covered in the test.	Test Lead		5 per category	Testing Tool or Excel	As Needed
Enable	Test Execution	Task	6	10	B9		Integration Test Design Phase Checkdown and Lessons Learned	Formal checkdown of the Test Design Phases. Checks above for the phases. Verifies that contract conditions have been met and the project is ready to move into the next Phases.	No	Client	Test Lead	Review of all remaining open issues and resolving them or agreeing to move forward Verification that all planning deliverables have been approved, signed off, and properly published Review of lessons learned, identifying improvements for the next Phase	Test Lead		2	Word or Excel	2 hr meeting
Enable	Test Execution	Task	6	10	B1	X	Functional Tests Executed	Completed functional test execution with results recorded. Executes specific tests to test the functionality of the application against user requirements, security, privacy, usability, etc.	No	Client	Test Lead	Test cases completed Discrepancies between expected results and actual results have been recorded as defects.	Test Lead		5 per category	Testing Tool or Excel	As Needed
Enable	Training	Deliverable	6	10	B2		Final End-User Training Schedule	Defines the end-user training dates/schedules. Is used for enrolling participants.	No	Vendor	BA	Identify test cases, balance test cases Validation of Conversion Validation Account Set Delete recorded in defect log Conversion summary, including metrics, timings, balancing info, and list of defects.	Train Lead		2	Excel	As Needed
Enable	Training	Task	6	10	B3		Final End-User Training Schedule	The Final End-User Training Schedule, which defines the end-user training dates/schedules, is used to complete the enrollment of all participants as enrolled.	No	Client	BA	Course title and description, times/dates is defined, location of the training dates and end users that will be attending the class Working sessions with vendor training leading and project team members to discuss the training dates, number of participants for each course, utilized by client to schedule the sessions.	Train Lead		2	Excel	As Needed
Enable	Test Execution	Task	6	10	B4		Configuration Tests Executed	Completed execution of tests that validate requirements met by the base system or basic configuration. These tests do not require a test case.	No	Client	Test Lead	Screen pathing, navigation Test cases completed Discrepancies between expected results and actual results have been recorded as defects.	Test Lead		3	Testing Tool or Excel	As Needed
Enable	Test Execution	Deliverable	6	11	B5		Functional Test Defects (Open/Close)	All defects required to exit and close Functional Testing have been corrected, tested, and closed.	No	Vendor	Test Lead	Test cases completed Discrepancies between expected results and actual results have been recorded as defects.	Test Lead		5	-	NA

Attachment 10.1

Level 1 Phase [Vendor]	Level 2 Phase [Vendor]	Type [Deliverable or Task]	Planned Start Month	Project Acceptance Month	Deliverable/Task ID # / Sub-Code	Name	Description and Purpose	Contents/Activities	Rpt CR	Owner	Client Role	Client Activities	Vendor Role	Vendor Activities	Value	Format	Length
Enable	Conversion	Deliverable	6	11	96	Full Conversion for Integration Test	Full conversion for integration test. Converts all data, balances, processes only known and successful errors. Is followed by validation of the Conversion Validation Account Set. When this is complete, the databases are ready for integration testing.	-Full Conversion -Audit reports, error reports, balancing reports -Validation of Conversion Validation Account Set -Conversion summary, including metrics, timings, balancing info, and list of defects.	No	Vendor	Conv_Lead		Conv_Lead		5	Word or Excel	2 to 6 pages
Enable	Test Execution	Task	6	10	97	Functional Test Execution Status Report	Provides a summary of the results of Functional Test Execution. This report should document what was successfully tested as well as any items that were not tested along with key metrics.	-Identifies scope of what was tested as well as identifying any items that were not tested -Defines the Entry/Exit Criteria and the resulting documentation to support how it has been fulfilled -Functional test execution responsibility, which should include Total TestPasses/Dropped During Reconciliation, Defects, and Not Tested -Provides summary information on the number of tests created, executed & passed -Provides summary information on defect counts by severity.	No	Client	Test Lead	Test Lead	Test Lead		2	Word or Excel	3 to 6 pages
Enable	Functional Test Phase Kickdown and Lessons Learned	Task	6	10	98	Functional Test Phase Kickdown and Lessons Learned	Formal kickdown of the Functional Test Phase. Creates slides for the Phase. Verifies that contract conditions have been met and the project is ready to move into the next Phase.	-Review of all remaining open issues and resolving them or agreeing to move forward -Verification that all planned deliverables have been approved, signed off, and properly published -Review of all open contracts -Final call close has been held	No	Client	Test Lead	Test Lead	Test Lead		2	Word or Excel	2 hr meeting
Enable	Training Development	Task	9	10	99	Participant Materials Development	Materials to be used in end-user training.	-Slides, exercises, quick reference guides, handouts, etc. -Instructions for post go-live support -Lab test cases that serve as the first test of business processes, software, and training (Prepares UAT cases).	No	Vendor	BA	BA	Train_Lead	Train_Lead	3 per course	TED	As Needed
Enable	Test Execution	Task	10	10	100	Integration Test Workshop	Workshop session to explain to test team members how integration test execution will proceed.	-Review of test cases -Review of testing tools and techniques -Review of the schedule, assignments, and expected status reporting.	No	Vendor	Test Lead	Test Lead	Test Lead		3	PowerPoint	2 to 4 hr meeting
Enable	Conversion	Deliverable	11	11	101	Final Data Mapping	Confirms data mapping between legacy and target systems. It needs to be comprehensive. This deliverable is not created during the Conversion Phase and may be modified as test conversions are run. This deliverable represents the mapping that has been done for the production conversion.	-Each legacy data item identified as needed or not needed with transformation created -Each target data item identified with the legacy data to be moved, converted, or created -Missing data items identified with a plan for resolving the gaps	No	Vendor	Conv_Lead	Conv_Lead	Conv_Lead		3	Excel	As Needed
Enable	Conversion	Deliverable	5	10	102	Final Plan for Data Mapping and Conversion	Detailed document, tailored for the client, that defines the processes and tools to be used for converting legacy data to the new system. This deliverable is first created during the Conversion Phase and may be modified as test conversions are run. This deliverable represents the mapping that has been done for the production conversion.	-Lists all categories of data which will and will not be converted to and from all systems, including the historical data -Provides a detailed description of data to be converted -Description of how the data will be validated with data record counts -Description of internal balancing of all key financial components (for example, how converted data will be mapped to legacy data) -Description of mock-go-live activities and weekends.	Yes	Vendor	Conv_Lead	Conv_Lead	Conv_Lead		2	Excel	As Needed
Enable	Test Execution	Deliverable	11	11	103	Bill Parallel Test Plan	Defines the plan for validating billing transactions produced by the new system against the same transactions produced by the Legacy system. In order to identify and address variances.	-Confirms that all bill parallel testing -Identifies the environment that will be used -Identifies resources and tools needed -Identifies test cases to be run -Defines Entry Exit Criteria for the test phase.	Yes	Vendor	Test Lead	Test Lead	Test Lead	Test Lead	4	Word	10 to 20 Pages
Enable	Test Execution	Task	11	11	104	Integration Tests Executed - Cycle 1	Completed integration test execution with results recorded.	-Tests completed using batch scheduler, automated interfaces, and normal daily processing -Non-critical data from All conversions -Discrepancies between expected results and actual results have been recorded as defects.	No	Client	Test Lead	Test Lead	Test Lead		5	Testing Tool or Excel	As Needed
Enable	Test Execution	Deliverable	11	11	105	Integration Tests - Cycle 1 Defects Corrected	All defects required to exit and close Integration Test Cycle 1 have been corrected, retested, and closed. Project Managers have the ability to evaluate Severity 2 defects and mutually agree that this cycle is complete.	-Defects, corrected, retested and closed.	No	Vendor	Test Lead	Test Lead	Test Lead		5	-	NA
Enable	Training	Task	11	11	106	Training Lab Test Case Development	Completed training development of all test cases for the UAT. The purpose of this deliverable is that the business processes, software, and trained users work together to meet customer and utility needs. These test exercises will be used in End-User Training (UAT).	-Scenarios or UAT scenarios -Original demo scripts -Simulation of most common processes in each area.	No	Client	Test Lead	Test Lead	Train_Lead	Train_Lead	3	Excel or Training Tool	As Needed
Enable	Test Execution	Task	10	11	107	Security Profile Log Configuration	Configuration of the solution implementing the end-user security rules as identified in the Initial Security Profile Log.	-All Security Rules fully configured and unit tested in preparation for incorporation into the production environment -Tests completed using identified cycle with production legacy files as defined in the test plan -Tests are converted data results and new system results have been reviewed, recording defects to track variance resolution.	No	Vendor	Test Lead	Test Lead	Test Lead	Test Lead	1	-	NA
Live	UAT	Deliverable	13	13	108	Bill Parallel Test Execution	Completed Bill Parallel test execution with results recorded.	-Defects, corrected, retested and closed.	No	Vendor	Test Lead	Test Lead	Test Lead		5	-	NA
Live	UAT	Deliverable	13	13	109	Bill Parallel Test Defects Corrected	All defects required to exit and close Bill Parallel Tests have been corrected, retested, and closed.	-Converts the entire data set -Tests completed using batch scheduler, automated interfaces, and normal daily processing -Defects between expected results and actual results have been recorded as defects.	No	Vendor	Test Lead	Test Lead	Test Lead		4	Testing Tool or Excel	As Needed
Live	UAT	Deliverable	13	13	110	Mock Go-Live #1	Also called "Dress Rehearsal" or "Mock Cutover" this is an exercise of the Cutover Plan and Checklist. The steps in this deliverable become part of the Cutover Checklist. Multiple Go-Live Dress Rehearsals may be performed during the testing and sequence of events and for ALL participants to practice, ensuring out their responsibilities. -UAT 1	-Converts the entire data set -Tests completed using batch scheduler, automated interfaces, and normal daily processing -Defects between expected results and actual results have been recorded as defects.	No	Vendor	PM	PM	PM		4	-	NA
Enable	Test Execution	Task	11	11	111	Integration Tests Executed - Cycle 2	Completed integration test execution with results recorded. Repeats Cycle 1 tests.	-Tests are converted data from Full conversion -Discrepancies between expected results and actual results have been recorded as defects.	No	Client	Test Lead	Test Lead	Test Lead		5	Testing Tool or Excel	As Needed

Attachment 10.1

Level 4 Phase [Vendor]	Level 3 Phase [Vendor]	Type [Deliverable or Task]	Planned Start Month	Project Acceptance Month	Deliverable/Task ID #	Sub-Code	Name	Description and Purpose	Contents/Activities	Rpt CR	Owner	Client Role	Client Activities	Vendor Role	Vendor Activities	Value	Format	Length
Enable	Test Execution	Deliverable	11	11	112		Integration Tests -Cyc 2 Defects Corrected	Identifies tasks that need access to the system. This deliverable is initially set up at the end of development in preparation for integration testing and may be modified as resources and resource needs change. This deliverable will represent the final project set up and documentation for end-user training. Once approved by the business, there may be additional changes in preparation for Co-Live.	-Defines overall scope of stress and performance testing -Defines method for executing the tests, transactions and jobs, as well as environment where testing will be conducted -Processes for writing and executing test cases -Resources and tools needed -Defines Entry Exit Criteria for the test phase.	No	Vendor	Test Lead	Test Lead	Test Lead		5	-	NA
Enable	Test Execution	Task	13	13	113		Stress and Performance Test Plan	Describes how stress and performance testing will be carried out. Includes method for executing the tests, transactions and jobs to be tested, and resources and tools needed.		Yes	Vendor	Test Lead	Test Lead	Test Lead		2	Word or Excel	10 to 20 Pages
Enable		Task	10	11	114		Final Security Profile Log	Identifies the users that will need access to the system. This deliverable is initially set up at the end of development in preparation for integration testing and may be modified as resources and resource needs change. This deliverable will represent the final project set up and documentation for end-user training. Once approved by the business, there may be additional changes in preparation for Co-Live.	-User ID, name, user class or role, and any special requirements -Users configured and url tested.	No	Client	BA		Test Lead		3	Excel	As Needed
Enable	Training	Task	11	12	115		End-User Training Enrollment	Execution and completion of end-user training.	-Software environment, security setup, training environment data refresh -Execution and completion of end-user training. Vendor trainer will prepare all material or as needed for successful completion of training.	No	Vendor	BA	Train Lead	Train Lead		3 per course	-	NA
Enable	End User Training	Deliverable	13	13	116		End-User Training	Execution and completion of end-user training.	-Software environment, security setup, training environment data refresh -Execution and completion of end-user training. Vendor trainer will prepare all material or as needed for successful completion of training.	No	Vendor	BA	Train Lead	Train Lead		5	Word	NA
Live		Task	12	12	117		Disaster Recovery Test Plan	Describe how Disaster Recovery testing will be carried out using the Client existing Disaster Recovery Process. Includes method for executing the tests, transactions and jobs to be tested, and resources and tools needed.	-Defines overall scope of Disaster Recovery testing -Defines method for executing the tests, transactions and jobs, as well as environment where testing will be conducted -Processes for writing and executing test cases -Resources and tools needed -Defines reporting metrics -Defines Entry Exit Criteria for the test phase.	Yes	Vendor	BA		Test Lead		3	Word	As Needed
Live		Task	12	12	118		Disaster Recovery Tests Executed	Complete disaster recovery testing with results recorded. Discrepancies between expected and actual results have been recorded as defects, corrected, retested, and closed.	-Completed disaster recovery testing with results recorded. Discrepancies between expected and actual results have been recorded as defects, corrected, retested, and closed.	No	Vendor	BA		Test Lead		2		NA
Enable	Test Execution	Deliverable	13	13	119		Stress and Performance Tests Executed	Complete stress and performance testing with results recorded. Discrepancies between expected and actual results have been recorded as defects, corrected, retested, and closed.	-Completed stress and performance testing with results recorded. Discrepancies between expected and actual results have been recorded as defects, corrected, retested, and closed.	No	Vendor	BA2		Test Lead		2	Testing Tool or Excel	As Needed
Enable		Task						Includes columns for -ID, name, description, client and vendor owner, and vendor response from selection -Priority/Severity, name, where this was covered and date completed -Discovery/Analysis, Document Updated In -Configuration table requiring updates -Vendor system or module -For vendor ratings of 2s, where in the User Guide can step by step instructions be found to address the issue? -Testing concerns and/or groupings -Which test cases include this -Which training modules address this (to be completed later).		Yes	Client	Test Lead		Test Lead		5	Testing Tool or Excel	As Needed
Enable		Task	11	13	121		Integration Test Phase Kickoff, Training and Lessons Learned	Formal kick-off of the Integration Testing Phase. Creates outline for the Phases. Verifies that contract conditions have been met and the project is ready to move into the next Phases.	-Decision of lessons learned, identifying improvements for the next phase -Formalizing open issues and tracking item of agreement to move them forward -Verification that all planning deliverables have been approved, signed off, and committed to -Confirmation that all gate criteria have been met.	No	Client	Test Lead		Test Lead		2	Word or Excel	2 hr meeting
Live	UAT	Task	13	13	122		End-User Testing (User Acceptance Testing)	Execution and completion of UAT Test Cases that serve as the final test for business processes, software system, and user training.	-Evolution and completion of UAT Test Cases that serve as the final test for business processes, software system, and user training.	No	Client	Test Lead		Train Lead		5	-	NA
Live	UAT	Deliverable	13	13	123		UAT Defects Corrected	All defects required to close UAT have been corrected, retested, and closed. All Severity 1 and 2 defects resolved and approved, and accepted.	-Defects corrected, retested and closed.	No	Vendor	Test Lead		Test Lead		5	-	NA
Live	UAT	Task	13	13	124		Go Live Go-Live Meeting	Final evaluation of functional, technical, infrastructure and operational readiness for Go-Live Phase.	-Final review of the Go Live Go-Live criteria and results dashboard. -Review of the Go Live Go-Live criteria and results dashboard. -Review of the Go Live Go-Live criteria and results dashboard. -Review of the Go Live Go-Live criteria and results dashboard.	No	Client	PM		PM		2	PowerPoint	Meeting
Live		Deliverable	12	12	125		Deployment Phase Kickoff Meeting	Kickoff session for executives and the project team to educate and set expectations for the Deployment Phase.	-Review of the Go Live Go-Live criteria and results dashboard. -Review of the Go Live Go-Live criteria and results dashboard. -Review of the Go Live Go-Live criteria and results dashboard. -Review of the Go Live Go-Live criteria and results dashboard.	No	Vendor	PM		PM		3	Word or Excel	As Needed
Live		Deliverable	13	13	126		Go/No Go Decision	Final agreement on criteria that must be met before moving to production can proceed. Includes criteria from the SOW and any new criteria agreed to by all parties.	-Review of the Go Live Go-Live criteria and results dashboard. -Review of the Go Live Go-Live criteria and results dashboard. -Review of the Go Live Go-Live criteria and results dashboard. -Review of the Go Live Go-Live criteria and results dashboard.	No	Vendor	PM		PM		3	Word or Excel	As Needed
Live	Go-Live Plan	Deliverable	12	12	127		Go-Live Plan and Checklist	Day-by-day plan for the week leading up to go-live and hour-by-hour plan for the day leading up to go-live. Includes all tasks, resources, and dependencies. The checklist includes all tasks, resources, and dependencies. It is updated throughout the prep. The deliverable also represents the final plan and checklist. It is complete when the document has been reviewed and approved by all impacted stakeholders.	-List of all activities to be completed during Co-Live weekend and immediately thereafter -Manual and automated activities, communication activities, configurations, validations, etc. -Requirements and procedures for rolling back to legacy system -Requirements and procedures for rolling back to legacy system -Potential points of failure, people, process, technical in the rollback process.	No	Vendor	PM		PM		4	Word, Excel or PPT	As Needed
Live		Task	13	13	128		Rollback Plan	Defines how to "uninstall" the new system and roll back to the previous production platform in the event that the Go-Live is unsuccessful.	-Requirements and procedures for rolling back to legacy system -Requirements and procedures for rolling back to legacy system -Potential points of failure, people, process, technical in the rollback process.	Yes	Client	BA		Test Lead		2	Word	3 to 6 Pages
Live		Deliverable	13	13	129		Final Bid/Job Schedule	Documents the planned schedule. This deliverable is initially set up in the Kick-off Workshop and is updated throughout the project. It is complete when the spreadsheet documents the schedule, ready for production.	-Jobs and programs -Jobs and programs -Jobs and programs -Jobs and programs -Jobs and programs -Jobs and programs	No	Vendor	BA		Test Lead		4	Excel	As Needed
Live		Deliverable	13	13	130		Mock Go-Live #2	Also called "Dry Run" or "Mock" Co-Live, this is a rehearsal of the Co-Live. This mock Co-Live is conducted in the same manner as the actual Co-Live, but it is not a real go-live. It is conducted to ensure that the schedule, the resources, and the dependencies are correct. The mock Co-Live is conducted to ensure that the schedule, the resources, and the dependencies are correct. The mock Co-Live is conducted to ensure that the schedule, the resources, and the dependencies are correct. The mock Co-Live is conducted to ensure that the schedule, the resources, and the dependencies are correct.	-Conveys the entire data set -Carries out all of the manual and automated processes, steps, validations, configurations, etc., as they will be done on Co-Live weekend -Practice end users working offline, if planned -Practice reporting and resolving post-go-live problems -End users who will participate in Co-Live should participate in the Co-Live Dress Rehearsal.	No	Vendor	PM		PM		4	-	NA

Attachment 10.1

Level 1 Phase [Vendor]	Level 2 Phase [Vendor]	Type (Deliverable or Task)	Planned Start Month	Project Acceptance Month	Deliverable/Task ID # / Sub-Code	Name	Description and Purpose	Contents/Activities	Rpt CR	Owner	Client Role	Client Activities	Vendor Role	Vendor Activities	Value	Format	Length
Live	Go-Live Plan	Deliverable	13	13	131	Final Cutover Plan and Checklist	Day by day plan for the week leading up to go-live and four by four plan for the days leading up to go-live on the day of go-live. Status of go-live prep is stated at the beginning of the Deployment Phase and is updated throughout go-live prep. The deliverable item represents the final plan and checklist. It is complete when ready for go-live.	-List of all activities to be completed during Go-Live weekend and immediately after -Manual and automated activities, communication activities, configurations, training of activities, contact information and any other needed information. -Help desk procedures, hold, escalation process -Vendor and client support staff, areas of responsibility, and procedures.	No	Vendor	PM		PM		4	Word, Excel or ASP	As Needed
Live	Support Plan	Task	13	13	132	Final Production Support Plan	Defines the post implementation support strategy and procedures. The deliverable is stated at the beginning of the Deployment Phase and is updated throughout go-live prep. It is created early so that the support team is ready to go-live. It represents the final plan. It is complete when all post-go-live support has been defined and we are ready to implement.		Yes	Client	PM		PM		3	Word	10 to 20 Pages
Live	Go-Live	Deliverable	13	14	133	Final System Configuration	Final configuration setup of the new application. Configuration is initially set up based on workshop notes and is updated throughout go-live prep. The deliverable item represents the final application with all configuration ready for go-live.		Yes	Vendor	Func. Lead		Func. Lead		3 per application	-	NA
Live	Deliverable	Deliverable	14	14	134	Go-Live	Go-Live is complete and that the system is up and working successfully on Day 1 (teach and go-live).		No	Client	PM		PM		NA	Word	1 page
Operate		Task	14	15	135	Post-Implementation Support - Month 1	At the conclusion of month one after Go-Live, required performance criteria are consistently achieved and there are no Severity 1 or Severity 2 defects.	-Onsite and/or virtual support to answer questions, research issues and solve problems -All project implementation support deliverables have been delivered and accepted by the Client -Vendor will resolve conversion related issues with assistance from the Client as needed -All processes, systems, integrations, and interfaces are functioning as designed.	No	Vendor	PM		Tech. Lead		NA	Word	1 page
Operate		Task	15	16	136	Post-Implementation Support - Month 2	At the conclusion of month two after Go-Live, required performance criteria are consistently achieved and there are no Severity 1 or Severity 2 defects.	-Onsite and/or virtual support to answer questions, research issues and solve problems -All project implementation support deliverables have been delivered and accepted by the Client -Vendor will resolve conversion related issues with assistance from the Client as needed -All processes, systems, integrations, and interfaces are functioning as designed.	No	Vendor	PM		Tech. Lead		NA	Word	1 page
Operate		Task	16	17	137	Post-Implementation Support - Month 3	At the conclusion of month three after Go-Live, required performance criteria are consistently achieved and there are no Severity 1 or Severity 2 defects.	-Onsite and/or virtual support to answer questions, research issues and solve problems -All project implementation support deliverables have been delivered and accepted by the Client	No	Vendor	PM		Tech. Lead		NA	Word	1 page
Operate		Task	17	17	138	Final Go-Live Acknowledgment	Written acknowledgment that the system has been up and working successfully for three (3) continuous months.	Written acknowledgment that the system has been up, fully functioning, and performing as intended for three (3) months. The acknowledgment is provided as a deliverable, but not limited to, error-free bill processing, balanced financials, successful service order generation and processing, and functional and complete operation of the system.	No	Client	PM		PM		NA	Word	1 page
Operate		Task	17	17	139	Project Closeout and Lessons Learned	Formal closeout of the project. Creates closure. Verifies that contract conditions have been met and the project is complete.	-Closure of issues tracked (track many improvements for future projects) -Review of all remaining open issues and resolving them or agreeing to move them to production support -Final project deliverables have been approved, signed off, and properly published -Confirmation that all law gate criteria have been met.	No	Client	PM		PM		2	Word or Excel	2 hr meeting

Attachment 10.2

Statement of Work

Milestone Payments

3/25/2021

Milestone Payments										
MP#	Deliverable #	Estimated Acceptance Month	Level 1 Phase (Phase Deliverable is expected to be Accepted)	Level 2 Phase (Phase Deliverable is expected to be Accepted)	Deliverable / Phase Milestone Payment Description	Deliverable Owner	Total	Type	No	Allocation Percentage
DL-MP-1	16	1	1 Initialize	1.1 Planning	Initial Project Schedule	Vendor	\$11,305	DL-MP	1	0.02
DL-MP-2	18	1	1 Initialize	1.1 Planning	Vendor System Installation (CCS)	Vendor	\$16,958	DL-MP	2	0.03
DL-MP-3	5	1	1 Initialize	1.1 Planning	Analysis Workshop Schedule	Vendor	\$11,305	DL-MP	3	0.02
DL-MP-4	23	1	1 Initialize	1.4 CCS Training	Project/Core Team Application Training - Preanalysis	Vendor	\$22,610	DL-MP	4	0.04
DL-MP-5	All Deliverables assigned to the described Level 1 / Level 2 listed Phases in the Deliverables Detail Tab	2	1 Initialize	1.1 Planning	This payment is released if all work activities and Deliverables of the "Deliverables Detail Tab" where the Owner is Vendor, have been Accepted by the Client. In addition, Vendor must have provided the defined support for the Tasks that the Client is responsible to complete.	Vendor	\$28,263	DL-MP	5	0.05
DL-MP-6	31	4	2 Converge	2.1 Data Gathering & Process Documentation	Analysis Workshops Completed	Vendor	\$22,610	DL-MP	6	0.04
DL-MP-7	37	4	2 Converge	2.3 Review Configuration & Functional Design	Analysis Workshop Output	Vendor	\$16,958	DL-MP	7	0.03
DL-MP-8	38	4	2 Converge	2.3 Review Configuration & Functional Design	Master Development List (output from Modification & Interface workshops)	Vendor	\$11,305	DL-MP	8	0.02
DL-MP-9	32	5	2 Converge	2.3 Review Configuration & Functional Design	Functional Requirements & Business Process Matrices updated after Analysis workshops	Vendor	\$11,305	DL-MP	9	0.02
DL-MP-10	All Deliverables assigned to the described Level 1 / Level 2 listed Phases in the Deliverables Detail Tab	4	2 Converge	2.1 Data Gathering & Process Documentation	This payment is released if all work activities and Deliverables of the "Deliverables Detail Tab" where the Owner is Vendor, have been Accepted by the Client. In addition, Vendor must have provided the defined support for the Tasks that the Client is responsible to complete.	Vendor	\$28,263	DL-MP	10	0.05
DL-MP-11	41	5	3 Clarify	3.1 Technical Design	Initial Data Conversion Plan	Vendor	\$5,653	DL-MP	11	0.01
DL-MP-12	44,45	6	3 Clarify	3.2 To Be Process Documentation	Specification Documents & Unit Test Cases - Modifications & Interfaces	Vendor	\$11,305	DL-MP	12	0.02
DL-MP-13	46	6	3 Clarify	3.2 To Be Process Documentation	Specification Document & Unit Test Cases - Notices & Bills	Vendor	\$11,305	DL-MP	13	0.02
DL-MP-14	47	6	3 Clarify	3.2 To Be Process Documentation	Specification Document & Unit Test Cases - Reports	Vendor	\$11,305	DL-MP	14	0.02
DL-MP-15	65	6	3 Clarify	3.3 Configuration	Initial System Configuration	Vendor	\$16,958	DL-MP	15	0.03
DL-MP-16	All Deliverables assigned to the described Level 1 / Level 2 listed Phases in the Deliverables Detail Tab	7	3 Clarify	3.3 Configuration	This payment is released if all work activities and Deliverables of the "Deliverables Detail Tab" where the Owner is Vendor, have been Accepted by the Client. In addition, Vendor must have provided the defined support for the Tasks that the Client is responsible to complete.	Vendor	\$16,958	DL-MP	16	0.03
DL-MP-17	77	7	3 Clarify	3.4 Conversion	First Full Conversion	Vendor	\$11,305	DL-MP	17	0.02
DL-MP-18	82	6	3 Clarify	3.5 Training Plan	Training Plan	Vendor	\$5,653	DL-MP	18	0.01
DL-MP-19	All Deliverables assigned to the described Level 1 / Level 2 listed Phases in the Deliverables Detail Tab	8	3 Clarify	3.4 Conversion	This payment is released if all work activities and Deliverables of the "Deliverables Detail Tab" where the Owner is Vendor, have been Accepted by the Client. In addition, Vendor must have provided the defined support for the Tasks that the Client is responsible to complete.	Vendor	\$16,958	DL-MP	19	0.03
DL-MP-20	60	9	4 Enable	4.3 Training Development	Updated User Guides & Training Materials	Vendor	\$11,305	DL-MP	20	0.02
DL-MP-21	95	11	4 Enable	4.2 Test Execution	Functional Test Defects Corrected	Vendor	\$16,958	DL-MP	21	0.03
DL-MP-22	85	9	4 Enable	4.1 Conversion	First Balanced Conversion	Vendor	\$11,305	DL-MP	22	0.02
DL-MP-23	70	9	4 Enable	4.2 Test Execution	Tested Notices Delivered	Vendor	\$11,305	DL-MP	23	0.02

MP#	Deliverable #	Estimated Acceptance Month	Level 1 Phase (Phase Deliverable is expected to be Accepted)	Level 2 Phase (Phase Deliverable is expected to be Accepted)	Deliverable / Phase Milestone Payment Description	Deliverable Owner	Total	Type	No	Allocation Percentage
DL-MP-24	73	9	4 Enable	4.2 Test Execution	Tested Reports Delivered	Vendor	\$11,305	DL-MP	24	0.02
DL-MP-25	68	7	4 Enable	4.2 Test Execution	Tested Modifications Delivered	Vendor	\$11,305	DL-MP	25	0.02
DL-MP-26	All Deliverables assigned to the described Level 1 / Level 2 listed Phases in the Deliverables Detail Tab	10	4 Enable	4.2 Test Execution	This payment is released if all work activities and Deliverables of the "Deliverables Detail Tab" where the Owner is Vendor, have been Accepted by the Client. In addition, Vendor must have provided the defined support for the Tasks that the Client is responsible to complete.	Vendor	\$16,958	DL-MP	26	0.03
DL-MP-27	105	11	4 Enable	4.2 Test Execution	Integration Tests - Cycle 1 Defects Corrected	Vendor	\$11,305	DL-MP	27	0.02
DL-MP-28	112	11	4 Enable	4.2 Test Execution	Integration Tests - Cycle 2 Defects Corrected	Vendor	\$11,305	DL-MP	28	0.02
DL-MP-29	116	13	4 Enable	4.4 End User Training	End User Training Completed	Vendor	\$16,958	DL-MP	29	0.03
DL-MP-30	All Deliverables assigned to the described Level 1 / Level 2 listed Phases in the Deliverables Detail Tab	13	4 Enable	4.2 Test Execution	This payment is released if all work activities and Deliverables of the "Deliverables Detail Tab" where the Owner is Vendor, have been Accepted by the Client. In addition, Vendor must have provided the defined support for the Tasks that the Client is responsible to complete.	Vendor	\$22,610	DL-MP	30	0.04
DL-MP-31	108	13	5 Live	5.1 UAT	Bill Parallel Test Executed	Vendor	\$11,305	DL-MP	31	0.02
DL-MP-32	123	13	5 Live	5.1 UAT	UAT Defects Corrected	Vendor	\$11,305	DL-MP	32	0.02
DL-MP-33	127	12	5 Live	5.2 Go Live Plan	Initial Cutover Plan & Checklist	Vendor	\$16,958	DL-MP	33	0.03
DL-MP-34	All Deliverables assigned to the described Level 1 / Level 2 listed Phases in the Deliverables Detail Tab	13	5 Live	5.1 UAT	This payment is released if all work activities and Deliverables of the "Deliverables Detail Tab" where the Owner is Vendor, have been Accepted by the Client. In addition, Vendor must have provided the defined support for the Tasks that the Client is responsible to complete.	Vendor	\$28,263	DL-MP	34	0.05
DL-MP-35	All Deliverables assigned to the described Level 1 / Level 2 listed Phases in the Deliverables Detail Tab	14	5 Live	5.2 Go Live Plan	This payment is released if all work activities and Deliverables of the "Deliverables Detail Tab" where the Owner is Vendor, have been Accepted by the Client. In addition, Vendor must have provided the defined support for the Tasks that the Client is responsible to complete.	Vendor	\$28,263	DL-MP	35	0.05
DL-MP-36	134	14	5 Live	5.2 Go Live Plan	Go Live	Vendor	\$28,263	DL-MP	36	0.05
							\$665,251	\$0		1.00
Cross Check (Dollars & Percentage)										
H1	136	15	6 Operate	6.1 Post-Implementation Support	Post-Implementation Support - Month 1 - All Severity 1 and 2 defects corrected, and Accepted - Project Managers have the ability to evaluate Severity 2 defects and mutually agree that a month can be signed-off regardless of the open Severity 2 Defects.	Vendor	\$24,938		1	0.25
H2	173	16	7 Operate	6.1 Post-Implementation Support	Post-Implementation Support - Month 2 - All Severity 1 and 2 defects corrected, and Accepted - Project Managers have the ability to evaluate Severity 2 defects and mutually agree that a month can be signed-off regardless of the open Severity 2 Defects.	Vendor	\$24,938		2	0.25

MP#	Deliverable #	Estimated Acceptance Month	Level 1 Phase (Phase Deliverable is expected to be Accepted)	Level 2 Phase (Phase Deliverable is expected to be Accepted)	Deliverable / Phase Milestone Payment Description	Deliverable Owner	Total	Type	No	Allocation Percentage
H3	174	17	8 Operate	6.1 Post-Implementation Support	Post-Implementation Support - Month 3 - All Severity 1 and 2 defects corrected, retested, and Accepted - Project Managers have the ability to evaluate Severity 2 defects and mutually agree that this month can be signed-off regardless of the open Severity 2 Defects.	Vendor	\$24,938		3	0.25
H4	139	17	5 Post-Implementation	5.1 Post-Implementation	Final Go-Live Acknowledgement	Client	\$9,975		4	0.10
H5	140	18	5 Post-Implementation	5.2 Project Closedown	Project Closedown - The Warranty Period has been completed as defined in the "Schedule - Phases Exit Criteria"	Client	\$14,963		5	0.15
Cross Check (Dollars & Percentage)							\$99,750	\$0		1.00

TOTAL PROJECT DELIVERABLE & RECURRING DELIVERABLE PAYMENTS \$565,251
 TOTAL POST IMPLEMENTATION (Holdback) MILESTONE PAYMENTS \$99,750
 TOTAL PROJECT FIXED PRICE COSTS \$665,001

END OF CONTENT FOR THIS TAB

TOTAL PROJECT IMPLEMENTATION EXCLUDING TRAVEL \$665,001

Attachment 10.3



Attachment C

Solution Cost Matrix

Prime Vendor's Name: [Enterprise Solutions Consulting, LLC](#)



PLEASE NOTE:
All costs should be in US Dollars.



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Moreno Valley Electric Utility
CIS Cost Worksheet
Provided By:
Enterprise Solutions Consulting, LLC

CIS Software License Fees

Software Related

List ALL licenses, costs, names of applications, and modules as part of the base software that is being proposed.

Application Name	Price	Pricing Methodology & Assumptions
Oracle Utilities Customer Cloud Service (CCS)	\$ 291,568	Oracle Utilities Customer Cloud Service Annual Subscription Fees
	\$ -	Oracle CCS Pricing includes both CIS and MDM in one platform
Oracle Utilities Customer Cloud Service (CCS)	\$ 10,080	Additional Training Environment (Year 1 only)
	\$ -	
	\$ -	
	\$ -	
	\$ -	
	\$ -	

List ALL license, costs, names of applications, and modules from 3rd party's being proposed.

Application Name	Price	Pricing Methodology & Assumptions
	\$ -	
	\$ -	
	\$ -	
	\$ -	
	\$ -	
	\$ -	
	\$ -	

Subtotal: Software License Fees	\$ 301,648
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CIS Implementation Costs

Professional Services and other Implementation Costs

List all costs associated with implementing a complete solution.
The breakdown below should be by major phase.

Application Name	Hours	Cost	Notes
Implementation Time Frame (Mos):	14	<=====	Enter Total CIS Project Duration In Months
Project Management	2,240	\$ 75,000	
Project Planning Meetings	-	\$ -	Included in Project Management
Project Kick off	60	\$ 6,300	
Software Installation	-	\$ -	SaaS Solution - No Installation Cost
Fit or Gap Analysis	640	\$ 96,000	
Configuration	1,375	\$ 100,875	
Modifications (Design, Develop, Test)	320	\$ 12,800	Total from Modification Detail Worksheet
Interfaces (Design, Develop, Test)	1,540	\$ 56,000	Total from Interface Detail Worksheet
Data Conversion - 3 years of History	1,800	\$ 123,000	
			Estimated allocation of hours for net new or undefined report development
Standard Reports	750	\$ 30,000	
Bill Print / Letters / Correspondence	160	\$ 6,400	
Application/System/Performance Testing	800	\$ 13,000	
Core Team Training	60	\$ 6,000	
End User Training	400	\$ 20,900	
Parallel Testing	320	\$ 32,374	
Conversion Testing	-	\$ -	Included in Data Conversion, Parallel Testing and Acceptance
Acceptance Testing	160	\$ 19,000	
System Go-Live Activities	120	\$ 12,352	
90 Days Onsite Post Go-Live Support	1,320	\$ 55,000	Total from Post Go-Live Worksheet
Batch Scheduler	-	\$ -	Included as part of configuration

Subtotal: CIS Implementation Costs	12,065	\$ 665,001
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CIS Expenses

Expense Related Costs

List anticipated expenses to install and support proposed solution.

	Costs	Notes
Airfare	\$ -	
Lodging	\$ -	
Car Rental	\$ -	
Meals	\$ -	
Parking	\$ -	
Supplies	\$ -	
Postage	\$ -	
Post Go-Live Travel Expenses	\$ -	Total from Post Go-Live Worksheet

	\$ -	
Travel (\$6000/Month)	\$ 60,000	Due to COVID-19 no travel until July 2021.
Subtotal: Expenses	\$ 60,000	
Other One-Time Fees or Expenses		
List any other one-time fees and expenses required for the proposed solution.		
	Costs	Notes
	\$ -	
	\$ -	
	\$ -	
	\$ -	
	\$ -	
	\$ -	
	\$ -	
Subtotal: Other	\$ -	
TOTAL CIS IMPLEMENTATION SOLUTION COSTS	\$ 1,026,649	

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Moreno Valley Electric Utility

MDMS Cost Worksheet

Provided By:

Enterprise Solutions Consulting, LLC

MDMS Software License Fees

Software Related

List **ALL** licenses, costs, names of applications, and modules as part of the base software that is being proposed.

Application Name	Price	Pricing Methodology & Assumptions
Oracle Utilities Customer Cloud Service (CCS)	\$ -	Oracle CCS Pricing includes both CIS and MDM in one platform
	\$ -	
	\$ -	
	\$ -	
	\$ -	
	\$ -	
	\$ -	
	\$ -	
	\$ -	
	\$ -	
	\$ -	

List **ALL** license, costs, names of applications, and modules from 3rd party's being proposed.

Application Name	Price	Pricing Methodology & Assumptions
RDBMS	\$ -	
	\$ -	
	\$ -	
	\$ -	
	\$ -	
	\$ -	
	\$ -	
	\$ -	

Subtotal: Software License Fees	\$ -	
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MDMS Implementation Costs

Professional Services and other Implementation Costs

List all costs associated with implementing a complete solution.
The breakdown below should be by major phase.

Application Name	Hours	Cost	Notes
Implementation Time Frame (Mos):	14	<====	Enter Total MDMS Project Duration In Months
Project Management	-	\$ -	Oracle Customer Cloud Service is single CIS and MDM solution
Project Planning Meetings	-	\$ -	
Project Kick off	-	\$ -	
Software Installation	-	\$ -	
Fit or Gap Analysis	-	\$ -	
Configuration	-	\$ -	
Modifications (Design, Develop, Test)	-	\$ -	
Interfaces (Design, Develop, Test)	-	\$ -	
Data Conversion - 3 years of History	-	\$ -	
Standard Reports	-	\$ -	
Application/System/Performance Testing	-	\$ -	
Core Team Training	-	\$ -	
End User Training	-	\$ -	
Parallel Testing	-	\$ -	
Conversion Testing	-	\$ -	
Acceptance Testing	-	\$ -	
System Go-Live Activities	-	\$ -	
Post Go-Live Support	-	\$ -	
	-	\$ -	
	-	\$ -	
	-	\$ -	
	-	\$ -	
	-	\$ -	
	-	\$ -	
	-	\$ -	

Subtotal: MDMS Implementation Costs	-	\$ -	
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MDMS Expenses

Expense Related Costs

List anticipated expenses to install and support proposed solution.

Costs	Notes
Airfare	\$ -
Lodging	\$ -
Car Rental	\$ -
Meals	\$ -
Parking	\$ -
Supplies	\$ -
Postage	\$ -
Post Go-Live Travel Expenses	\$ -
	\$ -
	\$ -
	\$ -

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Subtotal: Expenses		\$	-	
Other One-Time Fees or Expenses				
List any other one-time fees and expenses required for the proposed solution.				
		Costs		Notes
		\$	-	
		\$	-	
		\$	-	
		\$	-	
		\$	-	
		\$	-	
		\$	-	
Subtotal: Other		\$	-	
TOTAL MDMS IMPLEMENTATION SOLUTION COSTS		\$	-	

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Moreno Valley Electric Utility
 Modification Detail Cost Matrix
 Provided By:
Enterprise Solutions Consulting, LLC

Number	Functional Matrix #	Requirement Description	Modification Description	Modification Hours	Fixed Price	Comments From Due Diligence Session
1	CIS.01.010	01.010.021	Custom Search for "if else"	-	\$ -	Not needed. Remove from pricing
2	CIS.06.010	06.010.021	Custom algorithm	-	\$ -	Not needed.
3	CIS.16.090	16.090.003	API to send tamper-alert notification	40	\$ 1,600	API to send notification - Required for communication
4	CIS.16.090	16.090.004	User-grouping for notification API	-	\$ -	
5	CIS.16.000	16.000.013	Algorithm for virtual maps	80	\$ 3,200	Based on discussion. Leave it in scope
6	CIS.16.050	16.050.023	MDM zero consumption periodic dates algo	40	\$ 1,600	
7	CIS.16.090	16.090.003	Automatic notification API	80	\$ 3,200	Generic API required to all outbound messages
9	CIS.16.130	16.130.016	Load Profiling	80	\$ 3,200	
10				-	\$ -	
11				-	\$ -	
12				-	\$ -	
13				-	\$ -	
14				-	\$ -	
15				-	\$ -	
Total Modification Hours				320		
Total Fixed Price For Modifications					\$ 12,800	

Moreno Valley Electric Utility

Interface Detail Cost Matrix

Provided By:

Enterprise Solutions Consulting, LLC

Number	Interface Description	Mod/Dev. Hours	Fixed Price	Comments From Due Diligence Session
1	SEW (Customer Web Self-Service)	320	\$ 12,000	nightly data extracts expected
2	NewWorld (Tyler/MUNIS)	160	\$ 6,000	
3	ESRI GIS	120	\$ 4,200	
4	Telworks	100	\$ 3,200	
5	NCR (IVR)	160	\$ 6,000	
6	NCR Payment Solutions	160	\$ 6,000	
7	MDMS	-	\$ -	
8	AMI Head End	160	\$ 6,000	
9	Iron/FCS	120	\$ 4,200	
10	MV-90	120	\$ 4,200	
11	Call Tracker (Outage Management)	120	\$ 4,200	
12		-	\$ -	
13		-	\$ -	
14		-	\$ -	
15		-	\$ -	
16		-	\$ -	
17		-	\$ -	
18		-	\$ -	
19		-	\$ -	
20		-	\$ -	
21		-	\$ -	
22		-	\$ -	
23		-	\$ -	
24		-	\$ -	
25		-	\$ -	
26		-	\$ -	
27		-	\$ -	
Total		1,540	\$ 56,000	

Moreno Valley Electric Utility
Post Go-Live Cost Matrix
Provided By:
Enterprise Solutions Consulting, LLC

Post Go-Live Support	4 Weeks Post	8 Weeks Post	12 Weeks Post
Number of Resources	2	2	2
Post Go-Live Support Cost	\$ 20,000	\$ 20,000	\$ 15,000
Post Go-Live Travel Costs	\$ -	\$ -	\$ -

Total Post Go-Live Support Cost \$ 55,000
Total Post Go-Live Travel Costs: \$ -



Moreno Valley Functional and Business Requirements Matrix

Information contained in this document is proprietary information of AAC Utility Partners



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Vendor Functional Matrix Responses

25	Provided as part of base system	No Modification is required. Desired functionality is achieved through configuration and is part of base Code. Cost of configuration is part of solution implementation.
20	Provided in base of next release	No modification is required. Future release will include desired requirements at no cost.
15	Base will require some enhancements	Enhancements are classified as minor coding utilizing system defined user exits with costing between \$1,000 - 15,000.
10	Base will require minor software coding	Enhancements or modifications using established user exits or minor custom coding costing between \$15,001 - 35,000.
5	Base Code will have to be modified	Modifications that require substantial development and coding costing between \$35,001 - \$75,000.
1	Extensive modification to base code	Extensive development effort is required resulting in development and coding costs from \$75,001 - over \$100,000.
0	Software can not be enhanced or modified	The development of this function is not possible with this application.

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Tab	Topic	Process ID	Sub-Topic
CIS.01.000	General Requirements	CIS.01.000	System Navigation
CIS.01.000	General Requirements	CIS.01.030	Executive Dashboard
CIS.02.000	Acct, Cust & Premise Mgmt	CIS.02.000	Generation Information
CIS.02.000	Acct, Cust & Premise Mgmt	CIS.02.040	Service(s) Generation
CIS.02.000	Acct, Cust & Premise Mgmt	CIS.02.050	Memos and Notes
CIS.04.000	Credit & Collections Mgmt	CIS.04.010	A/R Processing
CIS.04.000	Credit & Collections Mgmt	CIS.04.020	A/R Adjustments
CIS.04.000	Credit & Collections Mgmt	CIS.04.050	Write-Off
CIS.04.000	Credit & Collections Mgmt	CIS.04.070	Credit Rating
CIS.04.000	Credit & Collections Mgmt	CIS.04.080	Deposits
CIS.06.000	Billing Mgmt	CIS.06.010	Billing Initiation
CIS.06.000	Billing Mgmt	CIS.06.030	Billing Process
CIS.06.000	Billing Mgmt	CIS.06.190	Pre-Paid Metering
CIS.06.000	Billing Mgmt	CIS.06.200	Pledges
CIS.06.000	Billing Mgmt	CIS.06.210	Landlord / Foreclosure
CIS.07.000	Rates Mgmt	CIS.07.000	Setup Criteria
CIS.07.000	Rates Mgmt	CIS.07.030	Rate Structure
CIS.08.000	Route and Cycle Criteria	CIS.08.000	Route and Cycle Criteria
CIS.08.000	Route and Cycle Criteria	CIS.08.020	Meter Readings
CIS.08.000	Route and Cycle Criteria	CIS.08.040	Consumption Validation
CIS.09.000	Inventory Mgmt	CIS.09.070	Equipment Search
CIS.10.000	Service Order Management	CIS.10.000	System Requirements
CIS.10.000	Service Order Management	CIS.10.010	Service Order Validation
CIS.10.000	Service Order Management	CIS.10.030	Service Order Distribution
CIS.10.000	Service Order Management	CIS.10.040	Service Order Modification/Change
CIS.10.000	Service Order Management	CIS.10.050	Service Order Completion
CIS.10.000	Service Order Management	CIS.10.060	Service Order Display
CIS.11.000	Cashiering	CIS.11.000	System Requirements
CIS.11.000	Cashiering	CIS.11.020	Non-Sufficient Funds Processing
CIS.14.000	Security	CIS.14.030	Other Security Items
CIS.16.000	Meter Data Management	CIS.16.000	MDM - General
CIS.16.000	Meter Data Management	CIS.16.050	MDM - Validation, Editing an Estimation (VEE)

CIS.01.000 - General Requirements									
Process ID	Process Title	Requirement Number	Requirement Description	MMU Notes	Software Score	Scope (In/Out)	Included in Price (Yes or No)	System or Module	Solution
CIS.01.000	System Navigation								
CIS.01.000	System Navigation	01.000.001	System will be configured so that on all entry screens, fields tab in order presented on the screen.			25 In	Yes	Oracle Customer Cloud Service (CCS)	CCS is based on the Oracle Utilities Application Framework which has a consistent presentation. All entry screens and fields tabs are presented in order for every entry.
CIS.01.000	System Navigation	01.000.002	System will be configured so that all of the modules/interfaces, including reports, have a consistent look and feel.			25 In	Yes	Oracle Customer Cloud Service (CCS)	CCS is based on the Oracle Utilities Application Framework which has a consistent presentation, so look and feel of all the portals and zones is consistent throughout the application.
CIS.01.000	System Navigation	01.000.003	System maintains key header information from one screen to the next. The utility requires that account number is part of the key header information.			25 In	Yes	Oracle Customer Cloud Service (CCS)	CCS is based on the Oracle Utilities Application Framework which provides the feature of context menu which allows end user to navigate to all other related entities in the system. This makes user interface navigation very easy.
CIS.01.000	System Navigation	01.000.004	System will be configured with the ability to use hotkeys or fast-paths to navigate throughout the system.			25 In	Yes	Oracle Customer Cloud Service (CCS)	CCS provides context menus which shows different portals where the user can navigate to other related portal or zones. It also provides the context menu in the dashboard one at all times which can be used by a user to navigate to other related entities.
CIS.01.000	System Navigation	01.000.005	System will be configured to allow the ability to quickly access entry forms using shortcuts for heads down / high volume data entry (without using the mouse).			25 In	Yes	Oracle Customer Cloud Service (CCS)	CCS provides the keyboard shortcuts to perform actions on the screen such as saving an entity, navigation, etc. It also provides the replicators such as Premise Replicator, Device Replicator to populate large amount of data.
CIS.01.000	System Navigation	01.000.006	System will be configured to allow the ability to bookmark a form with specific account information, then access a different (customer, account, premises) set of data and be able to go back to the bookmark.			25 In	Yes	Oracle Customer Cloud Service (CCS)	CCS provides the ability to bookmark any entry in the system such as the master data or admin data. This bookmarks will show up in the dashboards zone.
CIS.01.000	System Navigation	01.000.007	System will be configured to allow users the ability to have multiple open sessions.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Users can open any number of sessions in different tabs and can work simultaneously on every tab.
CIS.01.000	System Navigation	01.000.008	System will be configured to control different screen-paths based on user role.			25 In	Yes	Oracle Customer Cloud Service (CCS)	CCS is based on Oracle Utilities Application Framework which controls the user access through Application Services. These services can be used to control different screens paths for different users based on their role in the organization.
CIS.01.000	System Navigation	01.000.009	System will be configured to use a calendar function as an option where date fields are provided throughout the system.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Calendar function is provided on all date fields in the system, by default.
CIS.01.000	System Navigation	01.000.010	Within date fields the System will be configured to allow the following capabilities when using the calendar function: a) Highlights Current Date			25 In	Yes	Oracle Customer Cloud Service (CCS)	Calendar function allows user to identify the current date as it marks them in yellow.
CIS.01.000	System Navigation	01.000.011	Within date fields the System will be configured to allow the following capabilities when using the calendar function: b) Allows for Selection of Desired Date			25 In	Yes	Oracle Customer Cloud Service (CCS)	Users can select the desired date from the calendar.
CIS.01.000	System Navigation	01.000.012	Within date fields the System will be configured to allow the following capabilities when using the calendar function: c) Provides for the Ability to Select a Date in a Future Month			25 In	Yes	Oracle Customer Cloud Service (CCS)	Users can select the future date from the calendar.
CIS.01.000	System Navigation	01.000.013	System will be configured to provide user-defined online documentation that may be used as an online procedures manual.			25 In	Yes	Oracle Customer Cloud Service (CCS)	CCS provides powerful documentation library in form of Application Viewer and Product Help which defines each and every entity in detail.
CIS.01.000	System Navigation	01.000.014	System/vendor provides system documentation in electronic format that can be turned into online help for the users.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Product help is provided on an online interface which provides the list of contents as well which makes the navigation help easier.
CIS.01.000	System Navigation	01.000.015	System will be configured to assign user-specific screen presentation criteria based on user sign-in.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Every user in CCS can have their own home screen in the system based on the user role.
CIS.01.000	System Navigation	01.000.016	System will be configured to allow a user access the list 10 or more accounts accessed through a "back" button or drop-down list.			25 Out	No	Oracle Customer Cloud Service (CCS)	General keyboard shortcuts can be used in CCS to copy, cut or paste the contents from one field to another or from any other application to CCS fields.
CIS.01.000	System Navigation	01.000.017	System will be configured for significant "copy/out and paste" capabilities including but not limited to: a) Between Fields			25 In	Yes	Oracle Customer Cloud Service (CCS)	Users can perform copy, cut or paste feature between the screens and windows as well.
CIS.01.000	System Navigation	01.000.018	System will be configured for significant "copy/out and paste" capabilities including but not limited to: b) Between Screens / Windows			25 In	Yes	Oracle Customer Cloud Service (CCS)	User can perform copy, cut or paste function between different applications.
CIS.01.000	System Navigation	01.000.019	System will be configured for significant "copy/out and paste" capabilities including but not limited to: c) Between Two Different Applications/ Open on the Desktop			25 In	Yes	Oracle Customer Cloud Service (CCS)	
CIS.01.000	System Navigation	01.000.020	System will be configured for significant "copy/out and paste" capabilities including but not limited to: d) Between Date Fields			25 Out	No	Oracle Customer Cloud Service (CCS)	

Process ID	Process Title	Requirement Number	Requirement Description	MVU Notes	Software Score	Scope (In/Out)	Included in Price (Yes or No)	System or Module	Solution
CIS.01.000	System Navigation	01.000.021	System should provide a multitude of output features, including but not limited to: a) Redirecting to any Printer on the Network.		25	In	Yes	Oracle Customer Cloud Service (CCS)	CCS provides functionality to print the zones which can be used by the user to print any information through the network printers.
CIS.01.000	System Navigation	01.000.022	System should provide a multitude of output features, including but not limited to: b) MS Excel		25	In	Yes	Oracle Customer Cloud Service (CCS)	Data can be exported from CCS in form of Excel format.
CIS.01.000	System Navigation	01.000.023	System should provide a multitude of output features, including but not limited to: c) MS Word Mail Merge		25	In	Yes	Oracle Customer Cloud Service (CCS)	CCS comes along with BI Publisher which allows user to create reports and export them into MS Word format.
CIS.01.000	System Navigation	01.000.024	System should provide a multitude of output features, including but not limited to: d) MS Access		25	In	Yes	Oracle Customer Cloud Service (CCS)	CCS comes along with BI Publisher which allows user to create reports and export them into MS Access format.
CIS.01.000	System Navigation	01.000.025	System should provide a multitude of output features, including but not limited to: e) Email		25	In	Yes	Oracle Customer Cloud Service (CCS)	CCS comes along with BI Publisher which allows user to create reports and send them directly to user's email address.
CIS.01.000	System Navigation	01.000.026	System should provide a multitude of output features, including but not limited to: f) Screen Print		25	In	Yes	Oracle Customer Cloud Service (CCS)	Screen Print functionality can be used in CCS as it is used in other applications.
CIS.01.000	System Navigation	01.000.027	System should provide a multitude of output features, including but not limited to: g) File		25	In	Yes	Oracle Customer Cloud Service (CCS)	Users can export the data in different file formats such as CSV, Excel, etc.
CIS.01.000	System Navigation	01.000.028	System should provide a multitude of output features, including but not limited to: h) PDF		25	In	Yes	Oracle Customer Cloud Service (CCS)	CCS comes along with BI Publisher which allows user to create reports and export them into PDF format.
CIS.01.000	System Navigation	01.000.029	System should provide a multitude of output features, including but not limited to: i) Social Media		25	In	Yes	Oracle Customer Cloud Service (CCS)	
CIS.01.000	System Navigation	01.000.030	System should provide a multitude of output features, including but not limited to: j) Fax		25	In	Yes	Oracle Customer Cloud Service (CCS)	
CIS.01.010	Search Criteria								
CIS.01.010	Search Criteria	01.010.001	System will be configured to accommodate multi-company codes.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Multi-Company codes can be accommodated in the system with the help of CIS Division, Market and Market Participants functionality.
CIS.01.010	Search Criteria	01.010.002	System will be configured with unique identifiers that will be visible on the main CSR screen which allow the CSR to quickly identify which company they are accessing.		25	In	Yes	Oracle Customer Cloud Service (CCS)	CSR can identify the company code with the help of CIS Division, Market or Market Participant on the entry.
CIS.01.010	Search Criteria	01.010.003	System will be configured so every data element in the system is available for inquiry to users granted the proper security. This includes but is not limited to the following: a) Account Number		25	In	Yes	Oracle Customer Cloud Service (CCS)	Account Number is displayed on the account portal which can be used to search and perform any inquiry.
CIS.01.010	Search Criteria	01.010.004	System will be configured so every data element in the system is available for inquiry to users granted the proper security. This includes but is not limited to the following: b) Customer Number		25	In	Yes	Oracle Customer Cloud Service (CCS)	Customer Number is displayed on the Person portal which can be used to search and perform any inquiry related to a customer.
CIS.01.010	Search Criteria	01.010.005	System will be configured so every data element in the system is available for inquiry to users granted the proper security. This includes but is not limited to the following: c) Premises Number		25	In	Yes	Oracle Customer Cloud Service (CCS)	Premise Number is displayed on the Premise portal which can be used to search and perform any inquiry related to a customer.
CIS.01.010	Search Criteria	01.010.006	System will be configured so every data element in the system is available for inquiry to users granted the proper security. This includes but is not limited to the following: d) Parcel ID (APN)		25	In	Yes	Oracle Customer Cloud Service (CCS)	Person portal allows user to store as many identifiers as user wants to capture. The identifiers can be defined in the system which can be used to search and perform any inquiry.
CIS.01.010	Search Criteria	01.010.007	System will be configured so every data element in the system is available for inquiry to users granted the proper security. This includes but is not limited to the following: e) Customer Name		25	In	Yes	Oracle Customer Cloud Service (CCS)	Person portal allows user to store the customer name and users can perform search and inquiry based on these names.
CIS.01.010	Search Criteria	01.010.008	System will be configured so every data element in the system is available for inquiry to users granted the proper security. This includes but is not limited to the following: f) Primary Phone Number		25	In	Yes	Oracle Customer Cloud Service (CCS)	Person portal allows user to capture the Primary Phone number along with other contact information as well.
CIS.01.010	Search Criteria	01.010.009	System will be configured so every data element in the system is available for inquiry to users granted the proper security. This includes but is not limited to the following: g) Secondary Phone Number (including Business, Residential, and Cell Phone)		25	In	Yes	Oracle Customer Cloud Service (CCS)	Person portal allows user to capture the Secondary Phone number along with other contact information such as Business, Residential and Cell Phone.
CIS.01.010	Search Criteria	01.010.010	System will be configured so every data element in the system is available for inquiry to users granted the proper security. This includes but is not limited to the following: h) Driver License		25	In	Yes	Oracle Customer Cloud Service (CCS)	Person portal allows user to capture the driver license number and this can be used to search the person by this id.
CIS.01.010	Search Criteria	01.010.011	System will be configured so every data element in the system is available for inquiry to users granted the proper security. This includes but is not limited to the following: i) Social Security Number		25	In	Yes	Oracle Customer Cloud Service (CCS)	Person portal allows user to capture the social security number and this can be used to search the person by this id.
CIS.01.010	Search Criteria	01.010.012	System will be configured so every data element in the system is available for inquiry to users granted the proper security. This includes but is not limited to the following: j) Email Address		25	In	Yes	Oracle Customer Cloud Service (CCS)	Person portal allows user to capture the email contact information.
CIS.01.010	Search Criteria	01.010.013	System will be configured so every data element in the system is available for inquiry to users granted the proper security. This includes but is not limited to the following: k) Account Status		25	In	Yes	Oracle Customer Cloud Service (CCS)	Account status inquiry can be performed through Account portal which provides the status of the account.

Process ID	Process Title	Requirement Number	Requirement Description	MMU Notes	Software Score	Scope (In/Out)	Included in Price (Yes or No)	System or Module	Solution
CIS.01.010	Search Criteria	01.010.014	System will be configured so every data element in the system is available for inquiry to users granted the proper security. This includes but is not limited to the following: l) Equipment / Meter Number		25	In	Yes	Oracle Customer Cloud Service (CCS)	Meter Number inquiry can be performed from the device portal which allows users to search by meter number.
CIS.01.010	Search Criteria	01.010.015	System will be configured so every data element in the system is available for inquiry to users granted the proper security. This includes but is not limited to the following: m) Premises Address		25	In	Yes	Oracle Customer Cloud Service (CCS)	Premise Address can be used to perform inquiry based on the address.
CIS.01.010	Search Criteria	01.010.016	System will be configured so every data element in the system is available for inquiry to users granted the proper security. This includes but is not limited to the following: n) Mailing Address		25	In	Yes	Oracle Customer Cloud Service (CCS)	Mailing Address can be identified in the system on the Premise Portal which can be used to perform inquiry.
CIS.01.010	Search Criteria	01.010.017	System will be configured so every data element in the system is available for inquiry to users granted the proper security. This includes but is not limited to the following: o) Cycle/Route numbers based on user permissions		25	In	Yes	Oracle Customer Cloud Service (CCS)	Users can perform inquiry based on cycle/route from the route management portal which lists all the service points associated with the selected cycle/route.
CIS.01.010	Search Criteria	01.010.018	System will be configured to allow a user-defined search that can easily be changed based on the users needs. Search could include, but is not limited to, the following: a) Any Field(s)		25	In	Yes	Oracle Customer Cloud Service (CCS)	CCS provides the capability to mask the confidential information in the system.
CIS.01.010	Search Criteria	01.010.019	System will be configured to allow a user-defined search that can easily be changed based on the users needs. Search could include, but is not limited to, the following: b) Filters		25	In	Yes	Oracle Customer Cloud Service (CCS)	System allows various search capabilities and the users can perform search based on their identifiers in the system.
CIS.01.010	Search Criteria	01.010.020	System will be configured to allow a user-defined search that can easily be changed based on the users needs. Search could include, but is not limited to, the following: c) If Then-Else Statements		25	In	Yes	Oracle Customer Cloud Service (CCS)	Users can apply filters on the user defined search criteria and identifiers.
CIS.01.010	Search Criteria	01.010.021	System will be configured to allow a user-defined search that can easily be changed based on the users needs. Search could include, but is not limited to, the following: d) Then-Else Statements		15	In	Yes	Oracle Customer Cloud Service (CCS)	System allows multiple search options to users which can help user to define the criteria which is appropriate to a specific user.
CIS.01.010	Search Criteria	01.010.022	System will be configured to save the user-defined search for future use.		25	In	Yes	Oracle Customer Cloud Service (CCS)	User can bookmark the search criteria which can be used later.
CIS.01.010	Search Criteria	01.010.023	System will be configured to allow the saved user-defined searches to be accessed through a drop-down list by other users with the appropriate level of security.		25	In	Yes	Oracle Customer Cloud Service (CCS)	User defined searches are provided through the identifiers in the system by allowing users to configure as many identifiers in the system by defining the identifier types.
CIS.01.010	Search Criteria	01.010.024	System will be configured with the ability to rearrange (drag and drop) display columns within a search results screen based on a personal preference.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Search results are displayed in a zone which can be exported in MS Excel.
CIS.01.010	Search Criteria	01.010.025	System will be configured to allow searches based on more than one search criteria field at the same time.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Users can add/remove any column on a zone based on the users preference to see a different view.
CIS.01.010	Search Criteria	01.010.026	System will be configured so searches can be performed on accounts regardless of their status.		25	In	Yes	Oracle Customer Cloud Service (CCS)	System allows wild card search which can be used to search the address partially.
CIS.01.010	Search Criteria	01.010.027	System will be configured so searches can be performed on accounts regardless of their status.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Users can perform searches based on multiple criteria to filter and see more appropriate results.
CIS.01.010	Search Criteria	01.010.028	System will be configured to support wild card and phonetic (i.e., Soundex) searches on any number of fields. These searches should be able to work in all software modules, including adhoc reporting.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Users can search accounts regardless of their status from account portal search page.
CIS.01.010	Search Criteria	01.010.029	System will be configured to filter/order adjustment dates on accounting forms for ease of finding certain changes.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Wild Card searches are available on every field in the system by using the % sign.
CIS.01.010	Search Criteria	01.010.030	System will be configured to filter/order consumption dates on accounting forms for ease of finding certain changes.		25	In	Yes	Oracle Customer Cloud Service (CCS)	System provides functionality to order the dates on accounting forms by using double click on the header and it also provides filters to search specific results.
CIS.01.010	Search Criteria	01.010.031	System will be configured to filter/order customer interactions based on call date.		25	In	Yes	Oracle Customer Cloud Service (CCS)	System provides functionality to order call dates on accounting forms by using double click on the header and it also provides filters to search specific results.
CIS.01.010	Search Criteria	01.010.032	System will be configured to filter/order customer interactions based on resolution date.		25	In	Yes	Oracle Customer Cloud Service (CCS)	System provides functionality to order call dates on accounting forms by using double click on the header and it also provides filters to search specific results.
CIS.01.010	Search Criteria	01.010.033	System will be configured to filter/order customer interactions based on resolution date.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Customer Contacts can be ordered in the system by using the resolution date by double clicking the header.
CIS.01.020	Primary Call Center, Billing, Credit & Collections, and Field Worker Screen Criteria	01.020.001	System will be configured to display payment information on primary CSR screen.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Display order can be sorted in ascending or descending order for different users by double clicking any selected field.
CIS.01.020	Primary Call Center, Billing, Credit	01.020.002	System will be configured to display amount(s) due and due date(s) on primary CSR screen.		25	In	Yes	Oracle Customer Cloud Service (CCS)	360 Search and Control Central
CIS.01.020	Primary Call Center, Billing, Credit	01.020.003	System will be configured to display customer information on primary CSR screen.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Financial Information Zone on the dashboard
CIS.01.020	Primary Call Center, Billing, Credit	01.020.004	System will be configured to display account information on primary CSR screen.		25	In	Yes	Oracle Customer Cloud Service (CCS)	360 Search and Control Central
CIS.01.020	Primary Call Center, Billing, Credit	01.020.005	System will be configured to display account information on primary CSR screen.		25	In	Yes	Oracle Customer Cloud Service (CCS)	360 Search and Control Central
CIS.01.020	Primary Call Center, Billing, Credit	01.020.006	System will be configured to display account information on primary CSR screen.		25	In	Yes	Oracle Customer Cloud Service (CCS)	360 Search and Control Central

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CIS01.020	Primary Call Center, Billing, Credit	01.020.007	System will be configured to display rebate information on primary CSR screen.		25	In	Yes	Oracle Customer Cloud Service (CCS)	360 Search and Control Central
CIS01.020	Primary Call Center, Billing, Credit	01.020.008	System will be configured to display product / service information on primary CSR screen.		25	In	Yes	Oracle Customer Cloud Service (CCS)	360 Search and Control Central
CIS01.020	Primary Call Center, Billing, Credit	01.020.009	System will be configured to display customer order information on primary CSR screen.		25	In	Yes	Oracle Customer Cloud Service (CCS)	360 Search and Control Central
CIS01.020	Primary Call Center, Billing, Credit	01.020.010	System will be configured to display customer interaction information on primary CSR screen.		25	In	Yes	Oracle Customer Cloud Service (CCS)	360 Search and Control Central
CIS01.020	Primary Call Center, Billing, Credit	01.020.011	System will be configured to display or edit information on primary CSR screen.		25	In	Yes	Oracle Customer Cloud Service (CCS)	360 Search and Control Central
CIS01.020	Primary Call Center, Billing, Credit	01.020.012	System will be configured to display billing information on primary CSR screen.		25	In	Yes	Oracle Customer Cloud Service (CCS)	360 Search and Control Central
CIS01.020	Primary Call Center, Billing, Credit	01.020.013	System will be configured to access detailed payment information from the primary CSR screen.		25	In	Yes	Oracle Customer Cloud Service (CCS)	360 Search and Control Central
CIS01.020	Primary Call Center, Billing, Credit	01.020.014	System will be configured to access detailed usage information from the primary CSR screen.		25	In	Yes	Oracle Customer Cloud Service (CCS)	360 Search and Control Central
CIS01.020	Primary Call Center, Billing, Credit	01.020.015	System will be configured to access detailed customer information from the primary CSR screen.		25	In	Yes	Oracle Customer Cloud Service (CCS)	360 Search and Control Central
CIS01.020	Primary Call Center, Billing, Credit	01.020.016	System will be configured to access detailed account information from the primary CSR screen.		25	In	Yes	Oracle Customer Cloud Service (CCS)	360 Search and Control Central
CIS01.020	Primary Call Center, Billing, Credit	01.020.017	System will be configured to access detailed premises information from the primary CSR screen.		25	In	Yes	Oracle Customer Cloud Service (CCS)	360 Search and Control Central
CIS01.020	Primary Call Center, Billing, Credit	01.020.018	System will be configured to access detailed service information from the primary CSR screen.		25	In	Yes	Oracle Customer Cloud Service (CCS)	360 Search and Control Central
CIS01.020	Primary Call Center, Billing, Credit	01.020.019	System will be configured to access detailed service order information from the primary CSR screen.		25	In	Yes	Oracle Customer Cloud Service (CCS)	360 Search and Control Central
CIS01.020	Primary Call Center, Billing, Credit	01.020.020	System will be configured to access detailed customer interaction information from the primary CSR screen (including internet e-mail)		25	In	Yes	Oracle Customer Cloud Service (CCS)	360 Search and Control Central
CIS01.020	Primary Call Center, Billing, Credit	01.020.021	System will be configured to access detailed credit information from the primary CSR screen.		25	In	Yes	Oracle Customer Cloud Service (CCS)	360 Search and Control Central
CIS01.020	Primary Call Center, Billing, Credit	01.020.022	System will be configured to access detailed billing information from the primary CSR screen.		25	In	Yes	Oracle Customer Cloud Service (CCS)	360 Search and Control Central
CIS01.020	Primary Call Center, Billing, Credit	01.020.023	System will be configured to access detailed design, special inquiry, screens for other departmental access.		25	In	Yes	Oracle Customer Cloud Service (CCS)	User / User Group can be configured to show specific inquiry screens.
CIS01.030	Executive Dashboard		System will be configured to capture MVU key performance indicators derived from data contained within the CIS system through the use of web-based report that allows users to view summarized information in a very graphical and interactive way.		25	In	Yes	Oracle Customer Cloud Service (CCS) - Oracle Data Visualizer	Control Central provides a comprehensive view of Account Information.
CIS01.030	Executive Dashboard	01.030.001	System provides preconfigured dashboard templates that can be easily changed to allow immediate access to an array of key dynamic business indicators that include, but not limited to the following: a) Latest Summary of Billing		25	In	Yes	Oracle Customer Cloud Service (CCS)	Control Central provides a comprehensive view of Account Information.
CIS01.030	Executive Dashboard	01.030.002	System provides preconfigured dashboard templates that can be easily changed to allow immediate access to an array of key dynamic business indicators that include, but not limited to the following: b) TTD Financial Results		25	In	Yes	Oracle Customer Cloud Service (CCS) - Oracle Data Visualizer	Control Central provides a comprehensive view of various Account Information including Account Financial Information
CIS01.030	Executive Dashboard	01.030.003	System provides preconfigured dashboard templates that can be easily changed to allow immediate access to an array of key dynamic business indicators that include, but not limited to the following: c) Collection Statistics		25	In	Yes	Oracle Customer Cloud Service (CCS)	Control Central provides a comprehensive view of Account Information including Collection Process Detail.
CIS01.030	Executive Dashboard	01.030.004	System will be configured so the Dashboard refreshes information reflecting the activity from the previous time period at user-defined time intervals. Refreshing key indicators can occur at the following intervals: a) Real-time		25	In	Yes	Oracle Customer Cloud Service (CCS)	Operation Dashboard provided by Oracle CCS
CIS01.030	Executive Dashboard	01.030.005	System will be configured so the Dashboard refreshes information reflecting the activity from the previous time period at user-defined time intervals. Refreshing key indicators can occur at the following intervals: b) Hourly		25	In	Yes	Oracle Customer Cloud Service (CCS)	Operation Dashboard provided by Oracle CCS
CIS01.030	Executive Dashboard	01.030.006	System will be configured so the Dashboard refreshes information reflecting the activity from the previous time period at user-defined time intervals. Refreshing key indicators can occur at the following intervals: c) Nightly		25	In	Yes	Oracle Customer Cloud Service (CCS)	Operation Dashboard provided by Oracle CCS
CIS01.030	Executive Dashboard	01.030.007	System will be configured so the Dashboard refreshes information reflecting the activity from the previous time period at user-defined time intervals. Refreshing key indicators can occur at the following intervals: d) Monthly		25	In	Yes	Oracle Customer Cloud Service (CCS)	Operation Dashboard provided by Oracle CCS
CIS01.030	Executive Dashboard	01.030.008	System will be configured with the ability for users to add their own personal reports to the dashboard providing easy online access to all their custom reports.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Operation Dashboard provided by Oracle CCS BI Reports can be integrated with CCS solution and user can submit and view the reports from online interface.
CIS01.030	Executive Dashboard	01.030.009	System will be configured with the ability for users to add their own personal reports and share the reports with other users of the system.		25	In	Yes	Oracle Customer Cloud Service (CCS)	BI Reports can be integrated with CCS solution and user can share the reports with other users.
CIS01.030	Executive Dashboard	01.030.010	System will be configured to allow specific user or user group views of the dashboard that focus on the information requirements of that group.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Oracle CCS comes with Dashboard Portal with multiple standard zone like Work List Zone, Favorite Link Zone, To Do Summary Zone. Users groups can be configured to access the zones through application services.

Process ID	Process Title	Requirement Number	Requirement Description	MVU Notes	Software Score	Scope (In/Out)	Included in Price (Yes or No)	System or Module	Solution
CIS.01.030	Executive Dashboard	01.030.012	System will be configured to export graphs / images and data into other MS-based applications. System will be configured to extract key KPI's across multiple systems, including but not limited to a) CIS		25	In	Yes	Oracle Customer Cloud Service (CCS) Oracle Data Visualizer can be utilized for cross enterprise reporting	Oracle CCS allows user to export Explorer Zone data to excel & print the zone.
CIS.01.030	Executive Dashboard	01.030.013			15	Out	No		
CIS.01.030	Executive Dashboard	01.030.014	System will be configured to extract key KPI's across multiple systems, including but not limited to b) MDMS		25	In	Yes	Oracle Customer Cloud Service (CCS)	Oracle CCS supports certain extract mechanism for consumption, usage & billed data
CIS.01.030	Executive Dashboard	01.030.015	System will be configured to extract key KPI's across multiple systems, including but not limited to c) FMS		25	In	Yes	Oracle Customer Cloud Service (CCS)	Oracle CCS supports certain extract mechanism for consumption, master & billed data
CIS.01.030	Executive Dashboard	01.030.016	System will be configured to extract key KPI's across multiple systems, including but not limited to d) IVR		15	Out	No	Oracle Data Visualizer can be utilized for cross enterprise reporting	
CIS.01.030	Executive Dashboard	01.030.017	System will be configured to allow easy integration of user-generated reports within the dashboard. This includes the ability export reports/data into Excel throughout the application.		25	In	Yes	Oracle Customer Cloud Service (CCS)	BI Reports can be integrated with CCS solution and user can submit, view and export the reports from online interface.
CIS.01.040	Online Help	01.040.001	System is configured to store user created reports/dashboards that are role based. A report/dashboard has been created and pushed to specific users.		25	Out	No	Oracle Data Visualizer	
CIS.01.040	Online Help	01.040.002	System will be configured so the user documentation and screen/field level "help" should be accessible from each online screen, should be context sensitive, should be printable, and should provide pop-up windows for table values.		25	In	Yes	Oracle Customer Cloud Service (CCS)	User online help is always located on top right corner of each portal/page of the application. This is constant and never changes. User may click this help button from any page in the application.
CIS.01.040	Online Help	01.040.003	Vendor will provide a user-customized "help" that will be available to all users in addition to online help.		25	In	Yes	Oracle Customer Cloud Service (CCS)	User customized help can be provided in the form of information icon on the fields, zones and portals and these could be defined based on MVU's functionality.
CIS.01.040	Online Help	01.040.004	System will be configured in a way that allows online help to be updated with each new version release. MVU specific help will not be changed.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Online help in form of information on text fields, portals, zones, etc. can be modified and maintained with every release.
CIS.01.040	Online Help	01.040.005	System will be configured to allow for the help doc information to be presented/releasable while the MVU is being the application.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Indexing and Search capabilities can be provided only in Online Help link (top right corner of screen) but we can provide documentation to include the detailed help information on MVU's functionality.
CIS.01.050	Automated Work Queue	01.050.001	System will be configured to allow the system administrator to define actions for any event, process, or transaction, that are triggered upon any combination of the following: a) Upon the Successful Completion		25	In	Yes	Oracle Customer Cloud Service (CCS)	Online help documentation could be used in parallel while accessing the application.
CIS.01.050	Automated Work Queue	01.050.002	System will be configured to allow the system administrator to define actions for any event, process, or transaction, that are triggered upon any combination of the following: b) Upon the Unsuccessful End		25	In	Yes	Oracle Customer Cloud Service (CCS)	The system has plugin spots for the Upon the Successful Completion event (e.g. Business Object post processing)
CIS.01.050	Automated Work Queue	01.050.003	System will be configured to allow the system administrator to define actions for any event, process, or transaction, that are triggered upon any combination of the following: c) At the Beginning		25	In	Yes	Oracle Customer Cloud Service (CCS)	The system has plugin spots for the Upon the Unsuccessful End event (e.g. Business Object post processing)
CIS.01.050	Automated Work Queue	01.050.004	System will be configured to allow the system administrator to define actions for any event, process, or transaction, that are triggered upon any combination of the following: d) During the Processing		25	In	Yes	Oracle Customer Cloud Service (CCS)	The system has plugin spots for the At the Beginning event (e.g. Business Object pre processing)
CIS.01.050	Automated Work Queue	01.050.005	System will be configured to allow the system administrator to define actions for any event, process, or transaction, that are triggered upon any combination of the following: e) Time Elapsed		25	In	Yes	Oracle Customer Cloud Service (CCS)	The system has plugin spots for the During the Processing event (e.g. Customer Class system event algorithms, SA type system event algorithms, etc.)
CIS.01.050	Automated Work Queue	01.050.006	System will be configured to allow the system administrator to schedule an event multiple times.		25	In	Yes	Oracle Customer Cloud Service (CCS)	The system has plugin spots for the Time elapsed event (e.g. Business Object post processing)
CIS.01.050	Automated Work Queue	01.050.007	System will be configured with the ability to link together a series of events necessary to complete a transaction. An event can be a display screen, an entry screen, or a program.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Batch Job Stream page
CIS.01.050	Automated Work Queue	01.050.008	System will be configured for electronic management, routing by office or workgroup, and reporting of work generated by the system such as nightly batch or update.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Batch Job Stream page
CIS.01.050	Automated Work Queue	01.050.009	System will be configured for a work queue to be managed or owned by one of the following: a) Individual		25	In	Yes	Oracle Customer Cloud Service (CCS)	To Do

Process ID	Process Title	Requirement Number	Requirement Description	MVU Notes	Software Score	Scope (In/Out)	Included in Price (Yes or No)	System or Module	Solution
CIS.01.050	Automated Work Queue	01.050.011	System will be configured for a work queue to be managed or owned by one of the following: b) Variable-Sized Work Group.			25 In	Yes	Oracle Customer Cloud Service (CCS)	To Do
CIS.01.050	Automated Work Queue	01.050.012	System will be configured for a work queue to be managed or owned by one of the following: c) Department.			25 In	Yes	Oracle Customer Cloud Service (CCS)	To Do
CIS.01.050	Automated Work Queue	01.050.013	System will be configured for a work queue to be managed or owned by one of the following: d) Location / Facility.			25 In	Yes	Oracle Customer Cloud Service (CCS)	To Do
CIS.01.050	Automated Work Queue	01.050.014	System will be configured to allow Work Queue Items to be: a) Viewed			25 In	Yes	Oracle Customer Cloud Service (CCS)	To Do
CIS.01.050	Automated Work Queue	01.050.015	System will be configured to allow Work Queue Items to be: b) Modified			25 In	Yes	Oracle Customer Cloud Service (CCS)	To Do
CIS.01.050	Automated Work Queue	01.050.016	System will be configured to allow Work Queue Items to be: c) Deleted			25 In	Yes	Oracle Customer Cloud Service (CCS)	To Do
CIS.01.050	Automated Work Queue	01.050.017	System will be configured to allow Work Queue Items to be: d) Printed			25 In	Yes	Oracle Customer Cloud Service (CCS)	To Do
CIS.01.050	Automated Work Queue	01.050.018	System will be configured to allow Work Queue Items to be: e) Voided			25 In	Yes	Oracle Customer Cloud Service (CCS)	To Do
CIS.01.050	Automated Work Queue	01.050.019	System will be configured to allow work queue items to be reassigned to another: a) Individual			25 In	Yes	Oracle Customer Cloud Service (CCS)	To Do
CIS.01.050	Automated Work Queue	01.050.020	System will be configured to allow work queue items to be reassigned to another: b) Work Group			25 In	Yes	Oracle Customer Cloud Service (CCS)	To Do
CIS.01.050	Automated Work Queue	01.050.021	System will be configured to allow work queue items to be reassigned to another: c) Department			25 In	Yes	Oracle Customer Cloud Service (CCS)	To Do
CIS.01.050	Automated Work Queue	01.050.022	System will be configured to allow work queue items to be reassigned to another: d) Location / Facility			25 In	Yes	Oracle Customer Cloud Service (CCS)	To Do
CIS.01.050	Automated Work Queue	01.050.023	System will limit the ability to reassign an item after "X" times			25 In	Yes	Oracle Customer Cloud Service (CCS)	Supervisor To Do
CIS.01.050	Automated Work Queue	01.050.024	System will be configured with appropriate controls in place to automatically notify users of work assigned from specific queues. System should also be able to turn off auto notices.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Supervisor To Do
CIS.01.050	Automated Work Queue	01.050.025	System will be configured with work queue usage and performance statistics.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Supervisor To Do
CIS.01.050	Automated Work Queue	01.050.026	System will be configured with supervisors work queue that allow for aged alerts.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Supervisor To Do
CIS.01.050	Automated Work Queue	01.050.027	System will be configured to allow supervisors to view daily work queues. Can also assign work to queues.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Supervisor To Do
CIS.01.050	Automated Work Queue	01.050.028	System is configured to integrate with MS Outlook calendar.			25 Out	No	Oracle Customer Cloud Service (CCS)	Supervisor To Do
CIS.01.050	Automated Work Queue	01.050.029	System will be configured to assign a priority to user defined item. That item will be moved to the top or identified in the work queue for the end user to easily see.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Supervisor To Do
CIS.01.060	Approvals		System will be configured with adequate levels of management review and approval throughout the system. This may include an automatic queuing or routing of transactions pending management approval.						The system's Approval Profiles has a debit and credit threshold amount in a approval level is specified per threshold amount. System will be configured to limit the user's access in the approval based on the Application services of the User Groups
CIS.01.060	Approvals	01.060.001	System will be configured to establish approval based on user-defined roles.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Oracle Utilities CCS provides audit functionality with this product and it can be enabled for any table in the system. It provides Insert, Update, Deletion of records and also maintain the information about who changed what and when.
CIS.01.070	Auditing		System will be configured with a consistent online audit trail for all transactions. This audit trail should be easily traceable from resultant transaction back to source entry.						Edit functionality is enabled on every all the entities in the system. If the entity is edited and updated, then it will create an audit log entry in the system.
CIS.01.070	Auditing	01.070.001	System will be configured for all reasonable type edits unless otherwise specified, will be provided with some type of override mechanism with an audit trail of overrides exercised.			25 In	Yes	Oracle Customer Cloud Service (CCS)	System functionality is provided in CCS through algorithms which can be overridden with the customer requirements.
CIS.01.070	Auditing	01.070.002	System will be configured to have all automatic system functions provided with some means of either manually overriding the function or the ability to identify and flag exceptions to the automated process.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Audit information is captured for Account and other master and transactional data if it is enabled in the system. It provides Insert, Update, Deletion of records and also maintain the information about who changed what and when.
CIS.01.070	Auditing	01.070.003	System will be configured to capture audit information when viewing or modifying records regarding the customer, premise, account, rate, or on any financial transaction including but not limited to: a) Account			25 In	Yes	Oracle Customer Cloud Service (CCS)	Audit information is captured for Rate and other master and transactional data if it is enabled in the system. It provides Insert, Update, Deletion of records and also maintain the information about who changed what and when.
CIS.01.070	Auditing	01.070.004	System will be configured to capture audit information when viewing or modifying records regarding the customer, premise, account, rate, or on any financial transaction including but not limited to: b) Rate			25 In	Yes	Oracle Customer Cloud Service (CCS)	Audit information is captured for Meter and other master and transactional data if it is enabled in the system. It provides Insert, Update, Deletion of records and also maintain the information about who changed what and when.
CIS.01.070	Auditing	01.070.005	System will be configured to capture audit information when viewing or modifying records regarding the customer, premise, account, rate, or on any financial transaction including but not limited to: c) Meter			25 In	Yes	Oracle Customer Cloud Service (CCS)	Audit information is captured for Meter and other master and transactional data if it is enabled in the system. It provides Insert, Update, Deletion of records and also maintain the information about who changed what and when.
CIS.01.070	Auditing	01.070.006	System will be configured to capture audit information when viewing or modifying records regarding the customer, premise, account, rate, or on any financial transaction including but not limited to: c) Meter			25 In	Yes	Oracle Customer Cloud Service (CCS)	Audit information is captured for Meter and other master and transactional data if it is enabled in the system. It provides Insert, Update, Deletion of records and also maintain the information about who changed what and when.

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CIS.01.070	Auditing	01.070.007	System will be configured to capture audit information when viewing or modifying records regarding the customer, premise, account, rate, or on any financial transaction including but not limited to: d) Service Order		25	In	Yes	Oracle Customer Cloud Service (CCS)	Audit information is captured for Service Order and other master and transactional data if it is enabled in the system. It provides Insert, Update, Deletion of records and also maintain the information about who changed what and when
CIS.01.070	Auditing	01.070.008	System will be configured to capture audit information when viewing or modifying records regarding the customer, premise, account, rate, or on any financial transaction including but not limited to: e) Billing Adjustment		25	In	Yes	Oracle Customer Cloud Service (CCS)	Audit information is captured for Bill Adjustment and other master and transactional data if it is enabled in the system. It provides Insert, Update, Deletion of records and also maintain the information about who changed what and when
CIS.01.070	Auditing	01.070.009	System will be configured to capture audit information when viewing or modifying records regarding the customer, premise, account, rate, or on any financial transaction including but not limited to: f) Programs		25	In	Yes	Oracle Customer Cloud Service (CCS)	Audit information is captured for Programs and other master and transactional data if it is enabled in the system. It provides Insert, Update, Deletion of records and also maintain the information about who changed what and when
CIS.01.070	Auditing	01.070.010	System will be configured with user-defined audit retention and archiving abilities based upon user-defined timeframes.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Audit data can be archived with the help of Information Lifecycle Management functionality.
CIS.01.070	Auditing	01.070.011	System will be configured with logging of an identification of any user who accesses an Account.		25	In	Yes	Oracle Customer Cloud Service (CCS)	System does not have the functionality to create the logging information of users who accessed the accounts.
CIS.01.080	Scheduling								
CIS.01.080	Scheduling	01.080.001	System will be configured to allow events to be scheduled on one or more computers for batch processing, at any time. An event can be any combination of the following: a) Batch Job		25	In	Yes	Oracle Customer Cloud Service (CCS)	CCS can schedule the batch jobs through Scheduler Program which can schedule the batch jobs.
CIS.01.080	Scheduling	01.080.002	System will be configured to allow events to be scheduled on one or more computers for batch processing, at any time. An event can be any combination of the following: b) Step Within a Batch Job or Restart		25	In	Yes	Oracle Customer Cloud Service (CCS)	Jobs can be submitted with a step within a batch job by mentioning the state of the entities which will be monitored for batch processing.
CIS.01.080	Scheduling	01.080.003	System will be configured to allow events to be scheduled on one or more computers for batch processing, at any time. An event can be any combination of the following: c) Program		25	In	Yes	Oracle Customer Cloud Service (CCS)	A program can be created as a batch control which can then be submitted through scheduler program to schedule the batch job.
CIS.01.080	Scheduling	01.080.004	System will be configured to allow events to be scheduled on one or more computers for batch processing, at any time. An event can be any combination of the following: d) Group of Events.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Group of events can be scheduled in CCS through Job Stream Creation Schedule. This functionality can schedule the batch jobs in a specific sequence.
CIS.01.080	Scheduling	01.080.005	System will be configured to offer online inquiry and updating during the batch processing window.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Users can access and update the system as in a normal case when the batch job is processing.
CIS.01.080	Scheduling	01.080.006	System will be configured to respond to error conditions that are severe in nature. This response would be a call or page sent to personnel on call responsible for resolving problems that cannot be resolved.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Notifications can be sent out upon failure of a batch job in the system. This notification can be sent on the email address specified in the batch job submission.
CIS.01.080	Scheduling	01.080.007	System will be configured to allow a clear, easy and concise way to roll back postings that were done in error or out of sequence from batch processing.		25	In	Yes	Oracle Customer Cloud Service (CCS)	System automatically rolls back the transaction when an error exception has occurred while processing the record through batch job.
CIS.01.080	Scheduling	01.080.008	System to provide capability to restart or rollback any job or process that was halted in progress due to power failure, system interruption, etc. It must provide consistent and logical restart and rollback processes.		25	In	Yes	Oracle Customer Cloud Service (CCS)	The batch job can be restarted with the same instance where it was stopped or it can also be submitted with a fresh submission.
CIS.01.080	Scheduling	01.080.009	System to provide detailed error messages (certain errors will be alerted to system administrator with priority assigned)		25	In	Yes	Oracle Customer Cloud Service (CCS)	System can provide detailed error messages through online interface or Batch Run Tree. This provides the log file attached to it with every detailed logged in it.
CIS.01.090	Data Validation and Exception Reporting								
CIS.01.090	Data Val Exception Reporting	01.090.001	System will provide specific secured/masked fields to be overridden when transferring service with an audit trail.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Data Masking can be configured
CIS.01.090	Data Val Exception Reporting	01.090.002	System will be configured so that all exception reporting and error handling is online. The error correction and exception processing will use an automated online process to accomplish this function.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Processing exceptions are visible online and can be corrected online. To DO's are created for exceptions and can be selected via user-defined criteria
CIS.01.090	Data Val Exception Reporting	01.090.003	System to allow the selection of specified exception and/or error items for processing or printing or online work queue based on user-specified criteria.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Records that are processed have life cycles that can be used to prevent reprocessing
CIS.01.090	Data Val Exception Reporting	01.090.004	System to provide processing controls to prove the accuracy and completeness of all processing. Additionally, these controls must prevent reprocessing, where the process has already been done.		25	In	Yes	Oracle Customer Cloud Service (CCS)	The system provides a plug-in spot for parameter defined validation (BO validation)
CIS.01.090	Data Val Exception Reporting	01.090.005	System to have parameter defined validation rules to control data validity and reasonableness edits. This is to include the ability to specify any edit override capability on the reasonableness edits.		25	In	Yes	Oracle Customer Cloud Service (CCS)	

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CIS01.090	Data Val Exception Reporting	01.090.006	System to provide a way to correct or reverse any error that may occur. This is applicable to any and all errors whether system generated or operator induced. Within the same fiscal year at a minimum.		25	In	Yes	Oracle Customer Cloud Service (CCS)	The system provides this
CIS01.090	Data Val Exception Reporting	01.090.007	System to provide the ability to have daily balancing including cash, returned items, accounts receivable, deposits, and billing as well as the capability for diagnostic reporting if out of balance.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Balance Control
CIS01.090	Data Val Exception Reporting	01.090.008	System will be configured to display the amount of time a report will take to run.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Performance Statistics Zone
CIS01.090	Data Val Exception Reporting	01.090.009	System will be configured to allow the option to limit a report to x number of pages if a report is over x number of lines.		25	In	Yes	Oracle Customer Cloud Service (CCS)	This can be set in the reporting tool itself (e.g. BI Publisher)

CIS.02.000 - Acct, Cust & Premise Mgmt									
Process ID	Process Title	Requirement Number	Requirement Description	MMVU Notes	Software Score	Scope (In/Out)	Included in Price (Yes or No)	System or Module	Solution
CIS.02.000	Generation Information								The conversion process will fill in Old Account ID for service agreements that were converted from your legacy CIS system.
CIS.02.000	Generation Information	02.000.001	System will be configured to store prior system customer numbers from the legacy system.			25 In		Oracle Customer Cloud Service (CCS)	
CIS.02.000	Generation Information	02.000.002	System to automatically generate unique customer numbers.			25 In		Oracle Customer Cloud Service (CCS)	The Person ID is a system-assigned random number that is created upon person creation.
CIS.02.000	Generation Information	02.000.003	System to automatically generate unique premises' numbers.			25 In		Oracle Customer Cloud Service (CCS)	The Premise ID is a system-assigned random numbers that is created upon premise creation.
CIS.02.000	Generation Information	02.000.004	System to automatically generate unique account numbers.			25 In		Oracle Customer Cloud Service (CCS)	The Account ID is a system-assigned random number that is created upon account creation.
CIS.02.000	Generation Information	02.000.005	System will be configured to store a unique location number to identify Branch, Office, etc., within MMVU. These numbers will be used to help direct the output file for processing and printing.			25 In		Oracle Customer Cloud Service (CCS)	Yes, system can be configured to create a unique location number by using Person/Business.
CIS.02.000	Generation Information	02.000.006	System will be configured to have a multi-company code or unique location number that will allow easy access for a CSR to select.			25 In		Oracle Customer Cloud Service (CCS)	Yes, system can be configured to create a unique location number by using Person/Business.
CIS.02.000	Generation Information	02.000.007	System will be configured to create a temporary account (e.g., construction sites, etc.).			25 Out	No	Oracle Customer Cloud Service (CCS)	- The customer can be associated with multiple seasonal address via Person > Correspondence Info > Seasonal Addresses - The customer can be associated with multiple premises with service agreements.
CIS.02.000	Generation Information	02.000.008	System will be configured to associate one customer with multiple premises.			25 In		Oracle Customer Cloud Service (CCS)	- The customer can be associated with a billing account and premise via service agreements. - The customer and premise id is also available in the account main page.
CIS.02.000	Generation Information	02.000.009	System will be configured to associate a customer to a billing account and premise.			25 In		Oracle Customer Cloud Service (CCS)	Yes, The system can be configured to modify specific data fields in their respective page. i.e. customer page, meter page etc..
CIS.02.000	Generation Information	02.000.010	System will be configured to allow a user to modify specific data fields (regarding the customer, meter, billing, etc.) for a single account.			25 In		Oracle Customer Cloud Service (CCS)	The system can be configured to modify specific data fields for multiple accounts using Account Management Portal
CIS.02.000	Generation Information	02.000.011	System provides the ability for a user to modify specific data fields (regarding the customer, meter, billing, etc.) for an account range.			25 In		Oracle Customer Cloud Service (CCS)	
CIS.02.000	Generation Information	02.000.012	System will be configured to override the standard billing cycle to establish a customer- requested bill date.			25 In		Oracle Customer Cloud Service (CCS)	Yes, The system can be configured to override bill cycle date information.

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CIS.02.000	Generation Information	02.000.013	System will be configured to create multiple customers, premises, or accounts from a single setup screen with appropriate edits and quality control features.		25	In		Oracle Customer Cloud Service (CCS)	Yes. The system can be configured to create multiple customers, premises or accounts using Account/Person Replicator and Premise Replicator. A custom configuration can be created to store the customers birthdate and calculation of age and control certain functionalities based on age.
CIS.02.000	Generation Information	02.000.014	System will be configured to capture customer's birth dates and also provides for the calculation of age. In order to allow (or disallow) certain functions or services based upon age.		25	In		Oracle Customer Cloud Service (CCS)	
CIS.02.000	Generation Information	02.000.015	System will be configured to set defaults (carry data from one screen to the other) in designated fields, based upon customer class with the ability for an override condition.		25	In		Oracle Customer Cloud Service (CCS)	
CIS.02.000	Generation Information	02.000.016	System will be configured to reset defaults (reset data between customers to default amount) in designated fields based upon customer class with the ability for an override condition.		25	In		Oracle Customer Cloud Service (CCS)	The system can be configured to default amount using Adjustments.
CIS.02.000	Generation Information	02.000.017	System will be configured to default mailing address to service address unless otherwise written.		25	In		Oracle Customer Cloud Service (CCS)	Yes, the default mailing address can be configured in the account's persons tab.
CIS.02.000	Generation Information	02.000.018	System will be configured to generate an image of the actual letters. View can either be a PDF or HTML file format.		25	In		Oracle Customer Cloud Service (CCS)	Yes, the system can be configured to generate an image of the actual letter using Display Letter in customer contact. When clicked, the image of the letter is rendered in a PDF and displayed in an Adobe reader. NOTE: The system comes with configurations to display letter images using BI Publisher or a document composition application, but can work with other applications.
CIS.02.000	Generation Information	02.000.019	System will be configured to display how the letter was sent. For example: by mail, email or social media.		25	In		Oracle Customer Cloud Service (CCS)	Yes. System can be configured using Notification Types to send letter via Email or SMS.
CIS.02.000	Generation Information	02.000.020	System will be configured to override defaults.		25	In		Oracle Customer Cloud Service (CCS)	
CIS.02.010	Account Data Customer ID and Info	02.010.001	System will be configured to capture and modify customer identification data fields.		25	In		Oracle Customer Cloud Service (CCS)	System can store multiple entire names for different name types (e.g. Doing Business As, Alias, Legal etc)
CIS.02.010	Account Data Customer ID and Info	02.010.002	System will be configured to capture a company name for non-residential accounts.		25	In		Oracle Customer Cloud Service (CCS)	System can store multiple entire names for different name types (e.g. Doing Business As, Alias, Legal etc)
CIS.02.010	Account Data Customer ID and Info	02.010.003	System will be configured to capture customer's entire name including the following: a) First		25	In		Oracle Customer Cloud Service (CCS)	System can store multiple entire names for different name types (e.g. Doing Business As, Alias, Legal etc)
CIS.02.010	Account Data Customer ID and Info	02.010.004	System will be configured to capture customer's entire name including the following: b) Middle		25	In		Oracle Customer Cloud Service (CCS)	System can store multiple entire names for different name types (e.g. Doing Business As, Alias, Legal etc)
CIS.02.010	Account Data Customer ID and Info	02.010.005	System will be configured to capture customer's entire name including the following: c) Last		25	In		Oracle Customer Cloud Service (CCS)	System can store multiple entire names for different name types (e.g. Doing Business As, Alias, Legal etc)

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CIS.02.010	Account Data Customer ID and Info	02.010.006	System will be configured to capture customer's entire name including the following: d) Title		25	In		Oracle Customer Cloud Service (CCS)	System can store multiple entire names for different name types (e.g. Doing Business As, Alias, Legal etc)
CIS.02.010	Account Data Customer ID and Info	02.010.007	System will be configured to capture customer's entire name including the following: e) Suffix		25	In		Oracle Customer Cloud Service (CCS)	System can store multiple entire names for different name types (e.g. Doing Business As, Alias, Legal etc)
CIS.02.010	Account Data Customer ID and Info	02.010.008	System will be configured to capture customer's entire name including the following: f) Double Last Name		25	In		Oracle Customer Cloud Service (CCS)	System can store multiple entire names for different name types (e.g. Doing Business As, Alias, Legal etc)
CIS.02.010	Account Data Customer ID and Info	02.010.009	System will be configured to search by First or Last name.		25	In		Oracle Customer Cloud Service (CCS)	Control Central Search can search using name. Wildcard may be used using % which can be used to search any part of the entire name (first, middle, last name etc).
CIS.02.010	Account Data Customer ID and Info	02.010.010	System will be configured to capture one or more types of Identification such as: a) Drivers License		25	In		Oracle Customer Cloud Service (CCS)	System can store multiple identifications using different ID Types (e.g. Driver's License, SSN, Passport ID, Military ID etc). ID Values can be masked/encrypted
CIS.02.010	Account Data Customer ID and Info	02.010.011	System will be configured to capture one or more types of Identification such as: b) Social Security Number (SSN) or Tax ID		25	In		Oracle Customer Cloud Service (CCS)	System can store multiple identifications using different ID Types (e.g. Driver's License, SSN, Passport ID, Military ID etc). ID Values can be masked/encrypted
CIS.02.010	Account Data Customer ID and Info	02.010.012	System will be configured to capture one or more types of Identification such as: c) Password		25	In		Oracle Customer Cloud Service (CCS)	System can store multiple identifications using different ID Types (e.g. Driver's License, SSN, Passport ID, Military ID etc). ID Values can be masked/encrypted
CIS.02.010	Account Data Customer ID and Info	02.010.013	System will be configured to capture one or more types of Identification such as: d) Phone number		25	In		Oracle Customer Cloud Service (CCS)	System can store multiple phone number using different person contact types (e.g. Business Phone, Home Phone, Primary Phone etc).
CIS.02.010	Account Data Customer ID and Info	02.010.014	System will be configured to capture one or more types of Identification such as: e) Other		25	In		Oracle Customer Cloud Service (CCS)	System can store multiple identifications using different ID Types (e.g. Driver's License, SSN, Passport ID, Military ID etc). ID Values can be masked/encrypted
CIS.02.010	Account Data Customer ID and Info	02.010.015	System will be configured to identify the relationship of the second person to primary account holder including the ability to designate if that person is financially responsible for the account. System should allow unlimited relationship designations.		25	In		Oracle Customer Cloud Service (CCS)	Primary Accounts can have multiple relationship with other Persons. This persons can be tagged as Financially Responsible and/or Third Party Guarantor. Relationship Type is also set to define the relationship between the person and the account.

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CIS.02.010	Account Data Customer ID and Info	02.010.016	System provides information to be associated for Primary party on account: Multiple phone numbers, email addresses, employment information and identification numbers. All fields have unique labels by field type.		25	In		Oracle Customer Cloud Service (CCS)	Each account has one main person and can have multiple other persons. Each person has their own Names, Contacts (phones and email), IDs and Addresses. Person's Employment Information like Current Company Name maybe set as characteristic.
CIS.02.010	Account Data Customer ID and Info	02.010.017	System provides information to be associated for the secondary party on account: multiple phone numbers, email addresses, employment information and identification numbers.		25	In		Oracle Customer Cloud Service (CCS)	Each account has one main person and can have multiple other persons. Each person has their own Names, Contacts (phones and email), IDs and Addresses. Person's Employment Information like Current Company Name maybe set as characteristic.
CIS.02.010	Account Data Customer ID and Info	02.010.018	System will be configured to provide information to be associated for Other parties after the primary and secondary on account. Multiple phone numbers, email addresses, employment information and identification numbers.		25	In		Oracle Customer Cloud Service (CCS)	Each account has one main person and can have multiple other persons. Each person has their own Names, Contacts (phones and email), IDs and Addresses. Person's Employment Information like Current Company Name maybe set as characteristic.
CIS.02.020	Addresses								Setting up Address in Premise include Country, CS Division, Address Line 1-3, City, County and State. Additional Field requires new portal customization.
CIS.02.020	Addresses	02.020.001	System will be configured to store the street address and all components in a alpha/numeric strings.		25	In		Oracle Customer Cloud Service (CCS)	Setting up Address in Premise include Country, CS Division, Address Line 1-3, City, County and State. Additional Field requires new portal customization.
CIS.02.020	Addresses	02.020.002	System will be configured to store the street address and all components utilizing individual fields with the capability of adding additional user defined address components.		25	In		Oracle Customer Cloud Service (CCS)	Setting up Address in Premise include Country, CS Division, Address Line 1-3, City, County and State. Additional Field requires new portal customization.
CIS.02.020	Addresses	02.020.003	System will be configured to provide unique premises identification fields, including but not limited to: a) Ward		25	In		Oracle Customer Cloud Service (CCS)	Other Identification Fields can be stored in as Premise Characteristics (inside/outside city, property type) or Geographic Data (lat/long, area code, GPS Coordinates)
CIS.02.020	Addresses	02.020.004	System will be configured to provide unique premises identification fields, including but not limited to: b) Neighborhood		25	In		Oracle Customer Cloud Service (CCS)	Other Identification Fields can be stored in as Premise Characteristics (inside/outside city, property type) or Geographic Data (lat/long, area code, GPS Coordinates)
CIS.02.020	Addresses	02.020.005	System will be configured to provide unique premises identification fields, including but not limited to: c) Circuit		25	In		Oracle Customer Cloud Service (CCS)	Other Identification Fields can be stored in as Premise Characteristics (inside/outside city, property type) or Geographic Data (lat/long, area code, GPS Coordinates)

Process ID	Process Title	Requirement Number	Requirement Description	MVU Notes	Software Score	Scope (In/Out)	Included in Price (Yes or No)	System or Module	Solution
CIS.02.020	Addresses	02.020.006	System will be configured to provide unique premises identification fields, including but not limited to: d) Transformer		25	In		Oracle Customer Cloud Service (CCS)	Other Identification Fields can be stored in as Premise Characteristics (inside/outside city, property type) or Geographic Data (lat/long, area code, GPS Coordinates)
CIS.02.020	Addresses	02.020.007	System will be configured to provide unique premises identification fields, including but not limited to: e) Map Page		25	In		Oracle Customer Cloud Service (CCS)	Other Identification Fields can be stored in as Premise Characteristics (inside/outside city, property type) or Geographic Data (lat/long, area code, GPS Coordinates)
CIS.02.020	Addresses	02.020.008	System will be configured to provide unique premises identification fields, including but not limited to: f) Service Area		25	In		Oracle Customer Cloud Service (CCS)	Other Identification Fields can be stored in as Premise Characteristics (inside/outside city, property type) or Geographic Data (lat/long, area code, GPS Coordinates)
CIS.02.020	Addresses	02.020.009	System will be configured to provide unique premises identification fields, including but not limited to: g) X,Y Coordinates		25	In		Oracle Customer Cloud Service (CCS)	Other Identification Fields can be stored in as Premise Characteristics (inside/outside city, property type) or Geographic Data (lat/long, area code, GPS Coordinates)
CIS.02.020	Addresses	02.020.010	System will be configured to provide unique premises identification fields, including but not limited to: h) Dwelling Type		25	In		Oracle Customer Cloud Service (CCS)	Other Identification Fields can be stored in as Premise Characteristics (inside/outside city, property type) or Geographic Data (lat/long, area code, GPS Coordinates)
CIS.02.020	Addresses	02.020.011	System will be configured to provide unique premises identification fields, including but not limited to: i) Services Provided		25	In		Oracle Customer Cloud Service (CCS)	Premise Page has Premise Tree which is a summary of Service Points, Service Agreements, Accounts related to the Premise
CIS.02.020	Addresses	02.020.012	System will be configured to provide unique premises identification fields, including but not limited to: j) Inside/Outside City Limits		25	In		Oracle Customer Cloud Service (CCS)	Other Identification Fields can be stored in as Premise Characteristics (inside/outside city, property type) or Geographic Data (lat/long, area code, GPS Coordinates)
CIS.02.020	Addresses	02.020.013	System will be configured to add a single address into the system or mass changes		25	In		Oracle Customer Cloud Service (CCS)	System can add additional premises as well as replicate from existing premise. Mass changes to a set of existing address requires customization.
CIS.02.020	Addresses	02.020.014	System will be configured to validate the creation of new addresses within The system to eliminate duplicates or to provide an override.		25	In		Oracle Customer Cloud Service (CCS)	Requires customization
CIS.02.020	Addresses	02.020.015	System will be configured to provide a premise comment field (e.g. barn, building, etc.)		25	In		Oracle Customer Cloud Service (CCS)	Other Premise/Address details can be stored in as Premise Characteristics (inside/outside city, property type) or Geographic Data (lat/long, area code, GPS Coordinates)
CIS.02.020	Addresses	02.020.016	System will be configured to provide built-in validation of USPS Standards for direction and street type plus other standard abbreviations.		25	In		Oracle Customer Cloud Service (CCS)	Requires customization
CIS.02.020	Addresses	02.020.017	System will be configured to provide validation of E-911 addresses for service address with the ability to override.		25	In		Oracle Customer Cloud Service (CCS)	Requires customization

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CIS.02.020	Addresses	02.020.018	System will be configured to provide validation of 311 addresses for service address with the ability to override.		25	In		Oracle Customer Cloud Service (CCS)	Requires customization
CIS.02.020	Addresses	02.020.019	System will be configured to capture multiple address types, such as billing, seasonal etc.		25	In		Oracle Customer Cloud Service (CCS)	Seasonal Address can be stored in Person's Correspondence Info
CIS.02.020	Addresses	02.020.020	System will be configured to provide the ability to maintain seasonal start and end dates for alternate mailing addresses with the ability to revert automatically based on a date or other fields.		25	Out	Yes	Oracle Customer Cloud Service (CCS)	Each account can have multiple persons having their own address and can be setup to receive their copy of the bill
CIS.02.020	Addresses	02.020.021	System will be configured to provide subordinate accounts the use of their own mailing address, or the mailing address of the Master.		25	In		Oracle Customer Cloud Service (CCS)	Each account can have multiple persons having their own address and can be setup to receive their copy of the bill
CIS.02.020	Addresses	02.020.022	System will be configured to provide the ability to accommodate multiple mailing names and addresses for multiple copies of the bill.		25	In		Oracle Customer Cloud Service (CCS)	Each account can have multiple persons having their own address and can be setup to receive their copy of the bill
CIS.02.020	Addresses	02.020.023	System will be configured to allow at least two ATTN or C/O fields/lines for mailing address.		25	In		Oracle Customer Cloud Service (CCS)	Details can be added in Address Line
CIS.02.020	Addresses	02.020.024	System will be configured to provide external connections (API/interface) for online validation of USPS API / CASS certification of addresses with overrides.		25	In		Oracle Customer Cloud Service (CCS) Address Validation Interface	Premises can be validated and accommodate for external connections.
CIS.02.020	Addresses	02.020.025	System will be configured to provide the ability for batch validation and correction of USPS API / CASS certification of addresses.		25	In		Oracle Customer Cloud Service (CCS)	Customization for new batch process.
CIS.02.020	Addresses	02.020.026	System accommodates foreign addresses that do not follow the USPS API / CASS certification.		25	In		Oracle Customer Cloud Service (CCS)	Other Identification Fields can be stored in as Premise Characteristics (inside/outside city, property type) or Geographic Data (lat/long, area code, GPS Coordinates)
CIS.02.020	Addresses	02.020.027	System will be configured to flag accounts with foreign addresses for extra postage.		25	In		Oracle Customer Cloud Service (CCS)	Other Identification Fields can be stored in as Premise Characteristics (inside/outside city, property type) or Geographic Data (lat/long, area code, GPS Coordinates)
CIS.02.020	Addresses	02.020.028	System will be configured to provide a field that can accommodate fractional numbers.		25	In		Oracle Customer Cloud Service (CCS)	Other Identification Fields can be stored in as Premise Characteristics (inside/outside city, property type) or Geographic Data (lat/long, area code, GPS Coordinates)
CIS.02.020	Addresses	02.020.029	System will be configured to provide individual fields for each component of the premises' service address, including but not limited to the following: 1) Zip Code and/or the complete zip code that includes extra digits for routing by USPS.		25	In		Oracle Customer Cloud Service (CCS)	Other Identification Fields can be stored in as Premise Characteristics (inside/outside city, property type) or Geographic Data (lat/long, area code, GPS Coordinates)
CIS.02.020	Addresses	02.020.030	System will be configured to provide individual fields for each component of the premises' service address, including but not limited to the following: 1) The complete zip code that includes extra digits for routing by USPS.		25	In		Oracle Customer Cloud Service (CCS)	Other Identification Fields can be stored in as Premise Characteristics (inside/outside city, property type) or Geographic Data (lat/long, area code, GPS Coordinates)

Process ID	Process Title	Requirement Number	Requirement Description	MVU Notes	Software Score	Scope (In/Out)	Included in Price (Yes or No)	System or Module	Solution
CIS.02.020	Addresses	02.020.031	System will be configured to provide unique premises identification fields, including but not limited to: g) HOA		25	In		Oracle Customer Cloud Service (CCS)	Other Identification fields can be stored in as Premise Characteristics (inside/outside city, property type) or Geographic Data (lat/long, area code, GPS Coordinates)
CIS.02.020	Addresses	02.020.032	System will be configured to mass change addresses into the system.		25	In		Oracle Customer Cloud Service (CCS)	Mass changes to a set of existing address requires customization.
CIS.02.020	Addresses	02.020.033	System will be configured to mass add addresses into the system.		25	In		Oracle Customer Cloud Service (CCS)	System can add additional premises as well as replicate from existing premise.
CIS.02.030	Other Customer Account Data								
CIS.02.030	Other Customer Account Data	02.030.001	System will be configured to independently track the status of the account, customer, premises and service(s), including but not limited to the following: a) Inactive		25	In		Oracle Customer Cloud Service (CCS)	Service Agreement status
CIS.02.030	Other Customer Account Data	02.030.002	System will be configured to independently track the status of the account, customer, premises and service(s), including but not limited to the following: b) Active		25	In		Oracle Customer Cloud Service (CCS)	Service Agreement status
CIS.02.030	Other Customer Account Data	02.030.003	System will be configured to independently track the status of the account, customer, premises and service(s), including but not limited to the following: c) Final		25	In		Oracle Customer Cloud Service (CCS)	Service Agreement status
CIS.02.030	Other Customer Account Data	02.030.004	System will be configured to independently track the status of the account, customer, premises and service(s), including but not limited to the following: d) Pending / New		25	In		Oracle Customer Cloud Service (CCS)	Service Agreement status
CIS.02.030	Other Customer Account Data	02.030.005	System will be configured to provide the capability to track account attributes on the account independently, customer, premises and service(s) including but not limited to the following: e) Delinquent		25	In		Oracle Customer Cloud Service (CCS)	Account Balance shows if there is delinquent amount
CIS.02.030	Other Customer Account Data	02.030.006	System will be configured to provide the capability to track account attributes on the account independently, customer, premises and service(s) including but not limited to the following: f) Collections		25	In		Oracle Customer Cloud Service (CCS)	There is an alert when the account has active collection process
CIS.02.030	Other Customer Account Data	02.030.007	System will be configured to provide the capability to track account attributes on the account independently, customer, premises and service(s) including but not limited to the following: g) CARE (Low Income)		25	In		Oracle Customer Cloud Service (CCS)	Alerts
CIS.02.030	Other Customer Account Data	02.030.008	System will be configured to provide the capability to track account attributes on the account independently, customer, premises and service(s) including but not limited to the following: h) Life Support		25	In		Oracle Customer Cloud Service (CCS)	Person Life Support flag
CIS.02.030	Other Customer Account Data	02.030.009	System will be configured to provide the capability to track account attributes on the account independently, customer, premises and service(s) including but not limited to the following: i) Temporary		25	Out	No	Oracle Customer Cloud Service (CCS)	
CIS.02.030	Other Customer Account Data	02.030.010	System will be configured to provide the capability to track account attributes on the account independently, customer, premises and service(s) including but not limited to the following: j) Write-Off		25	In		Oracle Customer Cloud Service (CCS)	Alerts
CIS.02.030	Other Customer Account Data	02.030.011	System will be configured to provide the capability to track account attributes on the account independently, customer, premises and service(s) including but not limited to the following: k) Bankruptcy		25	In		Oracle Customer Cloud Service (CCS)	Alerts
CIS.02.030	Other Customer Account Data	02.030.012	System will be configured to provide the capability to track account attributes on the account independently, customer, premises and service(s) including but not limited to the following: l) Bad Debt		25	In		Oracle Customer Cloud Service (CCS)	Alerts
CIS.02.030	Other Customer Account Data	02.030.013	System will be configured to provide the capability to track account attributes on the account independently, customer, premises and service(s) including but not limited to the following: m) Green Power		25	In		Oracle Customer Cloud Service (CCS)	Account Characteristic and Alert

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CIS.02.030	Other Customer Account Data	02.030.014	System will be configured to provide the capability to track account attributes on the account independently, customer, premises and services(s) including but not limited to the following: J) Net Metering		25	In		Oracle Customer Cloud Service (CCS)	Alerts (when there is a Net-Metering SA)
CIS.02.030	Other Customer Account Data	02.030.015	System will be configured to provide the capability to track account attributes on the account independently, customer, premises and services(s) including but not limited to the following: K) Level of Importance (i.e., mayor, city council, etc.)		25	In		Oracle Customer Cloud Service (CCS)	Account Characteristic and Alert
CIS.02.030	Other Customer Account Data	02.030.016	System will be configured to provide the capability to track account attributes on the account independently, customer, premises and services(s) including but not limited to the following: L) Medical Baseline		25	In		Oracle Customer Cloud Service (CCS)	Account Characteristic and Alert
CIS.02.030	Other Customer Account Data	02.030.017	System will be configured to provide the ability to create and define configurable data fields without system programming.		25	In		Oracle Customer Cloud Service (CCS)	Field metadata and Business Object configuration
CIS.02.030	Other Customer Account Data	02.030.018	System will be configured to provide the ability to have and use multiple alert codes. System captures account information online for the following: a) Detailed View of Master Account and Associated Sub Accounts		25	In		Oracle Customer Cloud Service (CCS)	Alerts
CIS.02.030	Other Customer Account Data	02.030.019	System captures account information online for the following: b) Detailed View of a Customer that is associated to Multiple Accounts. Accounts Billed Separately and in Different Routes		25	In		Oracle Customer Cloud Service (CCS)	Control Central
CIS.02.030	Other Customer Account Data	02.030.020	System captures the history of products / services / rebates, etc., provided for a customer.		25	In		Oracle Customer Cloud Service (CCS)	Control Central
CIS.02.030	Other Customer Account Data	02.030.021	System captures the following information that can be obtained by a customer survey/audit: a) Number of Units		25	In		Oracle Customer Cloud Service (CCS)	Control Central
CIS.02.030	Other Customer Account Data	02.030.022	System captures the following information that can be obtained by a customer survey/audit: b) Types of Fixtures		25	In		Oracle Customer Cloud Service (CCS)	Control Central
CIS.02.030	Other Customer Account Data	02.030.023	System captures the following information that can be obtained by a customer survey/audit: c) Date survey/Audit was conducted		25	In		Oracle Customer Cloud Service (CCS)	Control Central
CIS.02.030	Other Customer Account Data	02.030.024	System captures the following information that can be obtained by a customer survey/audit: d) Results		25	In		Oracle Customer Cloud Service (CCS)	Control Central
CIS.02.030	Other Customer Account Data	02.030.025	System captures any tampering history at the customer level.		25	In		Oracle Customer Cloud Service (CCS)	Control Central
CIS.02.030	Other Customer Account Data	02.030.026	System will be configured to provide the ability to select the preferred method of communication formats (e.g., paper, electronic, social media, etc.)		25	In		Oracle Customer Cloud Service (CCS)	Device Event
CIS.02.030	Other Customer Account Data	02.030.027	System will be configured to provide unlimited user-defined customer types/class for differentiation to included but not limited to: a) Residential		25	In		Oracle Customer Cloud Service (CCS)	Person Contacts
CIS.02.030	Other Customer Account Data	02.030.028	System will be configured to provide unlimited user-defined customer types/class for differentiation to included but not limited to: b) Commercial		25	In		Oracle Customer Cloud Service (CCS)	Customer Class configuration
CIS.02.030	Other Customer Account Data	02.030.029	System will be configured to provide unlimited user-defined customer types/class for differentiation to included but not limited to: c) Industrial		25	In		Oracle Customer Cloud Service (CCS)	Customer Class configuration
CIS.02.030	Other Customer Account Data	02.030.030	System will be configured to provide unlimited user-defined customer types/class for differentiation to included but not limited to: d) Federal		25	In		Oracle Customer Cloud Service (CCS)	Customer Class configuration
CIS.02.030	Other Customer Account Data	02.030.031	System will be configured to provide unlimited user-defined customer types/class for differentiation to included but not limited to: e) State		25	In		Oracle Customer Cloud Service (CCS)	Customer Class configuration
CIS.02.030	Other Customer Account Data	02.030.032	System will be configured to provide unlimited user-defined customer types/class for differentiation to included but not limited to: f) Employee		25	In		Oracle Customer Cloud Service (CCS)	Customer Class configuration
CIS.02.030	Other Customer Account Data	02.030.033	System will be configured to provide unlimited user-defined customer types/class for differentiation to included but not limited to: g) Mandatory Regulatory Classifications		25	In		Oracle Customer Cloud Service (CCS)	Customer Class configuration
CIS.02.030	Other Customer Account Data	02.030.034	System will be configured to capture the original date when the account was created.		25	In		Oracle Customer Cloud Service (CCS)	Account setup date
CIS.02.030	Other Customer Account Data	02.030.035	System will be configured to provide the ability to enter, display and track billing delivery method for a customer. To include the following but not limited to: a) Mail Only		25	In		Oracle Customer Cloud Service (CCS)	Account/Person Bill Route Type

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CIS.02.030	Other Customer Account Data	02.030.037	System will be configured to provide the ability to enter, display and track billing delivery method for a customer, to include the following but not limited to: b) Mail and EBPP			25 In		Oracle Customer Cloud Service (CCS)	Account/Person Bill Route Type
CIS.02.030	Other Customer Account Data	02.030.038	System will be configured to provide the ability to enter, display and track billing delivery method for a customer, to include the following but not limited to: c) EBPP Only			25 In		Oracle Customer Cloud Service (CCS)	Account/Person Bill Route Type
CIS.02.030	Other Customer Account Data	02.030.039	System will be configured to provide the ability to enter, display and track billing delivery method for a customer, to include the following but not limited to: d) E-mail Bill Only			25 In		Oracle Customer Cloud Service (CCS)	Account/Person Bill Route Type
CIS.02.030	Other Customer Account Data	02.030.040	System will be configured to provide the ability to enter, display and track billing delivery method for a customer, to include the following but not limited to: e) Social Media			25 In		Oracle Customer Cloud Service (CCS)	Account/Person Bill Route Type
CIS.02.030	Other Customer Account Data	02.030.041	System will be configured to provide the ability to capture tax exempt certificate			25 In		Oracle Customer Cloud Service (CCS)	Person ID or Person Characteristic
CIS.02.030	Other Customer Account Data	02.030.042	System will be configured to provide the method of notification for expired tax exempt certificates			25 In		Oracle Customer Cloud Service (CCS)	Notification Preferences
CIS.02.030	Other Customer Account Data	02.030.043	System will be configured to provide the ability to capture third-party collection agency rating for a customer (e.g. Equifax, TransUnion, etc.)			25 In		Oracle Customer Cloud Service (CCS)	Account Characteristic
CIS.02.030	Other Customer Account Data	02.030.044	System will be configured to provide the ability to capture internal credit rating based upon user-defined criteria (e.g. # NSF's, late payments, etc.)			25 In		Oracle Customer Cloud Service (CCS)	Payment Cancel Reason
CIS.02.030	Other Customer Account Data	02.030.045	System will be configured to automatically change the payment type to "Cash Only" based on a user-defined number of NSF's, with a built-in override.			25 In		Oracle Customer Cloud Service (CCS)	Standard Payment Event functionality
CIS.02.030	Other Customer Account Data	02.030.046	System will be configured to provide for multiple health hardship codes			25 In		Oracle Customer Cloud Service (CCS)	Person or Account Characteristics
CIS.02.030	Other Customer Account Data	02.030.047	System will be configured to provide for multiple essential services codes, such as Hospital, EMS, Police department, etc.			25 In		Oracle Customer Cloud Service (CCS)	SA Type configuration
CIS.02.030	Other Customer Account Data	02.030.048	System will be configured to capture meter information at the premises level			25 In		Oracle Customer Cloud Service (CCS)	Device Information
CIS.02.030	Other Customer Account Data	02.030.049	System will be configured to capture multiple contact information associated to the service address to include the following: a) Tenant			25 In		Oracle Customer Cloud Service (CCS)	Premise Management page
CIS.02.030	Other Customer Account Data	02.030.050	System will be configured to capture multiple contact information associated to the service address to include the following: b) Landlord / Manager			25 In		Oracle Customer Cloud Service (CCS)	Premise Management page
CIS.02.030	Other Customer Account Data	02.030.051	System will be configured to capture multiple contact information associated to the service address to include the following: c) Owner			25 In		Oracle Customer Cloud Service (CCS)	Premise Management page
CIS.02.030	Other Customer Account Data	02.030.052	System will be configured to provide the option customers to select the type of bill (bill choice), for example, a summary bill or detailed bill			25 In		Oracle Customer Cloud Service (CCS)	Account/Person Bill Format
CIS.02.030	Other Customer Account Data	02.030.053	System will be configured to view customer rate information on the primary CSR Screen to include the following but not limited to: a) Base Rate			25 In		Oracle Customer Cloud Service (CCS)	Service Agreement Rate Info
CIS.02.030	Other Customer Account Data	02.030.054	System will be configured to view customer rate information on the primary CSR Screen to include the following but not limited to: b) Tiered Rate			25 In		Oracle Customer Cloud Service (CCS)	Service Agreement Rate Info
CIS.02.030	Other Customer Account Data	02.030.055	System will be configured to view customer rate information on the primary CSR Screen to include the following but not limited to: c) Demand Charge			25 In		Oracle Customer Cloud Service (CCS)	Service Agreement Rate Info
CIS.02.030	Other Customer Account Data	02.030.056	System will be configured to view customer rate information on the primary CSR Screen to include the following but not limited to: d) Interruptible Charges			25 Out	No	Oracle Customer Cloud Service (CCS)	Service Agreement Rate Info
CIS.02.030	Other Customer Account Data	02.030.057	System will be configured to view customer rate information on the primary CSR Screen to include the following but not limited to: e) Customer Charge			25 In		Oracle Customer Cloud Service (CCS)	Service Agreement Rate Info
CIS.02.030	Other Customer Account Data	02.030.058	System will be configured to view customer rate information on the primary CSR Screen to include the following but not limited to: f) Commodity Charge			25 Out	No	Oracle Customer Cloud Service (CCS)	Service Agreement Rate Info
CIS.02.030	Other Customer Account Data	02.030.059	System will be configured to view customer rate information on the primary CSR Screen to include the following but not limited to: g) Transportation Charge			25 Out	No	Oracle Customer Cloud Service (CCS)	Service Agreement Rate Info
CIS.02.030	Other Customer Account Data	02.030.060	System will be configured to view customer rate information on the primary CSR Screen to include the following but not limited to: h) Distribution Charge			25 Out	No	Oracle Customer Cloud Service (CCS)	Service Agreement Rate Info

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CIS.02.030	Other Customer Account Data	02.030.061	System will be configured to view customer rate information on the primary CSR Screen to include the following but not limited to: j) Fuel Adjustment Charge		25	Out	No	Oracle Customer Cloud Service (CCS)	
CIS.02.030	Other Customer Account Data	02.030.062	System will be configured to view customer rate information on the primary CSR Screen to include the following but not limited to: m) Component Charge		25	Out	No	Oracle Customer Cloud Service (CCS)	
CIS.02.030	Other Customer Account Data	02.030.063	System will be configured to view customer rate information on the primary CSR Screen to include the following but not limited to: n) Minimum Monthly Charge		25	In		Oracle Customer Cloud Service (CCS)	Service Agreement Rate Info
CIS.02.030	Other Customer Account Data	02.030.064	System will be configured to view customer rate information on the primary CSR Screen to include the following but not limited to: o) Energy Charge		25	In		Oracle Customer Cloud Service (CCS)	Service Agreement Rate Info
CIS.02.030	Other Customer Account Data	02.030.065	System will be configured to view customer rate information on the primary CSR Screen to include the following but not limited to: p) Renewable Energy Charge		25	In		Oracle Customer Cloud Service (CCS)	Service Agreement Rate Info
CIS.02.040	Service(s) Generation	02.040.001	System will be configured to provide a unique identifier for each service type.		25	In		Oracle Customer Cloud Service (CCS)	Service Type configuration
CIS.02.040	Service(s) Generation	02.040.002	System will be configured to display services available within a user-defined range for new and existing services.		25	In		Oracle Customer Cloud Service (CCS)	Service Type page / Service Agreement Type page
CIS.02.040	Service(s) Generation	02.040.003	System will be configured to provides a view of rates and billing schedules for services that are being activated.		25	In		Oracle Customer Cloud Service (CCS)	Query zone configuration
CIS.02.040	Service(s) Generation	02.040.004	System will be configured to prevent a user from activating a service that has been removed from the premises (i.e., abandoned property).		25	In		Oracle Customer Cloud Service (CCS)	Start service Field Activity Request
CIS.02.040	Service(s) Generation	02.040.005	System will be configured to capture specific rate determinants (e.g., service, customer class, usage type, consumption level/history, capacity) that allow the system to correctly assign a default rate with. (See Implementation Notes for full requirement)		25	In		Oracle Customer Cloud Service (CCS)	Usage Calculation Rules
CIS.02.040	Service(s) Generation	02.040.006	System has the flexibility for manually overriding rate determinates based on specific situations.		25	In		Oracle Customer Cloud Service (CCS)	Usage Request
CIS.02.040	Service(s) Generation	02.040.007	System will be configured to create and store a new service address without all premise attributes.		25	In		Oracle Customer Cloud Service (CCS)	Premise page
CIS.02.040	Service(s) Generation	02.040.008	System will be configured to capture and identify temporary service locations for the following: a) Seasonal Sites		25	Out	No	Oracle Customer Cloud Service (CCS)	
CIS.02.040	Service(s) Generation	02.040.009	System will be configured to capture and identify temporary service locations for the following: b) New Construction		25	Out	No	Oracle Customer Cloud Service (CCS)	
CIS.02.040	Service(s) Generation	02.040.010	System will be configured to capture and identify temporary service locations for the following: c) Other User Defined Sites		25	Out	No	Oracle Customer Cloud Service (CCS)	
CIS.02.040	Service(s) Generation	02.040.011	System will be configured to capture and identify temporary service locations for the following: d) Date of original service enrollment		25	In		Oracle Customer Cloud Service (CCS)	
CIS.02.040	Service(s) Generation	02.040.012	System will be configured to capture and identify temporary service locations for the following: e) Based on Length of Temporary Service		25	Out	No	Oracle Customer Cloud Service (CCS)	
CIS.02.040	Service(s) Generation	02.040.013	System will be configured to provide the ability for the utility to define required data fields.		25	In		Oracle Customer Cloud Service (CCS)	The system already defines the required data fields. The utility can define additional required data fields by creating business object validation rules.
CIS.02.040	Service(s) Generation	02.040.014	System will be configured to provide service activation and termination history that will be maintained and reviewable for a minimum of 7 years, independent of the customer activity.		25	In		Oracle Customer Cloud Service (CCS)	The system can retain records for 7 years or more.
CIS.02.040	Service(s) Generation	02.040.015	System will be configured to provide unlimited user-defined customer types/class for differentiation to included but not limited to: h) City		25	In		Oracle Customer Cloud Service (CCS)	Customer Class configuration
CIS.02.050	Memos and Notes								

Process ID	Process Title	Requirement Number	Requirement Description	MVU Notes	Software Score	Scope (In/Out)	Included in Price (Yes or No)	System or Module	Solution
CIS.02.050	Memos and Notes	02.050.001	System will be configured to provide an automatic log entry for history of customer name changes in the system.		25	In		Oracle Customer Cloud Service (CCS)	The Audit functionality can be turned on to keep track of customer name changes. Customer contacts can also be created for name changes.
CIS.02.050	Memos and Notes	02.050.002	System will be configured to provide an automatic log entry for the history of customer mailing address changes in the system.		25	In		Oracle Customer Cloud Service (CCS)	The Audit functionality can be turned on to keep track of customer mailing address changes. Customer contacts can also be created for mailing address change.
CIS.02.050	Memos and Notes	02.050.003	System will be configured to capture User-Id, and a Date and Time stamp that the memo or note was made.		25	In		Oracle Customer Cloud Service (CCS)	Customer contacts capture the User ID, Date and Time stamp
CIS.02.050	Memos and Notes	02.050.004	System will be configured to provide security levels for allowing add, edit, and delete functions for memos or notes.		25	In		Oracle Customer Cloud Service (CCS)	User group - application service can be configured to provide appropriate security
CIS.02.050	Memos and Notes	02.050.005	System will be configured to allow free-form notes and remarks.		25	In		Oracle Customer Cloud Service (CCS)	Customer contact has free form comments
CIS.02.050	Memos and Notes	02.050.006	System will be configured to provide an unlimited amount of memos or notes and remarks on a customer, premises, account, services and meters.		25	In		Oracle Customer Cloud Service (CCS)	Unlimited number of customer contacts can be added to persons, accounts, premises
CIS.02.050	Memos and Notes	02.050.007	System will be configured to provide the ability to categorize notes and remarks based on user-defined criteria.		25	In		Oracle Customer Cloud Service (CCS)	Customer contacts can be configured using user-defined class and type.
CIS.02.050	Memos and Notes	02.050.008	System will be configured to provide the online ability for sorting and displaying notes and remarks based upon category, date, etc.		25	In		Oracle Customer Cloud Service (CCS)	Customer contact can be searched by class, type, and characteristic value
CIS.02.050	Memos and Notes	02.050.009	System will be configured to provide the online ability to identify critical or permanent notes / remarks. These notes/remarks are exempt from purge / archive.		25	In		Oracle Customer Cloud Service (CCS)	A specific customer contact type can be configured for critical or permanent notes/remarks
CIS.02.050	Memos and Notes	02.050.010	System will be configured to provide the ability to produce a system generated note or memo based upon user-defined account activity or condition.		25	In		Oracle Customer Cloud Service (CCS)	There are a number of system events where a note or memo can be generated from
CIS.02.050	Memos and Notes	02.050.011	System will be configured to automatically or manually purge notes or memos after a user-defined time frame and proper security.		25	Out	No	Oracle Customer Cloud Service (CCS) Information Lifecycle Management	
CIS.02.050	Memos and Notes	02.050.012	System will be configured to have expiration dates on user-defined notes that can be set up at the time of creation.		25	In		Oracle Customer Cloud Service (CCS)	A characteristic can be added on the customer contact that specifies the expiration date
CIS.02.050	Memos and Notes	02.050.013	System will be configured to display all notes that are associated with a customer, regardless of their specific account.		25	In		Oracle Customer Cloud Service (CCS)	Customer contacts are linked to a specific person and can be searched using the person id
CIS.02.050	Memos and Notes	02.050.014	System will be configured to display, log, and respond to all e-mails that are associated with a customer, regardless of their specific account.		25	In		Oracle Customer Cloud Service (CCS)	Customer contacts are linked to a specific person and can be searched using the person id
CIS.02.050	Memos and Notes	02.050.015	System will be configured to provide (or disable) spell check and word-wrapping ability for entering notes or memos.		25	In		Oracle Customer Cloud Service (CCS)	Spell-check and word wrapping ability is provided by browser
CIS.02.060	Master and Sub-Accounts								
CIS.02.060	Master and Sub-Accounts	02.060.001	System will be configured to associate sub-accounts to a master account or to multiple sub-accounts.		25	In		Oracle Customer Cloud Service (CCS)	Master SA and sub-SA can be configured. Accounts and sub-accounts can be created and linked via characteristics

Process ID	Process Title	Requirement Number	Requirement Description	MVU Notes	Software Score	Scope (In/Out)	Included in Price (Yes or No)	System or Module	Solution
CIS.02.060	Master and Sub-Accounts	02.060.002	System will be configured to allow the sub-account to be associated or disassociated to the master account at any time during the billing month.			25 In		Oracle Customer Cloud Service (CCS)	This bill cycle is on the Account level, there is a system event for bill eligibility on the SA level.
CIS.02.060	Master and Sub-Accounts	02.060.003	System will be configured to maintain a credit history of sub-accounts independently or collectively for master account and sub-accounts.			25 In		Oracle Customer Cloud Service (CCS)	Credit history can be maintained on the account level.
CIS.02.060	Master and Sub-Accounts	02.060.004	System will be configured to provide financial and reading history independently or collectively for master and sub-accounts.			25 In		Oracle Customer Cloud Service (CCS)	Financials can be reported on the SA level or on the Account level.
CIS.02.060	Master and Sub-Accounts	02.060.005	System will be configured to provide an online view of a master and its associated sub-accounts, that includes accounts, premises, and balances detail, etc.			25 In		Oracle Customer Cloud Service (CCS)	Control Central can be used to view the details.
CIS.02.060	Master and Sub-Accounts	02.060.006	System will be configured to establish a master account for statement and reporting purposes only. Actual billing and payment takes place on the sub-account level.			25 In		Oracle Customer Cloud Service (CCS)	Statements in CCS allows to set up a Person to receive a consolidated report of the financial activity for one or more accounts and/or service agreements.
CIS.02.060	Master and Sub-Accounts	02.060.007	System will be configured to establish a master account for the consolidation of billing and payments.			25 In		Oracle Customer Cloud Service (CCS)	There can be multiple service agreements under a single account.
CIS.02.060	Master and Sub-Accounts	02.060.008	System will be configured to provide an unlimited amount of memos or notes and remarks on a services.			25 In		Oracle Customer Cloud Service (CCS)	Customer contacts can be used for memos or notes.
CIS.02.060	Master and Sub-Accounts	02.060.009	System will be configured to provide an unlimited amount of memos or notes and remarks on a meter.			25 In		Oracle Customer Cloud Service (CCS)	Meter read remarks or customer contacts can be used for memos or notes and remarks on meter.
CIS.02.070	Customer Calls	02.070.001	System will be configured to link with an interactive voice response system (IVR).			25 In		Oracle Customer Cloud Service (CCS)	CCS provides tools to facilitate the integration with Computer Telephony Integration/Interactive Voice Response (CTI/IVR) system. Setup master configuration data that controls the Next Caller and Automated Dialer functions.
CIS.02.070	Customer Calls	02.070.002	System will be configured to pre-populate the primary customer information screen from inbound calls.			25 In		Oracle Customer Cloud Service (CCS)	The application can launch Control Central Search by Phone Number or by Central Search Account Id, this will pre-populate the primary customer information.
CIS.02.070	Customer Calls	02.070.003	System will be configured to track all customer contacts online.			25 In		Oracle Customer Cloud Service (CCS)	Customer Contact page: Alerts can also be configured for show on the dashboard the last contact.
CIS.02.070	Customer Calls	02.070.004	System captures the date and time of when the customer called.			25 In		Oracle Customer Cloud Service (CCS)	Customer Contact Date/Time
CIS.02.070	Customer Calls	02.070.005	System captures notes relating to the nature of the call.			25 In		Oracle Customer Cloud Service (CCS)	Customer Contact Class and Type
CIS.02.070	Customer Calls	02.070.006	System will be configured to classify a resolution type for the call, including but not limited to: a) Complaint - closed Customer Issue			25 In		Oracle Customer Cloud Service (CCS)	Customer Contact Comments / Log / Characteristics
CIS.02.070	Customer Calls	02.070.007	System will be configured to classify a resolution type for the call, including but not limited to: b) Inquiry - Answered			25 In		Oracle Customer Cloud Service (CCS)	Customer Contact Comments / Log / Characteristics
CIS.02.070	Customer Calls	02.070.008	System will be configured to classify a resolution type for the call, including but not limited to: c) Complaint - Closed Company Issue			25 In		Oracle Customer Cloud Service (CCS)	Customer Contact Comments / Log / Characteristics
CIS.02.070	Customer Calls	02.070.009	System will be configured to capture resolution date and time.			25 In		Oracle Customer Cloud Service (CCS)	Customer Contact Comments / Log / Characteristics
CIS.02.070	Customer Calls	02.070.010	System will be configured to provide an online form for supervisors to monitor open contacts by CS#-ID.			25 In		Oracle Customer Cloud Service (CCS)	Query zone configuration
CIS.02.070	Customer Calls	02.070.011	System will be configured to create reports for customer call information.			25 In		Oracle Customer Cloud Service (CCS)	Query zone configuration

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CIS.02.070	Customer Calls	02.070.012	System will be configured to provide user-defined call types.		25	In		Oracle Customer Cloud Service (CCS)	Customer Contact Class and Type configuration
CIS.02.070	Customer Calls	02.070.013	System will be configured to capture the number that is being used at the time of the call. The system will store that number for future visual use.		25	In		Oracle Customer Cloud Service (CCS)	Customer Contact stores The Person Contact ID (The Person contact defines the contact type and contact value)
CIS.02.070	Customer Calls	02.070.014	System will be configured to capture the number that is being used at the time of the call and provide a field for the CSR to select what type of number is being used. (i.e. cell, work, etc.) without having to manually reenter the number.		25	In		Oracle Customer Cloud Service (CCS)	Customer Contact stores the Person Contact ID (The Person contact defines the contact type and contact value)
CIS.02.080	Customer Conversation Scripting								
CIS.02.080	Customer Conversation Scripting	02.080.001	System will be configured to create, store and present scripts for calls that the CSR's can follow.		25	In		Oracle Customer Cloud Service (CCS)	BPA script
CIS.02.080	Customer Conversation Scripting	02.080.002	System will be configured to configure scripts by product/service and the type of call.		25	In		Oracle Customer Cloud Service (CCS)	BPA script
CIS.02.080	Customer Conversation Scripting	02.080.003	System will be configured to have scripts prompt users of key data capture questions related to the issue.		25	In		Oracle Customer Cloud Service (CCS)	BPA script
CIS.02.080	Customer Conversation Scripting	02.080.004	System will be configured to have up to 20 questions for each script type.		25	In		Oracle Customer Cloud Service (CCS)	BPA script
CIS.02.090	Account Operations/Manipulation								
CIS.02.090	Account Operations/Manipulation	02.090.001	System will be configured to provide the ability to activate one or more specific services without others.		25	In		Oracle Customer Cloud Service (CCS)	Start service functionality
CIS.02.090	Account Operations/Manipulation	02.090.002	System will be configured to terminate any flat rate service and start metered service without programming.		25	In		Oracle Customer Cloud Service (CCS)	Start/stop service functionality
CIS.02.090	Account Operations/Manipulation	02.090.003	System will be configured to alert the user of customers that have alert codes (e.g., cash only, confidential, etc.)		25	In		Oracle Customer Cloud Service (CCS)	Alerts in the dashboard
CIS.02.090	Account Operations/Manipulation	02.090.004	System will be configured to provide the integration of captured e-mail address for delivery of bills and notices electronically.		25	In		Oracle Customer Cloud Service (CCS)	Person Contacts and Account/Person Bill Route Type
CIS.02.090	Account Operations/Manipulation	02.090.005	System will be configured to notify the user of unused but available products, services, programs, etc. for potential cross- or up-sales.		25	In		Oracle Customer Cloud Service (CCS)	Control Central - Applicable Campaigns Zone
CIS.02.090	Account Operations/Manipulation	02.090.006	System will be configured to associate customer to special service offerings including: a) Discount Packages on Load Mgmt., Recycling Credits, etc.		25	In		Oracle Customer Cloud Service (CCS)	Campaign Eligibility algorithm
CIS.02.090	Account Operations/Manipulation	02.090.007	System will be configured to associate customer to special service offerings including: b) Account Levelled Payments		25	In		Oracle Customer Cloud Service (CCS)	Campaign Eligibility algorithm
CIS.02.090	Account Operations/Manipulation	02.090.008	System will be configured to associate customer to special service offerings including: c) Budget Billing		25	In		Oracle Customer Cloud Service (CCS)	Campaign Eligibility algorithm
CIS.02.090	Account Operations/Manipulation	02.090.009	System will be configured to associate customer to special service offerings including: d) Conservation Plan / Energy Audit		25	In		Oracle Customer Cloud Service (CCS)	Campaign Eligibility algorithm
CIS.02.090	Account Operations/Manipulation	02.090.010	System will be configured to associate customer to special service offerings including: e) Charitable Donation Plan.		25	Out	No	Oracle Customer Cloud Service (CCS)	
CIS.02.090	Account Operations/Manipulation	02.090.011	System will be configured with the ability to set up an installment plan for services provided with a fixed total amount due, monthly payment amount, and fixed end date.		25	In		Oracle Customer Cloud Service (CCS)	Payment Arrangement / Payment Arrangement Request Functionality
CIS.02.090	Account Operations/Manipulation	02.090.012	System will be configured with the ability to set up an installment plan for charitable contributions, with a fixed or unlimited total amount due, monthly payment amount, and fixed or unlimited end date.		25	Out	No	Oracle Customer Cloud Service (CCS)	
CIS.02.090	Account Operations/Manipulation	02.090.013	System will be configured with the ability to set up and maintain recurring bank drafting or credit card drafting.		25	In		Oracle Customer Cloud Service (CCS)	Account Auto-pay / Service Agreement Recurring Charge Amount
CIS.02.090	Account Operations/Manipulation	02.090.014	System will be configured to set up the EFT draft date x number of days from the bill date.		25	Out	No	Oracle Customer Cloud Service (CCS)	

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CIS.02.090	Account Operations/Manipulation	02.090.015	System will be configured to establish a preferred EFT draft date that will override the system bill EFT draft date.		25	Out	No	Oracle Customer Cloud Service (CCS)	
CIS.02.090	Account Operations/Manipulation	02.090.016	System will be configured with the ability to require certain identification and/or personal information during the account creation and maintenance process.		25	In		Oracle Customer Cloud Service (CCS)	Person Identifiers
CIS.02.090	Account Operations/Manipulation	02.090.017	System will be configured to transfer customers from one premise to another, maintaining existing customer information.		25	In		Oracle Customer Cloud Service (CCS)	Stop/Start (Transfer) service
CIS.02.090	Account Operations/Manipulation	02.090.018	System will be configured to create a new customer and transfer services from an existing customer to the new customer.		25	In		Oracle Customer Cloud Service (CCS)	Stop/Start service
CIS.02.090	Account Operations/Manipulation	02.090.019	System will be configured to request one or more services to be terminated with a date certain (final-off).		25	In		Oracle Customer Cloud Service (CCS)	Stop Service functionality
CIS.02.090	Account Operations/Manipulation	02.090.020	System will be configured to automatically identify and report accounts with no activity for a specified period of time.		25	In		Oracle Customer Cloud Service (CCS)	Control Central - Account Activity History Zone
CIS.02.100	Account Display								
CIS.02.100	Account Display	02.100.001	System will be configured to view historical financial information when creating a new account, whether the historical information is active, in collections, or written off.		25	In		Oracle Customer Cloud Service (CCS)	Account Financial History page
CIS.02.100	Account Display	02.100.002	System will be configured to view the following online: a) Accounts Receivable History		25	In		Oracle Customer Cloud Service (CCS)	CCS is supplied with a Receivables Report
CIS.02.100	Account Display	02.100.003	System will be configured to view the following online: b) Payment History 84 Months		25	In		Oracle Customer Cloud Service (CCS)	Account Payment History page
CIS.02.100	Account Display	02.100.004	System will be configured to view the following online: c) Adjustment History		25	In		Oracle Customer Cloud Service (CCS)	Account Financial History page
CIS.02.100	Account Display	02.100.005	System will be configured to view the following online: d) Deposit History		25	In		Oracle Customer Cloud Service (CCS)	Account Financial History page
CIS.02.100	Account Display	02.100.006	System will be configured to view the following online: e) Simple Interest History		25	In		Oracle Customer Cloud Service (CCS)	Account Financial History page
CIS.02.100	Account Display	02.100.007	System will be configured to view the following online: f) Payment Plans and Status Information		25	In		Oracle Customer Cloud Service (CCS)	Pay plan page: Alerts can also be configured
CIS.02.100	Account Display	02.100.008	System will be configured to view the following online: g) Payment Plan Historical Charges and Due Dates		25	In		Oracle Customer Cloud Service (CCS)	Pay plan page
CIS.02.100	Account Display	02.100.009	System will be configured to view the following online: h) Current Accounts Receivable		25	In		Oracle Customer Cloud Service (CCS)	Query zone configuration
CIS.02.100	Account Display	02.100.010	System will be configured to view the following online: i) Current Payment Transactions not yet Dispersed / Posted to Accounts Receivable		25	In		Oracle Customer Cloud Service (CCS)	Query zone configuration
CIS.02.100	Account Display	02.100.011	System will be configured to view the following online: j) Account Billing History		25	In		Oracle Customer Cloud Service (CCS)	Account Bill/Payment History page
CIS.02.100	Account Display	02.100.012	System will be configured to view the following online: k) Service Order History		25	In		Oracle Customer Cloud Service (CCS)	Control Central Account Activity History zone
CIS.02.100	Account Display	02.100.013	System will be configured to view the following online: l) Open Service Orders		25	In		Oracle Customer Cloud Service (CCS)	Query zone configuration
CIS.02.100	Account Display	02.100.014	System will be configured to view the following online: m) Active Products/Services for a Customer or Premises		25	In		Oracle Customer Cloud Service (CCS)	Control Central SA Premise List zone
CIS.02.100	Account Display	02.100.015	System will be configured to view the following online: n) Metered and Bill Consumption across Associated Meters		25	In		Oracle Customer Cloud Service (CCS)	Control Central Bill Consumption zone
CIS.02.100	Account Display	02.100.016	System will be configured to view the following online: o) Metered and Bill Consumption across Associated Services		25	In		Oracle Customer Cloud Service (CCS)	Control Central Bill Consumption zone
CIS.02.100	Account Display	02.100.017	System will be configured to view the following online: p) Metered and Bill Consumption across Associated Accounts		25	In		Oracle Customer Cloud Service (CCS)	Control Central Bill Consumption zone
CIS.02.100	Account Display	02.100.018	System will be configured to view the following online: q) Metered and Bill Consumption for Individual Meters or Services		25	In		Oracle Customer Cloud Service (CCS)	Control Central Bill Consumption zone
CIS.02.100	Account Display	02.100.019	System will be configured to view the following online: r) Metered and Bill Consumption across Multi-Registers. (i.e. TOU or Net metering). (This includes functionality that goes up and down, across accounts)		25	In		Oracle Customer Cloud Service (CCS)	Control Central Bill Consumption zone
CIS.02.100	Account Display	02.100.020	System will be configured to view the following online: s) Customer Calls, Memos, Notes History		25	In		Oracle Customer Cloud Service (CCS)	Control Central Account Activity History zone
CIS.02.100	Account Display	02.100.021	System will be configured to view the following online: t) Credit History by Customer		25	In		Oracle Customer Cloud Service (CCS)	Account C&C tab

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CIS.02.100	Account Display	02.100.022	System will be configured to export all consumption history in a standard file format to the desktop.		25	In		Oracle Customer Cloud Service (CCS)	Export file using Query zone configuration
CIS.02.100	Account Display	02.100.023	System will be configured to view history of bad payments (NSF, slow pay, etc.) received on an account for a user-defined time period.		25	In		Oracle Customer Cloud Service (CCS)	Adjustment page
CIS.02.100	Account Display	02.100.024	System will be configured to flag accounts that have active recurring charges.		25	In		Oracle Customer Cloud Service (CCS)	Recurring charges are defined on service agreement
CIS.02.100	Account Display	02.100.025	System will be configured to establish and track the end-date of recurring charges.		25	In		Oracle Customer Cloud Service (CCS)	Recurring charges are defined on service agreement
CIS.02.100	Account Display	02.100.026	System will be configured to link to and display bill images stored outside the CIS system.		25	In		Oracle Customer Cloud Service (CCS)	Bill Characteristic with File Location value
CIS.02.100	Account Display	02.100.027	System will be configured to list available linked bill images according to search, filter, and sort criteria.		25	In		Oracle Customer Cloud Service (CCS)	Bill Characteristic with File Location value
CIS.02.110	Customer Web Information	02.110.001	System will be configured to store encrypted "PIN" numbers for security reasons. In order to prevent unauthorized access to the customer's Web Self-Service accounts.		25	In		Oracle Customer Cloud Service (CCS)	Person Portal
CIS.02.110	Customer Web Information	02.110.002	System will be configured to track a customer's encrypted security password for Web Self-Service.		25	In		Oracle Customer Cloud Service (CCS)	Person Portal
CIS.02.110	Customer Web Information	02.110.003	System will be configured to store a "hint" question and answer for web self-service.		25	In		Oracle Customer Cloud Service (CCS)	Person Portal
CIS.02.110	Customer Web Information	02.110.004	System will be configured with ability for designated CSR's to reset a customer's security password for web self-service.		25	In		Oracle Customer Cloud Service (CCS)	Person Portal
CIS.02.120	Landlord/Tenant Information	02.120.001	System will be configured to set up, change, delete and/or revert-to-landlord, the active customer when a tenant is final billed.		25	In		Oracle Customer Cloud Service (CCS)	Start/Stop functionality
CIS.02.120	Landlord/Tenant Information	02.120.002	System will be configured to recognize/waive service initiation fees for addresses reverting to a landlord's name.		25	Out	No	Oracle Customer Cloud Service (CCS)	
CIS.02.120	Landlord/Tenant Information	02.120.003	System will be configured to setup, change and delete landlord and revert-to information by either individual account or by mass update.		25	In		Oracle Customer Cloud Service (CCS)	Premise Management page
CIS.02.120	Landlord/Tenant Information	02.120.004	System will be configured to provide the ability to establish an effective time period for revert-to functionality.		25	Out	No	Oracle Customer Cloud Service (CCS)	
CIS.02.120	Landlord/Tenant Information	02.120.005	System will be configured to view the landlord status history at the premises.		25	In		Oracle Customer Cloud Service (CCS)	Premise page
CIS.02.120	Landlord/Tenant Information	02.120.006	System will be configured so that accounts on owners' revert to program will automatically transfer into landlord name, after a tenant closes the account.		25	In		Oracle Customer Cloud Service (CCS)	Start/Stop functionality
CIS.02.130	Special Contracts	02.130.001	System will be configured to capture special, negotiated service contracts.		25	In		Oracle Customer Cloud Service (CCS)	Service agreement - Contract values
CIS.02.130	Special Contracts	02.130.002	System will be configured to capture any contact information, for example, but not limited to: SLA's, business partners, equipment maintenance, contract status, credit & collection details, special minimums, special facility tariffs, etc.		25	In		Oracle Customer Cloud Service (CCS)	Service agreement characteristics
CIS.02.130	Special Contracts	02.130.003	System will be configured to view historical financial information when creating a new account, whether the historical information is active, in collections, or written off including but not limited to: a) Active contracts		25	In		Oracle Customer Cloud Service (CCS)	SA Financial History
CIS.02.130	Special Contracts	02.130.004	System will be configured to view historical financial information when creating a new account, whether the historical information is active, in collections, or written off including but not limited to: b) Contract history		25	In		Oracle Customer Cloud Service (CCS)	SA Financial History
CIS.02.130	Special Contracts	02.130.005	System will be configured to assign an unlimited number of user-defined special discount codes (contract) at the customer level to follow the customer as they move within the system (for example, Economic Development, Low Income, etc)	Discount Programs currently offered by MVU are: SHARE/HEAP Low Income Medical Baseline Economic Development	25	In		Oracle Customer Cloud Service (CCS)	Account Characteristics can be created for each discount program
CIS.02.130	Special Contracts	02.130.006	System will be configured to track low-income accounts through visual account identifiers.		25	In		Oracle Customer Cloud Service (CCS)	Account characteristic

Process ID	Process Title	Requirement Number	Requirement Description	MVU Notes	Software Score	Scope (In/Out)	Included in Price (Yes or No)	System or Module	Solution
CIS.02.130	Special Contracts	02.130.007	System will be configured to track SHARE/HEAP. Lifetime, Economic Development and other user-defined accounts, through separate visual account identifiers.		25	In		Oracle Customer Cloud Service (CCS)	Account characteristic
CIS.02.130	Special Contracts	02.130.008	System will be configured to terminate contracts, e.g. Low Income, at the location when the customer that qualified for the contract moves out and closes the account.		25	In		Oracle Customer Cloud Service (CCS)	Service agreement can be stopped then closed
CIS.02.130	Special Contracts	02.130.009	System will be configured to allow the contracted discount amount to follow the customer to the new location.		25	In		Oracle Customer Cloud Service (CCS)	Service agreement contract value
CIS.02.130	Special Contracts	02.130.010	System will be configured to capture net metering contracts that identify expiration dates or periods for unused energy.		25	In		Oracle Customer Cloud Service (CCS)	Usage Calculation
CIS.02.140	Product Generation	02.140.001	System will be configured to provide a unique identifier for each product type.		25	In		Oracle Customer Cloud Service (CCS)	SA Type (One time)
CIS.02.140	Product Generation	02.140.002	System will be configured to provide a view of rates and billing schedules for services/products that are being activated.		25	In		Oracle Customer Cloud Service (CCS)	Account Bill Cycle and SA Rate schedule history
CIS.02.140	Product Generation	02.140.003	System will be configured to allow a manual override of rate determinants, based on specific situations.		25	In		Oracle Customer Cloud Service (CCS)	Usage Calculation Group
CIS.02.140	Product Generation	02.140.004	System will be configured to capture the date of original product purchase.		25	In		Oracle Customer Cloud Service (CCS)	SA Start Date/End Date
CIS.02.140	Product Generation	02.140.005	System will be configured to set up an installment plan for products/equipment sales/rental with a fixed total amount due, monthly payment amount, simple or compound interest, and with a fixed end-date.		25	In		Oracle Customer Cloud Service (CCS)	Payment Arrangement / Payment Arrangement Request functionality
CIS.02.140	Product Generation	02.140.006	System will be configured to easily identify any user-defined special programs that a customer is enrolled in. For example a solar customer, discount program, budget billing, conservation rebates, or charitable donation plans.		25	In		Oracle Customer Cloud Service (CCS)	SA Types
CIS.02.140	Product Generation	02.140.007	System will be configured to create a new customer and then transfer / inactivate product(s) from an existing customer to the new customer.		25	In		Oracle Customer Cloud Service (CCS)	Start/Stop functionality
CIS.02.150	Marketing Data	02.150.001	System will be configured to track customer data using user-defined codes.		25	In		Oracle Customer Cloud Service (CCS)	Characteristic Types
CIS.02.150	Marketing Data	02.150.002	System will be configured to track user-defined Marketing/Promotion Codes.		25	In		Oracle Customer Cloud Service (CCS)	Campaign Codes / Package Name
CIS.02.150	Marketing Data	02.150.003	System will be configured to notify users of new products or services to market to the customer, based upon psychographic code or other customer information.		25	Out	No	Oracle Customer Cloud Service (CCS) Campaign	

CIS.04.000 - Credit & Collections Mgmt									
Process ID	Process Title	Requirement Number	Requirement Description	MVU Notes	Software Score	Scope (In/Out)	Included in Price (Yes or No)	System or Module	Solution
CIS.04.000	System Requirements		Requirement Description						
CIS.04.000	System Requirements	04.000.001	System will be configured to maintain a record of open accounts receivable indefinitely.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Financial Transactions
CIS.04.000	System Requirements	04.000.002	System will be configured to retain searchable history on accounts with any balance for more than 84-months.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Financial Transactions
CIS.04.000	System Requirements	04.000.003	System will be configured to view on-screen a listing of at least 84 User-defined months transactions on a specific account. These transactions include adjustments, payments, meter transactions, database changes, etc.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Financial Transaction History
CIS.04.000	System Requirements	04.000.004	System will be configured to maintain all account receivable charges regardless of debit or credit in their original state at the time of billing.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Financial Transactions
CIS.04.010	A/R Processing		Requirement Description						
CIS.04.010	A/R Processing	04.010.001	System will be configured to allocate partial payments based on service for the following: a) Priority			25 In	Yes	Oracle Customer Cloud Service (CCS)	Payment Distribution
CIS.04.010	A/R Processing	04.010.002	System will be configured to allocate partial payments based on service for the following: b) Due Date - Oldest Date			25 In	Yes	Oracle Customer Cloud Service (CCS)	Payment Distribution
CIS.04.010	A/R Processing		Requirement Description						
CIS.04.010	A/R Processing	04.010.003	System will be configured to allocate partial payments based on service for the following: c) Weighted Percentage			25 In	Yes	Oracle Customer Cloud Service (CCS)	Payment Priority
CIS.04.010	A/R Processing	04.010.004	System will be configured to allocate partial payments based on service for the following: d) Ability to Prioritize any Combination of A-C by User Defined Order			25 In	Yes	Oracle Customer Cloud Service (CCS)	Payment Priority
CIS.04.010	A/R Processing	04.010.005	System will be configured to accept overpayments with generation of proper accounting entries.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Overpayment Distribution
CIS.04.010	A/R Processing	04.010.006	System will be configured to track pre-payments for services with proper accounting entries.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Overpayment Distribution
CIS.04.010	A/R Processing	04.010.007	System will be configured to allow positive (or negative) billing adjustments with an audit trail.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Adjustments
CIS.04.010	A/R Processing	04.010.008	System will be configured to manually transfer balances on inactive accounts to other accounts, with a clear audit trail.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Transfer Adjustments
CIS.04.010	A/R Processing	04.010.009	System will be configured to allow overpayments to remain as a credit on the account with generation of proper accounting entries.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Can be stored in the Overpayment SA
CIS.04.010	A/R Processing	04.010.010	System will be configured to automatically create an edit report to approve final credit balance refunds. Refund dates are user-defined.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Refund Adjustments can have approval profiles. CCS can generate a report based on that data.
CIS.04.010	A/R Processing	04.010.011	System will be configured to retain a credit balance on an account, regardless of account status or other automated refund parameters.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Can be stored in the Overpayment SA or Service SA
CIS.04.010	A/R Processing	04.010.012	System will be configured to cut checks for overpayments as defined by user-defined criteria.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Using A/P Check Request
CIS.04.010	A/R Processing		Requirement Description						
CIS.04.010	A/R Processing	04.010.013	System will be configured to have a grace period between the last payment date and the issuance of a refund check.			25 In	Yes	Oracle Customer Cloud Service (CCS)	A/P Check request has a due days parameter which defines when the check is cut. The cut date is equal to the adjustment date plus due days
CIS.04.010	A/R Processing	04.010.014	System will be configured to issue a credit refund regardless of the balance due on the account in the event of a payment made in error.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Manual A/P Adjustment

Process ID	Process Title	Requirement Number	Requirement Description	MVU Notes	Software Score	Scope (In/Out)	Included in Price (Yes or No)	System or Module	Solution
CIS.04.010	A/R Processing	04.010.015	System will be configured to cut a check for any specified amount regardless of the balance of account but not to exceed the credit balance on the account.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Manual A/P Adjustment
CIS.04.010	A/R Processing	04.010.016	System will be configured to make the appropriate journal entries to the general ledger when refunds are made.			25 In	Yes	Oracle Customer Cloud Service (CCS)	A/P Adjustments have specific Distribution Codes
CIS.04.010	A/R Processing	04.010.017	System to allow the user to code bankruptcy date, identify prior amount for write off, and the system will ignore all amounts due prior to the bankruptcy date.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Write-off Process
CIS.04.010	A/R Processing	04.010.018	System will be configured to generate refunds of final bill credits or overpayments.			25 In	Yes	Oracle Customer Cloud Service (CCS)	A/P Adjustments
CIS.04.010	A/R Processing	04.010.019	System will be configured to generate security deposit refunds as a credit to the account based on pre-defined rules.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Controlled using Deposit Class
CIS.04.010	A/R Processing	04.010.020	System will be configured to automatically generate security deposit refunds as a check to the customer based on pre-defined rules.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Controlled using Deposit Class
CIS.04.020	A/R Adjustments								
CIS.04.020	A/R Adjustments	04.020.001	System will be configured to post adjustments to accounts that have been written off.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Write-off Control
CIS.04.020	A/R Adjustments	04.020.002	System will be configured to provide an on-screen interactive adjustment process, including review and approval prior to posting.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Adjustments with Approval Profiles
CIS.04.020	A/R Adjustments	04.020.003	System will be configured to set dollar limits of adjustments that will not be applied to the customer's account. The adjustments will be placed in a queue for approval.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Adjustments with Approval Profiles
CIS.04.020	A/R Adjustments	04.020.004	System provides an audit trail of all adjustments that include the following: a) Dollar Amount.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Adjustment Maintenance
CIS.04.020	A/R Adjustments	04.020.005	System provides an audit trail of all adjustments that include the following: b) User ID that Created, Modified, and/or Deleted the Adjustment.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Adjustment Maintenance
CIS.04.020	A/R Adjustments	04.020.006	System provides an audit trail of all adjustments that include the following: c) User ID that Approved the Adjustment.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Adjustment Maintenance
CIS.04.020	A/R Adjustments	04.020.007	System provides an audit trail of all adjustments that include the following: d) Reason or reason code or comment.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Adjustment Maintenance
CIS.04.020	A/R Adjustments	04.020.008	System provides an audit trail of all adjustments that include the following: e) Date.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Adjustment Maintenance Audit
CIS.04.020	A/R Adjustments	04.020.009	System provides an audit trail of all adjustments that include the following: f) Time.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Adjustment Maintenance Audit
CIS.04.020	A/R Adjustments	04.020.010	System will be configured to track the following fields: a) Entry date			25 In	Yes	Oracle Customer Cloud Service (CCS)	Adjustment Maintenance
CIS.04.020	A/R Adjustments	04.020.011	System will be configured to track the following fields: b) Posting date			25 In	Yes	Oracle Customer Cloud Service (CCS)	Adjustment Maintenance
CIS.04.020	A/R Adjustments	04.020.012	System will be configured to track the following fields: c) Name of Program or Process that Generated the Adjustment			25 In	Yes	Oracle Customer Cloud Service (CCS)	Adjustment Maintenance
CIS.04.020	A/R Adjustments	04.020.013	System will be configured to notify a defined reviewer when a predetermined number of adjustments have been made by a single user.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Adjustments with Approval Profiles
CIS.04.020	A/R Adjustments	04.020.014	System will be configured to accommodate back billing for multiple periods with an adjustable start and end date using rates effective during the back billing time frame.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Adjustments with Calculated Amount using rates
CIS.04.020	A/R Adjustments	04.020.015	System will be configured to support sending and reversing transactions to the general ledger.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Adjustment Cancellation
CIS.04.020	A/R Adjustments	04.020.016	System will be configured to allow selected users the ability transfer deposits from one account to another with audit trail.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Transfer Adjustments
CIS.04.020	A/R Adjustments	04.020.017	System will be configured to transfer individual A/R line items from one account to another with an audit trail based on security.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Transfer Adjustments

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CIS.04.020	A/R Adjustments	04.020.018	System will be configured to transfer entire A/R record from one account to another with audit trail and proper security.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Transfer Adjustments
CIS.04.020	A/R Adjustments	04.020.019	System will be configured to transfer entire A/R items to a new account at the point of termination, a customer has the option to have their A/R transferred to a new billing account in accordance with Utility policy.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Transfer Adjustments
CIS.04.020	A/R Adjustments	04.020.020	System will be configured to provide a summary of the information on the bill that identifies all A/R-related items.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Adjustments will have a representation on the bill once it is swept on it
CIS.04.020	A/R Adjustments	04.020.021	System will be configured to transfer a portion or any dollar amount of A/R items to a new account at the point of termination; a customer has the option to have their A/R transferred to a new billing account.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Transfer Adjustments
CIS.04.020	A/R Adjustments	04.020.022	System will be configured to reverse a payment due to NSF or other return.		25	In	Yes	Oracle Customer Cloud Service (CCS)	NSF Processing
CIS.04.020	A/R Adjustments	04.020.023	System will be configured to automatically charge a return payment fee when the payment reversal is processed.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Can be done also using NSF Processing
CIS.04.020	A/R Adjustments	04.020.024	System will be configured to override a charge for a payment reversal.		25	In	Yes	Oracle Customer Cloud Service (CCS)	NSF Adjustment Type
CIS.04.020	A/R Adjustments	04.020.025	System will be configured to allow a returned payment (NSF) fee to be a fixed amount.		25	In	Yes	Oracle Customer Cloud Service (CCS)	NSF Adjustment Type
CIS.04.020	A/R Adjustments	04.020.026	System will be configured to allow a returned payment (NSF) fee to be a percentage of the payment amount.		25	In	Yes	Oracle Customer Cloud Service (CCS)	NSF Adjustment Type - Calculated Amount
CIS.04.020	A/R Adjustments	04.020.027	System will be configured to adjust all types of products / service billing for the months that are in error.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Adjustment Maintenance
CIS.04.020	A/R Adjustments	04.020.028	System will be configured to view the previous 84 (user-defined) months adjustments, with complete details (e.g., reading, number of months adjusted, remarks, etc.).		25	In	Yes	Oracle Customer Cloud Service (CCS)	Financial History
CIS.04.020	A/R Adjustments	04.020.029	System will be configured to make adjustments on Accounts Receivable by individual service.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Adjustment Maintenance
CIS.04.020	A/R Adjustments	04.020.030	System will be configured to make adjustments on Accounts Receivable for any charges on the meter and non-meter products / services.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Adjustment Maintenance
CIS.04.020	A/R Adjustments	04.020.031	System will be configured to enter mass adjustments to a range of the following information: a) Accounts		25	In	Yes	Oracle Customer Cloud Service (CCS)	Adjustment Upload Batch Process
CIS.04.020	A/R Adjustments	04.020.032	System will be configured to enter mass adjustments to a range of the following information: b) Services		25	In	Yes	Oracle Customer Cloud Service (CCS)	Adjustment Upload Batch Process
CIS.04.020	A/R Adjustments	04.020.033	System will be configured to enter mass adjustments to a range of the following information: c) Products		25	In	Yes	Oracle Customer Cloud Service (CCS)	Adjustment Upload Batch Process
CIS.04.020	A/R Adjustments	04.020.034	System will be configured to enter mass adjustments to a range of the following information: d) Cancel/ Retail		25	In	Yes	Oracle Customer Cloud Service (CCS)	
CIS.04.030	Late Fee Processing/Penalty								Payplan/Payment Arrangement to calculate the minimum balance required. Grace Period for LPC can be configured
CIS.04.030	Late Fee Processing/Penal	04.030.001	System will be configured to calculate and display minimum balance required and the last day to pay before further action may be taken.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Can be configured using Self Service Task - Notification Task Type
CIS.04.030	Late Fee Processing/Penal	04.030.002	System will be configured to automatically produce past due notices based upon customers' preferred method of communication and user-defined business rules		25	In	Yes	Oracle Customer Cloud Service (CCS)	Can be configured using Self Service Task - Notification Task Type
CIS.04.030	Late Fee Processing/Penal	04.030.003	System will be configured to send email reminder notice if the email is present and/or otherwise a paper copy is sent.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Can be configured using Self Service Task - Notification Task Type
CIS.04.030	Late Fee Processing/Penal	04.030.004	System will be configured to generate past due notices automatically based on the age of receivable and status of the account.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Can be configured using Self Service Task - Notification Task Type

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CIS.04.030	Late Fee Processing/Penal	04.030.005	System will be configured to assess late fees based on the age of receivables.		15	In	Yes	Oracle Customer Cloud Service (CCS)	Late Payment Charge Calculation does not calculate based on the age of receivables, it is only calculating based on the total amount due. We may need to customize the base algorithm to calculate based on the age of the receivables.
CIS.04.030	Late Fee Processing/Penal	04.030.006	System will be configured to calculate late fees as a fixed amount or a percentage.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Late Payment Charge Calculation Accounts' Customer Class can control whether to charge the LPC or not
CIS.04.030	Late Fee Processing/Penal	04.030.007	System will be configured to mark accounts that are exempt from late fees.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Can control using the LPC Bill Factors. The bill factors can be configured to get the effective rate based on the account characteristics
CIS.04.030	Late Fee Processing/Penal	04.030.008	System will be configured to mark accounts that are exempt from late fees by rate schedule/type.		25	In	Yes	Oracle Customer Cloud Service (CCS)	LPC have specific Bill Factors that controls the rate of the LPCs
CIS.04.030	Late Fee Processing/Penal	04.030.009	System will be configured to adjust late fees.		25	In	Yes	Oracle Customer Cloud Service (CCS)	SA Type can control whether LPC will be charged or not. If LPC Calculation is configured in the SA Type, the SA current amount due will be charged by LPC when it is overdue
CIS.04.030	Late Fee Processing/Penal	04.030.010	System will be configured to allow the option to calculate and assess late fees, while the account has scheduled payment terms, on the unpaid balance.		25	In	Yes	Oracle Customer Cloud Service (CCS)	SA Type can control whether LPC will be charged or not. If LPC Calculation is configured in the SA Type, the SA current amount due will be charged by LPC when it is overdue
CIS.04.030	Late Fee Processing/Penal	04.030.011	System will be configured to calculate and assess a late fee based upon non-compliance of payment plan terms.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Can control using the LPC Bill Factors. The bill factors can be configured to get the effective rate based on the account characteristics
CIS.04.030	Late Fee Processing/Penal	04.030.012	System will be configured to exempt an account from a late fee with a one-time override in addition to letter and/or email/social media generation with an audit trail.		25	In	Yes	Oracle Customer Cloud Service (CCS)	LPC Grace Days using the Account's Customer Class
CIS.04.030	Late Fee Processing/Penal	04.030.013	System will be configured to establish a promise to pay date that temporarily extends the date of the amount due.		25	In	Yes	Oracle Customer Cloud Service (CCS)	LPC Grace Days using the Account's Customer Class
CIS.04.030	Late Fee Processing/Penal	04.030.014	System will be configured to place the account that has a promise to pay date out of the normal collection track.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Can control using the LPC Bill Factors. The bill factors can be configured to get the effective rate based on the account characteristics
CIS.04.030	Late Fee Processing/Penal	04.030.015	System will be configured to exempt an account from a late fee with a one time override with an audit trail.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Can control using the LPC Bill Factors. The bill factors can be configured to get the effective rate based on the account characteristics
CIS.04.040	Delinquent Processing	04.040.001	System will be configured to access all delinquent receivables charges for an account or a customer through inquiry.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Can access using Account Financial History
CIS.04.040	Delinquent Processing	04.040.002	System will be configured to place a late fee and leave the customer in the collection stream yet not create a shut-off.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Collection Process
CIS.04.040	Delinquent Processing	04.040.003	System will be configured to allow the ability to exempt accounts in a way that prevent them from going into delinquency status on a recurring basis (e.g., Church, University, other agencies, etc.).		25	In	Yes	Oracle Customer Cloud Service (CCS)	Configurable using Account Collection Class
CIS.04.040	Delinquent Processing	04.040.004	System will be configured to generate outbound collection calls, social media and/or email.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Collection Process Event

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CIS.04.040	Delinquent Processing	04.040.005	System will be configured to generate an additional collection letter within a user-defined time frame.			25 In	Yes	Oracle Customer Cloud Service (CIS)	Collection Process Event
CIS.04.040	Delinquent Processing	04.040.006	System will be configured to manually prevent a delinquent account from being turned over to a collection agency.			25 In	Yes	Oracle Customer Cloud Service (CIS)	Write-off Process Event configuration
CIS.04.040	Delinquent Processing	04.040.007	System will be configured to make adjustments to delinquent accounts.			25 In	Yes	Oracle Customer Cloud Service (CIS)	Adjustment Maintenance
CIS.04.040	Delinquent Processing	04.040.008	System will be configured to generate a report of accounts that are delinquent and that have special alert codes, e.g., life support equipment in the home, essential services, etc.			25 In	Yes	Oracle Customer Cloud Service (CIS)	Data Visualiser
CIS.04.040	Delinquent Processing	04.040.009	System will be configured to suspend the delinquency process temporarily for an account in lieu of changing delinquency exemption permanently.			25 In	Yes	Oracle Customer Cloud Service (CIS)	Can Cancel the Collection Process
CIS.04.040	Delinquent Processing	04.040.010	System will be configured with the ability to set up user-defined rules for dropping accounts from delinquent ledger for various reasons including but not limited to: payment arrangements, bankruptcy process, etc.			25 In	Yes	Oracle Customer Cloud Service (CIS)	Can configure a cancel criteria algorithm on the Collection Process when debt of the SA is collection is less than a specified amount. The decrease of debt maybe due: payment arrangement, etc.
CIS.04.040	Delinquent Processing	04.040.011	System will be configured to create delinquency exceptions that will increase the duration of time before the next scheduled collection process.			25 In	Yes	Oracle Customer Cloud Service (CIS)	Account Credit and Collection can Postpone Credit Review until a specified date
CIS.04.040	Delinquent Processing	04.040.012	System will be configured to notify both the primary and the secondary party when an account is delinquent.			25 In	Yes	Oracle Customer Cloud Service (CIS)	Can be configured using Account Self Service Task - Notification Task Type
CIS.04.040	Delinquent Processing	04.040.013	System will be configured to notify a 3rd-party when the account is delinquent.			25 In	Yes	Oracle Customer Cloud Service (CIS)	Can be configured using Account Self Service Task - Notification Task Type
CIS.04.040	Delinquent Processing	04.040.014	System will be configured to generate separate delinquent notices for accounts in Master metered relationships, i.e. apartments, mobile home parks and strip malls/commercial accounts.			25 In	Yes	Oracle Customer Cloud Service (CIS)	Can be configured using Account Self Service Task - Notification Task Type
CIS.04.040	Delinquent Processing	04.040.015	System will be configured to charge collection cost based on the delinquent activity to the Delinquent Ledger account or equivalent.			25 In	Yes	Oracle Customer Cloud Service (CIS)	Can be configured using Account Self Service Task - Notification Task Type
CIS.04.040	Delinquent Processing	04.040.016	System will be configured to search for unpaid bills on the delinquent ledger or accounts receivable by name and social security number, etc.			25 In	Yes	Oracle Customer Cloud Service (CIS)	Can be configured using Account Self Service Task - Notification Task Type
CIS.04.040	Delinquent Processing	04.040.017	System will be configured to track Delinquent Ledger history billing even after payment has been made for up to 84 months.			25 In	Yes	Oracle Customer Cloud Service (CIS)	Can be configured using Account Self Service Task - Notification Task Type
CIS.04.040	Delinquent Processing	04.040.018	System will be configured to automatically generate cut-off service orders for accounts based on user-definable rules: a) Age of Receivable			25 In	Yes	Oracle Customer Cloud Service (CIS)	Adjustment Maintenance
CIS.04.040	Delinquent Processing	04.040.019	System will be configured to automatically generate cut-off service orders for accounts based on user-definable rules: b) Cycle or Route			25 In	Yes	Oracle Customer Cloud Service (CIS)	Data Visualiser/Portal Zone
CIS.04.040	Delinquent Processing	04.040.020	System will be configured to automatically generate cut-off service orders for accounts based on user-definable rules: c) Dollar Amount			25 In	Yes	Oracle Customer Cloud Service (CIS)	Account Billing History
CIS.04.040	Delinquent Processing	04.040.021	System will be configured to automatically generate cut-off service orders for accounts based on user-definable rules: d) By Area			25 In	Yes	Oracle Customer Cloud Service (CIS)	Collection - Severance - Write-off Process
CIS.04.040	Delinquent Processing	04.040.022	System will be configured to automatically generate cut-off service orders for accounts based on user-definable rules: e) Deposit on File (i.e., greater than the outstanding balance means no-disconnect.			25 In	Yes	Oracle Customer Cloud Service (CIS)	Collection - Severance - Write-off Process
CIS.04.040	Delinquent Processing	04.040.023	System will be configured to exempt an account from a disconnect service order manually.			25 In	Yes	Oracle Customer Cloud Service (CIS)	Collection - Severance - Write-off Process
CIS.04.040	Delinquent Processing	04.040.024	System will be configured to generate user-defined special cutoffs manually.			25 In	Yes	Oracle Customer Cloud Service (CIS)	Configuration of Severance Process Event
CIS.04.040	Delinquent Processing	04.040.025	System will be configured to apply a selected fee to the delinquent service order.			25 In	Yes	Oracle Customer Cloud Service (CIS)	Configuration of Severance Process Event
CIS.04.040	Delinquent Processing	04.040.026				25 In	Yes	Oracle Customer Cloud Service (CIS)	Configuration of Severance Process Event

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CIS.04.040	Delinquent Processing	04.040.027	System will be configured to run a selection process that will optionally create final tag notices for delinquent accounts based upon a variety of options, including but not limited to: a) Route			25 In	Yes	Oracle Customer Cloud Service (CCS)	Severance Process Event by Sending Letter
CIS.04.040	Delinquent Processing	04.040.028	System will be configured to run a selection process that will optionally create final tag notices for delinquent accounts based upon a variety of options, including but not limited to: b) Minimum Balance			25 In	Yes	Oracle Customer Cloud Service (CCS)	Severance Process Event by Sending Letter
CIS.04.040	Delinquent Processing	04.040.029	System will be configured to run a selection process that will optionally create final tag notices for delinquent accounts based upon a variety of options, including but not limited to: c) Maximum Number of Orders			25 In	Yes	Oracle Customer Cloud Service (CCS)	Severance Process Event by Sending Letter
CIS.04.040	Delinquent Processing	04.040.030	System will be configured to run a selection process that will optionally create final tag notices for delinquent accounts based upon a variety of options, including but not limited to: d) Service type			25 In	Yes	Oracle Customer Cloud Service (CCS)	Severance Process Event by Sending Letter
CIS.04.040	Delinquent Processing	04.040.031	System will be configured to run a selection process that will optionally create final tag notices for delinquent accounts based upon a variety of options, including but not limited to: e) Age			25 In	Yes	Oracle Customer Cloud Service (CCS)	Severance Process Event by Sending Letter
CIS.04.040	Delinquent Processing	04.040.032	System will be configured to run a selection process that will optionally create final tag notices for delinquent accounts based upon a variety of options, including but not limited to: f) Any Combination of the Above			25 In	Yes	Oracle Customer Cloud Service (CCS)	Severance Process Event by Sending Letter
CIS.04.040	Delinquent Processing	04.040.033	System will be configured to run a selection process that will optionally create final tag notices for delinquent accounts based upon a variety of options, including but not limited to: g) Payment Arrangement			25 In	Yes	Oracle Customer Cloud Service (CCS)	Severance Process Event by Sending Letter
CIS.04.040	Delinquent Processing	04.040.034	System will be configured to provide the capability of reinstating the account back into the accounts delinquency track when the reversal of the payment has been applied (e.g., returned check, etc.)			25 Out	Yes	Oracle Customer Cloud Service (CCS)	Account Credit and Collection has a Credit Rating that will be affected by Account Financial Transactions upon review.
CIS.04.040	Delinquent Processing	04.040.035	System will be configured to automatically generate service orders to terminate remaining product and/or services after a designated time following cut off of service for delinquency, if the delinquency remains unpaid.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Severance Process Event by Field Activities
CIS.04.040	Delinquent Processing	04.040.036	System will be configured to produce and print delinquent door hangers that include customer information including but not limited to: a) Customer's Service Address			25 In	Yes	Oracle Customer Cloud Service (CCS)	Severance Process Event by Field Activities
CIS.04.040	Delinquent Processing	04.040.037	System will be configured to produce and print delinquent door hangers that include customer information including but not limited to: b) Account Number			25 In	Yes	Oracle Customer Cloud Service (CCS)	Severance Process Event by Field Activities
CIS.04.040	Delinquent Processing	04.040.038	System will be configured to produce and print delinquent door hangers that include customer information including but not limited to: c) Due Date and Time to Pay By			25 In	Yes	Oracle Customer Cloud Service (CCS)	Severance Process Event by Field Activities
CIS.04.040	Delinquent Processing	04.040.039	System will be configured to produce and print delinquent door hangers that include customer information including but not limited to: d) Notice of a Reconnect Fee			25 In	Yes	Oracle Customer Cloud Service (CCS)	Severance Process Event by Field Activities
CIS.04.040	Delinquent Processing	04.040.041	System will be configured to produce and print delinquent door hangers that include customer information including but not limited to: e) Special Notes			25 In	Yes	Oracle Customer Cloud Service (CCS)	Severance Process Event by Field Activities
CIS.04.040	Delinquent Processing	04.040.042	System will be configured to produce and print delinquent door hangers that include customer information including but not limited to: f) User Defined fields			25 In	Yes	Oracle Customer Cloud Service (CCS)	Severance Process Event by Field Activities
CIS.04.040	Delinquent Processing	04.040.043				25 In	Yes	Oracle Customer Cloud Service (CCS)	Severance Process Event by Field Activities

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CIS.04.040	Delinquent Processing	04.040.044	System will be configured to provide door hangers to include but not limited to: i) notice must be printed in the following languages but not limited to: ii) English			25 In	Yes	Oracle Customer Cloud Service (CCS)	Serverance Process Event by Field Activities
CIS.04.040	Delinquent Processing	04.040.045	System will be configured to provide door hangers to include but not limited to: i) notice must be printed in the following languages but not limited to: ii) Spanish			25 Out	No	Oracle Customer Cloud Service (CCS) Language Pack can be utilized	
CIS.04.040	Delinquent Processing	04.040.046	System will be configured to provide door hangers to include but not limited to: i) notice must be printed in the following languages but not limited to: ii) Mandarin			25 Out	No	Oracle Customer Cloud Service (CCS) Language Pack can be utilized	
CIS.04.040	Delinquent Processing	04.040.047	System will be configured to provide door hangers to include but not limited to: i) notice must be printed in the following languages but not limited to: ii) Tagalog			25 Out	No	Oracle Customer Cloud Service (CCS) Language Pack can be utilized	
CIS.04.040	Delinquent Processing	04.040.048	System will be configured to provide door hangers to include but not limited to: i) notice must be printed in the following languages but not limited to: ii) Korean			15 Out	No	Oracle Customer Cloud Service (CCS) Language Pack can be utilized	
CIS.04.040	Delinquent Processing	04.040.049	System will be configured to provide door hangers to include but not limited to: i) notice must be printed in the following languages but not limited to: ii) Vietnamese			25 Out	No	Oracle Customer Cloud Service (CCS) Language Pack can be utilized	
CIS.04.040	Delinquent Processing	04.040.050	System will be configured to filter based on the below criteria and create a generic file that can be sent to an IVR system to perform the following outbound dialing activities: a) Past Due Amount of 60 Days			25 In	Yes	Oracle Customer Cloud Service (CCS)	Data Visualiser/Portal Zone
CIS.04.040	Delinquent Processing	04.040.051	System will be configured to filter based on the below criteria and create a generic file that can be sent to an IVR system to perform the following outbound dialing activities: b) Past Due Amount of 90 Days			25 In	Yes	Oracle Customer Cloud Service (CCS)	Data Visualiser/Portal Zone
CIS.04.040	Delinquent Processing	04.040.052	System will be configured to filter based on the below criteria and create a generic file that can be sent to an IVR system to perform the following outbound dialing activities: c) Due To Be Cut			25 In	Yes	Oracle Customer Cloud Service (CCS)	Data Visualiser/Portal Zone
CIS.04.040	Delinquent Processing	04.040.053	System will be configured to allow accounts to be manually exempt from being exported to an IVR system for outbound dialing						A characteristic exempt switch can be added in the account. New Portal Zone can use that characteristic to exempt the account from being retrieved when selecting the records
CIS.04.040	Delinquent Processing	04.040.054	System will be configured to filter based on the below criteria and create a file that can be sent to email/social media/text messaging system (SMS) to perform the following outbound communication activities: a) Past Due Amount of 60 Days			25 In	Yes	Oracle Customer Cloud Service (CCS)	Data Visualiser/Portal Zone
CIS.04.040	Delinquent Processing	04.040.055	System will be configured to filter based on the below criteria and create a file that can be sent to email/social media/text messaging system (SMS) to perform the following outbound communication activities: b) Past Due Amount of 90 Days			25 In	Yes	Oracle Customer Cloud Service (CCS)	Data Visualiser/Portal Zone
CIS.04.040	Delinquent Processing	04.040.056	System will be configured to filter based on the below criteria and create a file that can be sent to email/social media/text messaging system (SMS) to perform the following outbound communication activities: c) Due To Be Cut			25 In	Yes	Oracle Customer Cloud Service (CCS)	Data Visualiser/Portal Zone
CIS.04.040	Delinquent Processing	04.040.057	System will be configured to accounts to be manually exempt from being exported to a text/SMS/social media systems for outbound communication.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Data Visualiser/Portal Zone
CIS.04.050	Write-Off		System will be configured to allow a user to set up criteria for reporting by the system that identifies accounts eligible for a write-off to include, but not limited to the following: a) Dollar						
CIS.04.050	Write-Off	04.050.001	System will be configured to allow a user to set up criteria for reporting by the system that identifies accounts eligible for a write-off to include, but not limited to the following: b) Status			25 In	Yes	Oracle Customer Cloud Service (CCS)	Data Visualiser/Portal Zone
CIS.04.050	Write-Off	04.050.002				25 In	Yes	Oracle Customer Cloud Service (CCS)	Data Visualiser/Portal Zone

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CIS.04.050	Write-Off	04.050.003	System will be configured to allow a user to set up criteria for reporting by the system that identifies accounts eligible for a write-off to include, but not limited to the following: c) Duration			25 In	Yes	Oracle Customer Cloud Service (CCS)	Data Visualiser/Portal Zone
CIS.04.050	Write-Off	04.050.004	System will be configured to allow a user to set up criteria for reporting by the system that identifies accounts eligible for a write-off to include, but not limited to the following: d) Account Type (e.g., bad debt legal, sundry, account status, etc.)			25 In	Yes	Oracle Customer Cloud Service (CCS)	Data Visualiser/Portal Zone
CIS.04.050	Write-Off	04.050.005	System will be configured to manually write-off selected charges.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Can manually specify the Write-off Amount for each SA that are eligible for Write-off
CIS.04.050	Write-Off	04.050.006	System will be configured to automatically select accounts for a write-off, based upon user-defined criteria.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Accounts are being selected for Write-off using Write-off Process Monitor Batch. The Select Records algorithm can be modified as per user-defined criteria
CIS.04.050	Write-Off	04.050.007	System will be configured to track when and how much an account was written off for.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Write-off details will be stored in a Write-off SA
CIS.04.050	Write-Off	04.050.008	System will be configured to view at the customer-level historical write-offs for accounts that pertain to that customer.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Write-off details will be stored in a Write-off SA
CIS.04.050	Write-Off	04.050.009	System will be configured so customers that have been written-off can be reactivated.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Customer Accounts with Write-off SAs can have other SAs activated/reactivated if needed
CIS.04.050	Write-Off	04.050.010	System will be configured to report against payments received on accounts that have been written-off.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Payments can be added for the Write-off SAs- Reports can be generated using the FT records
CIS.04.050	Write-Off	04.050.011	System will be configured to display write-off amounts online and post payments to prior-year write-off ledger accounts.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Using Write-off Service Agreements
CIS.04.050	Write-Off	04.050.012	System will be configured to provide the ability to systematically and automatically accept and report payments on previously written-off amounts (e.g., the credit payment is applied and normal processing occurs without human intervention).			25 In	Yes	Oracle Customer Cloud Service (CCS)	Using Write-off Service Agreements and Financial Transactions
CIS.04.050	Write-Off	04.050.013	System will be configured to flag user when a customer with write-off history wants to create a new account.			25 In	Yes	Oracle Customer Cloud Service (CCS)	A warning is issued once an existing person once to create a new person record. When an existing account has a write-off SA, an alert will be displayed on the account.
CIS.04.050	Write-Off	04.050.014	System will be configured to activate a customer account in write-off status without collecting the write-off amount.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Write-off will be stored in a separate SA. An account holding a Write-off SA can still have other SAs activated
CIS.04.050	Write-Off	04.050.015	System will be configured to prevent a user from re-activating a customer account in write-off status without collecting the write-off amount, but with the option of override.			15 In	Yes	Oracle Customer Cloud Service (CCS)	
CIS.04.050	Write-Off	04.050.016	System provides the ability to accept payments on accounts that have been sent to collections and that is in WO status.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Payments can be added for the Write-off SAs-
CIS.04.060	Archive and Purge Record	04.050.017	System will be configured to allow selected users to archive billing and accounts receivable history based on a user entered effective dates and balances.				Yes	Oracle Customer Cloud Service (CCS)	Using Information Lifecycle Management
CIS.04.060	Archive and Purge Record	04.050.018				25 In	Yes	Oracle Customer Cloud Service (CCS)	

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CIS.04.060	Archive and Purge Record	04.060.019	System will be configured to allow selected users to archive payment history based on a user entered effective dates.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Using Information Lifecycle Management
CIS.04.060	Archive and Purge Record	04.060.020	System will be configured to allow selected users to archive other financial and customer related information based upon user-defined criteria.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Using Information Lifecycle Management
CIS.04.060	Archive and Purge Record	04.060.021	System will be configured to re-instate an archived record to the active system.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Using Information Lifecycle Management
CIS.04.060	Archive and Purge Record	04.060.022	System will be configured to purge selected records based upon effective dates and user-defined criteria.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Using Information Lifecycle Management
CIS.04.060	Archive and Purge Record	04.060.023	System will be configured to select user-defined dates to back up prior to purging records.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Using Information Lifecycle Management
CIS.04.070	Credit Rating	04.070.001	System will be configured to automatically update credit history with NSF check data, number of delinquency notices, and number of cut-off for non-pay service orders, breaking promises-to-pay, etc.			25 Out	Yes	Oracle Customer Cloud Service (CCS)	
CIS.04.070	Credit Rating	04.070.002	System will be configured with a credit history of all accounts of a customer to be evaluated at the customer level.			25 Out	No	Oracle Customer Cloud Service (CCS)	
CIS.04.070	Credit Rating	04.070.003	System will be configured to identify bankruptcy accounts by the current bankruptcy status.			25 Out	No	Oracle Customer Cloud Service (CCS)	
CIS.04.070	Credit Rating	04.070.004	System will be configured to track the status of bankruptcy filings.			25 Out	No	Oracle Customer Cloud Service (CCS)	
CIS.04.070	Credit Rating	04.070.005	System will be configured to track bankruptcy history in customer account screen.			25 Out	No	Oracle Customer Cloud Service (CCS)	
CIS.04.070	Credit Rating	04.070.006	System will be configured to establish rule-driven overall credit score for a customer.			25 Out	No	Oracle Customer Cloud Service (CCS)	
CIS.04.070	Credit Rating	04.070.007	System will be configured to establish rule-driven overall credit score for an account.			25 Out	No	Oracle Customer Cloud Service (CCS)	
CIS.04.070	Credit Rating	04.070.008	System will be configured to automatically assess credit impact with user definable point values for credit activities.			25 Out	No	Oracle Customer Cloud Service (CCS)	
CIS.04.070	Credit Rating	04.070.009	System will be configured to provide the ability to expire credit impact points over time to positively restore credit score.			25 Out	No	Oracle Customer Cloud Service (CCS)	
CIS.04.070	Credit Rating	04.070.010	System will be configured to retrieve credit ranking from a credit rating agency.			15 In	Yes	Oracle Customer Cloud Service (CCS)	
CIS.04.070	Credit Rating	04.070.011	System will be configured to allow refund of deposit fees to be dependent on obtaining or maintaining an adequate credit score.			25 Out	No	Oracle Customer Cloud Service (CCS)	
CIS.04.070	Credit Rating	04.070.012	System will be configured to provide the option to create user-defined criteria to consider a customer's/customer account's overall credit rating and length of service with the utility to determine messaging.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Messaging can be manually done using Customer Contact
CIS.04.070	Credit Rating	04.070.013	System will be configured to establish rule-driven overall credit score for an account when a customer has multiple accounts.			25 Out	No	Oracle Customer Cloud Service (CCS)	
CIS.04.080	Deposits	04.080.001	System will be configured to assess a deposit by service.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Deposit Service Agreement

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CIS.04.080	Deposits	04.080.002	System will be configured to allow a deposit-application hierarchy for commercial and industrial customers, in particular: a) Deposit can be Based on SOFT		25	In	Yes	Oracle Customer Cloud Service (CCS)	Deposit Service Agreement
CIS.04.080	Deposits	04.080.003	System will be configured to support the ability to charge different deposit amounts for commercial and industrial customers, in particular: a) Amount of Anticipated Consumption by Service		25	In	Yes	Oracle Customer Cloud Service (CCS)	Deposit Service Agreement
CIS.04.080	Deposits	04.080.004	System will be configured to support the ability to charge different deposit amounts for commercial and industrial customers, in particular: b) Type of Business		25	In	Yes	Oracle Customer Cloud Service (CCS)	Deposit Service Agreement
CIS.04.080	Deposits	04.080.005	System will be configured to support the ability to charge different deposit amounts for commercial and industrial customers, in particular: c) Services		25	In	Yes	Oracle Customer Cloud Service (CCS)	Deposit Service Agreement
CIS.04.080	Deposits	04.080.006	System will be configured to support the ability to charge different deposit amounts for commercial and industrial customers, in particular: d) Amount of Anticipated Consumption by Service		25	In	Yes	Oracle Customer Cloud Service (CCS)	Deposit Service Agreement
CIS.04.080	Deposits	04.080.007	System will be configured to support the ability to charge different deposit amounts for commercial and industrial customers, in particular: e) Equipment (e.g. machine shops, motors, etc.)		25	In	Yes	Oracle Customer Cloud Service (CCS)	Deposit Service Agreement
CIS.04.080	Deposits	04.080.008	System will be configured to support the ability to charge different deposit amounts for commercial and industrial customers, in particular: f) Lighting		25	In	Yes	Oracle Customer Cloud Service (CCS)	Deposit Service Agreement
CIS.04.080	Deposits	04.080.009	System will be configured to support the ability to charge different deposit amounts for commercial and industrial customers, in particular: g) Eco-Friendly Conditions		25	Out	No	Oracle Customer Cloud Service (CCS)	Deposit Service Agreement
CIS.04.080	Deposits	04.080.010	System will be configured to support the ability to charge different deposit amounts for commercial and industrial customers, in particular: h) Political or MWU Guarantees or Promises		25	In	Yes	Oracle Customer Cloud Service (CCS)	Deposit Service Agreement
CIS.04.080	Deposits	04.080.011	System will be configured to allow separate deposits to be reported for individual services.		25	Out	No	Oracle Customer Cloud Service (CCS)	Deposit Service Agreement
CIS.04.080	Deposits	04.080.012	System will be configured to default deposit amount for selected services based upon user-defined criteria (e.g., type of service, number of services, Credit Bureau rating, etc.).		25	In	Yes	Oracle Customer Cloud Service (CCS)	Deposit Service Agreement
CIS.04.080	Deposits	04.080.013	System will be configured to accept Line of Credit or Surety Bond information to satisfy the deposit requirement for non-residential accounts.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Deposit Service Agreement
CIS.04.080	Deposits	04.080.014	System will be configured to assess deposit by service. Separate deposits can be collected and reported for individual services. Must have a way to ensure the correct deposit is applied to the service.		25	Out	No	Oracle Customer Cloud Service (CCS)	Deposit Service Agreement
CIS.04.080	Deposits	04.080.015	System will be configured to allow a deposit for a single account and across multiple accounts. A customer can apply a single deposit to cover multiple premises.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Deposit Service Agreement
CIS.04.080	Deposits	04.080.016	System will be configured to transfer existing deposit(s) to a new account or service. At the point of termination, a customer has the option to have their deposit transferred to a new billing account.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Transfer Adjustments using Deposit SA
CIS.04.080	Deposits	04.080.017	System will be configured to allow the transfer of the deposit to another account being opened by the customer when credit rating warrants the need for a deposit if the customer transfers from one premise to another with an audit trail.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Transfer Adjustments using Deposit SA

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CIS.04.080	Deposits	04.080.018	System will be configured to calculate the deposit amount due at the new premises and alert the user as to the amount that the transferring deposit is over or short the new deposit requirement.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Deposit Recommendation to calculate the Deposit amount.
CIS.04.080	Deposits	04.080.019	System will be configured to provide calendar year interest paid to the customer for preparation of 1099-Interest forms.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Can be controlled on the Deposit Class
CIS.04.080	Deposits	04.080.020	System will be configured to have flexibility in calculating interest on deposits that are user controlled. Interest calculations, calculation methods (simple), and accruals.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Can be controlled on the Deposit Class
CIS.04.080	Deposits	04.080.021	System will be configured to calculate interest on deposits that were paid in increments, calculating interest on each increment based upon the date and amount of the deposit payment.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Can be controlled on the Deposit Class
CIS.04.080	Deposits	04.080.022	System will be configured to calculate a new deposit for services when transferred, taking into account credit history, types of services, and customer type, with the ability to override.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Can be controlled on the Deposit Class
CIS.04.080	Deposits	04.080.023	System will be configured to display accrued interest not yet paid on deposits.		15	Out	No	Oracle Customer Cloud Service (CCS). Will require an algorithm.	
CIS.04.080	Deposits	04.080.024	System will be configured to allow users to manually or automatically apply interest or deposit and interest to active accounts by service(s).		25	Out	No	Oracle Customer Cloud Service (CCS)	
CIS.04.080	Deposits	04.080.025	System will be configured to apply the deposit and deposit interest to a bill on a user-defined interval and rate.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Can be controlled on the Deposit Class
CIS.04.080	Deposits	04.080.026	System will be configured to evaluate current deposits and provide the ability to recommend increased/decreased requirements on active accounts based on the following criteria: a) Credit History		25	In	Yes	Oracle Customer Cloud Service (CCS)	Can be controlled on the Deposit Class
CIS.04.080	Deposits	04.080.027	System will be configured to evaluate current deposits and provide the ability to recommend increased/decreased requirements on active accounts based on the following criteria: b) Customer Class		25	In	Yes	Oracle Customer Cloud Service (CCS)	Can be controlled on the Deposit Class
CIS.04.080	Deposits	04.080.028	System will be configured to evaluate current deposits and provide the ability to recommend increased/decreased requirements on active accounts based on the following criteria: c) Types of Services		25	In	Yes	Oracle Customer Cloud Service (CCS)	Can be controlled on the Deposit Class
CIS.04.080	Deposits	04.080.029	System will be configured to evaluate current deposits and provide the ability to recommend increased/decreased requirements on active accounts based on the following criteria: d) Usage History		25	In	Yes	Oracle Customer Cloud Service (CCS)	Can be controlled on the Deposit Class
CIS.04.080	Deposits	04.080.030	System will be configured to evaluate current deposits and provide the ability to recommend increased/decreased requirements on active accounts based on the following criteria: e) Average Bill Amount		25	In	Yes	Oracle Customer Cloud Service (CCS)	Can be controlled on the Deposit Class
CIS.04.080	Deposits	04.080.031	System will be configured to evaluate current deposits and provide the ability to recommend increased/decreased requirements on active accounts based on the following criteria: f) Length of Service with the Utility		25	In	Yes	Oracle Customer Cloud Service (CCS)	Can be controlled on the Deposit Class
CIS.04.080	Deposits	04.080.032	System will be configured to allow the deposit to be paid in a single payment or in installments being billed over a user-defined timeframe.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Can be controlled on the Deposit Class
CIS.04.080	Deposits	04.080.033	System will be configured to provide on-screen ability to view outstanding deposits not yet applied.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Deposit Service Agreement can have recurring charge Deposit Service Agreement Balances

Process ID	Process Title	Requirement Number	Requirement Description	MVU Notes	Software Score	Scope (In/Out)	Included in Price (Yes or No)	System or Module	Solution
CIS.04.080	Deposits	04.080.034	System will be configured to track expiration dates on all letters of credit and surety bonds held in lieu of deposit.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Customer Contracts related to Deposits can add the Deposit Service Agreement Information if necessary
CIS.04.080	Deposits	04.080.035	System will be configured to automatically generate a letter to the customer in a user-defined number of days prior to the expiration of the letter of credit, surety bond, or CD's.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Customer Contracts related to Deposits can add the Deposit Service Agreement Information if necessary
CIS.04.080	Deposits	04.080.036	System will be configured to hold a deposit, exempting it from the automatic refund.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Can be controlled on the Deposit Class
CIS.04.080	Deposits	04.080.037	System will be configured to automatically refund deposits when the deposit requirement period has expired and the current credit rating is satisfactory.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Can be controlled on the Deposit Class
CIS.04.080	Deposits	04.080.038	System will be configured to automatically apply the deposit on the account when the deposit requirement period has expired and the current credit rating is satisfactory.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Can be controlled on the Deposit Class
CIS.04.080	Deposits	04.080.039	System will be configured to allow the application of the deposit to the final bill when an account is closed.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Can be controlled on the Deposit Class
CIS.04.080	Deposits	04.080.040	System will be configured to create appropriate GL entries for deposit refunds.		25	Out	No	Oracle Customer Cloud Service (CCS)	
CIS.04.080	Deposits	04.080.041	System will be configured so deposit, payment and refund history are maintained at customer and account level.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Account Financial History
CIS.04.080	Deposits	04.080.042	System will be configured so deposit, payment and refund history are maintained at the service level.		25	Out	No	Oracle Customer Cloud Service (CCS)	
CIS.04.080	Deposits	04.080.043	System will be configured with the ability to automatically send a letter to a customer indicating that a deposit was assessed, the deposit amount, and deposit terms and conditions.		25	In	Yes	Oracle Customer Cloud Service (CCS)	A case lifecycle can be configured to trigger the automatic creation of customer contacts before the actual creation of Deposit SAS
CIS.04.090	Payment Arrangements								
CIS.04.090	Payment Arrangements	04.090.001	System will be configured to see history of all payment plans that the customer has participated in. The system will also display on a single screen the ability to see the following: a) Status		25	In	Yes	Oracle Customer Cloud Service (CCS)	Control Central - Payment Arrangements
CIS.04.090	Payment Arrangements	04.090.002	System will be configured to see history of all payment plans that the customer has participated in. The system will also display on a single screen the ability to see the following: b) Number of Payment Arrangements		25	In	Yes	Oracle Customer Cloud Service (CCS)	Control Central - Payment Arrangements
CIS.04.090	Payment Arrangements	04.090.003	System will be configured to see history of all payment plans that the customer has participated in. The system will also display on a single screen the ability to see the following: c) Number of Payment Arrangements Successfully Completed		25	In	Yes	Oracle Customer Cloud Service (CCS)	Control Central - Payment Arrangements
CIS.04.090	Payment Arrangements	04.090.004	System will be configured to see history of all payment plans that the customer has participated in. The system will also display on a single screen the ability to see the following: d) Number of Payment Arrangements Defaulted		25	In	Yes	Oracle Customer Cloud Service (CCS)	Control Central - Payment Arrangements
CIS.04.090	Payment Arrangements	04.090.005	System will be configured to provide for non-standard payment plan periods (i.e. daily, weekly, monthly, etc.) on customer payment plans.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Control Central - Payment Arrangements
CIS.04.090	Payment Arrangements	04.090.006	System will be configured to vary payment plan agreement amounts and due dates.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Control Central - Payment Arrangements
CIS.04.090	Payment Arrangements	04.090.007	System will be configured to establish a payment plan agreement by selected open items.		25	Out	No	Oracle Customer Cloud Service (CCS)	
CIS.04.090	Payment Arrangements	04.090.008	System will be configured to allow the user to set up deferred payment plans based on a fixed dollar amount per month in addition to the current bill amount.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Pay Plan
CIS.04.090	Payment Arrangements	04.090.009	System will be configured to allow the set up of payment plans for accounts regardless of status.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Pay Plan
CIS.04.090	Payment Arrangements	04.090.010	System will be configured to allow flexibility to modify payment plan installment amounts and due dates.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Pay Plan

Process ID	Process Title	Requirement Number	Requirement Description	MVU Notes	Software Score	Scope (In/Out)	Included in Price (Yes or No)	System or Module	Solution
CIS.04.090	Payment Arrangements	04.090.011	System will be configured to prevent cut-off notices from being created when payment plan terms are being met.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Severance Process Template configuration
CIS.04.090	Payment Arrangements	04.090.012	System will be configured to alter delinquent and other messaging based upon satisfaction or non-satisfaction of payment plan.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Severance Process Template configuration
CIS.04.090	Payment Arrangements	04.090.013	System will be configured to automatically suspend the creation of a cut-off service order when terms of a payment arrangement are being met.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Severance Process Template configuration
CIS.04.090	Payment Arrangements	04.090.014	System will be configured to automatically generate a cut-off service order when terms of a payment arrangement are not met.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Severance Process Template configuration
CIS.04.090	Payment Arrangements	04.090.015	System will be configured to automatically produce payment plan notices based upon customer's preferred method of communication and user-defined business rules.			15 Out	No	Oracle Customer Cloud Service (CCS) Will require an algorithm.	
CIS.04.090	Payment Arrangements	04.090.016	System will be configured to manually produce payment plan notices based upon customer's preferred method of communication and user-defined business rules.			25 Out	No	Oracle Customer Cloud Service (CCS)	
CIS.04.090	Payment Arrangements	04.090.017	System will be configured to apply overpayments to the next payment due in the payment plan if the customer overpays.			15 In	Yes	Oracle Customer Cloud Service (CCS)	If a customer has a payment arrangement and overpays then the overpayment could reduce the payoff balance on the Payment Arrangement SA if the SA Type is set up to allow overpayments.
CIS.04.090	Payment Arrangements	04.090.018	System will be configured to accept payment and apply it to open receivables or allow a credit balance on the account if the customer has completed their payment plan.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Payment Distribution
CIS.04.090	Payment Arrangements	04.090.019	System will be configured to calculate monthly payment based on a fixed number of months on balance due at that point in time, with the provision that a user can change payment plans at any time.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Pay Plan Scheduled Payment
CIS.04.090	Payment Arrangements	04.090.020	System will be configured to calculate monthly payment, based on a fixed number of months on balance due at that point in time, including rule defined interest charge, and a user can change payment plans at any time.			25 Out	No	Oracle Customer Cloud Service (CCS)	
CIS.04.090	Payment Arrangements	04.090.021	System will be configured to automatically provide an alert to the user of payment plan arrangement that is in default.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Account Alert will be added if the Account is on active Payment Arrangement
CIS.04.090	Payment Arrangements	04.090.022	System will be configured with the ability to create user-defined parameters/limits for users creating payment arrangements.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Payment Arrangement are maintained using SA/ Pay Plan and can be modified accordingly.
CIS.04.090	Payment Arrangements	04.090.023	System will be configured with the ability to create user-defined parameters, with override capability, for payment arrangements.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Payment Arrangement are maintained using SA/ Pay Plan and can be modified accordingly.
CIS.04.090	Payment Arrangements	04.090.024	System will be configured with an audit trail displaying the user who created the payment arrangement in addition to displaying approving user's details.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Payment Arrangement Request
CIS.04.100	Collection Agency Processing		System will be configured to produce a report, based on a selected date range, of any payments and source of payments made on accounts designated as collection agency accounts, including calculation of fees.						
CIS.04.100	Collection Agency Process	04.100.001	System will be configured to flag accounts as exempt from being sent to the collection agency.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Data Visualiser
CIS.04.100	Collection Agency Process	04.100.002	System will be configured to flag accounts as exempt from being sent to the collection agency.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Can be configured using the corresponding Write-off Process designated for the account
CIS.04.100	Collection Agency Process	04.100.003	System will be configured to flag accounts as exempt based on dollar amount from being sent to the collection agency.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Can be configured using the corresponding Write-off Process designated for the account

Process ID	Process Title	Requirement Number	Requirement Description	MVU Notes	Software Score	Scope (In/Out)	Included in Price (Yes or No)	System or Module	Solution
CIS.04.100	Collection Agency Process	04.100.004	System will be configured to produce a report of accounts eligible to be sent to a collection agency, but are currently exempt.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Can be configured using the corresponding Write-off Process designated for the account
CIS.04.100	Collection Agency Process	04.100.005	System will be configured to produce a report of accounts sent to a collection agency.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Download Collection Agency Referral
CIS.04.100	Collection Agency Process	04.100.006	System will be configured to capture name and/or code of collection agency.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Collection Agency Maintenance
CIS.04.100	Collection Agency Process	04.100.007	System will be configured to capture date account is given to a collection agency.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Collection Agency Maintenance
CIS.04.100	Collection Agency Process	04.100.008	System will be configured to maintain the collection agency data and full details of delinquent accounts (same information on active accounts as delinquent).		25	In	Yes	Oracle Customer Cloud Service (CCS)	Collection Agency Maintenance
CIS.04.100	Collection Agency Process	04.100.009	System will be configured to generate notice(s) to the customer of pending Collection Agency action.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Can be configured using the corresponding Write-off Process designated for the account
CIS.04.100	Collection Agency Process	04.100.010	System will be configured to generate a file based on user-defined criteria of newly selected accounts that will be sent to the Collection Agency.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Download Collection Agency Referral
CIS.04.100	Collection Agency Process	04.100.011	System will be configured to receive an electronic file from a credit agency of collections and automatically update CIS.		15	In	Yes	Oracle Customer Cloud Service (CCS)	
CIS.04.100	Collection Agency Process	04.100.012	System will be configured to add a service fee to the accounts sent to the Collection Agency.		25	Out	No	Oracle Customer Cloud Service (CCS)	Will require an algorithm if this needs to happen automatically.
CIS.04.100	Collection Agency Process	04.100.013	System will be configured to generate a notice to customer when an account is turned over to a collection agency.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Can be configured using the corresponding Write-off Process designated for the account
CIS.04.100	Collection Agency Process	04.100.014	System will be configured to write off an un-collectable account.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Write-off Process
CIS.04.100	Collection Agency Process	04.100.015	System will be configured to mass write-off selected un-collectable accounts.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Write-off Process Monitor Batch
CIS.04.110	Responsible Third Party/Guarantor/Co-Signer								
CIS.04.110	Responsible Third Party/Guarantor/Co-Signer	04.110.001	System will be configured to automatically generate past-due notices to guarantors for the past-due accounts they are guaranteeing.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Credit and Collection Notifications
CIS.04.110	Responsible Third Party/Guarantor/Co-Signer	04.110.002	System will be configured to automatically release the guarantor from financial responsibility for an account when the account meets regulatory good standing guidelines.		15	Out	No	Oracle Customer Cloud Service (CCS)	Will require an algorithm.
CIS.04.110	Responsible Third Party/Guarantor/Co-Signer	04.110.003	System will be configured to transfer receivable balances from a delinquent account to a guarantor account. This transfer would take place at the time the past-due account is deemed un-collectable.		15	Out	No	Oracle Customer Cloud Service (CCS)	Will require an algorithm if this needs to happen automatically.
CIS.04.120	Miscellaneous	04.120.001	System will be configured to allow vacant accounts with usage to revert to landlord/owner for the account.		15	Out	No	Oracle Customer Cloud Service (CCS)	Will require an algorithm if this needs to happen automatically.
CIS.04.120	Miscellaneous	04.120.002	System will be configured to track expiration/dates related to HEAP/Utili-Care/SHARE (Low Income Program - or the like).		25	In	Yes	Oracle Customer Cloud Service (CCS)	Umbrella Agreement
CIS.04.120	Miscellaneous	04.120.003	System will be configured to automatically generate a letter to the customer in a user-defined number of days prior to the expiration of benefits.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Umbrella Agreement can create a case that sends customer contact days before the expiration of Agreement

CIS.05.000 - Financial Mgmt									
Process ID	Process Title	Requirement Number	Requirement Description	WVU Notes	Software Score	Scope (In/Out)	Included in Price (Yes or No)	System or Module	Solution
CIS.05.000	General Ledger - Accounting								
CIS.05.000	General Ledger - Acco	05.000.001	System will be configured to accommodate the association of a G/L balance sheet and revenue number to a CIS rate that contains the following: a) Fund			25 In	Yes	Oracle Customer Cloud Service (CCS)	Distribution Codes on Rate
CIS.05.000	General Ledger - Acco	05.000.002	System will be configured to accommodate the association of a G/L balance sheet and revenue number to a CIS rate that contains the following: b) Division			25 In	Yes	Oracle Customer Cloud Service (CCS)	Distribution Codes on Rate
CIS.05.000	General Ledger - Acco	05.000.003	System will be configured to accommodate the association of a G/L balance sheet and revenue number to a CIS rate that contains the following: c) FERC Account			25 In	Yes	Oracle Customer Cloud Service (CCS)	Distribution Codes on Rate
CIS.05.000	General Ledger - Acco	05.000.004	System will be configured to accommodate the association of a G/L balance sheet and revenue number to a CIS rate that contains the following: d) Asset / Expense Account			25 In	Yes	Oracle Customer Cloud Service (CCS)	Distribution Codes on Rate
CIS.05.000	General Ledger - Acco	05.000.005	System will be configured to accommodate the association of a G/L balance sheet and revenue number to a CIS rate that contains the following: e) MVU Defined (Sub Accounts)			25 In	Yes	Oracle Customer Cloud Service (CCS)	Distribution Codes on Rate
CIS.05.000	General Ledger - Acco	05.000.006	System will be configured to accommodate the association of a G/L balance sheet and revenue number to a CIS rate that contains the following: f) Description			25 In	Yes	Oracle Customer Cloud Service (CCS)	Distribution Codes on Rate
CIS.05.000	General Ledger - Acco	05.000.007	System will be configured to accommodate the association of a G/L expense number to a CIS rate that contains the following: a) Fund			25 In	Yes	Oracle Customer Cloud Service (CCS)	Distribution Codes on Rate
CIS.05.000	General Ledger - Acco	05.000.008	System will be configured to accommodate the association of a G/L expense number to a CIS rate that contains the following: b) Division			25 In	Yes	Oracle Customer Cloud Service (CCS)	Distribution Codes on Rate
CIS.05.000	General Ledger - Acco	05.000.009	System will be configured to accommodate the association of a G/L expense number to a CIS rate that contains the following: c) FERC Account			25 In	Yes	Oracle Customer Cloud Service (CCS)	Distribution Codes on Rate
CIS.05.000	General Ledger - Acco	05.000.010	System will be configured to accommodate the association of a G/L expense number to a CIS rate that contains the following: d) Asset / Expense Account			25 In	Yes	Oracle Customer Cloud Service (CCS)	Distribution Codes on Rate
CIS.05.000	General Ledger - Acco	05.000.011	System will be configured to accommodate the association of a G/L expense number to a CIS rate that contains the following: e) MVU Defined (Sub Accounts)			25 In	Yes	Oracle Customer Cloud Service (CCS)	Distribution Codes on Rate
CIS.05.000	General Ledger - Acco	05.000.012	System will be configured to accommodate the association of a G/L expense number to a CIS rate that contains the following: f) Description			25 In	Yes	Oracle Customer Cloud Service (CCS)	Distribution Codes on Rate
CIS.05.000	General Ledger - Acco	05.000.013	System will be configured with the capacity to accommodate a minimum a 100 digit alphanumeric G/L number for each rate.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Distribution Codes on Rate
CIS.05.000	General Ledger - Acco	05.000.014	System will be configured to accommodate a separate required cash receipts number that has the capacity to accommodate a minimum of a 100 digit alphanumeric G/L number for each rate.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Distribution Codes on Rate
CIS.05.000	General Ledger - Acco	05.000.015	System will be configured to accommodate multiple G/L numbers with related percentage distribution for each rate.			25 In	Yes	Oracle Customer Cloud Service (CCS)	This might need a customization to compute for the appropriate Amount that will be assigned based on the GL Percentage
CIS.05.000	General Ledger - Acco	05.000.016	System will be configured to associate a 3rd Party work order or project number to a rate.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Rate Schedule Name is user defined. Can be assigned using the Project Number, etc
CIS.05.000	General Ledger - Acco	05.000.017	System will be configured to follow FUND and FERC Accounting principles used by municipal utilities.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Distribution Codes
CIS.05.000	General Ledger - Acco	05.000.018	System will be configured to classify project (n-field - VMIS) accounting transactions by: a) Internal Fund Code			25 Out	No	Should be handled by GL	Financial Transaction/GL
CIS.05.000	General Ledger - Acco	05.000.019	System will be configured to classify project (n-field - VMIS) accounting transactions by: b) Budget Fiscal Year			25 Out	No	Should be handled by GL	Financial Transaction/GL
CIS.05.000	General Ledger - Acco	05.000.020	System will be configured to classify project (n-field - VMIS) accounting transactions by: c) Accounting Month			25 Out	No	Should be handled by GL	Financial Transaction/GL
CIS.05.000	General Ledger - Acco	05.000.021	System will be configured to classify project (n-field - VMIS) accounting transactions by: d) Accounting Quarter			25 Out	No	Should be handled by GL	Financial Transaction/GL
CIS.05.000	General Ledger - Acco	05.000.022	System will be configured to classify project (n-field - VMIS) accounting transactions by: e) Program			25 Out	No	Should be handled by GL	Financial Transaction/GL

Process ID	Process Title	Requirement Number	Requirement Description	MWU Notes	Software Score	Scope (In/Out)	Included in Price (Yes or No)	System or Module	Solution
CIS.05.000	General Ledger Acco	05.000.023	System will be configured to classify project (n-field -WMS) accounting transactions by: f) Unit / Crew		25	Out	No	Should be handled by GL	Financial Transaction/GL
CIS.05.000	General Ledger Acco	05.000.024	System will be configured to classify project (n-field -WMS) accounting transactions by: g) Organization / Department		25	Out	No	Should be handled by GL	Financial Transaction/GL
CIS.05.000	General Ledger Acco	05.000.025	System will be configured to classify project (n-field -WMS) accounting transactions by: h) Service Order Number		25	Out	No	Should be handled by GL	Financial Transaction/GL
CIS.05.000	General Ledger Acco	05.000.026	System will be configured to classify project (n-field -WMS) accounting transactions by: i) Activity		25	Out	No	Should be handled by GL	Financial Transaction/GL
CIS.05.000	General Ledger Acco	05.000.027	System will be configured to classify project (n-field -WMS) accounting transactions by: j) Cost Center / Responsibility Area		25	Out	No	Should be handled by GL	Financial Transaction/GL
CIS.05.000	General Ledger Acco	05.000.028	System will be configured to classify project (n-field -WMS) accounting transactions by: k) System (Trans. Dist. etc.)		25	Out	No	Should be handled by GL	Financial Transaction/GL
CIS.05.000	General Ledger Acco	05.000.029	System will be configured to classify project (n-field -WMS) accounting transactions by: l) Expense Element (Major/Minor)		25	Out	No	Should be handled by GL	Financial Transaction/GL
CIS.05.000	General Ledger Acco	05.000.030	System will be configured to classify project (n-field -WMS) accounting transactions by: m) FERC		25	Out	No	Should be handled by GL	Financial Transaction/GL
CIS.05.000	General Ledger Acco	05.000.031	System will be configured to collect and report costs by expenditure group for the following but not limited to: a) Payroll		25	Out	No	Should be handled by GL	G.L.D.
CIS.05.000	General Ledger Acco	05.000.032	System will be configured to collect and report costs by expenditure group for the following but not limited to: b) Contract Labor		25	Out	No	Should be handled by GL	G.L.D.
CIS.05.000	General Ledger Acco	05.000.033	System will be configured to collect and report costs by expenditure group for the following but not limited to: c) Inventory Stock Code		25	Out	No	Should be handled by GL	G.L.D.
CIS.05.000	General Ledger Acco	05.000.034	System will be configured to collect and report costs by expenditure group for the following but not limited to: d) Vehicle Charges/Vehicles		25	Out	No	Should be handled by GL	G.L.D.
CIS.05.000	General Ledger Acco	05.000.035	System will be configured to collect and report costs by expenditure group for the following but not limited to: e) Direct Purchases		25	Out	No	Should be handled by GL	G.L.D.
CIS.05.000	General Ledger Acco	05.000.036	System will be configured to collect and report costs by expenditure group for the following but not limited to: f) User Defined Fields		25	Out	No	Should be handled by GL	Data Visualiser
CIS.05.000	General Ledger Acco	05.000.037	System will be configured to enter, store, and update non-financial (statistical) data for tracking, including but not limited to: (i.e. consumption, weather-related data, kilowatt hours)		25	Out	No	Should be handled by GL	Data Visualiser
CIS.05.000	General Ledger Acco	05.000.038	System will be configured to collect and report costs by expenditure group for the following but not limited to: a) Generation Data / Costs		25	Out	No	Should be handled by GL	Data Visualiser
CIS.05.000	General Ledger Acco	05.000.039	System will be configured to collect and report costs by expenditure group for the following but not limited to: b) Weather Related Data		25	Out	No	Should be handled by GL	Data Visualiser
CIS.05.000	General Ledger Acco	05.000.040	System will be configured to collect and report costs by expenditure group for the following but not limited to: c) Consumption		25	In	Yes	Oracle Customer Cloud Service (CCS)	Data Visualiser
CIS.05.000	General Ledger Acco	05.000.041	System will be configured to collect and report costs by expenditure group for the following but not limited to: d) Fuels including Consumption and Cost		25	Out	No	Should be handled by GL	Data Visualiser
CIS.05.000	General Ledger Acco	05.000.042	System will be configured to collect and report costs by expenditure group for the following but not limited to: e) Environmental		25	Out	No	Should be handled by GL	Data Visualiser
CIS.05.000	General Ledger Acco	05.000.043	System will be configured to allocate costs within the organization including but not limited to: a) Various Funds		25	Out	No	Should be handled by GL	Data Visualiser
CIS.05.000	General Ledger Acco	05.000.044	System will be configured to allocate costs within the organization including but not limited to: b) Various Companies or Divisions		25	Out	No	Should be handled by GL	Data Visualiser
CIS.05.000	General Ledger Acco	05.000.045	System will be configured to allocate costs within the organization including but not limited to: c) Capital Projects		25	Out	No	Should be handled by GL	Data Visualiser
CIS.05.000	General Ledger Acco	05.000.046	System will be configured to electronically enter, store, update and create a bill using the following Work Order Number		25	Out	No	Should be handled by GL	Data Visualiser
CIS.05.000	General Ledger Acco	05.000.047	System will be configured to electronically enter, store, update and create a bill using the following information including but not limited to: a) Date		25	Out	No	Should be handled by GL	Billing

Process ID	Process Title	Requirement Number	Requirement Description	MVU Notes	Software Score	Scope (In/Out)	Included in Price (Yes or No)	System or Module	Solution
CIS.05.000	General Ledger Acco	05.000.048	System will be configured to electronically enter, store, update and create a bill using the following information including but not limited to: b) Name of Customer to be Invoiced		25	Out	No	Should be handled by GL	Billing
CIS.05.000	General Ledger Acco	05.000.049	System will be configured to electronically enter, store, update and create a bill using the following information including but not limited to: c) Address of Customer to be Invoiced		25	Out	No	Should be handled by GL	Billing
CIS.05.000	General Ledger Acco	05.000.050	System will be configured to electronically enter, store, update and create a bill using the following information including but not limited to: d) Incident and/or Transaction Date		25	Out	No	Should be handled by GL	Billing
CIS.05.000	General Ledger Acco	05.000.051	System will be configured to electronically enter, store, update and create a bill using the following information including but not limited to: e) Type of Billing		25	Out	No	Should be handled by GL	Billing
CIS.05.000	General Ledger Acco	05.000.052	System will be configured to electronically enter, store, update and create a bill using the following information including but not limited to: f) Charge Multi-Account Number		25	Out	No	Should be handled by GL	Billing
CIS.05.000	General Ledger Acco	05.000.053	System will be configured to electronically enter, store, update and create a bill using the following information including but not limited to: g) Credit Multi-Account Number		25	Out	No	Should be handled by GL	Billing
CIS.05.000	General Ledger Acco	05.000.054	System will be configured to electronically enter, store, update and create a bill using the following information including but not limited to: h) Description of Charges		25	Out	No	Should be handled by GL	Billing
CIS.05.000	General Ledger Acco	05.000.055	System will be configured to electronically enter, store, update and create a bill using the following information including but not limited to: i) Itemized Breakdown of Charges		25	Out	No	Should be handled by GL	Billing
CIS.05.000	General Ledger Acco	05.000.056	System will be configured to electronically enter, store, update and create a bill using the following information including but not limited to: j) Total Amount Due		25	Out	No	Should be handled by GL	Billing - This can be added as characteristics
CIS.05.000	General Ledger Acco	05.000.057	System will be configured to electronically enter, store, update and create a bill using the following information including but not limited to: k) Department Requesting Billing		25	Out	No	Should be handled by GL	Billing - This can be added as characteristics
CIS.05.000	General Ledger Acco	05.000.058	System will be configured to electronically enter, store, update and create a bill using the following information including but not limited to: l) Name of Person Submitting Request		25	Out	No	Should be handled by GL	Billing - This can be added as characteristics
CIS.05.000	General Ledger Acco	05.000.059	System will be configured to electronically enter, store, update and create a bill using the following information including but not limited to: m) Department Approval		25	Out	No	Should be handled by GL	Billing - This can be added as characteristics
CIS.05.000	General Ledger Acco	05.000.060	System will be configured to electronically enter, store, update and create a bill using the following information including but not limited to: n) Second Party or Additional Liable Party		25	Out	No	Should be handled by GL	Billing - This can be added as characteristics
CIS.05.000	General Ledger Acco	05.000.061	System will be configured to electronically enter, store, update and create a bill using the following information including but not limited to: o) Work Order Number		25	Out	No	Should be handled by GL	Billing - This can be added as characteristics
CIS.05.000	General Ledger Acco	05.000.062	System will be configured to electronically enter, store, update and create a bill using the following information including but not limited to: p) Invoice Number		25	Out	No	Should be handled by GL	Billing
CIS.05.000	General Ledger Acco	05.000.063	System will be configured to accept payment and process the associated G/L transactions for the following city-wide services, including but not limited to: j) Donations		25	Out	No	Should be handled by GL	Payment Distribution Code
CIS.05.000	General Ledger Acco	05.000.064	System will be configured to accept payment and process the associated G/L transactions for the following city-wide services, including but not limited to: m) Contributions		25	Out	No	Should be handled by GL	Payment Distribution Code
CIS.05.000	General Ledger Acco	05.000.065	System will be configured to accept payment and process the associated G/L transactions for the following city-wide services, including but not limited to: n) Conservation Programs		25	Out	No	Should be handled by GL	Payment Distribution Code
CIS.05.010	Payment Posting		System will be configured to allow detailed G/L transactions to interfaced systems for payments based upon the rate's GL code for the utility CIS payments only.						GLD: file will contain detail records of the Financial Transaction
CIS.05.010	Payment Posting	05.010.001	System will be configured to allow detailed G/L transactions to interfaced systems for non-commodity payments based upon the rate's GL code.		25	Out	No	Oracle Customer Cloud Service (CCS)	GLD: file will contain detail records of the Financial Transaction
CIS.05.010	Payment Posting	05.010.002	System will be configured to create a separate open item for contributions and donations with a separate G/L account. System will allow for detailed reporting on all donations and contributions.		25	Out	No	Oracle Customer Cloud Service (CCS)	Distribution Code
CIS.05.020	Credits and Refunds		System will be configured to issue a report and request checks for credit balance processing. Notification of the issuance of the check will come from FMS A/P application through an automated interface.						
CIS.05.020	Credits and Refunds	05.020.001	System will be configured to issue a check through FMS for a user-specified amount with audit trail for any reason (i.e. overcharges, etc.) regardless of the account balance.		25	Out	No	Oracle Customer Cloud Service (CCS)	A/P Request
CIS.05.020	Credits and Refunds	05.020.002			25	Out	No	Oracle Customer Cloud Service (CCS)	A/P Request

Process ID	Process Title	Requirement Number	Requirement Description	MVU Notes	Software Score	Scope (In/Out)	Included in Price (Yes or No)	System or Module	Solution
CIS.05.020	Credits and Refunds	05.020.003	System will be configured to apply a credit refund to the account based on user-defined criteria.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Transfer Adjustments for credit refunds. System will store all Financial Transactions related to the Account that may contain credits
CIS.05.020	Credits and Refunds	05.020.004	System will be configured to maintain credit balances on the system.		25	In	Yes	Oracle Customer Cloud Service (CCS)	
CIS.05.020	Credits and Refunds	05.020.005	System will be configured to manually or automatically refund overpayments within a specified time on finalized accounts, allowing for exemption based upon user-defined parameters.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Overpayment Distribution
CIS.05.020	Credits and Refunds	05.020.006	System will be configured with online reviews of any account prior to applying the refund.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Account information portal provides overview of the accounts that can be used for manual reviews
CIS.05.020	Credits and Refunds	05.020.007	System will be configured to issue mass credit refunds based on user-defined criteria.		25	In	Yes	Oracle Customer Cloud Service (CCS)	There is a deposit refund batch process that refunds deposits to a customer when the customer satisfies the refund criteria
CIS.05.020	Credits and Refunds	05.020.008	System will be configured for the issuance of a credit refund on Net Metering Accounts where due and payable.		25	In	Yes	Oracle Customer Cloud Service (CCS)	A/P Request
CIS.05.030	Reconciliation/Reports								
CIS.05.030	Reconciliation/Report	05.030.001	System will be configured to report unidentified payments that are held in suspense.		25	In	Yes	Oracle Customer Cloud Service (CCS)	All the unidentified payments will be held on a suspense account. System can generate a report using it
CIS.05.030	Reconciliation/Report	05.030.002	System will be configured to report contributions to special program offerings.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Data visualiser to generate a report for SA Contributions
CIS.05.030	Reconciliation/Report	05.030.003	System will be configured to show the aging of AR in detail and summary, grouped by account number or G/L code.		25	In	Yes	Oracle Customer Cloud Service (CCS)	GL Account Summary Report
CIS.05.030	Reconciliation/Report	05.030.004	System will be configured to show the aging of an account's outstanding balance in a minimum of 30, 60, 90 and over, arrears increments by service. Increments are user-defined.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Aging Report
CIS.05.030	Reconciliation/Report	05.030.005	System will be configured to review bad debt write-offs.		25	In	Yes	Oracle Customer Cloud Service (CCS)	System has Account Debt Monitor that reviews all the account and trigger Collection Process when necessary
CIS.05.030	Reconciliation/Report	05.030.006	System will be configured to track financial year-end write-off of receivables.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Can generate a report of Receivables based on WO Service Agreements
CIS.05.030	Reconciliation/Report	05.030.007	System will be configured to control balancing and reconciliation between the billing cycle revenues and the general ledger revenue cycles.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Financial Transaction and GL ASSIGN
CIS.05.030	Reconciliation/Report	05.030.008	System will be configured with a daily payment reconciliation by the following: a) Amount		25	In	Yes	Oracle Customer Cloud Service (CCS)	Payment Event
CIS.05.030	Reconciliation/Report	05.030.009	System will be configured with a daily payment reconciliation by the following: b) Transaction Type		25	In	Yes	Oracle Customer Cloud Service (CCS)	Payment Event
CIS.05.030	Reconciliation/Report	05.030.010	System will be configured with a daily payment reconciliation by the following: c) Cashier Code		25	In	Yes	Oracle Customer Cloud Service (CCS)	Payment Event
CIS.05.030	Reconciliation/Report	05.030.011	System will be configured with a daily payment reconciliation by the following: d) Office Location		25	In	Yes	Oracle Customer Cloud Service (CCS)	Payment Event
CIS.05.030	Reconciliation/Report	05.030.012	System will be configured with a daily payment reconciliation by the following: e) Company/Region/Area		25	In	Yes	Oracle Customer Cloud Service (CCS)	Payment Event
CIS.05.030	Reconciliation/Report	05.030.013	System will be configured to allow daily accounts receivable reconciliation by products/services, by cycle and / or route.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Financial Transaction
CIS.05.030	Reconciliation/Report	05.030.014	System will be configured to provide internal financial controls and balancing		25	In	Yes	Oracle Customer Cloud Service (CCS)	Balance Control
CIS.05.030	Reconciliation/Report	05.030.015	System will be configured to allow a user to reconcile detail in base d/S system to output files such as billing print files, G/L interface, and reports.		25	In	Yes	Oracle Customer Cloud Service (CCS)	CCS includes an access to the BI Publisher instance that can be used to create and run data reports against both production and staging tables

Process ID	Process Title	Requirement Number	Requirement Description	MVU Notes	Software Score	Scope (In/Out)	Included in Price (Yes or No)	System or Module	Solution
CIS.05.030	Reconciliation/Repor	05.030.016	System will be configured to allow a user to reconcile today's beginning balance to prior day's ending balance, using financial transactions by category and type to come up with an ending balance for the day (i.e., daily balancing).			25 In	Yes	Oracle Customer Cloud Service (CCS)	CCS includes an access to the BI Publisher instance that can be used to create and run data reports against both production and staging tables
CIS.05.030	Reconciliation/Repor	05.030.017	System will be configured to report using a business post date, today's date, or any date.			25 In	Yes	Oracle Customer Cloud Service (CCS)	CCS includes an access to the BI Publisher instance that can be used to create and run data reports against both production and staging tables
CIS.05.030	Reconciliation/Repor	05.030.018	System will be configured to allow all financial transactions (e.g., cash, G/L, A/P, revenues, etc.) and consumption amounts to be balanced: a) Daily			25 In	Yes	Oracle Customer Cloud Service (CCS)	Balance Control
CIS.05.030	Reconciliation/Repor	05.030.019	System will be configured to allow all financial transactions (e.g., cash, G/L, A/P, revenues, etc.) and consumption amounts to be balanced: b) End of Month			25 In	Yes	Oracle Customer Cloud Service (CCS)	Balance Control
CIS.05.030	Reconciliation/Repor	05.030.020	System will be configured to allow all financial transactions (e.g., cash, G/L, A/P, revenues, etc.) and consumption amounts to be balanced: c) Calendar Year-to-Date			25 In	Yes	Oracle Customer Cloud Service (CCS)	Balance Control
CIS.05.030	Reconciliation/Repor	05.030.021	System will be configured to allow all financial transactions (e.g., cash, G/L, A/P, revenues, etc.) and consumption amounts to be balanced: d) Fiscal Year-to-Date			25 In	Yes	Oracle Customer Cloud Service (CCS)	Balance Control
CIS.05.030	Reconciliation/Repor	05.030.022	System will be configured to allow all financial transactions (e.g., cash, G/L, A/P, revenues, etc.) and consumption amounts to be balanced: e) Twelve Consecutive Months			25 In	Yes	Oracle Customer Cloud Service (CCS)	Balance Control
CIS.05.030	Reconciliation/Repor	05.030.023	System will be configured to allow all financial transactions (e.g., cash, G/L, A/P, revenues, etc.) and consumption amounts to be balanced: f) Ad-Hoc. As Necessary			25 In	Yes	Oracle Customer Cloud Service (CCS)	Balance Control
CIS.05.030	Reconciliation/Repor	05.030.024	System will be configured to retain searchable information on accounts with 30, 60, 90, and over, arrears by service or user-defined dates. This includes a business post date, today's date, or any date.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Financial History
CIS.05.030	Reconciliation/Repor	05.030.025	System will be configured to track all service usage and revenues including adjustments by boundaries, zones, meter or daily, end of month, fiscal year to date, calendar year to date, twelve months ending, etc.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Financial History
CIS.05.030	Reconciliation/Repor	05.030.026	System will be configured to report and allow users to make the correction for out of balance conditions of pre-defined rule-driven financial and consumption transactions.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Balance Control
CIS.05.030	Reconciliation/Repor	05.030.027	System will be configured to track usage and revenue amounts for all services for the purpose of projecting revenue, usage, and growth to support rate cases, and fees.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Data Visualiser
CIS.05.030	Reconciliation/Repor	05.030.028	System will be configured to report detailed billing by customer, account, premise, meter.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Bill Print
CIS.05.030	Reconciliation/Repor	05.030.029	System will be configured to track individual revenue and billing components for a class of customer, by business and service type and industrial categories for all services.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Data Visualiser
CIS.05.030	Reconciliation/Repor	05.030.030	System will be configured to provide controls that will not allow the system to be out of range (or problematic) on a daily basis. System will balance for both total dollars received and the number of items by payment period.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Balance Control
CIS.05.030	Reconciliation/Repor	05.030.031	System will be configured to generate a report that captures the number of customers billed for each bill item.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Data Visualiser
CIS.05.030	Reconciliation/Repor	05.030.032	System will be configured to generate an unbilled revenue report that includes information that accounts for the previous 2 years of consumption and dollar amount to estimate the next 30 to 60 days of revenue and consumption.			15 Out	No	Oracle Customer Cloud Service (CCS). Report needs to be developed	This will be a complex report that will include bill forecasts using estimated consumption for the next 30 to 60 days.

CIS.06.000 - Billing Mgmt								
Process ID	Process Title	Requirement Number	Requirement Description	MWU Notes	Software Score	Included in Price (Yes or No)	System or Module	Solution
CIS.06.000	General Billing Criteria							
CIS.06.000	General Billing Criteria	06.000.001	System will be configured to calculate and bill for all products and services on a single bill, including both metered and unmetered services.		25 In	Yes	Oracle Customer Cloud Service (CCS)	By default, CCS will be for all services eligible for billing on a single bill. Services can be a mixture of metered, non metered, and a variety of service types.
CIS.06.000	General Billing Criteria	06.000.002	System will be configured to bill for multiple meters at a single location.		25 In	Yes	Oracle Customer Cloud Service (CCS)	CCS by default can bill for multiple meters at one service location.
CIS.06.000	General Billing Criteria	06.000.003	System will be configured to bill for an aggregate of meters at a single location.		25 In	Yes	Oracle Customer Cloud Service (CCS)	Consumption can be aggregated and billed for one location in CCS by default, using various measuring component types and relationships between the 2.
CIS.06.000	General Billing Criteria	06.000.004	System will be configured to bill for associated services, i.e., reconnect charge, etc.		25 In	Yes	Oracle Customer Cloud Service (CCS)	Associated service fees like reconnect fees, late payment charges, etc can be billed as adjustments in CCS.
CIS.06.000	General Billing Criteria	06.000.005	System will be configured to capture consumption for meter exchanges between billing periods and calculates the billed consumption correctly, taking into account billing multiplier differences.		25 In	Yes	Oracle Customer Cloud Service (CCS)	CCS looks at each measurement individual and can take into account meter exchanges and new meter multipliers
CIS.06.000	General Billing Criteria	06.000.006	System will be configured to capture consumption and bill based on real-time reading intervals taken from MDM or another interval solution		25 In	Yes	Oracle Customer Cloud Service (CCS)	CCS can use real time reading/consumption intervals to bill in CCS.
CIS.06.000	General Billing Criteria	06.000.007	System will be configured to systemically, manually or automatically, change rates based on demand and/or consumption usage.		25 In	Yes		Rates in CCS can be set up using eligibility criteria that will allow for different pricing based on usage/demand. This can happen automatically. A user can change a customer's rate on the SA because rates associated to SAs are effective dated.
CIS.06.000	General Billing Criteria	06.000.008	System will be configured to modify billed consumption values including, but not limited to: a) Product of the Metered Consumption and a Fixed User Defined Calculation Adjustment Factor		25 In	Yes	Oracle Customer Cloud Service (CCS)	Derivation algorithms can be used to derive values from metered consumption. Up to 10 values can be derived per measurement.
CIS.06.000	General Billing Criteria	06.000.009	System will be configured to allow a line-item charge to be the product of any given rate and any user-defined data items, including but not limited to: a) Consumption Values		25 In	Yes	Oracle Customer Cloud Service (CCS)	Consumption values can be calculated and modified using calculation rules.
CIS.06.000	General Billing Criteria	06.000.010	System will be configured to allow a line-item charge to be the product of any given rate and any user-defined data items, including but not limited to: b) Multipliers		25 In	Yes	Oracle Customer Cloud Service (CCS)	Each line item on a bill can be a result of a calculation rule (s) that calculate the line item for consumption or various other reasons.
CIS.06.000	General Billing Criteria	06.000.011	System will be configured to allow a line-item charge to be the product of any given rate and any user-defined data items, including but not limited to: c) Multipliers		25 In	Yes	Oracle Customer Cloud Service (CCS)	Multipliers can be used to calculate consumption and charges on a bill.
CIS.06.000	General Billing Criteria	06.000.012	System will be configured to allow a line-item charge to be the product of any given rate and any user-defined data items, including but not limited to: d) Units		25 In	Yes	Oracle Customer Cloud Service (CCS)	One method of calculating consumption is with units.
CIS.06.000	General Billing Criteria	06.000.013	System will be configured to allow a line-item charge to be the product of any given rate and any user-defined data items, including but not limited to: e) Rate to and/or Percentage Calculation Adjustment Factor(s)		25 In	Yes	Oracle Customer Cloud Service (CCS)	Ratio and Percentages can be used in calculation rules to calculate the items on the bill.
CIS.06.000	General Billing Criteria	06.000.014	System will be configured to bill flat rates that contain but not limited to the following rate determinants: a) EUI (Equivalent Residential Unit) Factor		25 In	Yes	Oracle Customer Cloud Service (CCS)	CCS can bill flat rates.
CIS.06.000	General Billing Criteria	06.000.015	System will be configured to bill flat rates that contain but not limited to the following rate determinants: b) Square Feet (for area minus structures)		25 In	Yes	Oracle Customer Cloud Service (CCS)	CCS can bill based on square footage obtained from a characteristic value.
CIS.06.000	General Billing Criteria	06.000.016	System will be configured to bill flat rates that contain but not limited to the following rate determinants: c) Square Footage (for area minus structures)		25 In	Yes	Oracle Customer Cloud Service (CCS)	CCS can bill based on square footage obtained from a characteristic value and applied area charge per square foot.
CIS.06.000	General Billing Criteria	06.000.017	System will be configured to bill flat rates that contain but not limited to the following rate determinants: d) Line Extension Charges		25 In	Yes	Oracle Customer Cloud Service (CCS)	CCS can be a flat rate for each unit even if the unit has a decimal place.
CIS.06.000	General Billing Criteria	06.000.018	System will be configured to bill flat rates that contain but not limited to the following rate determinants: e) Equipment Charges (e.g., temporary poles, etc.)		25 In	Yes	Oracle Customer Cloud Service (CCS)	Devices such as temporary poles and other items can be billed in CCS.
CIS.06.000	General Billing Criteria	06.000.019	System will be configured to bill flat rates that contain but not limited to the following rate determinants: f) Fixed Consumption		25 In	Yes	Oracle Customer Cloud Service (CCS)	Fixed consumption can be set up in CCS as fixed estimated consumption and rates can use it to bill a customer.
CIS.06.000	General Billing Criteria	06.000.020	System will be configured to bill flat rates that contain but not limited to the following rate determinants: g) Special Negotiated Charges		25 In	Yes	Oracle Customer Cloud Service (CCS)	Special Negotiated Rates can be set up as Contract Values that the rates can look up on the Service Agreements and bill at that value.
CIS.06.000	General Billing Criteria	06.000.021	System will be configured to bill flat rates that contain but not limited to the following rate determinants: h) Line Extension Charges		25 In	Yes	Oracle Customer Cloud Service (CCS)	Rates can be set up to bill Line Extension charges.
CIS.06.000	General Billing Criteria	06.000.022	System will be configured to bill flat rates that contain but not limited to the following rate determinants: i) Standby Generation		25 In	Yes	Oracle Customer Cloud Service (CCS)	Rates can be set up to bill Flat Rates.
CIS.06.000	General Billing Criteria	06.000.023	System will be configured to bill for associated meters, e.g., demand meter with an associated electric kWh meter.		25 In	Yes	Oracle Customer Cloud Service (CCS)	Meters in CCS have multiple measuring components that can bill demand, scalar, tou, etc.
CIS.06.010	Billing Initiation							
CIS.06.010	Billing Initiation	06.010.001	System will be configured to provide an on-screen bill calculation for a single bill and general on feature.		25 In	Yes	Oracle Customer Cloud Service (CCS)	CCS has an online bill function as well as a rate check function to see what bills on various rates would look like.

Process ID	Process Title	Requirement Number	Requirement Description	MVU Notes	Software Score	Scope (In/Out)	Included in Price (Yes or No)	System or Module	Solution
CIS.06.010	Billing Initiation	06.010.002	System will be configured to provide an on-screen bill calculation for a complete route and cycle feature.		25	In	Yes	Oracle Customer Cloud Service (CCS)	
CIS.06.010	Billing Initiation	06.010.003	System will be configured to provide on-screen ability to assign cycle dates to schedule and initiate billing cycles.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Cycle and route schedules can be configured in CCS.
CIS.06.010	Billing Initiation	06.010.004	System will be configured to provide on-screen ability to initiate billing cycles when all billing criteria has been met.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Cycle and route schedules can be configured in CCS. CCS can be configured to allow Rate Version Proration.
CIS.06.010	Billing Initiation	06.010.005	System will be configured to bill for other unmetered and related services at a user-defined time.		25	In	Yes	Oracle Customer Cloud Service (CCS)	CCS can be configured to allow Rate Version Proration.
CIS.06.010	Billing Initiation	06.010.006	System will be configured to provide on-screen ability to change the billing cycles / routes.		25	In	Yes	Oracle Customer Cloud Service (CCS)	CCS can be configured to allow Rate Version Proration.
CIS.06.010	Billing Initiation	06.010.007	System will be configured to provide on-screen ability to combine or split billing cycles / routes.		25	In	Yes	Oracle Customer Cloud Service (CCS)	CCS can be configured to allow Rate Version Proration.
CIS.06.010	Billing Initiation	06.010.008	System will be configured to provide on-screen ability to match billing cycles / routes.		25	In	Yes	Oracle Customer Cloud Service (CCS)	CCS can be configured to allow Rate Version Proration.
CIS.06.010	Billing Initiation	06.010.009	System will be configured to allow billing on a monthly schedule that includes meter reading activities.		25	In	Yes	Oracle Customer Cloud Service (CCS)	CCS can be configured to allow Rate Version Proration.
CIS.06.010	Billing Initiation	06.010.010	System will be configured to schedule meter reading on a monthly basis.		25	In	Yes	Oracle Customer Cloud Service (CCS)	CCS can be configured to allow Rate Version Proration.
CIS.06.010	Billing Initiation	06.010.011	System will be configured to bill both monthly and bi-monthly for the same account.		25	In	Yes	Oracle Customer Cloud Service (CCS)	CCS can be configured to allow Rate Version Proration.
CIS.06.010	Billing Initiation	06.010.012	System will be configured to bill multiple cycles on the same day.		25	In	Yes	Oracle Customer Cloud Service (CCS)	CCS can be configured to allow Rate Version Proration.
CIS.06.010	Billing Initiation	06.010.013	System will be configured for services to be billed on a user-defined schedule such as monthly, bi-monthly, quarterly, annually, etc.		25	In	Yes	Oracle Customer Cloud Service (CCS)	CCS can be configured to allow Rate Version Proration.
CIS.06.010	Billing Initiation	06.010.014	System will be configured to override the system default billing date.		25	In	Yes	Oracle Customer Cloud Service (CCS)	CCS can be configured to allow Rate Version Proration.
CIS.06.010	Billing Initiation	06.010.015	System will be configured to allow accounts / cycle / routes to the bill once all criteria have been met. Criteria include the following: a) Event-Based		25	In	Yes	Oracle Customer Cloud Service (CCS)	CCS can be configured to allow Rate Version Proration.
CIS.06.010	Billing Initiation	06.010.016	System will be configured to allow accounts / cycle / routes to the bill once all criteria have been met. Criteria include the following: b) Time-Based		25	In	Yes	Oracle Customer Cloud Service (CCS)	CCS can be configured to allow Rate Version Proration.
CIS.06.010	Billing Initiation	06.010.017	System will be configured to automatically bill out of cycle for a customer who has selected a preferred billing date and a preferred due date without the impact of the meter reading schedule.		25	In	Yes	Oracle Customer Cloud Service (CCS)	CCS can be configured to allow Rate Version Proration.
CIS.06.010	Billing Initiation	06.010.018	System will be configured to generate bills from a meter reading route that is updated after the scheduled billing date.		25	In	Yes	Oracle Customer Cloud Service (CCS)	CCS can be configured to allow Rate Version Proration.
CIS.06.010	Billing Initiation	06.010.019	System will be configured to override the standard due date and specify a specific due date for a customer's bill.		25	In	Yes	Oracle Customer Cloud Service (CCS)	CCS can be configured to allow Rate Version Proration.
CIS.06.010	Billing Initiation	06.010.020	System will be configured to identify if a cycle or route has been read within X amount of days. System will be configured to provide notification if the cycle or route is trying to be read again.		25	In	Yes	Oracle Customer Cloud Service (CCS)	CCS can be configured to allow Rate Version Proration.
CIS.06.010	Billing Initiation	06.010.021	System will be configured to provide a warning if the read dates entered are a user defined number of days from the previous read dates.		15	In	Yes	Oracle Customer Cloud Service (CCS)	Readings are done on a set number of days schedule.
CIS.06.020	Billing Proration								
CIS.06.020	Billing Proration	06.020.001	System will be configured to prorate non-consumption based charges and credits based on a user-defined number of days in the billing cycle.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Bill factors can be configured to allow Rate Version Proration.
CIS.06.020	Billing Proration	06.020.002	System will be configured to prorate for days less than system or user-defined minimum number of billing days.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Proration Factors configuration
CIS.06.020	Billing Proration	06.020.003	System will be configured to prorate a new bill based on the number of days active.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Proration Factors configuration
CIS.06.020	Billing Proration	06.020.004	System will be configured to prorate a final bill based on the number of days active.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Proration Factors configuration
CIS.06.020	Billing Proration	06.020.005	System will be configured to turn off specific proration types that included the following: a) Rate Change		25	In	Yes	Oracle Customer Cloud Service (CCS)	Indicate the Rate Selection Date to use when the system determines which rate version calc group to use.
CIS.06.020	Billing Proration	06.020.006	System will be configured to turn off specific proration types that included the following: b) Initial Bill		25	In	Yes	Oracle Customer Cloud Service (CCS)	Indicate the Rate Selection Date to use when the system determines which rate version calc group to use.
CIS.06.020	Billing Proration	06.020.007	System will be configured to turn off specific proration types that included the following: c) Final Bill		25	In	Yes	Oracle Customer Cloud Service (CCS)	Indicate the Rate Selection Date to use when the system determines which rate version calc group to use.

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C15.06.020	Billing Proration	06.020.008	System will be configured to turn off specific proration types that included the following: d) Number of Days in Billing Period			25 In	Yes	Oracle Customer Cloud Service (CCS)	Indicate the Rate Selection Date to use when the system determines which rate version oak group to use
C15.06.020	Billing Proration	06.020.009	System will be configured to prorate based on the number of days that are outside the normal billing schedule. For example, billing days between 26-34 days is billed, based upon 30-days consumption.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Proration Factors: configuration
C15.06.020	Billing Proration	06.020.010	System will be configured to prorate dollar amount by the number of days, e.g., \$3 per month defined days.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Proration Factors: configuration
C15.06.020	Billing Proration	06.020.011	System will be configured to allow an account to bill if active less than "x" (user-defined) number of days.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Rate version calculation rule
C15.06.020	Billing Proration	06.020.012	System will be configured to reflect prorated debited amounts on a customer's bill due to rate change during the billing period.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Customer Class Bill Eligibility
C15.06.020	Billing Proration	06.020.013	System will be configured to capture specific rate determinants that allow the system to correctly assign a default rate, with override, based on the following: a) Service Type			25 In	Yes	Oracle Customer Cloud Service (CCS)	Rate schedule configuration and CB Rate Schedule extendable lookup configuration to define the default calculation group and other override
C15.06.020	Billing Proration	06.020.014	System will be configured to capture specific rate determinants that allow the system to correctly assign a default rate, with override, based on the following: b) Customer Class			25 In	Yes	Oracle Customer Cloud Service (CCS)	Rate schedule configuration and CB Rate Schedule extendable lookup configuration to define the default calculation group and other override
C15.06.020	Billing Process	06.020.001	System will be configured to capture specific rate determinants that allow the system to correctly assign a default rate, with override, based on the following: c) Usage Type			25 In	Yes	Oracle Customer Cloud Service (CCS)	Rate schedule configuration and CB Rate Schedule extendable lookup configuration to define the default calculation group and other override
C15.06.020	Billing Process	06.020.002	System will be configured to capture specific rate determinants that allow the system to correctly assign a default rate, with override, based on the following: d) Consumption Level / History			25 In	Yes	Oracle Customer Cloud Service (CCS)	Rate schedule configuration and CB Rate Schedule extendable lookup configuration to define the default calculation group and other override
C15.06.020	Billing Process	06.020.003	System will be configured to capture specific rate determinants that allow the system to correctly assign a default rate, with override, based on the following: e) Demand			25 In	Yes	Oracle Customer Cloud Service (CCS)	Rate schedule configuration and CB Rate Schedule extendable lookup configuration to define the default calculation group and other override
C15.06.020	Billing Process	06.020.004	System will be configured to capture specific rate determinants that allow the system to correctly assign a default rate, with override, based on the following: f) Net Metering			25 In	Yes	Oracle Customer Cloud Service (CCS)	Rate schedule configuration and CB Rate Schedule extendable lookup configuration to define the default calculation group and other override
C15.06.020	Billing Process	06.020.005	System will be configured to capture specific rate determinants that allow the system to correctly assign a default rate, with override, based on the following: g) User-Defined Rate Packages - Excel-Based Billing			25 In	Yes	Oracle Customer Cloud Service (CCS)	Rate schedule configuration and CB Rate Schedule extendable lookup configuration to define the default calculation group and other override
C15.06.020	Billing Process	06.020.006	System will be configured to capture specific rate determinants that allow the system to correctly assign a default rate, with override, based on the following: h) Number of Units			25 In	Yes	Oracle Customer Cloud Service (CCS)	Rate schedule configuration and CB Rate Schedule extendable lookup configuration to define the default calculation group and other override
C15.06.020	Billing Process	06.020.007	System will be configured to capture specific rate determinants that allow the system to correctly assign a default rate, with override, based on the following: i) Discount Identifiers (Low Income, Seniors)			25 In	Yes	Oracle Customer Cloud Service (CCS)	Rate schedule configuration and CB Rate Schedule extendable lookup configuration to define the default calculation group and other override
C15.06.020	Billing Process	06.020.008	System will be configured to capture specific rate determinants that allow the system to correctly assign a default rate, with override, based on the following: j) Geographic or Location (K/Y coordinate) - Based			25 In	Yes	Oracle Customer Cloud Service (CCS)	Rate schedule configuration and CB Rate Schedule extendable lookup configuration to define the default calculation group and other override
C15.06.020	Billing Process	06.020.009	System will be configured to capture specific rate determinants that allow the system to correctly assign a default rate, with override, based on the following: k) Rate Determinants			25 In	Yes	Oracle Customer Cloud Service (CCS)	Rate schedule configuration and CB Rate Schedule extendable lookup configuration to define the default calculation group and other override
C15.06.020	Billing Process	06.020.010	System will be configured to capture specific rate determinants that allow the system to correctly assign a default rate, with override, based on the following: l) Business Type			25 In	Yes	Oracle Customer Cloud Service (CCS)	Rate schedule configuration and CB Rate Schedule extendable lookup configuration to define the default calculation group and other override
C15.06.020	Billing Process	06.020.011	System will be configured to capture specific rate determinants that allow the system to correctly assign a default rate, with override, based on the following: m) Rate Determinants			25 In	Yes	Oracle Customer Cloud Service (CCS)	Rate schedule configuration and CB Rate Schedule extendable lookup configuration to define the default calculation group and other override
C15.06.020	Billing Process	06.020.012	System will be configured to capture specific rate determinants that allow the system to correctly assign a default rate, with override, based on the following: n) Rate Determinants			25 In	Yes	Oracle Customer Cloud Service (CCS)	Rate schedule configuration and CB Rate Schedule extendable lookup configuration to define the default calculation group and other override
C15.06.020	Billing Process	06.020.013	System will be configured to capture specific rate determinants that allow the system to correctly assign a default rate, with override, based on the following: o) Rate Determinants			25 In	Yes	Oracle Customer Cloud Service (CCS)	Rate schedule configuration and CB Rate Schedule extendable lookup configuration to define the default calculation group and other override
C15.06.020	Billing Process	06.020.014	System will be configured to capture specific rate determinants that allow the system to correctly assign a default rate, with override, based on the following: p) Flat Fees			25 In	Yes	Oracle Customer Cloud Service (CCS)	Rate schedule configuration and CB Rate Schedule extendable lookup configuration to define the default calculation group and other override

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C15.06.030	Billing Process	06.030.015	System will be configured to utilize specific additional rate determinants and utilize them when calculating a bill. If Peak Consumption (street lights based on consumption)		25	In	Yes	Oracle Customer Cloud Service (CCS)	Rate schedule configuration and CCB Rate Schedule extendable lookup configuration to define the default calculation group and other override
C15.06.030	Billing Process	06.030.016	System will be configured to utilize specific additional rate determinants and utilize them when calculating a bill. If Min Consumption		25	In	Yes	Oracle Customer Cloud Service (CCS)	Rate schedule configuration and CCB Rate Schedule extendable lookup configuration to define the default calculation group and other override
C15.06.030	Billing Process	06.030.017	System will be configured to utilize specific additional rate determinants and utilize them when calculating a bill. If Average Consumption		25	In	Yes	Oracle Customer Cloud Service (CCS)	Rate schedule configuration and CCB Rate Schedule extendable lookup configuration to define the default calculation group and other override
C15.06.030	Billing Process	06.030.018	System will be configured to utilize specific additional rate determinants and utilize them when calculating a bill. If Average Consumption for the previous 12 months		25	In	Yes	Oracle Customer Cloud Service (CCS)	Rate schedule configuration and CCB Rate Schedule extendable lookup configuration to define the default calculation group and other override
C15.06.030	Billing Process	06.030.019	System will be configured to utilize specific additional rate determinants and utilize them when calculating a bill. If Amount of Usage		25	In	Yes	Oracle Customer Cloud Service (CCS)	Rate schedule configuration and CCB Rate Schedule extendable lookup configuration to define the default calculation group and other override
C15.06.030	Billing Process	06.030.020	System will be configured to utilize specific additional rate determinants and utilize them when calculating a bill. If Contracted Rates		25	In	Yes	Oracle Customer Cloud Service (CCS)	Rate schedule configuration and CCB Rate Schedule extendable lookup configuration to define the default calculation group and other override
C15.06.030	Billing Process	06.030.021	System will be configured to utilize specific additional rate determinants and utilize them when calculating a bill. If Percentage (calculation adjustment factor)		25	In	Yes	Oracle Customer Cloud Service (CCS)	Rate schedule configuration and CCB Rate Schedule extendable lookup configuration to define the default calculation group and other override
C15.06.030	Billing Process	06.030.022	System will be configured to utilize specific additional rate determinants and utilize them when calculating a bill. If Line Support		25	In	Yes	Oracle Customer Cloud Service (CCS)	Rate schedule configuration and CCB Rate Schedule extendable lookup configuration to define the default calculation group and other override
C15.06.030	Billing Process	06.030.023	System will be configured to provide all details of calculation adjustment factors and results to be used for billing statement creation.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Usage Request and SO Details provides all details of calculation adjustment factors and results to be used for billing statement creation
C15.06.030	Billing Process	06.030.024	System will be configured to provide on-screen for "What If Billing" and prospectus billing. Billing factors can be changed, and calculations can be viewed.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Rate Check can be used. Bill segment can also be generated without freezing it.
C15.06.030	Billing Process	06.030.025	System will be configured to track the different historical classifications.		25	In	Yes	Oracle Customer Cloud Service (CCS)	
C15.06.030	Billing Process	06.030.026	System will be configured to allow for late reads to be input without deviating from the original billing schedule. The system will process accounts with reads and hold the accounts without reads.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Bill cycle allows for window billing (start date and end date)
C15.06.030	Billing Process	06.030.027	System will be configured to bill in advance for a service. If Electric		25	In	Yes	Oracle Customer Cloud Service (CCS)	The bill page can be used to bill in advance
C15.06.030	Billing Process	06.030.028	System will be configured to bill in advance for a service. If Outside Lighting		25	In	Yes	Oracle Customer Cloud Service (CCS)	The bill page can be used to bill in advance
C15.06.030	Billing Process	06.030.029	System will be configured to bill in advance for a service. If Street Lights		25	In	Yes	Oracle Customer Cloud Service (CCS)	The bill page can be used to bill in advance
C15.06.030	Billing Process	06.030.030	System will be configured to bill in advance for a service. If Utility Assistance		25	In	Yes	Oracle Customer Cloud Service (CCS)	The bill page can be used to bill in advance
C15.06.030	Billing Process	06.030.031	System will be configured to bill in advance for a service. If Green Power		25	In	Yes	Oracle Customer Cloud Service (CCS)	The bill page can be used to bill in advance
C15.06.030	Billing Process	06.030.032	System will be configured to bill in arrears for a service. If Electric		25	In	Yes	Oracle Customer Cloud Service (CCS)	The bill page can be used to bill in arrears
C15.06.030	Billing Process	06.030.033	System will be configured to bill in arrears for a service. If Outside Lighting		25	In	Yes	Oracle Customer Cloud Service (CCS)	The bill page can be used to bill in arrears
C15.06.030	Billing Process	06.030.034	System will be configured to bill in arrears for a service. If Street Lights		25	In	Yes	Oracle Customer Cloud Service (CCS)	The bill page can be used to bill in arrears
C15.06.030	Billing Process	06.030.035	System will be configured to bill in arrears for a service. If Green Power		25	In	Yes	Oracle Customer Cloud Service (CCS)	The bill page can be used to bill in arrears
C15.06.030	Billing Process	06.030.036	System will be configured to accommodate back billing for a single period with a user-defined start and end date.		25	In	Yes	Oracle Customer Cloud Service (CCS)	The bill page can be used for this
C15.06.030	Billing Process	06.030.037	System will be configured to accommodate back billing for multiple periods with a user-defined start and end date.		25	In	Yes	Oracle Customer Cloud Service (CCS)	The bill page can be used for this
C15.06.030	Billing Process	06.030.038	System will be configured with on-screen bill production for a single bill that will not require batch or nightly processing. Bill will be generated after calculations have been processed.		25	In	Yes	Oracle Customer Cloud Service (CCS)	The bill page can be used for this
C15.06.030	Billing Process	06.030.040	System will be configured to produce duplicate copies of the bill.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Copies field in the Bill Routing page can be configured
C15.06.030	Billing Process	06.030.041	System will be configured with on-screen ability to generate a one-time miscellaneous bill to an existing customer.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Off Cycle Bill generator
C15.06.030	Billing Process	06.030.042	System will be configured with on-screen ability to generate a one-time misc. bill to a non-utility customer.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Off Cycle Bill generator
C15.06.030	Billing Process	06.030.043	System will be configured to allow tax and fee exemptions.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Rate Version Calculation Rule eligibility
C15.06.030	Billing Process	06.030.044	System will be configured to allow partial tax and fee exemptions.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Rate Version Calculation Rule eligibility
C15.06.030	Billing Process	06.030.045	System will be configured to limit the number of days an exception bill can stay in the system.		25	In	Yes	Oracle Customer Cloud Service (CCS)	There is a bill exception batch process that creates a To Do for each exception
C15.06.030	Billing Process	06.030.046	System will be configured to bill surcharges based on a need or percentage change.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Bill factor / Bill Factor Value configuration
C15.06.030	Billing Process	06.030.047	System will be configured to assign expiration dates to surcharges.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Bill factor values are effective dated

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C15.06.030	Billing Process	06.030.048	System will be configured to assign expiration dates to rates.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Rate versions are effective dated reporting/distribution code
C15.06.030	Billing Process	06.030.049	System will be configured to track surcharges independently of all other charges.		25	In	Yes	Oracle Customer Cloud Service (CCS)	
C15.06.030	Billing Process	06.030.050	System will be configured to bill special rates based on the following but not limited to: a) Applying differences between contracted minimum consumption and the actual consumption, providing details as a line item on the bill or online.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Pre-processing calculation group configuration and Rate Version calculation group configuration
C15.06.030	Billing Process	06.030.051	System will be configured to bill special rates based on the following but not limited to: b) Recurring Charges.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Recurring Charges are stored on the Service Agreement
C15.06.030	Billing Process	06.030.052	System will be configured to bill special rates based on the following but not limited to: c) Conservation.		25	Out	Yes	Oracle Customer Cloud Service (CCS)	
C15.06.030	Billing Process	06.030.053	System will be configured to bill special rates based on the following but not limited to: d) One-time Miscellaneous Fees and/or Charges.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Adjustment can be created for the miscellaneous fee and then an off cycle bill can be generated
C15.06.030	Billing Process	06.030.054	System will be configured to validate the dates entered, i.e. the year 2019 accidentally keyed as 2020.		25	In	Yes	Oracle Customer Cloud Service (CCS)	These are underlying system validations that will catch the data entry error.
C15.06.030	Billing Process	06.030.055	System will be configured to validate future dates greater than 'X' years (user-defined). The system will prompt for confirmation prior to accepting the date.		25	In	Yes	Oracle Customer Cloud Service (CCS)	These are underlying system validations that will catch the data entry error.
C15.06.030	Billing Process	06.030.056	System will be configured to set a range for date validation upon entered date.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Department will be assigned a bill cycle and processed during window billing
C15.06.030	Billing Process	06.030.057	System will be configured to bill inter-department charges.		25	In	Yes	Oracle Customer Cloud Service (CCS)	
C15.06.030	Billing Process	06.030.058	System will be configured to identify accounts that have met the system criteria in order to generate a bill but due to reading or other errors, a bill was not generated. The account status could be an initial bill, regular bill or a final bill type.		25	In	Yes	Oracle Customer Cloud Service (CCS)	The bill segment status will be in error
C15.06.030	Billing Process	06.030.059	System will be configured to generate a test billing process that generates the necessary financial reports for review before actually submitting the billing batch to post. For example, audit the billing run in a test go-live.		25	In	Yes	Oracle Customer Cloud Service (CCS)	The test billing process can be run in the test environment before running in production environment
C15.06.030	Billing Process	06.030.060	System will be configured to track the following customer's classes, including but not limited to a) Residential.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Customer Class configuration
C15.06.030	Billing Process	06.030.061	System will be configured to track the following customer's classes, including but not limited to b) Small Commercial.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Customer Class configuration
C15.06.030	Billing Process	06.030.062	System will be configured to track the following customer's classes, including but not limited to c) Medium Commercial.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Customer Class configuration
C15.06.030	Billing Process	06.030.063	System will be configured to track the following customer's classes, including but not limited to d) Large Commercial / Industrial.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Customer Class configuration
C15.06.030	Billing Process	06.030.064	System will be configured to track the following customer's classes, including but not limited to e) School Districts.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Customer Class configuration
C15.06.030	Billing Process	06.030.065	System will be configured to track the following customer's classes, including but not limited to f) Non-Customers (non-commodity relationship).		25	In	Yes	Oracle Customer Cloud Service (CCS)	Customer Class configuration
C15.06.030	Billing Process	06.030.066	System will be configured to track the following customer's classes, including but not limited to g) Municipalities.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Customer Class configuration
C15.06.030	Billing Process	06.030.067	System will be configured to track the following customer's classes, including but not limited to h) Agricultural / Irrigation.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Customer Class configuration
C15.06.040	Fee Billing								
C15.06.040	Fee Billing	06.040.001	System will be configured to bill for the following charges and fees, including but not limited to: a) Return Check Fees.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Adjustment Type configuration
C15.06.040	Fee Billing	06.040.002	System will be configured to bill for the following charges and fees, including but not limited to: b) Service Establishment Fee.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Adjustment Type configuration
C15.06.040	Fee Billing	06.040.003	System will be configured to bill for the following charges and fees, including but not limited to: c) Penalty Fees.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Adjustment Type configuration
C15.06.040	Fee Billing	06.040.004	System will be configured to bill for the following charges and fees, including but not limited to: d) Finance Fees.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Adjustment Type configuration
C15.06.040	Fee Billing	06.040.005	System will be configured to bill for the following charges and fees, including but not limited to: e) Meter Testing Fees.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Adjustment Type configuration
C15.06.040	Fee Billing	06.040.006	System will be configured to bill for the following charges and fees, including but not limited to: f) After-Hours Service Fees.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Adjustment Type configuration
C15.06.040	Fee Billing	06.040.007	System will be configured to bill for the following charges and fees, including but not limited to: g) Labor Charges for Work Performed.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Adjustment Type configuration
C15.06.040	Fee Billing	06.040.008	System will be configured to bill for the following charges and fees, including but not limited to: h) Reconnect / Disconnect Fees.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Adjustment Type configuration

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C15.06.040	Fee Billing	06.050.009	System will be configured to bill for the following charges and fees, including but not limited to: j) Collect on Fees		25	In	Yes	Oracle Customer Cloud Service (CCS)	Adjustment Type configuration
C15.06.040	Fee Billing	06.050.010	System will be configured to bill for the following charges and fees, including but not limited to: j) Late Payment Fees		25	In	Yes	Oracle Customer Cloud Service (CCS)	Adjustment Type configuration
C15.06.040	Fee Billing	06.050.011	System will be configured to bill for the following charges and fees, including but not limited to: k) Missed appointment Fees		25	In	Yes	Oracle Customer Cloud Service (CCS)	Adjustment Type configuration
C15.06.040	Fee Billing	06.050.012	System will be configured to bill for the following charges and fees, including but not limited to: l) Turnover Fees		25	In	Yes	Oracle Customer Cloud Service (CCS)	Adjustment Type configuration
C15.06.040	Fee Billing	06.050.013	System will be configured to bill for the following charges and fees, including but not limited to: m) Unlimited User Defined Fees		25	In	Yes	Oracle Customer Cloud Service (CCS)	Adjustment Type configuration
C15.06.050	Billing Adjustments	06.050.001	System will be configured to associate adjustment types with the appropriate GL number.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Control plane appropriate Data Buffer Codes on the Adjustment Type
C15.06.050	Billing Adjustments	06.050.002	System will be configured to select a specific time range to adjust.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Bill factor values are effective dated
C15.06.050	Billing Adjustments	06.050.003	System will be configured to identify any billing line item charges must have the following fields: a) Billing Date		25	In	Yes	Oracle Customer Cloud Service (CCS)	Rates are effective dated
C15.06.050	Billing Adjustments	06.050.004	System will be configured to identify any billing line item charges must have the following fields: b) Processed Date		25	In	Yes	Oracle Customer Cloud Service (CCS)	Rate Version Calculation Rules will have its own line item
C15.06.050	Billing Adjustments	06.050.005	System will be configured to correct a connected bill with "user entered" correct meter readings and the number of months to be corrected. The system should generate the adjustment, change meter reading data, fields, and produce a bill.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Rate Version Calculation Rules will have its own line item
C15.06.050	Billing Adjustments	06.050.006	System will be configured to correct consumption, actual, or estimated reading on an account and adjust the billing accordingly to any specific month within a user-defined timeframe.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Cancel / Rebill functionality
C15.06.050	Billing Adjustments	06.050.007	System will be configured to correct charges for unmetered services on an account and adjust the billing accordingly to any specific month within a user-defined timeframe.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Cancel / Rebill functionality
C15.06.050	Billing Adjustments	06.050.008	System will be configured to generate a bill with the appropriate GL account for the last bill issued.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Cancel / Rebill functionality
C15.06.050	Billing Adjustments	06.050.009	System will be configured to cancel and re-bill entire outages or cycles in batch.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Cancel / Rebill functionality
C15.06.050	Billing Adjustments	06.050.010	System will be configured to cancel and re-bill a previously canceled re-billed bill.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Multi-Cancel/Rebill functionality
C15.06.050	Billing Adjustments	06.050.011	System will be configured to allow on-screen ability to cancel and re-bill a previously billed account for a user-defined period of time.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Cancel / Rebill functionality
C15.06.050	Billing Adjustments	06.050.012	System will be configured to generate the GL entries associated with the services being canceled and re-billed.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Cancel / Rebill functionality
C15.06.050	Billing Adjustments	06.050.013	System will be configured to allow a mechanism that allows the user to identify bills that have been canceled and re-billed.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Transaction record contains the GL entries
C15.06.050	Billing Adjustments	06.050.014	System will be configured to allow the cancel/rebill process to include all line items on the bill.		25	In	Yes	Oracle Customer Cloud Service (CCS)	There is a field for Rebill Bill segment ID
C15.06.050	Billing Adjustments	06.050.015	System will be configured to allow the cancel/rebill process to include all line items on the bill.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Cancel / Rebill functionality
C15.06.050	Billing Adjustments	06.050.016	System will be configured to select which line item on the bill to cancel and re-bill not affecting the other billed line items. Any dependent charges of the select item will be automatically recalculated previous bill.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Cancel / Rebill functionality
C15.06.050	Billing Adjustments	06.050.017	System will be configured to include payment adjustments during billing.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Cancel / Rebill functionality
C15.06.050	Billing Adjustments	06.050.018	System will be configured to allow user-defined security for adjustment dollar amounts.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Standard bill completion functionality
C15.06.050	Billing Adjustments	06.050.019	System will be configured to capture online details of adjustment history.		25	In	Yes	Oracle Customer Cloud Service (CCS)	User group - Application Service security can be configured for this
C15.06.050	Billing Adjustments	06.050.020	System will be configured to allow a reason code to the adjustment for reversed transactions including, but not limited to: a) Bad System Estimate		25	In	Yes	Oracle Customer Cloud Service (CCS)	Adjustment has comment's field
C15.06.050	Billing Adjustments	06.050.021	System will be configured to allow a reason code to the adjustment for reversed transactions including, but not limited to: b) Stuck Meter		25	In	Yes	Oracle Customer Cloud Service (CCS)	Adjustment cancel reason
C15.06.050	Billing Adjustments	06.050.022	System will be configured to allow a reason code to the adjustment for reversed transactions including, but not limited to: c) Metered		25	In	Yes	Oracle Customer Cloud Service (CCS)	Adjustment cancel reason
C15.06.050	Billing Adjustments	06.050.023	System will be configured to allow a reason code to the adjustment for reversed transactions including, but not limited to: d) Data Entry Error		25	In	Yes	Oracle Customer Cloud Service (CCS)	Adjustment cancel reason
C15.06.050	Billing Adjustments	06.050.024	System will be configured to allow a reason code to the adjustment for reversed transactions including, but not limited to: e) User Defined with comments		25	In	Yes	Oracle Customer Cloud Service (CCS)	Adjustment cancel reason
C15.06.050	Billing Adjustments	06.050.025	System will be configured to allow a reason code to the adjustment for reversed transactions including, but not limited to: f) User Defined with comments		25	In	Yes	Oracle Customer Cloud Service (CCS)	Adjustment cancel reason
C15.06.050	Billing Adjustments	06.050.026	System will be configured to capture all appropriate GL transactions for adjustments and will include a list of historical charges from which to select.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Each adjustment has its own financial transaction. The Financial Transaction record contains the GL entries
C15.06.050	Billing Adjustments	06.050.027	System will be configured to capture all appropriate GL transactions for adjustments and will include a list of historical charges from which to select.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Transaction record contains the GL entries

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CIS.06.050	Billing Adjustments	06.050.028	System will be configured to account for cross connects / switched meters. The system will cancel/re-bill each account that included the corrected reading with the ability to process within one stream.			In	Yes	Oracle Customer Cloud Service (CCS)	Cancel / Rebill functionality
CIS.06.050	Billing Adjustments	06.050.029	System will be configured to process cross connects / switched meters back from a user defined timeframe, where the meters are not installed or billed on the same date.			In	Yes	Oracle Customer Cloud Service (CCS)	Device install event
CIS.06.050	Billing Adjustments	06.050.030	System will be configured to process cross connects / switched meters back from a user defined timeframe.			In	Yes	Oracle Customer Cloud Service (CCS)	Device install event
CIS.06.050	Billing Adjustments	06.050.031	System will be configured to process both the cross connect's metering and displaying the new consumption and other amounts automatically.			In	Yes	Oracle Customer Cloud Service (CCS)	Device install event and Cancel / Rebill functionality
CIS.06.050	Billing Adjustments	06.050.032	System will be configured to automatically lock out transactions on an account that has been connected or disconnected in error with an audit trail.			In	Yes	Oracle Customer Cloud Service (CCS)	Financial transactions can be cancelled and audit can be turned on for this
CIS.06.060	Bill Production / Printing / Format	06.060.001	System will be configured with flexibility to combine line items charges or separate item charges for bill printing.			In	Yes	Oracle Customer Cloud Service (CCS)	Bill information has Printer Key, Sort Key and Mailing Key which are used to customize bill print.
CIS.06.060	Bill Production / Printing / Format	06.060.002	System will be configured to flag charges that do not appear on the bill. Adjustments or charges made in error that the utility does not want the customer to view.			In	Yes	Oracle Customer Cloud Service (CCS)	All PAPER transactions have a Show on Bill checkbox which can be unmarked to hide it on bill.
CIS.06.060	Bill Production / Printing / Format	06.060.003	System will be configured to accommodate multi page bill formats.			In	Yes	Oracle Customer Cloud Service (CCS)	Third party configuration and customization for bill displays (graphs, charts etc).
CIS.06.060	Bill Production / Printing / Format	06.060.004	System will be configured to display Name / Spouse / Company name before street address within the bill format.			In	Yes	Oracle Customer Cloud Service (CCS)	Bill information has Printer Key, Sort Key and Mailing Key which are used to customize bill print. Requires customization to
CIS.06.060	Bill Production / Printing / Format	06.060.005	System will be configured to provide a separate line item for deferred payment arrangements. The deferred due date will be printed and can be different from the net new due date.			In	Yes	Oracle Customer Cloud Service (CCS)	Bill information has Printer Key, Sort Key and Mailing Key which are used to customize bill print.
CIS.06.060	Bill Production / Printing / Format	06.060.006	System will be configured to allow detailed balance forward information to include, but not limited to, the following: a) Previous Balance Due			In	Yes	Oracle Customer Cloud Service (CCS)	Bill information has Printer Key, Sort Key and Mailing Key which are used to customize bill print.
CIS.06.060	Bill Production / Printing / Format	06.060.007	System will be configured to allow detailed balance forward information to include, but not limited to, the following: b) Payments Applied			In	Yes	Oracle Customer Cloud Service (CCS)	Bill information has Printer Key, Sort Key and Mailing Key which are used to customize bill print.
CIS.06.060	Bill Production / Printing / Format	06.060.008	System will be configured to allow detailed balance forward information to include, but not limited to, the following: c) Adjustments Applied			In	Yes	Oracle Customer Cloud Service (CCS)	Bill information has Printer Key, Sort Key and Mailing Key which are used to customize bill print.
CIS.06.060	Bill Production / Printing / Format	06.060.009	System will be configured to allow detailed balance forward information to include, but not limited to, the following: d) Penalties Applied			In	Yes	Oracle Customer Cloud Service (CCS)	Bill information has Printer Key, Sort Key and Mailing Key which are used to customize bill print.
CIS.06.060	Bill Production / Printing / Format	06.060.010	System will be configured to produce a mail barcode on the bill print.			In	Yes	Oracle Customer Cloud Service (CCS)	Third party configuration and customization for bill displays (graphs, charts etc).
CIS.06.060	Bill Production / Printing / Format	06.060.011	System will be configured to show the total amount due plus the amount of penalty if not paid by the due date. The penalty amount can be viewed as a separate line item.			In	Yes	Oracle Customer Cloud Service (CCS)	Bill information has Printer Key, Sort Key and Mailing Key which are used to customize bill print.
CIS.06.060	Bill Production / Printing / Format	06.060.012	System will be configured to provide a graph or table showing consumption usage for current and prior 12-months for each service/usage type.			In	Yes	Oracle Customer Cloud Service (CCS)	Bill information has Printer Key, Sort Key and Mailing Key which are used to customize bill print.
CIS.06.060	Bill Production / Printing / Format	06.060.013	System will be configured to generate an image of the actual bills and statements. View can either be a PDF or HTML file format.			In	Yes	Oracle Customer Cloud Service (CCS)	System has existing configuration to connect to Documaker or BI Publisher. Other viewing system requires additional customization
CIS.06.060	Bill Production / Printing / Format	06.060.014	System will be configured to generate how the bill was sent. For example: by mail, email or social media.			In	Yes	Oracle Customer Cloud Service (CCS)	All bills reference a bill route that directs how bills should be sent (mail, email, fax). Other viewing method requires additional customization
CIS.06.060	Bill Production / Printing / Format	06.060.015	System will be configured to check digit/barcode to be included on the return portion of the bill print for scanning into payment batch.			In	Yes	Oracle Customer Cloud Service (CCS)	Third party configuration and customization for bill displays (graphs, charts etc).
CIS.06.060	Bill Production / Printing / Format	06.060.016	System will be configured to produce all correspondence (as defined above) for following customer preferred language(s) a) English			In	Yes	Oracle Customer Cloud Service (CCS)	Each customer's language is defined by the language code on their person record. The language code is passed on to all customer-facing interfaces, such as letter requests and bill prints. To support bill stock and other requests, you must also provide translations of standard bills and letters. This must be handled by your printing software vendor.
CIS.06.060	Bill Production / Printing / Format	06.060.017	System will be configured to produce all correspondence (as defined above) for following customer preferred language(s) b) Spanish			In	No	Oracle Customer Cloud Service (CCS)	
CIS.06.060	Bill Production / Printing / Format	06.060.018	System will be configured to produce all correspondence (as defined above) for following customer preferred language(s) c) Mandarin			In	No	Oracle Customer Cloud Service (CCS)	
CIS.06.060	Bill Production / Printing / Format	06.060.019	System will be configured to produce all correspondence (as defined above) for following customer preferred language(s) d) Tagalog			In	No	Oracle Customer Cloud Service (CCS)	
CIS.06.060	Bill Production / Printing / Format	06.060.020	System will be configured to produce all correspondence (as defined above) for following customer preferred language(s) e) Vietnamese			In	No	Oracle Customer Cloud Service (CCS)	
CIS.06.060	Bill Production / Printing / Format	06.060.021	System will be configured to produce all correspondence (as defined above) for following customer preferred language(s) f) Korean			In	No	Oracle Customer Cloud Service (CCS)	

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C15.06.060	Bill Production / Printing / Format	06.060.002	System will be configured to produce all correspondence (as defined above) for following customer (preferred language(s)). Other (please use vendor notes)			Out	No		
C15.06.070	Sorting	06.070.001	System will be configured to provide multiple capabilities for sorting bills by the following: a) Zip Code + 4			25 In	Yes	Oracle Customer Cloud Service (CCS)	Part of the base bill print sort key
C15.06.070	Sorting	06.070.002	System will be configured to provide multiple capabilities for sorting bills by the following: b) Cycle Exception Code/ Batch / SPAT			15 In	Yes	Oracle Customer Cloud Service (CCS)	Not present in the Sort keys. We might need to customize the bill print sort key
C15.06.070	Sorting	06.070.003	System will be configured to provide multiple capabilities for sorting bills by the following: c) Customer Name			15 In	Yes	Oracle Customer Cloud Service (CCS)	Not present in the Sort keys. We might need to customize the bill print sort key
C15.06.070	Sorting	06.070.004	System will be configured to provide multiple capabilities for sorting bills by the following: d) Departmental			15 In	Yes	Oracle Customer Cloud Service (CCS)	Not present in the Sort keys. We might need to customize the bill print sort key
C15.06.070	Sorting	06.070.005	System will be configured to provide multiple capabilities for sorting bills by the following: e) Inter-departmental			15 In	Yes	Oracle Customer Cloud Service (CCS)	Not present in the Sort keys. We might need to customize the bill print sort key
C15.06.070	Sorting	06.070.006	System will be configured to sort bills by postal carrier route for bulk rate discounts.			15 In	Yes	Oracle Customer Cloud Service (CCS)	We can configure a Bill Route type that is for Accounts with no printed bills
C15.06.070	Sorting	06.070.007	System will be configured to mark inter-departmental bills so that they don't print.			25 In	Yes	Oracle Customer Cloud Service (CCS)	We might need to add a field to identify this
C15.06.070	Sorting	06.070.008	System will be configured to identify bill types (so that proper form can be used for printing) including, but not limited to: a) Cancel/Re-Bill			15 In	Yes	Oracle Customer Cloud Service (CCS)	We might need to add a field to identify this
C15.06.070	Sorting	06.070.009	System will be configured to identify bill types (so that proper form can be used for printing) including, but not limited to: b) Initial			15 In	Yes	Oracle Customer Cloud Service (CCS)	We might need to add a field to identify this
C15.06.070	Sorting	06.070.010	System will be configured to identify bill types (so that proper form can be used for printing) including, but not limited to: c) Closed/Financed			25 In	Yes	Oracle Customer Cloud Service (CCS)	Base Bill Print field has a Closing Bill Segment Switch Identifier
C15.06.070	Sorting	06.070.011	System will be configured to identify bill types (so that proper form can be used for printing) including, but not limited to: d) Regular			25 In	Yes	Oracle Customer Cloud Service (CCS)	Base Bill Print assumes regular bills
C15.06.070	Sorting	06.070.012	System will be configured to identify bill types (so that proper form can be used for printing) including, but not limited to: e) Delinquent			25 In	Yes	Oracle Customer Cloud Service (CCS)	Base Bill Print has Delinquent Amount field to identify this
C15.06.070	Sorting	06.070.013	System will be configured to identify bill types (so that proper form can be used for printing) including, but not limited to: f) Estimated			25 In	Yes	Oracle Customer Cloud Service (CCS)	Base Bill Print has Estimated Switch to identify this
C15.06.070	Sorting	06.070.014	System will be configured to identify bill types (so that proper form can be used for printing) including, but not limited to: g) Bank draft (ACH)			15 In	Yes	Oracle Customer Cloud Service (CCS)	We might need to add a bank draft field to identify this
C15.06.070	Sorting	06.070.015	System will be configured to identify bill types (so that proper form can be used for printing) including, but not limited to: h) Duplicate			25 In	Yes	Oracle Customer Cloud Service (CCS)	Base Bill Print can identify multiple bill copies
C15.06.070	Sorting	06.070.016	System will be configured to sort bills based upon internal codes without printing on customer bill but grouping with a separator page.			Out	No		
C15.06.080	Production	06.080.001	System will be configured to print a range of bills to be produced. For example, the entire bill run does not need to be printed all at one time.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Batch Bill Print can be printed by thread
C15.06.080	Production	06.080.002	System will be configured to have the system display the number of bills to be printed, by bill type, etc.			25 In	Yes	Oracle Customer Cloud Service (CCS)	This can be displayed using the batch run number and code using data visualiser
C15.06.080	Production	06.080.003	System will be configured to have the system display the number of bills remaining to be printed.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Can be displayed in the bill batch run statistics
C15.06.080	Production	06.080.004	System will be configured to allow restarting of a bill print run from any point.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Can be displayed in the bill batch run statistics/run tree
C15.06.080	Production	06.080.005	System will be configured to allow a bill print run to be paused and restarted.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Base Bill Print is restartable
C15.06.090	Output	06.090.001	System will be configured to allow the creation of an HTML and / or a text-only version of any bill for email attachment purposes.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Base bill print provide the Create XML or DOC bill print extract records.
C15.06.090	Output	06.090.002	System will be configured to allow the creation of a text message / SMS of any bill and related information.			25 In	Yes	Oracle Customer Cloud Service (CCS)	CCS has ability to notify if the bill is ready
C15.06.090	Output	06.090.003	System will be configured to automatically transmit bills to selected customers via fax or internet services, i.e., cloud computing, FTP, etc.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Can be configured on the Account Bill Routing Information
C15.06.090	Output	06.090.004	System will be configured to reprint a duplicate copy of the current bill in an online mode.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Display Bill Button on the Bill
C15.06.090	Output	06.090.005	System will be configured to reprint a duplicate copy of the bill for 'xx' number of months of the previous billing.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Bill Print can be reprinted based on the Batch Code/Run Number or Reprint Switch
C15.06.090	Output	06.090.006	System will be configured to reprint the current bill after adjustments have been made.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Re-open/Reprint of bill
C15.06.090	Output	06.090.007	System will be configured to send a duplicate copy or portion of the bill to any third party defined for the account (ex. landlord, etc.).			25 In	Yes	Oracle Customer Cloud Service (CCS)	The third party guarantor can be configured to receive a copy using the Account Persons tab Bill Routing Information

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06.090.000	Output	06.090.008	System will be configured to generate customer bills to a digital media such as tape or disk (for storage).			25 In	Yes	Oracle Customer Cloud Service (CCS)	Basic Bill Print processing products, doc or html bill files that will be generated in the system folders. The printed bills will be formatted and saved based on client specification
06.090.100	Output	06.090.009	System will be configured to provide output file for bill print to an outsource company.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Bill Print outputs as file as defined in Bill Route Type
06.100.001	Bill Messaging	06.100.001	System will be configured to allow global custom messages, without programming needed as this may change with each billing run, and where all bills produced will have a single message.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Bill messages - the system supports messages whose contents are dynamic.
06.100.002	Bill Messaging	06.100.002	System will be configured to allow all message types to be started and terminated based on an input date.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Customer Chks; Bill Message has start date and end date
06.100.003	Bill Messaging	06.100.003	System will be configured to view the history of bill messages for a user-defined timeframe.			Out	No	Oracle Customer Cloud Service (CCS)	
06.100.004	Bill Messaging	06.100.004	System will be configured to define custom messages by individual customer, range of customers, class, zip code, rate, etc.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Bill message configuration
06.100.005	Bill Messaging	06.100.005	System will be configured to display a message based on cycle number.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Account Bill Message
06.100.006	Bill Messaging	06.100.006	System will be configured to display a message based on route number.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Account Bill Message
06.100.007	Bill Messaging	06.100.007	System will be configured to define custom messages by service or another user-defined group.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Service Agreement Bill Message
06.100.008	Master and Sub-Account Billing	06.100.008				25 In	Yes	Oracle Customer Cloud Service (CCS)	Statements allow to set up a person to receive a consolidated report of the financial activity for one or more accounts and/or service agreements.
06.100.009	Master and Sub-Account Billing	06.100.009	System will be configured to summarize multiple accounts onto a single bill, i.e., master account, or individual accounts.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Statements allow to set up a person to receive a consolidated report of the financial activity for one or more accounts and/or service agreements.
06.100.010	Master and Sub-Account Billing	06.100.010	System will be configured to send the master account a summary bill in addition to the detailed bill for individual accounts.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Bill print intercept can be used to hold (or not) the sub-account bills
06.100.011	Master and Sub-Account Billing	06.100.011	System will be configured to generate a summary bill when the billing cycle for the master account is processed. All sub-accounts will be held (or not) if the master account is billed.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Account/Person - Bill format can be set to summary or detailed
06.100.012	Master and Sub-Account Billing	06.100.012	System will be configured to allow the master account to either receive a summary bill or detailed bill.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Account Budget Plan and Budget Billing
06.120.001	Budget and/or Levelized Billing	06.120.001	System will be configured to allow budget and levelized billing.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Account Budget Plan Monitor and True Up functionality
06.120.002	Budget and/or Levelized Billing	06.120.002	System will be configured to provide a year-end budget plan recap / settlement statement.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Customers on budget billing will be processed by standard billing process.
06.120.003	Budget and/or Levelized Billing	06.120.003	System will be configured to allow online budget billing process to take place.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Budget plan calculation algorithm
06.120.004	Budget and/or Levelized Billing	06.120.004	System will be configured to calculate the average billing amount over a user-defined period for past billings.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Actual readings will be uploaded by Measurement upload and the customer will be billed according to budget.
06.120.005	Budget and/or Levelized Billing	06.120.005	System will be configured to calculate the same monthly payment while capturing actual readings.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Budget True Up process
06.120.006	Budget and/or Levelized Billing	06.120.006	System will be configured to provide a user-defined month for an account to be reconciled (read up). Differences between the budget months calculated and payment to the actual amount to be billed.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Budget True Up process
06.120.007	Budget and/or Levelized Billing	06.120.007	System will be configured to total true-up amount in the next bill.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Budget plan calculation algorithm
06.120.008	Budget and/or Levelized Billing	06.120.008	System will be configured to establish levelized amount based upon actual consumption.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Notification Preferences
06.120.009	Budget and/or Levelized Billing	06.120.009	System will be configured to provide automatic notification based on a user-defined timeframe that account is delinquent.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Configure a Collection Event that will cancel the account budget
06.120.010	Budget and/or Levelized Billing	06.120.010	System will be configured to provide automatic generation of a letter, email, social media, etc. to be sent if a customer is removed from budget billing.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Configure a new algorithm that will create the notification when the budget amount becomes zero (budget is cancelled)
06.120.011	Budget and/or Levelized Billing	06.120.011	System will be configured to automatically recalculate the difference that is owed based on previous months after being taken off budget billing. The following billing cycle will capture exact usage and bill accordingly.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Standard billing functionality
06.120.012	Budget and/or Levelized Billing	06.120.012	System will be configured to bill for total due, including total true-up amount plus current usage, to be billed on the set-up statement.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Standard billing functionality
06.120.013	Budget and/or Levelized Billing	06.120.013	System will be configured to recalculate a budget bill based on specific issues, e.g., an abnormally cold winter requires a recalculated budget amount, etc.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Budget plan calculation algorithm
06.120.014	Budget and/or Levelized Billing	06.120.014	System will be configured to allow the customer to define the start of the budget billing process.			Out	No	Oracle Customer Cloud Service (CCS)	
06.120.015	Budget and/or Levelized Billing	06.120.015	System will be configured to establish budget billing duration, with overrides for exceptions.			Out	No	Oracle Customer Cloud Service (CCS)	
06.120.016	Budget and/or Levelized Billing	06.120.016				Out	No	Oracle Customer Cloud Service (CCS)	

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CIS.06.120	Budget and/or Levelized Billing	06.120.017	System will be configured to allow user-defined criteria, e.g., poor credit rating, etc., that has to be met in order to be eligible for budget billing services - with manual override. System will generate letters or work queue activities.			Out	No		
CIS.06.120	Budget and/or Levelized Billing	06.120.018	System will be configured to allow the ability to require that a customer have a user-defined, e.g., positive, etc., credit score and a user-defined threshold of A/R to be eligible for budget billing.			Out	No		
CIS.06.120	Budget and/or Levelized Billing	06.120.019	System will be configured to allow for user overrides of the amount due to special conditions.			Out	No		
CIS.06.120	Budget and/or Levelized Billing	06.120.020	System will be configured to allow for budget billing on user-defined services.			Out	No		
CIS.06.120	Budget and/or Levelized Billing	06.120.021	System will be configured to allow for budget billing on multiple services at once.			Out	No		
CIS.06.120	Budget and/or Levelized Billing	06.120.022	System will be configured to allow for frequent cut-off and late charges to be assessed once the account has been taken of budget billing. The charges will include the true-up account balance plus assessed charges.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Standard PC, billing, and credit and collections functionality
CIS.06.130	Estimated Billing	06.130.001	System will be configured to estimate reads should actual reads not be available.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Configure the Estimate Date on the Bill Cycle
CIS.06.130	Estimated Billing	06.130.002	System will be configured to estimate reads regardless of the type of meter status.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Configure the Estimate Date on the Bill Cycle
CIS.06.130	Estimated Billing	06.130.003	System will be configured to estimate reads for meters with user-defined read date.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Configure the Estimate Date on the Bill Cycle
CIS.06.130	Estimated Billing	06.130.004	System will be configured to allow the system to bill based upon the read date, not the bill date, to determine the number of days in the billing cycle.			25 In	Yes	Oracle Customer Cloud Service (CCS)	This system estimate is based upon the scheduled/cutoff date and not the bill date
CIS.06.130	Estimated Billing	06.130.005	System will be configured to allow estimation for either read date to read date or bill date to bill date.			Out	No		
CIS.06.130	Estimated Billing	06.130.006	System will be configured to automatically mark services that have been estimated with a unique identifier.			25 In	Yes	Oracle Customer Cloud Service (CCS)	The bill segment will be automatically marked if it has been estimated
CIS.06.130	Estimated Billing	06.130.007	System will be configured to have user-defined tables that allow for determination of the number of estimations allowed for a specific timeframe.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Proboged Estimation Check VEE Rule
CIS.06.130	Estimated Billing	06.130.008	System will be configured to estimate or exclude certain customers from estimated readings, which would include the following: a) Customer Class.			25 In	Yes	Oracle Customer Cloud Service (CCS)	VEE Rule
CIS.06.130	Estimated Billing	06.130.009	System will be configured to estimate or exclude certain customers from estimated readings, which would include the following: b) Individual.			Out	No		
CIS.06.130	Estimated Billing	06.130.010	System will be configured to estimate or exclude certain customers from estimated readings, which would include the following: c) Route.			25 In	Yes	Oracle Customer Cloud Service (CCS)	VEE Rule
CIS.06.130	Estimated Billing	06.130.011	System will be configured to estimate or exclude certain customers from estimated readings, which would include the following: d) Rate Code.			25 In	Yes	Oracle Customer Cloud Service (CCS)	VEE Rule
CIS.06.130	Estimated Billing	06.130.012	System will be configured to provide user-defined validation characteristics for estimation, by service, which include the following: a) Consumption During the Same Time Last Year.			25 In	Yes	Oracle Customer Cloud Service (CCS)	VEE Rule based on Historical Data
CIS.06.130	Estimated Billing	06.130.013	System will be configured to provide user-defined validation characteristics for estimation, by service, which include the following: b) Consumption During the Same Time for the Previous 12 Months.			25 In	Yes	Oracle Customer Cloud Service (CCS)	VEE Rule based on Historical Data
CIS.06.130	Estimated Billing	06.130.014	System will be configured to provide user-defined validation characteristics for estimation, by service, which include the following: c) Last Bill.			25 In	Yes	Oracle Customer Cloud Service (CCS)	VEE Rule based on Historical Data
CIS.06.130	Estimated Billing	06.130.015	System will be configured to provide user-defined validation characteristics for estimation, by service, which include the following: d) Average Consumption for the Past Three Months.			25 In	Yes	Oracle Customer Cloud Service (CCS)	VEE Rule
CIS.06.130	Estimated Billing	06.130.016	System will be configured to provide user-defined validation characteristics for estimation, by service, which include the following: e) Winter/Summer Average.			25 In	Yes	Oracle Customer Cloud Service (CCS)	VEE Rule
CIS.06.130	Estimated Billing	06.130.017	System will be configured to provide user-defined validation characteristics for estimation, by service, which include the following: f) Currently daily Average.			25 In	Yes	Oracle Customer Cloud Service (CCS)	VEE Rule
CIS.06.130	Estimated Billing	06.130.018	System will be configured to provide user-defined validation characteristics for estimation, by service, which include the following: g) User Defined Average.			25 In	Yes	Oracle Customer Cloud Service (CCS)	VEE Rule
CIS.06.130	Estimated Billing	06.130.019	System will be configured to prioritize any and all of the above characteristics a-g.			25 In	Yes	Oracle Customer Cloud Service (CCS)	VEE Rule
CIS.06.130	Estimated Billing	06.130.020	System will be configured to allow for manual change the percentage of consumption on the above estimations due to weather conditions that affected past consumption.			25 In	Yes	Oracle Customer Cloud Service (CCS)	VEE Rule
CIS.06.130	Estimated Billing	06.130.021	System will be configured to allow for manual change the percentage of consumption estimation on a daily, weekly, monthly, etc., timeframe.			25 In	Yes	Oracle Customer Cloud Service (CCS)	VEE Rule
CIS.06.130	Estimated Billing	06.130.022	System will be configured to identify seasonal periods with weighted averages by service type and customer class when calculating estimates.			25 In	Yes	Oracle Customer Cloud Service (CCS)	VEE Rule
CIS.06.140	Discount Billing	06.140.001	System will be configured to calculate discounts based on percentage or a fixed amount.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Bill factor configuration
CIS.06.140	Discount Billing	06.140.002	System will be configured to allow discounts for a credit or debit based on user-defined criteria with includes but is not limited to: a) Number of Services.			25 In	Yes	Oracle Customer Cloud Service (CCS)	ISO Rule configuration / Pre-processing calculation rule

Process ID	Process Title	Requirement Number	Requirement Description	MVU Notes	Software Score	Scope (In/Out)	Included in Price (Yes/No)	System or Module	Solution
CIS.06.140	Discount Billing	06.140.003	System will be configured to allow discounts for a credit or debit based on user-defined criteria with includes but is not limited to: b) Number of Line Services within an Account			In	Yes	Oracle Customer Cloud Service (CCS)	SO Rule: configuration / Pre-processing calculation rule
CIS.06.140	Discount Billing	06.140.004	System will be configured to allow discounts for a credit or debit based on user-defined criteria with includes but is not limited to: d) Contractual Period			Out	No		
CIS.06.140	Discount Billing	06.140.005	System will be configured to allow discounts for a credit or debit based on user-defined criteria with includes but is not limited to: e) Rates on Screen		25	In	Yes	Oracle Customer Cloud Service (CCS)	SO Rule: configuration / Pre-processing calculation rule
CIS.06.140	Discount Billing	06.140.006	System will be configured to process multiple credits on screen			Out	No		
CIS.06.140	Discount Billing	06.140.007	System will be configured to process multiple credits in batch			Out	No		
CIS.06.140	Discount Billing	06.140.008	System will be configured to aggregate multiple accounts to accommodate calculation of a discount or penalty			Out	No		
CIS.06.140	Discount Billing	06.140.009	System will be configured to provide installment billing method for billing of charitable contributions including but not limited to the following: a) Fixed Monthly Amount			Out	No		
CIS.06.150	Special Billing	06.150.001	System will be configured to provide installment billing method for billing of charitable contributions including but not limited to the following: b) Fixed Time Period or Unlimited Term			Out	No		
CIS.06.150	Special Billing	06.150.002	System will be configured to provide installment billing method for billing of charitable contributions including but not limited to the following: c) Total Pledge Amount, or Unlimited Term			Out	No		
CIS.06.150	Special Billing	06.150.003	System will be configured to provide installment billing method for billing of charitable contributions including but not limited to the following: d) Rounded up to the Nearest Dollar			Out	No		
CIS.06.150	Special Billing	06.150.004	System will be configured to follow the billing of services to follow the customer instead of premises, i.e., charitable donations, etc. when the customer moves			Out	No		
CIS.06.150	Special Billing	06.150.005	System will be configured so if all other services are off/discontinued, charitable services will also be discontinued			Out	No		
CIS.06.150	Special Billing	06.150.006	System will be configured to provide installment billing method for billing of professional services performed, including the following: a) Fixed Monthly Amount			Out	No		
CIS.06.150	Special Billing	06.150.007	System will be configured to provide installment billing method for billing of professional services performed, including the following: b) Fixed Time Period			Out	No		
CIS.06.150	Special Billing	06.150.008	System will be configured to provide installment billing method for billing of professional services performed, including the following: c) Total Amount Due			Out	No		
CIS.06.150	Special Billing	06.150.009	System will be configured to calculate special surcharges based on consumption with a user-defined dollar limit		25	In	Yes	Oracle Customer Cloud Service (CCS)	Rate Component / Rate version calculation rule
CIS.06.150	Special Billing	06.150.010	System will be configured to bill out the remainder of the total amount due should the final account bill prior to the end of this stated fixed time period		25	In	Yes	Oracle Customer Cloud Service (CCS)	Standard billing functionality
CIS.06.150	Special Billing	06.150.011	System will be configured to bill out only the monthly installment amount of charitable contributions on a final bill			Out	No		
CIS.06.150	Special Billing	06.150.012	System will be configured to calculate the amount of the monthly installment if the total amount and fixed time period are provided		25	In	Yes	Oracle Customer Cloud Service (CCS)	Payment Arrangement / Payment Arrangement Request
CIS.06.150	Special Billing	06.150.013	System will be configured to allow "free" services for a specified start and end time for promotional purposes, and not bill for that service during that time			Out	No		
CIS.06.150	Special Billing	06.150.014	System will be configured to bill services for other companies such as reading meters and producing bills for another local utility, etc.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Service Provider configuration
CIS.06.150	Special Billing	06.150.015	System will be configured to bill special surcharges based on the following, including but not limited to: a) Premises / Location		25	In	Yes	Oracle Customer Cloud Service (CCS)	Billable Charge SA can be utilized
CIS.06.150	Special Billing	06.150.016	System will be configured to bill special surcharges based on the following, including but not limited to: b) Seasonal Restrictions (weather restrictions)			Out	No		
CIS.06.150	Special Billing	06.150.017	System will be configured to bill special surcharges based on the following, including but not limited to: c) Environmental Cost (impact fees, etc.)		25	In	Yes	Oracle Customer Cloud Service (CCS)	Billable Charge SA can be utilized
CIS.06.150	Special Billing	06.150.018	System will be configured to bill special surcharges based on the following, including but not limited to: d) Medical / Lifeline Allowance		25	In	Yes	Oracle Customer Cloud Service (CCS)	Billable Charge SA can be utilized
CIS.06.150	Special Billing	06.150.019	System will be configured to bill master meters after consumption has been captured from submeters		25	In	Yes	Oracle Customer Cloud Service (CCS)	Standard billing functionality
CIS.06.160	Taxation	06.160.001	System will be configured to assess taxes and/or fees based upon customer, account, premises, and/or service class items) including, but not limited to: a) Customer, Account, Premises, and Service Class		25	In	Yes	Oracle Customer Cloud Service (CCS)	Rate Component / Rate version calculation rule

Process ID	Process Title	Requirement Number	Requirement Description	MWU Notes	Software Score	Scope (In/Out)	Included in Price (Yes or No)	System or Module	Solution
CIS.06.160	Taxation	06.160.002	System will be configured to assess taxes and/or fees based upon customer, account, premises, and/or service data items) including, but not limited to: a) Service Type			25 In	Yes	Oracle Customer Cloud Service (CCS)	Rate Component / Rate version calculation rule
CIS.06.160	Taxation	06.160.003	System will be configured to assess taxes and/or fees based upon customer, account, premises, and/or service data items) including, but not limited to: b) Tax Exemption Data (i.e. percentage exemption)			25 In	Yes	Oracle Customer Cloud Service (CCS)	Rate Component / Rate version calculation rule
CIS.06.160	Taxation	06.160.004	System will be configured to assess taxes and/or fees based upon customer, account, premises, and/or service data items) including, but not limited to: c) Tax Exemption Data (i.e. percentage exemption)			25 In	Yes	Oracle Customer Cloud Service (CCS)	Rate Component / Rate version calculation rule
CIS.06.160	Taxation	06.160.005	System will be configured to assess taxes and/or fees based upon customer, account, premises, and/or service data items) including, but not limited to: d) Premises/Locations Location (i.e. inside/outside city limits, enterprise zone designation, etc.)			25 In	Yes	Oracle Customer Cloud Service (CCS)	Rate Component / Rate version calculation rule
CIS.06.160	Taxation	06.160.006	System will be configured to assess taxes and/or fees based upon customer, account, premises, and/or service data items) including, but not limited to: e) Time-of-Use (Commercial, Industrial, and Domestic); f) Unlimited Seasons			25 In	Yes	Oracle Customer Cloud Service (CCS)	Rate Component / Rate version calculation rule
CIS.06.160	Taxation	06.160.007	System will be configured to assess taxes and/or fees based upon customer, account, premises, and/or service data items) including, but not limited to: g) Time-of-Use (Commercial, Industrial, and Domestic); h) Unlimited Peaks			25 In	Yes	Oracle Customer Cloud Service (CCS)	Rate Component / Rate version calculation rule
CIS.06.160	Taxation	06.160.008	System will be configured to assess taxes and/or fees based upon customer, account, premises, and/or service data items) including, but not limited to: i) All Days of the Week / Month / Year			25 In	Yes	Oracle Customer Cloud Service (CCS)	Rate Component / Rate version calculation rule
CIS.06.160	Taxation	06.160.009	System will be configured to assess taxes and/or fees based upon customer, account, premises, and/or service data items) including, but not limited to: j) Time-of-Use (Commercial, Industrial, and Domestic); k) 24/7 Hourly capture of Consumption			25 In	Yes	Oracle Customer Cloud Service (CCS)	Rate Component / Rate version calculation rule
CIS.06.160	Taxation	06.160.010	System will be configured to assess taxes and/or fees based upon customer, account, premises, and/or service data items) including, but not limited to: l) Time-of-Use (Commercial, Industrial, and Domestic); m) 24/7 Hourly capture of Consumption			25 In	Yes	Oracle Customer Cloud Service (CCS)	Rate Component / Rate version calculation rule
CIS.06.160	Taxation	06.160.011	System will be configured to assess taxes and/or fees based upon customer, account, premises, and/or service data items) including, but not limited to: n) Time-of-Use (Commercial, Industrial, and Domestic); o) 24/7 Hourly capture of Consumption			25 In	Yes	Oracle Customer Cloud Service (CCS)	Rate Component / Rate version calculation rule
CIS.06.160	Taxation	06.160.012	System will be configured to assess taxes and/or fees based upon customer, account, premises, and/or service data items) including, but not limited to: p) Time-of-Use (Commercial, Industrial, and Domestic); q) 24/7 Hourly capture of Consumption			25 In	Yes	Oracle Customer Cloud Service (CCS)	Rate Component / Rate version calculation rule
CIS.06.160	Taxation	06.160.013	System will be configured to assess taxes and/or fees based upon customer, account, premises, and/or service data items) including, but not limited to: r) Time-of-Use (Commercial, Industrial, and Domestic); s) 24/7 Hourly capture of Consumption			25 In	Yes	Oracle Customer Cloud Service (CCS)	Rate Component / Rate version calculation rule
CIS.06.160	Taxation	06.160.014	System will be configured to assess taxes and/or fees based upon customer, account, premises, and/or service data items) including, but not limited to: t) Time-of-Use (Commercial, Industrial, and Domestic); u) 24/7 Hourly capture of Consumption			25 In	Yes	Oracle Customer Cloud Service (CCS)	Rate Component / Rate version calculation rule
CIS.06.170	Electric Billing		System will be configured to bill for Special Surcharges (extra fees) based on the following but not limited to: a) Premises/Locations Location			25 In	Yes	Oracle Customer Cloud Service (CCS)	Pre-processing calculation rule and Rate version calculation rule
CIS.06.170	Electric Billing	06.170.001	System will be configured to bill for Special Surcharges (extra fees) based on the following but not limited to: b) Power Cost Adjustment Factor			25 In	Yes	Oracle Customer Cloud Service (CCS)	Pre-processing calculation rule and Rate version calculation rule
CIS.06.170	Electric Billing	06.170.002	System will be configured to bill for Special Surcharges (extra fees) based on the following but not limited to: c) Power Quality Rate (PQR)			25 In	Yes	Oracle Customer Cloud Service (CCS)	Pre-processing calculation rule and Rate version calculation rule
CIS.06.170	Electric Billing	06.170.003	System will be configured to bill for Special Surcharges (extra fees) based on the following but not limited to: d) Seasonal Restrictions (weather restrictions)			25 In	Yes	Oracle Customer Cloud Service (CCS)	Pre-processing calculation rule and Rate version calculation rule
CIS.06.170	Electric Billing	06.170.004	System will be configured to bill for Special Surcharges (extra fees) based on the following but not limited to: e) Environmental Cost (Impact Fees, etc.)			25 In	Yes	Oracle Customer Cloud Service (CCS)	Pre-processing calculation rule and Rate version calculation rule
CIS.06.170	Electric Billing	06.170.005	System will be configured to bill for Special Surcharges (extra fees) based on the following but not limited to: f) Equipment (stand by generation, high-quality power, etc.)			25 In	Yes	Oracle Customer Cloud Service (CCS)	Pre-processing calculation rule and Rate version calculation rule
CIS.06.170	Electric Billing	06.170.006	System will be configured to bill for Special Surcharges (extra fees) based on the following but not limited to: g) Demand from individual demand meters by specified times to derive the peak demand for a service			25 In	Yes	Oracle Customer Cloud Service (CCS)	Pre-processing calculation rule and Rate version calculation rule
CIS.06.170	Electric Billing	06.170.007	System will be configured to bill for Special Surcharges (extra fees) based on the following but not limited to: h) Demand from individual demand meters by specified times to derive the peak demand for a service			25 In	Yes	Oracle Customer Cloud Service (CCS)	Pre-processing calculation rule and Rate version calculation rule
CIS.06.170	Electric Billing	06.170.008	System will be configured to bill for Special Surcharges (extra fees) based on the following but not limited to: i) Demand from individual demand meters by specified times to derive the peak demand for a service			25 In	Yes	Oracle Customer Cloud Service (CCS)	Pre-processing calculation rule and Rate version calculation rule
CIS.06.170	Electric Billing	06.170.009	System will be configured to bill for Special Surcharges (extra fees) based on the following but not limited to: j) Demand from individual demand meters by specified times to derive the peak demand for a service			25 In	Yes	Oracle Customer Cloud Service (CCS)	Pre-processing calculation rule and Rate version calculation rule
CIS.06.170	Electric Billing	06.170.010	System will be configured to bill for Special Surcharges (extra fees) based on the following but not limited to: k) Demand from individual demand meters by specified times to derive the peak demand for a service			25 In	Yes	Oracle Customer Cloud Service (CCS)	Pre-processing calculation rule and Rate version calculation rule
CIS.06.170	Electric Billing	06.170.011	System will be configured to bill for Special Surcharges (extra fees) based on the following but not limited to: l) Demand from individual demand meters by specified times to derive the peak demand for a service			25 In	Yes	Oracle Customer Cloud Service (CCS)	Pre-processing calculation rule and Rate version calculation rule
CIS.06.170	Electric Billing	06.170.012	System will be configured to bill for Special Surcharges (extra fees) based on the following but not limited to: m) Demand from individual demand meters by specified times to derive the peak demand for a service			25 In	Yes	Oracle Customer Cloud Service (CCS)	Pre-processing calculation rule and Rate version calculation rule
CIS.06.170	Electric Billing	06.170.013	System will be configured to bill for Special Surcharges (extra fees) based on the following but not limited to: n) Demand from individual demand meters by specified times to derive the peak demand for a service			25 In	Yes	Oracle Customer Cloud Service (CCS)	Pre-processing calculation rule and Rate version calculation rule
CIS.06.170	Electric Billing	06.170.014	System will be configured to bill for Special Surcharges (extra fees) based on the following but not limited to: o) Demand from individual demand meters by specified times to derive the peak demand for a service			25 In	Yes	Oracle Customer Cloud Service (CCS)	Pre-processing calculation rule and Rate version calculation rule
CIS.06.170	Electric Billing	06.170.015	System will be configured to bill for Special Surcharges (extra fees) based on the following but not limited to: p) Demand from individual demand meters by specified times to derive the peak demand for a service			25 In	Yes	Oracle Customer Cloud Service (CCS)	Pre-processing calculation rule and Rate version calculation rule

Process ID	Process Title	Requirement Number	Requirement Description	MVU Notes	Software Score	Scope (In/Out)	Included in Price (Yes or No)	System or Module	Solution
CIS.06.170	Electric Billing	06.170.016	System will be configured to support the following "standard" types of electric billing, including but not limited to: a) Time-of-Use (Commercial, Industrial, and Domestic); b) Holiday Rates / Periods not limited to; c) Flat-Rate Billing.			25 In	Yes	Oracle Customer Cloud Service (CCS)	IUDM / TOU / SOI configuration, Meter Configuration, Type configuration, Rate version calculation rule
CIS.06.170	Electric Billing	06.170.017	System will be configured to support the following "standard" types of electric billing, including but not limited to: d) Joint-Family accommodations.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Rate Schedule configuration
CIS.06.170	Electric Billing	06.170.018	System will be configured to support the following "standard" types of electric billing, including but not limited to: e) Auxiliary (family separate) Units from Master Meter.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Rate Schedule configuration
CIS.06.170	Electric Billing	06.170.019	System will be configured to support the following "standard" types of electric billing, including but not limited to: f) Utility Users Tax, Government Tax, Duties, and Fees.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Rate Schedule configuration
CIS.06.170	Electric Billing	06.170.020	System will be configured to support the following "standard" types of electric billing, including but not limited to: g) Increasing or Decreasing Blocks or tiers for all Rates.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Rate Schedule configuration
CIS.06.170	Electric Billing	06.170.021	System will be configured to support the following "standard" types of electric billing, including but not limited to: h) Adjusted Pumping Rates.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Rate Schedule configuration
CIS.06.170	Electric Billing	06.170.022	System will be configured to support the following "standard" types of electric billing, including but not limited to: i) Stand-By Services where partial electrical requirements on the customer's premises.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Rate Schedule configuration
CIS.06.170	Electric Billing	06.170.023	System will be configured to support the following "standard" types of electric billing, including but not limited to: j) Stand-By Services where partial electrical requirements on the customer's premises.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Rate Schedule configuration
CIS.06.170	Electric Billing	06.170.024	System will be configured to support the following "standard" types of electric billing, including but not limited to: k) Traffic Control Service where kWh consumption will be based on total hours used.			Out	No		
CIS.06.170	Electric Billing	06.170.025	System will be configured to support the following "standard" types of electric billing, including but not limited to: l) Energy Charge (additional charged based on consumed kWh).			25 In	Yes	Oracle Customer Cloud Service (CCS)	Rate Schedule configuration
CIS.06.170	Electric Billing	06.170.026	System will be configured to support the following "standard" types of electric billing, including but not limited to: m) Any Combination of the Above.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Rate Schedule configuration
CIS.06.170	Electric Billing	06.170.027	System will be configured to support the following "standard" types of electric billing, including but not limited to: n) Temporary Services with a Start and Stop Date / Time.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Rate Schedule configuration
CIS.06.170	Electric Billing	06.170.028	System will be configured to support the following "standard" types of electric billing, including but not limited to: o) Temporary Services with a Start and Stop Date / Time.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Rate Schedule configuration
CIS.06.170	Electric Billing	06.170.029	System will be configured to support the following "standard" types of electric billing, including but not limited to: p) Temporary Services with a Start and Stop Date / Time.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Rate Schedule configuration / bill factor values
CIS.06.170	Electric Billing	06.170.030	System will be configured to support the following "standard" types of electric billing, including but not limited to: q) Non-Time Related Energy Charge.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Rate Schedule configuration / bill factor values
CIS.06.170	Electric Billing	06.170.031	System will be configured to support the following "standard" types of electric billing, including but not limited to: r) On-Peak Energy Charge.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Rate Schedule configuration / bill factor values
CIS.06.170	Electric Billing	06.170.032	System will be configured to support the following "standard" types of electric billing, including but not limited to: s) Mid-Peak Energy Charge.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Rate Schedule configuration / bill factor values
CIS.06.170	Electric Billing	06.170.033	System will be configured to support the following "standard" types of electric billing, including but not limited to: t) Off-Peak Energy Charge.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Rate Schedule configuration / bill factor values
CIS.06.170	Electric Billing	06.170.034	System will be configured to support the following "standard" types of electric billing, including but not limited to: u) Customer Charge.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Rate Schedule configuration / bill factor values
CIS.06.170	Electric Billing	06.170.035	System will be configured to support the following "standard" types of electric billing, including but not limited to: v) Demand Charge.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Rate Schedule configuration / bill factor values
CIS.06.170	Electric Billing	06.170.036	System will be configured to support the following "standard" types of electric billing, including but not limited to: w) Non-Time Related Max Demand.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Rate Schedule configuration / bill factor values
CIS.06.170	Electric Billing	06.170.037	System will be configured to support the following "standard" types of electric billing, including but not limited to: x) On-Peak Billing Demand.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Rate Schedule configuration / bill factor values
CIS.06.170	Electric Billing	06.170.038	System will be configured to support the following "standard" types of electric billing, including but not limited to: y) Mid-Peak Billing Demand.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Rate Schedule configuration / bill factor values
CIS.06.170	Electric Billing	06.170.039	System will be configured to support the following "standard" types of electric billing, including but not limited to: z) Off-Peak Billing Demand.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Rate Schedule configuration / bill factor values
CIS.06.170	Electric Billing	06.170.040	System will be configured to support the following "standard" types of electric billing, including but not limited to: aa) Demand Charge - \$/kWh of Billing Demand/Meter/Month.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Rate Schedule configuration / bill factor values
CIS.06.170	Electric Billing	06.170.041	System will be configured to support the following "standard" types of electric billing, including but not limited to: ab) Voltage Discounts - Hourly Energy Rates Percentage.			Out	No		
CIS.06.170	Electric Billing	06.170.042	System will be configured to support the following "standard" types of electric billing, including but not limited to: ac) Voltage Discounts - Facilities-Related Rates Percentage.			Out	No		
CIS.06.170	Electric Billing	06.170.043	System will be configured to support the following "standard" types of electric billing, including but not limited to: ad) Power Factor Adjustment.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Rate Schedule configuration / bill factor values

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CIS.06.170	Electric Billing	06.170.044	System will be configured to unlimited user-defined adjustment, charges, fees, or percentages: h) Competitive Transition Charge			Out	No		
CIS.06.170	Electric Billing	06.170.045	System will be configured to unlimited user-defined adjustment, charges, fees, or percentages: l) Competitive Transition Charge per kWh			Out	No		
CIS.06.170	Electric Billing	06.170.046	System will be configured to unlimited user-defined adjustment, charges, fees, or percentages: j) Green Power Charge		25	In	Yes	Oracle Customer Cloud Service (CCS)	Rate Schedule configuration / bill factor values
CIS.06.170	Electric Billing	06.170.047	System will be configured to unlimited user-defined adjustment, charges, fees, or percentages: l) Residential		25	In	Yes	Oracle Customer Cloud Service (CCS)	Rate Schedule configuration / bill factor values
CIS.06.170	Electric Billing	06.170.048	System will be configured to unlimited user-defined adjustment, charges, fees, or percentages: ll) Commercial		25	In	Yes	Oracle Customer Cloud Service (CCS)	Rate Schedule configuration / bill factor values
CIS.06.170	Electric Billing	06.170.049	System will be configured to unlimited user-defined adjustment, charges, fees, or percentages: ll) Tracking and Reporting at all GP Changes		25	In	Yes	Oracle Customer Cloud Service (CCS)	Rate Schedule configuration / bill factor values
CIS.06.170	Electric Billing	06.170.050	System will be configured to unlimited user-defined adjustment, charges, fees, or percentages: ll) Minimum Number of Purchased Blocks of Energy		25	In	Yes	Oracle Customer Cloud Service (CCS)	Rate Schedule configuration / bill factor values
CIS.06.170	Electric Billing	06.170.051	System will be configured to unlimited user-defined adjustment, charges, fees, or percentages: v) Rate on the Charge of Computed		25	In	No		
CIS.06.170	Electric Billing	06.170.052	System will be configured to unlimited user-defined adjustment, charges, fees, or percentages: k) Franchise Fees		25	In	Yes	Oracle Customer Cloud Service (CCS)	Rate Schedule configuration / bill factor values
CIS.06.170	Electric Billing	06.170.053	System will be configured to unlimited user-defined adjustment, charges, fees, or percentages: l) Power Cost Adjustment per kWh		25	In	No		
CIS.06.170	Electric Billing	06.170.054	System will be configured to unlimited user-defined adjustment, charges, fees, or percentages: m) Environmental Mitigation Adjustment per kWh		25	In	Yes	Oracle Customer Cloud Service (CCS)	Rate Schedule configuration / bill factor values
CIS.06.170	Electric Billing	06.170.055	System will be configured to unlimited user-defined adjustment, charges, fees, or percentages: n) Space Heating Charge, Life Support (e.g., the first tier of consumption is target)		25	In	Yes	Oracle Customer Cloud Service (CCS)	Rate Schedule configuration / bill factor values
CIS.06.170	Electric Billing	06.170.056	System will be configured to unlimited user-defined adjustment, charges, fees, or percentages: o) Minimum Charge		25	In	Yes	Oracle Customer Cloud Service (CCS)	Rate Schedule configuration / bill factor values
CIS.06.170	Electric Billing	06.170.057	System will be configured to unlimited user-defined adjustment, charges, fees, or percentages: p) Baseline		25	In	Yes	Oracle Customer Cloud Service (CCS)	Rate Schedule configuration / bill factor values
CIS.06.170	Electric Billing	06.170.058	System will be configured to unlimited user-defined adjustment, charges, fees, or percentages: q) Rate Stabilization Adjustment		25	In	No		
CIS.06.170	Electric Billing	06.170.059	System will be configured to unlimited user-defined adjustment, charges, fees, or percentages: r) Service Voltage		25	In	Yes	Oracle Customer Cloud Service (CCS)	Rate Schedule configuration / bill factor values
CIS.06.170	Electric Billing	06.170.060	System will be configured to unlimited user-defined adjustment, charges, fees, or percentages: s) X-Rate Installation fee, \$1.00 per MVA of transformer capacity requested, charges		25	Out	No		
CIS.06.170	Electric Billing	06.170.061	System will be configured to unlimited user-defined adjustment, charges, fees, or percentages: t) Reliability Charge		25	Out	No		
CIS.06.170	Electric Billing	06.170.062	System will be configured to unlimited user-defined adjustment, charges, fees, or percentages: u) Business Reversion Rate Discount		25	In	Yes	Oracle Customer Cloud Service (CCS)	Rate Schedule configuration / bill factor values
CIS.06.170	Electric Billing	06.170.063	System will be configured to unlimited user-defined adjustment, charges, fees, or percentages: v) Public Benefits Charge (applied to all energy usage)		25	In	Yes	Oracle Customer Cloud Service (CCS)	Rate Schedule configuration / bill factor values
CIS.06.170	Electric Billing	06.170.064	System will be configured to unlimited user-defined adjustment, charges, fees, or percentages: w) end-of-contract term is flagged		25	In	Yes	Oracle Customer Cloud Service (CCS)	Rate Schedule configuration / bill factor values
CIS.06.170	Electric Billing	06.170.065	System will be configured to unlimited user-defined adjustment, charges, fees, or percentages: x) The like businesses have a minimum and maximum number that can be applied		25	In	Yes	Oracle Customer Cloud Service (CCS)	SA Types configuration
CIS.06.170	Electric Billing	06.170.066	System will be configured to unlimited user-defined adjustment, charges, fees, or percentages: y) user-defined percentage, are identified and automatically convert to a new rate. Reporting is included.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Rate Schedule / SA Rate History
CIS.06.170	Electric Billing	06.170.067	System will be configured to unlimited user-defined adjustment, charges, fees, or percentages: z) user-defined percentage, are identified and automatically convert/revert to a new rate. Reporting is included.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Rate Schedule / SA Rate History
CIS.06.170	Electric Billing	06.170.068	System will be configured to unlimited user-defined adjustment, charges, fees, or percentages: aa) Change Ad		25	In	Yes	Oracle Customer Cloud Service (CCS)	Rate version calculation rule
CIS.06.170	Electric Billing	06.170.069	System will be configured to unlimited user-defined adjustment, charges, fees, or percentages: ab) Distribution Charges		25	In	Yes	Oracle Customer Cloud Service (CCS)	Rate version calculation rule
CIS.06.170	Electric Billing	06.170.070	System will be configured to unlimited user-defined adjustment, charges, fees, or percentages: ac) Generation Charge		25	In	Yes	Oracle Customer Cloud Service (CCS)	Rate version calculation rule
CIS.06.170	Electric Billing	06.170.071	System will be configured to unlimited user-defined adjustment, charges, fees, or percentages: ad) Decommissioning Charge		25	Out	No		

Process ID	Process Title	Requirement Number	Requirement Description	MVU Notes	Software Score	Scope (In/Out)	Included in Price (Yes or No)	System or Module	Solution
CIS.06.170	Electric Billing	06.170.072	System will be configured so all electric rates can be tracked at the component-of-tariff level, including but not limited to, the following: a) Public Purpose Programs Charge		25	In	Yes	Oracle Customer Cloud Service (CCS)	Rate version calculation rule
CIS.06.170	Electric Billing	06.170.073	System will be configured so all electric rates can be tracked at the component-of-tariff level, including but not limited to, the following: b) Department Bond Charge			Out	No		
CIS.06.170	Electric Billing	06.170.074	System will be configured so all electric rates can be tracked at the component-of-tariff level, including but not limited to, the following: c) PUD Reassessment Fee		25	In	Yes	Oracle Customer Cloud Service (CCS)	Rate version calculation rule
CIS.06.170	Electric Billing	06.170.075	System will be configured to bill for the following: d) Real Time Pricing Rate based on baseline usage for disincentive			Out	No		
CIS.06.170	Electric Billing	06.170.076	System will be configured to bill for the following: e) Critical Peak Pricing Rate based on baseline usage for disincentive			Out	No		
CIS.06.170	Electric Billing	06.170.077	System will be configured to bill for the following: f) outdoor and street lighting services: a) By Lamp Size		25	In	Yes	Oracle Customer Cloud Service (CCS)	Pre-processing calculation rule / Rate version calculation rule
CIS.06.170	Electric Billing	06.170.078	System will be configured to bill for the following: g) outdoor and street lighting services: b) Number of Lamps		25	In	Yes	Oracle Customer Cloud Service (CCS)	Pre-processing calculation rule / Rate version calculation rule
CIS.06.170	Electric Billing	06.170.079	System will be configured to bill for the following: h) outdoor and street lighting services: c) Lumens (14.2, 18, 23.8, 44, 76, 106, etc.)		25	In	Yes	Oracle Customer Cloud Service (CCS)	Pre-processing calculation rule / Rate version calculation rule
CIS.06.170	Electric Billing	06.170.080	System will be configured to bill for the following: i) outdoor and street lighting services: d) Voltage (48, 120 / 240)			Out	No		
CIS.06.170	Electric Billing	06.170.081	System will be configured to bill for the following: j) outdoor and street lighting services: e) Power Cost Adjustment Factor			Out	No		
CIS.06.170	Electric Billing	06.170.082	System will be configured to bill for the following: k) outdoor and street lighting services: f) Maximum Hours of Service per year			Out	No		
CIS.06.170	Electric Billing	06.170.083	System will be configured to bill for the following: l) outdoor and street lighting services: g) Fixed Maintenance Charge			Out	No		
CIS.06.170	Electric Billing	06.170.084	System will be configured to bill for the following: m) outdoor and street lighting services: h) Fixed Customer Charge			Out	No		
CIS.06.170	Electric Billing	06.170.085	System will be configured to bill for the following: n) outdoor and street lighting services: i) Rate per Lamp per month		25	In	Yes	Oracle Customer Cloud Service (CCS)	Pre-processing calculation rule / Rate version calculation rule
CIS.06.170	Electric Billing	06.170.086	System will be configured to bill for the following: o) outdoor and street lighting services: j) Pole Change			Out	No		
CIS.06.170	Electric Billing	06.170.087	System will be configured to bill for the following: p) outdoor and street lighting services: k) Term-Based Contract / Agreement			Out	No		
CIS.06.170	Electric Billing	06.170.088	System will be configured to bill for the following: q) outdoor and street lighting services: l) Public Benefits Charge		25	In	Yes	Oracle Customer Cloud Service (CCS)	Pre-processing calculation rule / Rate version calculation rule
CIS.06.170	Electric Billing	06.170.089	System will be configured to bill for the following: r) outdoor and street lighting services: m) Any Combination of above A-L			Out	No		
CIS.06.170	Electric Billing	06.170.090	System will be configured for developmental schedules that support economic growth in the utility's service territory with rates and billing that support, but not limited to: a) A Commercial / Industrial-level Customer		25	In	Yes	Oracle Customer Cloud Service (CCS)	New Rate Versions can be configured when there are changes in the rate structure
CIS.06.170	Electric Billing	06.170.091	System will be configured for developmental schedules that support economic growth in the utility's service territory with rates and billing that support, but not limited to: b) Min. Load Requirement Provisions (either existing or expanding)		25	In	Yes	Oracle Customer Cloud Service (CCS)	New Rate Versions can be configured when there are changes in the rate structure
CIS.06.170	Electric Billing	06.170.092	System will be configured for developmental schedules that support economic growth in the utility's service territory with rates and billing that support, but not limited to: c) "Green Building / LEED certification" Requirement and Tracking			Out	No		
CIS.06.170	Electric Billing	06.170.093	System will be configured for developmental schedules that support economic growth in the utility's service territory with rates and billing that support, but not limited to: d) New, Incremental, or Existing Load must maintain a min. Load Factor			Out	No		
CIS.06.170	Electric Billing	06.170.094	System will be configured for developmental schedules that support economic growth in the utility's service territory with rates and billing that support, but not limited to: e) Tiered Discount Based on Years of Service or Contract Length		25	In	Yes	Oracle Customer Cloud Service (CCS)	New Rate Versions can be configured when there are changes in the rate structure
CIS.06.170	Electric Billing	06.170.095	System will be configured for developmental schedules that support economic growth in the utility's service territory with rates and billing that support, but not limited to: f) Discount will apply to all Energy used		25	In	Yes	Oracle Customer Cloud Service (CCS)	New Rate Versions can be configured when there are changes in the rate structure
CIS.06.170	Electric Billing	06.170.096	System will be configured for developmental schedules that support economic growth in the utility's service territory with rates and billing that support, but not limited to: h) Beginning and Ending Dates of Program		25	In	Yes	Oracle Customer Cloud Service (CCS)	New Rate Versions can be configured when there are changes in the rate structure

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CIS.06.170	Electric Billing	06.170.097	System will be configured to determine net energy metering each billing period (NEM) by the utility's service territory with rates and billing that support, but not limited to: i) Support of a Load Factor Calculation.			Out	No		
CIS.06.180	Net Metering (NEM)								
CIS.06.180	Net Metering (NEM)	06.180.001	System will be configured to accommodate two-way meters set up to measure the transmission of capabilities or co-gen with contracts for "nonmeter" (estimated) consumption, with variable power, returned to the energy providers (e.g. support for NEM1, 2 customers).		25	In	Yes	Oracle Customer Cloud Service (CCS)	Oracle CCS provides support for NEM Metering & Billing. System can capture and store the meter reads for generated and delivered service quantities which can be used to calculate the net energy.
CIS.06.180	Net Metering (NEM)	06.180.002	System will be configured to accommodate two-way meters set up to measure the transmission of capabilities or co-gen with contracts for "nonmeter" (estimated) consumption, with variable power, returned to the energy providers (e.g. support for NEM1, 2 customers).		25	In	Yes	Oracle Customer Cloud Service (CCS)	Oracle CCS provides support for NEM Metering & Billing. Bidirectional meters can be stored in CCS and they can be stored in a different than those of normal meters.
CIS.06.180	Net Metering (NEM)	06.180.003	System will be configured to accommodate net energy metering each billing period (NEM) by the following: a) Determining if the NEM customer is a net consumer of electricity or a net producer of energy.		25	In	Yes	Oracle Customer Cloud Service (CCS)	NEM Customer can be identified in the system whether it is a Consumer or Producer. This is recognized through the Service Quantity Identifier.
CIS.06.180	Net Metering (NEM)	06.180.004	System will be configured to accommodate net energy metering each billing period (NEM) by the following: b) Calculating and displaying the current NEM charge (debit or credit) in dollars and usage, on the customer's bill, using whatever rate class the customer is enrolled in.		25	In	Yes	Oracle Customer Cloud Service (CCS)	NEM charges to be calculated on NEM usage. This Usage is derived using Calculation Rules. So, both dollar amount and usage will be displayed on the bill.
CIS.06.180	Net Metering (NEM)	06.180.005	System will be configured to accommodate net energy metering each billing period (NEM) by the following: c) Calculating the refund credit - or dollar value stated in the NEM contract. This is a monetary refund - not kWh. The financial refund may be issued in a check or applied to the customer's electric portion of the account.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Refund amount can be calculated using the rate schedule and the amount can be used as an adjustment on next bill.
CIS.06.180	Net Metering (NEM)	06.180.006	System will be configured to accommodate net energy metering each billing period (NEM) by the following: d) Allow NEM contract refund per kWh amount (could be different with each customer) and the amount could change every year.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Bill Factor could be used to store the refund amount per kWh. This is effective dated and could be changed any time with new effective date.
CIS.06.180	Net Metering (NEM)	06.180.007	System will be configured to determine net dollar and compensation variances based on the NEM that will require the account to be trued up Monthly.		25	In	Yes	Oracle Customer Cloud Service (CCS)	System facilitates True Up process using Sub-Service Agreement at end of True Up Period. True Up Service Task will be configured with True Up Month.
CIS.06.180	Net Metering (NEM)	06.180.008	System will be configured to determine net dollar and compensation variances based on the NEM that will require the account to be trued up Annually.		25	In	Yes	Oracle Customer Cloud Service (CCS)	True Up Service Task.
CIS.06.180	Net Metering (NEM)	06.180.009	System will be configured to determine net dollar and compensation variances based on the NEM that will require the account to be trued up upon Termination.		25	In	Yes	Oracle Customer Cloud Service (CCS)	True Up Service Task.
CIS.06.180	Net Metering (NEM)	06.180.010	System will be configured to display the following information in one area of the bill or online that is easy to view and display: a) Current Consumption.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Control Central Page shows the Billed Consumption Trend for an Account.
CIS.06.180	Net Metering (NEM)	06.180.011	System will be configured to display the following information in one area of the bill or online that is easy to view and display: b) Prior Consumption.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Control Central Page shows the Billed Consumption Trend for an Account.
CIS.06.180	Net Metering (NEM)	06.180.012	System will be configured to display the following information in one area of the bill or online that is easy to view and display: c) Current NEM Charge and Usage displayed in: i) Positive kWh.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Bill Display/Control Central
CIS.06.180	Net Metering (NEM)	06.180.013	System will be configured to display the following information in one area of the bill or online that is easy to view and display: c) Current NEM Charge and Usage displayed in: ii) Negative kWh.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Bill Display/Control Central
CIS.06.180	Net Metering (NEM)	06.180.014	System will be configured to display the following information in one area of the bill or online that is easy to view and display: d) Accrued (Year-to-date) NEM Charge and Usage displayed in: i) Debit.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Bill Display/Control Central
CIS.06.180	Net Metering (NEM)	06.180.015	System will be configured to display the following information in one area of the bill or online that is easy to view and display: d) Accrued (Year-to-date) NEM Charge and Usage displayed in: ii) Credit.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Bill Display/Control Central
CIS.06.180	Net Metering (NEM)	06.180.016	System will be configured to display the following information in one area of the bill or online that is easy to view and display: e) Amount Due and Payable.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Bill Display/Control Central
CIS.06.180	Net Metering (NEM)	06.180.017	System will be configured to display the following information in one area of the bill or online that is easy to view and display: f) The compensation rate/dollar value at any given time.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Bill Display
CIS.06.180	Net Metering (NEM)	06.180.018	System will be configured to provide the following NEM-related features including but not limited to: a) A credit of kWh/kWhAR can be applied and / or removed.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Adjustment can be added manually.
CIS.06.180	Net Metering (NEM)	06.180.019	System will be configured to provide the following NEM-related features including but not limited to: b) A Debit of kWh/kWhAR can be applied and / or removed.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Adjustment can be added manually.
CIS.06.180	Net Metering (NEM)	06.180.020			25	In	Yes	Oracle Customer Cloud Service (CCS)	

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CIS.06.180	Net Metering (NEM)	06.180.021	System will be configured to provide the following NEM-related features including but not limited to: (a) All NEM 2 entries are available to the customer's electric portion of the bill only (i.e., kWh only); (b) A Credit Balance of dollars and kWh can be carried on the account for an user-defined period of time.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Controlled by SA Type.
CIS.06.180	Net Metering (NEM)	06.180.022	System will be configured to provide the following NEM-related features including but not limited to: (a) System will be configured to apply and display a Negative Meter Read - for NEM meters and account inquiry.		25	In	Yes	Oracle Customer Cloud Service (CCS)	True Up Service Task.
CIS.06.180	Net Metering (NEM)	06.180.023	System will be configured to provide the following NEM-related features including but not limited to: (a) If the Account is closed with a Net Energy Credit, the customer shall not be owed any compensation by the utility.		25	In	Yes	Oracle Customer Cloud Service (CCS)	System provides control on issuing an Adjustment for the owed amount.
CIS.06.180	Net Metering (NEM)	06.180.024	System will be configured to provide the following NEM-related features including but not limited to: (a) If the account is closed with a Net Energy Credit, the customer shall be subject to a check.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Issue an Adjustment of negative number for the related SA.
CIS.06.180	Net Metering (NEM)	06.180.025	System will be configured to provide the following NEM-related features including but not limited to: (a) System will be configured to apply and display a Negative Meter Read - for NEM meters and account inquiry.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Oracle CCS allows the provision of storing Negative Consumption for two way meters.
CIS.06.180	Net Metering (NEM)	06.180.026	System will be configured to provide the following NEM-related features including but not limited to: (a) System will be configured to apply and display a Negative Meter Read - for NEM meters and account inquiry.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Account Characteristics.
CIS.06.180	Net Metering (NEM)	06.180.027	System will be configured to provide the following NEM-related features including but not limited to: (a) System will be configured to apply and display a Negative Meter Read - for NEM meters and account inquiry.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Query Zone configuration for reporting, balancing and tracking.
CIS.06.180	Net Metering (NEM)	06.180.028	System will be configured to provide the following NEM-related features including but not limited to: (a) System will be configured to apply and display a Negative Meter Read - for NEM meters and account inquiry.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Customer Clks Configuration.
CIS.06.180	Net Metering (NEM)	06.180.029	System will be configured to provide the following NEM-related features including but not limited to: (a) System will be configured to apply and display a Negative Meter Read - for NEM meters and account inquiry.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Collection Process.
CIS.06.180	Net Metering (NEM)	06.180.030	System will be configured to provide the following NEM-related features including but not limited to: (a) System will be configured to apply and display a Negative Meter Read - for NEM meters and account inquiry.		25	In	Yes	Oracle Customer Cloud Service (CCS)	SA Type to use Calendar Billing & define Anniversary Bill frequency.
CIS.06.180	Net Metering (NEM)	06.180.031	System will be configured to provide the following NEM-related features including but not limited to: (a) System will be configured to apply and display a Negative Meter Read - for NEM meters and account inquiry.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Collection Process.
CIS.06.180	Net Metering (NEM)	06.180.032	System will be configured to provide the following NEM-related features including but not limited to: (a) System will be configured to apply and display a Negative Meter Read - for NEM meters and account inquiry.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Net Energy Surplus Compensation Rate configured on NEM True Up Service Task.
CIS.06.180	Net Metering (NEM)	06.180.033	System will be configured to provide the following NEM-related features including but not limited to: (a) System will be configured to apply and display a Negative Meter Read - for NEM meters and account inquiry.			Out	No		
CIS.06.180	Net Metering (NEM)	06.180.034	System will be configured to provide the following NEM-related features including but not limited to: (a) System will be configured to apply and display a Negative Meter Read - for NEM meters and account inquiry.			Out	No		
CIS.06.180	Net Metering (NEM)	06.180.035	System will be configured to provide the following NEM-related features including but not limited to: (a) System will be configured to apply and display a Negative Meter Read - for NEM meters and account inquiry.			Out	No		
CIS.06.180	Net Metering (NEM)	06.180.036	System will be configured to provide the following NEM-related features including but not limited to: (a) System will be configured to apply and display a Negative Meter Read - for NEM meters and account inquiry.			Out	No		
CIS.06.180	Net Metering (NEM)	06.180.037	System will be configured to provide the following NEM-related features including but not limited to: (a) System will be configured to apply and display a Negative Meter Read - for NEM meters and account inquiry.		25	In	Yes	Oracle Customer Cloud Service (CCS)	System can calculate the bill determinants for this case when electricity supplied to the customer by the utility exceeds the electricity delivered to the grid by the Customer-Generator during a monthly billing cycle.
CIS.06.180	Net Metering (NEM)	06.180.038	System will be configured to provide the following NEM-related features including but not limited to: (a) System will be configured to apply and display a Negative Meter Read - for NEM meters and account inquiry.		25	In	Yes	Oracle Customer Cloud Service (CCS)	System can calculate the bill determinants for this case when electricity delivered to the grid by the Customer-Generator exceeds the electricity in kilowatt-hours supplied by the utility during a monthly billing cycle.
CIS.06.180	Net Metering (NEM)	06.180.039	System will be configured to provide the following NEM-related features including but not limited to: (a) System will be configured to apply and display a Negative Meter Read - for NEM meters and account inquiry.			Out	No		
CIS.06.190	Pre-Paid Metering	06.190.001	System will be configured to allow prepaid metering in the traditional fashion of kiosks/payment stations and swipe meters and is fully integrated into the CIS.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Integration between the Kiosk/Payment Station and CIS.

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CIS.06.190	Pre-Paid Metering	06.190.002	System will be configured to allow prepaid metering in the modern fashion of advanced meters, an in-home display, and a web-enabled pay station that is fully integrated to the CIS.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Integration between the web-enabled pay station and CCS to record the payment in CCS
CIS.06.190	Pre-Paid Metering	06.190.003	System will be configured to a detailed account balance, presented to the CSR, and calculated: a) Real-time		25	In	Yes	Oracle Customer Cloud Service (CCS)	Account Financial History Zone
CIS.06.190	Pre-Paid Metering	06.190.004	System will be configured to a detailed account balance, presented to the CSR, and calculated: b) Hourly		25	In	Yes	Oracle Customer Cloud Service (CCS)	Account Financial History Zone - modify to include Hourly
CIS.06.190	Pre-Paid Metering	06.190.005	System will be configured to a detailed account balance, presented to the CSR, and calculated: c) Daily		25	In	Yes	Oracle Customer Cloud Service (CCS)	Account Financial History Zone
CIS.06.190	Pre-Paid Metering	06.190.006	System will be configured to a detailed account balance, presented to the CSR, and calculated: d) Monthly		25	In	Yes	Oracle Customer Cloud Service (CCS)	Account Financial History Zone
CIS.06.190	Pre-Paid Metering	06.190.007	System will be configured to a detailed account balance, presented to the customer, and calculated: a) Real-time		25	In	Yes	Oracle Customer Cloud Service (CCS)	Account Financial History exposed as web service
CIS.06.190	Pre-Paid Metering	06.190.008	System will be configured to a detailed account balance, presented to the customer, and calculated: b) Hourly		25	In	Yes	Oracle Customer Cloud Service (CCS)	Account Financial History exposed as web service - modify to include hourly
CIS.06.190	Pre-Paid Metering	06.190.009	System will be configured to a detailed account balance, presented to the customer, and calculated: c) Daily		25	In	Yes	Oracle Customer Cloud Service (CCS)	Account Financial History exposed as web service
CIS.06.190	Pre-Paid Metering	06.190.010	System will be configured to a detailed account balance, presented to the customer, and calculated: d) Monthly		25	In	Yes	Oracle Customer Cloud Service (CCS)	Account Financial History exposed as web service
CIS.06.190	Pre-Paid Metering	06.190.011	System will be configured to support remote manual or automated disconnects.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Device Communication, Smart Meter Commands
CIS.06.190	Pre-Paid Metering	06.190.012	System will be configured to accept a trigger from an external system to reinitiate service (e.g., PDA, mobile data terminal, etc.)		25	In	Yes	Oracle Customer Cloud Service (CCS)	Expose a reinitiate service web service that can be invoked by external system
CIS.06.190	Pre-Paid Metering	06.190.013	System will be configured to provide balance notifications and alerts to the customer.		25	In	Yes	Oracle Customer Cloud Service (CCS)	C1 Prepay/Biller Task BO - Determine Prepay Balances algorithm
CIS.06.190	Pre-Paid Metering	06.190.014	System will be configured to interface to a third-party payment transaction system.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Payment upload process can be leveraged for this. The One Time Payment web service can be used to accept payments in real-time mode. Outbound message can be used to update the prepayment system in real-time mode.
CIS.06.190	Pre-Paid Metering	06.190.015	System will be configured to accept payments and update the prepayment system in a real-time mode.		25	In	Yes	Oracle Customer Cloud Service (CCS)	The One Time Payment web service can be used to accept payments in real-time mode. Base web services can be exposed to update or provide information to providers.
CIS.06.190	Pre-Paid Metering	06.190.016	System will be configured to accept payments and update the prepayment system in a real-time mode from providers such as www.MyUsage.com, PaySite, ChoicePay, etc.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Rate configuration, bill factors, SA contract values
CIS.06.190	Pre-Paid Metering	06.190.017	System will be configured to support flexible rates for prepaid meters, taking into account when to change taxes, franchise fees, and fuel charges to a given account.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Meter Configuration type
CIS.06.190	Pre-Paid Metering	06.190.018	System will be configured to support any type of metering for prepaid systems (AM, KW, TOL, etc.).		25	In	Yes	Oracle Customer Cloud Service (CCS)	Control Central Account Information and Customer Information Zones
CIS.06.190	Pre-Paid Metering	06.190.019	System will be configured with robust reporting and near real-time analysis of the status of each customer and their balances, consumption, and usage of prepaid metering.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Depending on business rules, deposit SA may or may not be created when starting service
CIS.06.190	Pre-Paid Metering	06.190.020	System will be configured to support prepaid customers where the deposit can be waived or not.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Notification Preferences, Message Sender
CIS.06.190	Pre-Paid Metering	06.190.021	System will be configured to notify customers of their balance through, but not limited to: a) Email		25	In	Yes	Oracle Customer Cloud Service (CCS)	Notification Preferences, Message Sender
CIS.06.190	Pre-Paid Metering	06.190.022	System will be configured to notify customers of their balance through, but not limited to: b) Automated Calling Service		25	In	Yes	Oracle Customer Cloud Service (CCS)	Notification Preferences, Message Sender
CIS.06.190	Pre-Paid Metering	06.190.023	System will be configured to notify customers of their balance through, but not limited to: c) Text Message		25	In	Yes	Oracle Customer Cloud Service (CCS)	Notification Preferences, Message Sender
CIS.06.190	Pre-Paid Metering	06.190.024	System will be configured to notify customers of their balance through, but not limited to: d) Fax		25	In	Yes	Oracle Customer Cloud Service (CCS)	Notification Preferences, Message Sender
CIS.06.190	Pre-Paid Metering	06.190.025	System will be configured to notify customers of their balance through, but not limited to: e) Social Media (Twitter, SMS, Facebook, etc.)		25	In	Yes	Oracle Customer Cloud Service (CCS)	Notification Preferences, Message Sender (end point has Twitter or Facebook Messenger API integration)
CIS.06.190	Pre-Paid Metering	06.190.026	System will be configured to notify customers of their balance through, but not limited to: f) Statement or Bill		25	In	Yes	Oracle Customer Cloud Service (CCS)	Notification Preferences, Message Sender, Bill Route Type
CIS.06.190	Pre-Paid Metering	06.190.027	System will be configured with a full online registration system for prepaid customers.		25	In	Yes	SCM / SCW Portal	Register via SCMAEW Portal then invoke web service to send registration details to CCS
CIS.06.190	Pre-Paid Metering	06.190.028	System will be configured to self-authenticate and register a new online user without utility/CSR intervention.		25	In	Yes	SCM / SCW Portal	Register/login via SCMAEW Portal then invoke web service to authenticate credentials
CIS.06.190	Pre-Paid Metering	06.190.029	System will be configured to automatically generate an alert to prevent a prepaid meter from being installed on certain accounts (e.g., green cross, elderly, low-income, etc.)		25	In	Yes	Oracle Customer Cloud Service (CCS)	Installation Event BO algorithm
CIS.06.190	Pre-Paid Metering	06.190.030	System will be configured to support the reporting of the T/lamp conditions at the meter either through AMI or the card reader.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Device Event

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CIS.06.190	Pre-Paid Metering	06.190.031	System will be configured to support the customer's preference for bill receipt and paperless environment.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Bill Route Type
CIS.06.190	Pre-Paid Metering	06.190.032	System will be configured to support a wide range of customer types for prepaid metering, including but not limited to: a) Residential.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Customer Class, SA Type
CIS.06.190	Pre-Paid Metering	06.190.033	System will be configured to support a wide range of customer types for prepaid metering, including but not limited to: b) Commercial.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Customer Class, SA Type
CIS.06.190	Pre-Paid Metering	06.190.034	System will be configured to support a wide range of customer types for prepaid metering, including but not limited to: c) Industrial.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Customer Class, SA Type
CIS.06.190	Pre-Paid Metering	06.190.035	System will be configured to support a wide range of customer types for prepaid metering, including but not limited to: d) Landlords.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Customer Class, SA Type
CIS.06.190	Pre-Paid Metering	06.190.036	System will be configured to support a wide range of customer types for prepaid metering, including but not limited to: e) Treatment facilities.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Customer Class, SA Type
CIS.06.190	Pre-Paid Metering	06.190.037	System will be configured to support a wide range of customer types for prepaid metering, including but not limited to: f) Sporting facilities (e.g. Golfing).		25	In	Yes	Oracle Customer Cloud Service (CCS)	Customer Class, SA Type
CIS.06.190	Pre-Paid Metering	06.190.038	System will be configured to support a wide range of customer types for prepaid metering, including but not limited to: g) Event Based Activities.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Customer Class, SA Type
CIS.06.190	Pre-Paid Metering	06.190.039	System will be configured to support a wide range of customer types for prepaid metering, including but not limited to: h) Self-metering.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Customer Class, SA Type
CIS.06.190	Pre-Paid Metering	06.190.040	System will be configured to enable two-way communication between the meter, and in-home display that lists: a) Consumption.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Integration between CCS and in-home display
CIS.06.190	Pre-Paid Metering	06.190.041	System will be configured to enable two-way communication between the utility, the meter, and in-home display that lists: b) Balance.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Integration between CCS and in-home display
CIS.06.190	Pre-Paid Metering	06.190.042	System will be configured to enable two-way communication between the utility, the meter, and in-home display that lists: c) Suggested Payment Amount.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Integration between CCS and in-home display
CIS.06.190	Pre-Paid Metering	06.190.043	System will be configured to enable two-way communication between the utility, the meter, and in-home display that lists: d) Panic Alarm.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Integration between CCS and in-home display
CIS.06.190	Pre-Paid Metering	06.190.044	System will be configured to enable two-way communication between the utility, the meter, and in-home display that lists: e) Nearest Pay Station.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Integration between CCS and in-home display
CIS.06.200	Pledges								
CIS.06.200	Pledges	06.200.001	System will be configured to add, update, or delete pledges from customers, non-profit organizations, and / or governmental agencies, over the phone, to the utility CSR or back-office personnel.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Pledge SA Type configuration
CIS.06.200	Pledges	06.200.002	System will be configured with a built-in interface to accept different types of pledges (e.g., non-profit organizations, governmental agencies, etc.).		25	In	Yes	Oracle Customer Cloud Service (CCS)	Configure a plug-in driven batch process to read and process pledge file accordingly.
CIS.06.200	Pledges	06.200.003	System will be configured to allow the pledge amount to pay the total or greater than the outstanding balance.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Payment segments will be created against the pledge SA then transferred to appropriate SAs(s)
CIS.06.200	Pledges	06.200.004	System will be configured to allow the pledge amount to pay any portion of the outstanding balance (i.e., any dollar amount against outstanding balance).		25	In	Yes	Oracle Customer Cloud Service (CCS)	Payment segments will be created against the pledge SA then transferred to appropriate SAs(s)
CIS.06.200	Pledges	06.200.005	System will be configured to allow the pledge amount to pay any line item / service / appliance of the outstanding balance.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Payment segments will be created against the pledge SA then transferred to appropriate SAs(s)
CIS.06.200	Pledges	06.200.006	System will be configured to remove only that service/line item from delinquency processing in the event only that single service /line item is pledged.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Payment segments will be created against the pledge SA then transferred to appropriate SAs(s)
CIS.06.200	Pledges	06.200.007	System will be configured to remove the entire account from delinquency processing in the event any portion of the outstanding balance is pledged.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Payment segments will be created against the pledge SA then transferred to appropriate SAs(s)
CIS.06.200	Pledges	06.200.008	System will be configured to treat a received pledged amount as a "pending payment."		25	In	Yes	Oracle Customer Cloud Service (CCS)	Payment segments will be created against the pledge SA then transferred to appropriate SAs(s)
CIS.06.200	Pledges	06.200.009	System will be configured to deduct the pledge amount from the outstanding balance when a pledged amount is received.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Pledge SA can remain in pending status
CIS.06.200	Pledges	06.200.010	System will be configured to add the pledge amount back into the outstanding balance using a payment reversal transaction when a pledged amount is dropped or deleted.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Payment segments will be created against the pledge SA then transferred to appropriate SAs(s)
CIS.06.200	Pledges	06.200.011	System will be configured to automatically flag an account in an online work queue for further follow-up (e.g., in the event that the payment agency did not send a check - the customer's account and the payment).		25	In	Yes	Oracle Customer Cloud Service (CCS)	Adjustments used to transfer pledged amount can be cancelled
CIS.06.200	Pledges	06.200.012	System will be configured to provide a screen showing pledged amounts, including, but not limited to: a) Date.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Pledge SA can activate once payment has been received
CIS.06.200	Pledges	06.200.013	System will be configured to provide a screen showing pledged amounts, including, but not limited to: b) Pledge Amount.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Alerts can be configured when there is a pending pledge
CIS.06.200	Pledges	06.200.014	System will be configured to provide a screen showing pledged amounts, including, but not limited to: b) Pledge Amount.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Query zone configuration to provide requested pledge information
CIS.06.200	Pledges	06.200.014	System will be configured to provide a screen showing pledged amounts, including, but not limited to: b) Pledge Amount.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Query zone configuration to provide requested pledge information

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CIS.06.200	Pledges	06.200.015	System will be configured to provide a screen showing pledged amounts, including, but not limited to: a) Pledging Agency		25	In	Yes	Oracle Customer Cloud Service (CCS)	Query zone configuration to provide requested pledge information
CIS.06.200	Pledges	06.200.016	System will be configured to provide a screen showing pledged amounts, including, but not limited to: a) Pledging Representative		25	In	Yes	Oracle Customer Cloud Service (CCS)	Query zone configuration to provide requested pledge information
CIS.06.200	Pledges	06.200.017	System will be configured to provide a screen showing pledged amounts, including, but not limited to: a) Status (pending or received)		25	In	Yes	Oracle Customer Cloud Service (CCS)	Query zone configuration to provide requested pledge information
CIS.06.200	Pledges	06.200.018	System will be configured to provide a report showing pledged amounts, including, but not limited to: a) Type of Pledge		25	In	Yes	Oracle Customer Cloud Service (CCS)	Query zone configuration to provide requested pledge information
CIS.06.200	Pledges	06.200.019	System will be configured to provide a report showing pledged amounts, including, but not limited to: a) Date		25	In	Yes	Oracle Customer Cloud Service (CCS)	Query zone configuration to provide requested pledge information
CIS.06.200	Pledges	06.200.020	System will be configured to provide a report showing pledged amounts, including, but not limited to: a) Pledge Amount		25	In	Yes	Oracle Customer Cloud Service (CCS)	Query zone configuration to provide requested pledge information
CIS.06.200	Pledges	06.200.021	System will be configured to provide a report showing pledged amounts, including, but not limited to: a) Pledging Agency		25	In	Yes	Oracle Customer Cloud Service (CCS)	Query zone configuration to provide requested pledge information
CIS.06.200	Pledges	06.200.022	System will be configured to provide a report showing pledged amounts, including, but not limited to: a) Pledging Representative		25	In	Yes	Oracle Customer Cloud Service (CCS)	Query zone configuration to provide requested pledge information
CIS.06.200	Pledges	06.200.023	System will be configured to provide a report showing pledged amounts, including, but not limited to: a) Status (pending or received)		25	In	Yes	Oracle Customer Cloud Service (CCS)	Query zone configuration to provide requested pledge information
CIS.06.200	Pledges	06.200.024	System will be configured to provide a report showing pledged amounts, including, but not limited to: a) Type of Pledge		25	In	Yes	Oracle Customer Cloud Service (CCS)	Query zone configuration to provide requested pledge information
CIS.06.200	Pledges	06.200.025	System will be configured with a detailed online (web) application / registration process that allows access to account information and provides the ability to pledge payments for the proper agencies.		25	In	Yes	Oracle Customer Cloud Service (CCS)	
CIS.06.210	Landlord / Foreclosure Customer Awareness								
CIS.06.210	Landlord / Foreclosure	06.210.001	System will be configured to track / flag the following, including but not limited to: a) Residential Services		25	In	Yes	Oracle Customer Cloud Service (CCS)	Customer Class / SA Type configuration
CIS.06.210	Landlord / Foreclosure	06.210.002	System will be configured to track / flag the following, including but not limited to: b) Multi Unit Residential Structure		25	In	Yes	Oracle Customer Cloud Service (CCS)	Premise Type / SA Type configuration
CIS.06.210	Landlord / Foreclosure	06.210.003	System will be configured to track / flag the following, including but not limited to: c) Mobile Home Park		25	In	Yes	Oracle Customer Cloud Service (CCS)	Premise Type / SA Type configuration
CIS.06.210	Landlord / Foreclosure	06.210.004	System will be configured to track / flag the following, including but not limited to: d) Permanent Residential Structures in a Labor Camp		25	In	Yes	Oracle Customer Cloud Service (CCS)	Premise Type / SA Type configuration
CIS.06.210	Landlord / Foreclosure	06.210.005	System will be configured to track / flag the following, including but not limited to: e) Landlord		25	In	Yes	Oracle Customer Cloud Service (CCS)	Landlord configuration
CIS.06.210	Landlord / Foreclosure	06.210.006	System will be configured to track / flag the following, including but not limited to: f) Tenant		25	In	Yes	Oracle Customer Cloud Service (CCS)	Landlord configuration
CIS.06.210	Landlord / Foreclosure	06.210.007	System will be configured to track / flag the following, including but not limited to: g) Homeowner are delinquent through the following means but not limited to: a) Homeowner with multiple units who are delinquent through the following means but not limited to: a) Online Work Queue		25	In	Yes	Oracle Customer Cloud Service (CCS)	Premise Characteristic
CIS.06.210	Landlord / Foreclosure	06.210.008	System will be configured to identify to the utility a landlord or homeowner with multiple units who are delinquent through the following means but not limited to: b) Alerts, Email, and other means sent directly to management		Out	Out	No		
CIS.06.210	Landlord / Foreclosure	06.210.009	System will be configured to identify to the utility a landlord or homeowner with multiple units who are delinquent through the following means but not limited to: c) Printed Report and / or Worksheet		Out	Out	No		
CIS.06.210	Landlord / Foreclosure	06.210.010	System will be configured to identify to the utility a landlord or homeowner with multiple units who are delinquent through the following means but not limited to: d) Dashboard		25	In	Yes	Oracle Customer Cloud Service (CCS)	Query Zone configuration
CIS.06.210	Landlord / Foreclosure	06.210.011	System will be configured to identify to the utility a landlord or homeowner with multiple units who are delinquent through the following means but not limited to: e) Account Alerts		Out	Out	No		
CIS.06.210	Landlord / Foreclosure	06.210.012	System will be configured to produce a notice or door-hanger with the following information, but not limited to: a) Disconnect Date		25	In	Yes	Oracle Customer Cloud Service (CCS)	Alert configuration
CIS.06.210	Landlord / Foreclosure	06.210.013	System will be configured to produce a notice or door-hanger with the following information, but not limited to: b) Estimated Monthly Service Cost		25	In	Yes	Oracle Customer Cloud Service (CCS)	Query Zone configuration
CIS.06.210	Landlord / Foreclosure	06.210.014	System will be configured to produce a notice or door-hanger with the following information, but not limited to: c) Past Due Amount		25	In	Yes	Oracle Customer Cloud Service (CCS)	Severance event Field activity request
CIS.06.210	Landlord / Foreclosure	06.210.015	System will be configured to produce a notice or door-hanger with the following information, but not limited to: d) Past Due Amount		25	In	Yes	Oracle Customer Cloud Service (CCS)	Severance event Field activity request
CIS.06.210	Landlord / Foreclosure	06.210.016	System will be configured to produce a notice or door-hanger with the following information, but not limited to: e) (b)(i) Display the Past Due Amount through an internal control		25	In	Yes	Oracle Customer Cloud Service (CCS)	Severance event Field activity request
CIS.06.210	Landlord / Foreclosure	06.210.017			25	In	Yes	Oracle Customer Cloud Service (CCS)	Severance event Field activity request

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CIS.06.210	Landlord / Forecbsure	06.210.018	System will be configured to produce a notice or door-hanger with the following information, but not limited to: e) Service Charges			25 In	Yes	Oracle Customer Cloud Service (CCS)	Sewarance event Fieldactivity request
CIS.06.210	Landlord / Forecbsure	06.210.019	System will be configured to produce a notice or door-hanger with the following information, but not limited to: f) Suggested Payment Arrangement Terms			25 In	Yes	Oracle Customer Cloud Service (CCS)	Sewarance event Fieldactivity request
CIS.06.210	Landlord / Forecbsure	06.210.020	System will be configured to produce a notice or door-hanger with the following information, but not limited to: g) Suggested Payment Arrangement Amounts (per month)			25 In	Yes	Oracle Customer Cloud Service (CCS)	Sewarance event Fieldactivity request
CIS.06.210	Landlord / Forecbsure	06.210.021	System will be configured to produce a notice or door-hanger with the following information, but not limited to: h) Utility Name, Address, Phone Number			25 In	Yes	Oracle Customer Cloud Service (CCS)	Sewarance event Fieldactivity request
CIS.06.210	Landlord / Forecbsure	06.210.022	System will be configured to produce a notice or door-hanger with the following information, but not limited to: i) Information for Legal Aid			25 In	Yes	Oracle Customer Cloud Service (CCS)	Sewarance event Fieldactivity request
CIS.06.210	Landlord / Forecbsure	06.210.023	Provide information and reporting for Fair Housing & other agencies for assistance. Additionally, the notice will inform the residential occupants that they have the right to become customers, to whom the service will therefore be billed, without being required to pay any amount which may be due.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Customer Contact / Letter extract
CIS.06.210	Landlord / Forecbsure	06.210.024	System will be configured to produce a notice or door-hanger with the following information, but not limited to: a) Inform the residential occupants that they have the right to become customers, but not limited to: b) To whom the service will then be billed			25 In	Yes	Oracle Customer Cloud Service (CCS)	Customer Contact / Letter extract
CIS.06.210	Landlord / Forecbsure	06.210.025	System will be configured to produce a notice or door-hanger with the following information, but not limited to: c) Inform the residential occupant that they are required to pay any amount past due, if it's from tenant to tenant			25 In	Yes	Oracle Customer Cloud Service (CCS)	Customer Contact / Letter extract
CIS.06.210	Landlord / Forecbsure	06.210.026	System will be configured to produce a notice or door-hanger with the following information, but not limited to: d) Inform the residential occupant that they are not required to pay any amount past due			25 In	Yes	Oracle Customer Cloud Service (CCS)	Customer Contact / Letter extract
CIS.06.210	Landlord / Forecbsure	06.210.027	System will be configured to produce a notice or door-hanger with the following information, but not limited to: e) Inform the residential occupant that they are not required to pay any amount past due			25 In	Yes	Oracle Customer Cloud Service (CCS)	Customer Contact / Letter extract
CIS.06.210	Landlord / Forecbsure	06.210.028	System will be configured to produce a notice or door-hanger in the following languages: a) English			25 In	Yes	Oracle Customer Cloud Service (CCS)	Customer Contact / Letter extract
CIS.06.210	Landlord / Forecbsure	06.210.029	System will be configured to produce a notice or door-hanger in the following languages: b) Spanish			Out	No		
CIS.06.210	Landlord / Forecbsure	06.210.030	System will be configured to produce a notice or door-hanger in the following languages: c) Chinese			Out	No		
CIS.06.210	Landlord / Forecbsure	06.210.031	System will be configured to produce a notice or door-hanger in the following languages: d) Tagalog			Out	No		
CIS.06.210	Landlord / Forecbsure	06.210.032	System will be configured to produce a notice or door-hanger in the following languages: e) Vietnamese			Out	No		
CIS.06.210	Landlord / Forecbsure	06.210.033	System will be configured to produce a notice or door-hanger in the following languages: f) Korean			Out	No		
CIS.06.210	Landlord / Forecbsure	06.210.034	System will be configured to produce a notice or door-hanger in the following languages: g) Other (please use vendor notes)			Out	No		
CIS.06.210	Landlord / Forecbsure	06.210.035	System will be configured to flag the language for which notice or door-hanger will be printed: a) English			Out	No		
CIS.06.210	Landlord / Forecbsure	06.210.036	System will be configured to flag the language for which notice or door-hanger will be printed: b) Spanish			Out	No		
CIS.06.210	Landlord / Forecbsure	06.210.037	System will be configured to flag the language for which notice or door-hanger will be printed: c) Chinese			Out	No		
CIS.06.210	Landlord / Forecbsure	06.210.038	System will be configured to flag the language for which notice or door-hanger will be printed: d) Tagalog			Out	No		
CIS.06.210	Landlord / Forecbsure	06.210.039	System will be configured to flag the language for which notice or door-hanger will be printed: e) Vietnamese			Out	No		
CIS.06.210	Landlord / Forecbsure	06.210.040	System will be configured to flag the language for which notice or door-hanger will be printed: f) Korean			Out	No		
CIS.06.210	Landlord / Forecbsure	06.210.041	System will be configured to flag the language for which notice or door-hanger will be printed: g) Other (please use vendor notes)			Out	No		
CIS.06.210	Landlord / Forecbsure	06.210.042	System will be configured to automatically notify all tenants of the landlord or homeowners 'X' days in advance of service termination, including: a) 10 days			Out	No		
CIS.06.210	Landlord / Forecbsure	06.210.043	System will be configured to automatically notify all tenants of the landlord or homeowners 'X' days in advance of service termination, including: b) 20 days			Out	No		
CIS.06.210	Landlord / Forecbsure	06.210.044	System will be configured to automatically notify all tenants of the landlord or homeowners 'X' days in advance of service termination, including: c) 30 days			Out	No		
CIS.06.210	Landlord / Forecbsure	06.210.045	System will be configured to automatically notify all tenants of the landlord or homeowners 'X' days in advance of service termination, including: c) 30 days			Out	No		

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CIS.06.210	Landlord / Forecbsare	06.210.046	System will be configured to follow the tenant(s) to "establish" services that were in the landlord's name.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Start service functionality
CIS.06.210	Landlord / Forecbsare	06.210.047	System will be configured to indicate / flag / message whether or not the landlord has attempted to notify the tenants of the condition of delinquency.			25 In	Yes	Oracle Customer Cloud Service (CCS)	SA Portal
CIS.06.210	Landlord / Forecbsare	06.210.048	System will be configured to support the business case that if prior services with the utility is a condition for establishing credit with the corporation, residence, and proof of prompt payment of rent.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Customer Contact
CIS.06.210	Landlord / Forecbsare	06.210.049	System will be configured to "trap" and "flag" the condition where a landlord attempts to terminate all services for its tenants. System will be configured with a means of follow-up for the utility.			25 In	Yes	Oracle Customer Cloud Service (CCS)	
CIS.06.210	Landlord / Forecbsare	06.210.050	System will be configured to support the condition where any services wrongfully terminated shall be reconnected without charge to the residential occupants or customer for the restoration of the service.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Custom logic can be introduced during the stop service processing
CIS.06.220	Degree Day Tracking	06.220.001	System will be configured with fields to capture the daily temperature.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Reconnect field activity request
CIS.06.220	Degree Day Tracking	06.220.002	System will be configured to calculate and store the degree days from the entered temperature using a user-defined calculation.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Factor configuration
CIS.06.220	Degree Day Tracking	06.220.003	System will be configured to utilize the daily degree days in determining billing calculations.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Factor configuration
CIS.06.220	Degree Day Tracking	06.220.004	System will be configured to track historical daily temperature figures for a user-defined time frame for the use of back or cancel rebilling.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Factor configuration / VEE Rule
CIS.06.220	Degree Day Tracking	06.220.005	System will be configured to track historical daily degree days for a user-defined time frame for the use of back or cancel rebilling and estimation routines.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Factor configuration / VEE Rule
CIS.06.220	Degree Day Tracking	06.220.006	System will be configured to allow the temperature figures to be input manually or through an interface.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Factor configuration
CIS.06.220	Degree Day Tracking	06.220.007	System will be configured to identify how the temperature figure was input into the system (ex: "M" for manual in front of the information field and "A" for automatic).			25 In	Yes	Oracle Customer Cloud Service (CCS)	Factor configuration

CIS.07.000 - Rates Mgmt									
Process ID	Process Title	Requirement Number	Requirement Description	Software Score	Scope (In/Out)	Included in Price (Yes or No)	System or Module	Solution	
CIS.07.000	Setup Criteria		System will be configured to allow the user to assign revenue C/L account numbers to all individual bill components.						
CIS.07.000	Setup Criteria	07.000.001	System will be configured with the ability for multiple rate changes within a billing period.	25 In	Yes	Oracle Customer Cloud Service (CCS)	Base GI Assign Batch Process		
CIS.07.000	Setup Criteria	07.000.002	System will be configured to set up rates and special charges with defined start and stop dates (user-defined).	25 In	Yes	Oracle Customer Cloud Service (CCS)	Rate Version or Bill Factor Proration		
CIS.07.000	Setup Criteria	07.000.003	System will be configured to allow historical rates that include fixed rates to be available for adjustments for prior periods after the rate change.	25 In	Yes	Oracle Customer Cloud Service (CCS)	Service Agreement - Rate Info		
CIS.07.000	Setup Criteria	07.000.004	System will be configured to set up and assign other specific taxes.	25 In	Yes	Oracle Customer Cloud Service (CCS)	Service Agreement - Rate Info		
CIS.07.000	Setup Criteria	07.000.005	System will be configured to set up and maintain specific rates online without programming.	25 In	Yes	Oracle Customer Cloud Service (CCS)	Rate Schedule		
CIS.07.000	Setup Criteria	07.000.006							
CIS.07.000	Setup Criteria	07.000.007	System will be configured to design rates utilizing Excel-based equation statements.	25 Out	No	Oracle Customer Cloud Service (CCS)			
CIS.07.000	Setup Criteria	07.000.008	System will be configured to assign a rate to the following: a) Premise Level	25 In	Yes	Oracle Customer Cloud Service (CCS)	Bill Factor Value Source - Premise		
CIS.07.000	Setup Criteria	07.000.009	System will be configured to assign a rate to the following: b) Service Level	25 In	Yes	Oracle Customer Cloud Service (CCS)	Bill Factor Value Source - SA		
CIS.07.000	Setup Criteria	07.000.010	System will be configured to assign a rate to the following: c) Account Level	25 In	Yes	Oracle Customer Cloud Service (CCS)	Bill Factor Value Source - Account		
CIS.07.000	Setup Criteria	07.000.011	System will be configured to assign a rate to the following: d) Customer Level	25 In	Yes	Oracle Customer Cloud Service (CCS)	Bill Factor Value Source - Main Person		
CIS.07.000	Setup Criteria	07.000.012	System will be configured with a copy function (create a new rate based on old rate structure).	25 In	Yes	Oracle Customer Cloud Service (CCS)	Rate Versions and Rate History are effective dated		
CIS.07.000	Setup Criteria	07.000.013	System will be configured to track historical rates and allow for the ability to browse / review the inactive / historical rates.	25 In	Yes	Oracle Customer Cloud Service (CCS)	Rate Schedule - Duplicate functionality		
CIS.07.000	Setup Criteria	07.000.014	System will be configured to create special or negotiated rates.	25 In	Yes	Oracle Customer Cloud Service (CCS)	Rate Versions and Rate History are effective dated		
CIS.07.000	Setup Criteria	07.000.015	System will be configured to track user ID / timestamp for the last update of rate.	25 In	Yes	Oracle Customer Cloud Service (CCS)	Rate Schedule: Service Agreement - Rate Info		
CIS.07.000	Setup Criteria	07.000.016	System will be configured to provide user-defined security for online creation, modification, and deletion of rates.	25 In	Yes	Oracle Customer Cloud Service (CCS)	Updates are audited using Rate Schedule Table - Audit Table		
CIS.07.000	Setup Criteria	07.000.017	System will be configured to create user-defined one-time miscellaneous charges based on user-defined customer type or credit.	25 In	Yes	Oracle Customer Cloud Service (CCS)	User Application Services		
CIS.07.000	Setup Criteria	07.000.018	System will be configured with the option to select, view / print rate structures (individually, by date, all, or ad hoc).	25 In	Yes	Oracle Customer Cloud Service (CCS)	Can be done using Adjustments		
CIS.07.000	Setup Criteria	07.000.019	System will be configured to provide rates for metered services, unmetered services, products, professional services, charges and fees including but not limited to: a) Electric	25 In	Yes	Oracle Customer Cloud Service (CCS)	Using Rate Schedule Maintenance Page		
CIS.07.000	Setup Criteria	07.000.020	System will be configured to provide rates for metered services, unmetered services, products, professional services, charges and fees including but not limited to: b) Outside Lighting	25 In	Yes	Oracle Customer Cloud Service (CCS)	Using Rate Schedule Maintenance Page		
CIS.07.000	Setup Criteria	07.000.021	System will be configured to provide rates for metered services, unmetered services, products, professional services, charges and fees including but not limited to: c) Street Lights	25 In	Yes	Oracle Customer Cloud Service (CCS)	Using Rate Schedule Maintenance Page		
CIS.07.000	Setup Criteria	07.000.022	System will be configured to provide rates for metered services, unmetered services, products, professional services, charges and fees including but not limited to: d) Green Power	25 In	Yes	Oracle Customer Cloud Service (CCS)	Using Rate Schedule Maintenance Page		
CIS.07.000	Setup Criteria	07.000.023	System will be configured to provide rates for metered services, unmetered services, products, professional services, charges and fees including but not limited to: e) Rebate Programs	25 Out	No	Oracle Customer Cloud Service (CCS)	Using Rate Schedule Maintenance Page		
CIS.07.000	Setup Criteria	07.000.024	System will be configured to provide rates for metered services, unmetered services, products, professional services, charges and fees including but not limited to: f) Net Metering	25 In	Yes	Oracle Customer Cloud Service (CCS)	Using Rate Schedule Maintenance Page		
CIS.07.000	Setup Criteria	07.000.025	System will be configured to provide rates for metered services, unmetered services, products, professional services, charges and fees including but not limited to: g) Other Services	25 In	Yes	Oracle Customer Cloud Service (CCS)	Using Rate Schedule Maintenance Page		
CIS.07.000	Setup Criteria	07.000.026	System will be configured to provide rates for metered services, unmetered services, products, professional services, charges and fees including but not limited to: h) Appliance Tons	25 Out	No	Oracle Customer Cloud Service (CCS)	Using Rate Schedule Maintenance Page		
CIS.07.000	Setup Criteria	07.000.027	System will be configured to provide rates for metered services, unmetered services, products, professional services, charges and fees including but not limited to: i) Simple Interest	25 Out	No	Oracle Customer Cloud Service (CCS)	Using Rate Schedule Maintenance Page		
CIS.07.000	Setup Criteria	07.000.028							

Process ID	Process Title	Requirement Number	Requirement Description	Software Score	Scope (In/Out)	Included in Price (Yes or No)	System or Module	Solution
CIS.07.000	Setup Criteria	07_000.029	System will be configured to provide rates for metered services, unmetered services, products, professional services, charges and fees including but not limited to: j) Compound Interest	25 In	Yes	Oracle Customer Cloud Service (CCS)	Using Rate Schedule Maintenance Page	
CIS.07.000	Setup Criteria	07_000.030	System will be configured to provide rates for metered services, unmetered services, products, professional services, charges and fees including but not limited to: k) Home Utility Protection	25 Out	No	Oracle Customer Cloud Service (CCS)	Using Rate Schedule Maintenance Page	
CIS.07.000	Setup Criteria	07_000.031	System will be configured to provide rates for metered services, unmetered services, products, professional services, charges and fees including but not limited to: l) Flat Rates for all Commodity and Non-Commodity Types	25 In	Yes	Oracle Customer Cloud Service (CCS)	Using Rate Schedule Maintenance Page	
CIS.07.000	Setup Criteria	07_000.032	System will be configured to provide rates for metered services, unmetered services, products, professional services, charges and fees including but not limited to: m) Agricultural and Pumping	25 In	Yes	Oracle Customer Cloud Service (CCS)	Using Rate Schedule Maintenance Page	
CIS.07.000	Setup Criteria	07_000.033	System will be configured to provide rates for metered services, unmetered services, products, professional services, charges and fees including but not limited to: n) Stand-By-Service	25 In	Yes	Oracle Customer Cloud Service (CCS)	Using Rate Schedule Maintenance Page	
CIS.07.010	Documentation Criteria							
CIS.07.010	Documentation Criteria	07_010.001	System will be configured to allow each rate the capacity to accommodate a minimum 100 digit alphanumeric revenue G/L code and is a required field.	25 In	Yes	Oracle Customer Cloud Service (CCS)	Distribution Codes can be assigned in each rate charges, and has a field called G/L Account that can hold 254 Alphanumeric characters	
CIS.07.010	Documentation Criteria	07_010.002	System will be configured to provide on-line setup and maintenance of rates, taxes, and charge descriptions that include but not limited to: a) System to provide the ability to assign a Revenue G/L Number	25 In	Yes	Oracle Customer Cloud Service (CCS)	Distribution Codes can be assigned in each rate charges, and has a field called G/L Account that can hold 254 Alphanumeric characters	
CIS.07.010	Documentation Criteria	07_010.003	System will be configured to provide on-line setup and maintenance of rates, taxes, and charge descriptions that include but not limited to: b) Cash receipts G/L number	25 In	Yes	Oracle Customer Cloud Service (CCS)	Rate Schedule Maintenance - Calculation Rule: Bill Factor	
CIS.07.010	Documentation Criteria	07_010.004	System will be configured to provide on-line setup and maintenance of rates, taxes, and charge descriptions that include but not limited to: c) Stand Alone Rate (Flat rate)	25 In	Yes	Oracle Customer Cloud Service (CCS)	Rate Schedule Maintenance - Calculation Rule	
CIS.07.010	Documentation Criteria	07_010.005	System will be configured to provide on-line setup and maintenance of rates, taxes, and charge descriptions that include but not limited to: d) Identification of the Measurement Used for the Rate	25 In	Yes	Oracle Customer Cloud Service (CCS)	Rate Schedule Maintenance - Calculation Rule	
CIS.07.010	Documentation Criteria	07_010.006	System will be configured to provide on-line setup and maintenance of rates, taxes, and charge descriptions that include but not limited to: e) Based on Consumption or Amount	25 In	Yes	Oracle Customer Cloud Service (CCS)	Rate Schedule Maintenance - Calculation Rule	
CIS.07.010	Documentation Criteria	07_010.007	System will be configured to provide on-line setup and maintenance of rates, taxes, and charge descriptions that include but not limited to: f) Fixed Charges (Min charge, svc. charge)	25 In	Yes	Oracle Customer Cloud Service (CCS)	Rate Schedule Maintenance - Calculation Rule	
CIS.07.010	Documentation Criteria	07_010.008	System will be configured to provide on-line setup and maintenance of rates, taxes, and charge descriptions that include but not limited to: g) Tiered Charges	25 In	Yes	Oracle Customer Cloud Service (CCS)	Rate Schedule Maintenance - Calculation Rule	
CIS.07.010	Documentation Criteria	07_010.009	System will be configured to provide on-line setup and maintenance of rates, taxes, and charge descriptions that include but not limited to: h) Description Fields must contain a minimum of 50 characters	25 In	Yes	Oracle Customer Cloud Service (CCS)	Rate Schedule Maintenance - Calculation Rule	
CIS.07.010	Documentation Criteria	07_010.010	System will be configured to provide on-line setup and maintenance of rates, taxes, and charge descriptions that include but not limited to: i) Each Rate must have the capability to have multiple Revenue G/L account # 's	25 Out	No	Oracle Customer Cloud Service (CCS)	Rate Schedule Maintenance - Calculation Rule	
CIS.07.010	Documentation Criteria	07_010.011	System will be configured to provide on-line setup and maintenance of rates, taxes, and charge descriptions that include but not limited to: j) Effective Date and End Date	25 In	Yes	Oracle Customer Cloud Service (CCS)	Rate Schedule Maintenance - Rate Version or Bill Factor Effectivity	
CIS.07.010	Documentation Criteria	07_010.012	System will be configured to provide on-line setup and maintenance of rates, taxes, and charge descriptions that include but not limited to: k) Minimum Charges	25 In	Yes	Oracle Customer Cloud Service (CCS)	Rate Schedule Maintenance - Calculation Rule	
CIS.07.020	Rate Analysis							
CIS.07.020	Rate Analysis	07_020.001	System will be configured to provide tools to compare rates based on class or consumption changes and rate testing.	25 Out	No	Oracle Customer Cloud Service (CCS)	Rate Check	
CIS.07.020	Rate Analysis	07_020.002	System will be configured to provide simple calculations based on forecasting with no impact on active rate billings (rate changes).	25 Out	No	Oracle Customer Cloud Service (CCS)	Rate Check	
CIS.07.020	Rate Analysis	07_020.003	System will be configured to provide access to historical and inactive rates for review.	25 Out	Yes	Oracle Customer Cloud Service (CCS)	Rate Schedule History: Rate Version effectivity: Bill Factor Values effectivity	
CIS.07.020	Rate Analysis	07_020.004	System will be configured to allow rate development and calculation of sample billings for test accounts without affecting revenue.	25 Out	No	Oracle Customer Cloud Service (CCS)	Rate Check: Generate unfrozen bill segment	

Process ID	Process Title	Requirement Number	Requirement Description	Software Score	Scope (In/Out)	Included in Price (Yes or No)	System or Module	Solution
CIS.07.020	Rate Analysis	07.020.005	System will be configured with provisions that exist for projecting revenues from new rate structures based on affected classes of customers by rate component.		15 Out	No	Oracle Customer Cloud Service (CCS)	Find a way to report projections by possibly mass use of rate check for a given class of customers, etc.
CIS.07.020	Rate Analysis	07.020.006	System will be configured to download customer usage by various characteristics. For example: customer class, usage category, demand, etc.		25 Out	No	Oracle Customer Cloud Service (CCS)	Can generate a report using Data Visualiser
CIS.07.020	Rate Analysis	07.020.007	System will be configured with standard profiles within each customer class for determination and estimation of usage, costs, and other attributes (e.g., comparison between MWU rates and another utility company's rates).		15 Out	No	Oracle Customer Cloud Service (CCS)	Estimation of Usage using Trend Class. Valid rates and other attributes can be configured per SA Types SPY: Should be considered along with rest 07.020.005
CIS.07.030	Rate Structure							
CIS.07.030	Rate Structure	07.030.001	System will be configured to unbundle line items rates which are user-defined and unlimited including but not limited to: a) Capacity / Demand Charge		25 In	Yes	Oracle Customer Cloud Service (CCS)	Rate Schedule Calculation Groups/ Rule
CIS.07.030	Rate Structure	07.030.002	System will be configured to unbundle line items rates which are user-defined and unlimited including but not limited to: b) Customer Charge		25 In	Yes	Oracle Customer Cloud Service (CCS)	Rate Schedule Calculation Groups/ Rule
CIS.07.030	Rate Structure	07.030.003	System will be configured to unbundle line items rates which are user-defined and unlimited including but not limited to: c) Commodity Charge		25 In	Yes	Oracle Customer Cloud Service (CCS)	Rate Schedule Calculation Groups/ Rule
CIS.07.030	Rate Structure	07.030.004	System will be configured to unbundle line items rates which are user-defined and unlimited including but not limited to: d) Transmission Charge		25 In	Yes	Oracle Customer Cloud Service (CCS)	Rate Schedule Calculation Groups/ Rule
CIS.07.030	Rate Structure	07.030.005	System will be configured to unbundle line items rates which are user-defined and unlimited including but not limited to: e) Transportation Charge		25 Out	No	Oracle Customer Cloud Service (CCS)	Rate Schedule Calculation Groups/ Rule
CIS.07.030	Rate Structure	07.030.006	System will be configured to unbundle line items rates which are user-defined and unlimited including but not limited to: f) Distribution Charge		25 In	Yes	Oracle Customer Cloud Service (CCS)	Rate Schedule Calculation Groups/ Rule
CIS.07.030	Rate Structure	07.030.007	System will be configured to unbundle line items rates which are user-defined and unlimited including but not limited to: g) Fuel Adjustment Charge		25 Out	No	Oracle Customer Cloud Service (CCS)	Rate Schedule Calculation Groups/ Rule
CIS.07.030	Rate Structure	07.030.008	System will be configured to unbundle line items rates which are user-defined and unlimited including but not limited to: h) Public Benefit / Regulatory Charge		25 In	Yes	Oracle Customer Cloud Service (CCS)	Rate Schedule Calculation Groups/ Rule
CIS.07.030	Rate Structure	07.030.009	System will be configured to unbundle line items rates which are user-defined and unlimited including but not limited to: i) Minimum Monthly Charge		25 In	Yes	Oracle Customer Cloud Service (CCS)	Rate Schedule Calculation Groups/ Rule
CIS.07.030	Rate Structure	07.030.010	System will be configured to unbundle line items rates which are user-defined and unlimited including but not limited to: j) Energy Charge		25 In	Yes	Oracle Customer Cloud Service (CCS)	Rate Schedule Calculation Groups/ Rule
CIS.07.030	Rate Structure	07.030.011	System will be configured to unbundle line items rates which are user-defined and unlimited including but not limited to: k) Power Factor Charge (meter multiplier)		25 In	Yes	Oracle Customer Cloud Service (CCS)	Rate Schedule Calculation Groups/ Rule
CIS.07.030	Rate Structure	07.030.012	System will be configured to unbundle line items rates which are user-defined and unlimited including but not limited to: l) Renewable Energy Charge		25 Out	No	Oracle Customer Cloud Service (CCS)	Rate Schedule Calculation Groups/ Rule
CIS.07.030	Rate Structure	07.030.013	System will be configured to unbundle line items rates which are user-defined and unlimited including but not limited to: m) Facility Charge (Annual for supporting street lights, substation)		25 In	Yes	Oracle Customer Cloud Service (CCS)	Rate Schedule Calculation Groups/ Rule
CIS.07.030	Rate Structure	07.030.014	System will be configured to unbundle line items rates which are user-defined and unlimited including but not limited to: n) Reliability Charge		25 Out	No	Oracle Customer Cloud Service (CCS)	Rate Schedule Calculation Groups/ Rule
CIS.07.030	Rate Structure	07.030.015	System will be configured to unbundle line items rates which are user-defined and unlimited including but not limited to: o) Generation Charge		25 Out	No	Oracle Customer Cloud Service (CCS)	Rate Schedule Calculation Groups/ Rule
CIS.07.030	Rate Structure	07.030.016	System will be configured to unbundle line items rates which are user-defined and unlimited including but not limited to: p) Reactive Power (KVAR)		25 In	Yes	Oracle Customer Cloud Service (CCS)	Rate Schedule Calculation Groups/ Rule
CIS.07.030	Rate Structure	07.030.017	System will be configured with the capacity to accommodate a minimum 10 tiers or blocks in addition to a fixed or flat charge to or rate development.		25 In	Yes	Oracle Customer Cloud Service (CCS)	Rate Schedule Calculation Rule
CIS.07.030	Rate Structure	07.030.018	System will be configured with unlimited rate tiers or blocks in addition to a fixed or flat charge to make up rate development.		25 In	Yes	Oracle Customer Cloud Service (CCS)	Rate Schedule Calculation Rule
CIS.07.030	Rate Structure	07.030.019	System will be configured to provide rates for professional services, including but not limited to: a) Connection Fee / Initial Install		25 In	Yes	Oracle Customer Cloud Service (CCS)	Rate Schedule Calculation Rule
CIS.07.030	Rate Structure	07.030.020	System will be configured to provide rates for professional services, including but not limited to: b) Conservation Audits		25 Out	No	Oracle Customer Cloud Service (CCS)	Rate Schedule Calculation Rule

Process ID	Process Title	Requirement Number	Requirement Description	Software Score	Scope (In/Out)	Included in Price (Yes or No)	System or Module	Solution
CIS.07.030	Rate Structure	07.030.021	System will be configured to provide rates for professional services, including but not limited to: c) Meter Testing		25 In	Yes	Oracle Customer Cloud Service (CCS)	Billable charges and/or adjustment
CIS.07.030	Rate Structure	07.030.022	System will be configured to provide rates for professional services, including but not limited to: d) Same Day Connection Fee		25 In	Yes	Oracle Customer Cloud Service (CCS)	Rate Schedule Calculation Rule / Adjustment
CIS.07.030	Rate Structure	07.030.023	System will be configured to provide rates for professional services, including but not limited to: e) Disconnected Notification Fee		25 In	Yes	Oracle Customer Cloud Service (CCS)	Rate Schedule Calculation Rule / Adjustment
CIS.07.030	Rate Structure	07.030.024	System will be configured to provide rates for professional services, including but not limited to: f) Re-Read Fee		25 Out	No	Oracle Customer Cloud Service (CCS)	Rate Schedule Calculation Rule / Adjustment
CIS.07.030	Rate Structure	07.030.025	System will be configured to provide rates for professional services, including but not limited to: g) Substation Maintenance Fee		25 Out	No	Oracle Customer Cloud Service (CCS)	Rate Schedule Calculation Rule / Adjustment
CIS.07.030	Rate Structure	07.030.026	System will be configured to provide rates for professional services, including but not limited to: h) Line Extension Fees		25 Out	No	Oracle Customer Cloud Service (CCS)	Rate Schedule Calculation Rule / Adjustment
CIS.07.030	Rate Structure	07.030.027	System will be configured to provide rates for professional services, including but not limited to: i) Other		25 In	Yes	Oracle Customer Cloud Service (CCS)	Rate Schedule Calculation Rule / Adjustment
CIS.07.030	Rate Structure	07.030.028	System will be configured with the ability for real-time pricing for residential and commercial accounts (Costs of Fuel, Rate, etc.).		25 Out	No	Oracle Customer Cloud Service (CCS)	Rate Schedule Calculation Rule
CIS.07.030	Rate Structure	07.030.029	System will be configured with the ability for a TOU-based rate calculation (seasonal, periods, etc.).		25 In	Yes	Oracle Customer Cloud Service (CCS)	Rate Schedule Calculation Rule
CIS.07.030	Rate Structure	07.030.030	System will be configured to accommodate blocked or tiered rates based on consumption.		25 In	Yes	Oracle Customer Cloud Service (CCS)	Rate Schedule Calculation Rule
CIS.07.030	Rate Structure	07.030.031	System will be configured with the ability to structure a rate to accommodate negative and positive billing attributes.		25 In	Yes	Oracle Customer Cloud Service (CCS)	Rate Schedule Calculation Rule
CIS.07.030	Rate Structure	07.030.032	System will be configured with the ability to associate an interest rate to another rate for products / services.		25 In	Yes	Oracle Customer Cloud Service (CCS)	Rate Schedule Calculation Rule
CIS.07.030	Rate Structure	07.030.033	System will be configured to accommodate the following types of rate calculations, including but not limited to: a) Time of Use Rate		25 In	Yes	Oracle Customer Cloud Service (CCS)	Rate Schedule Calculation Rule
CIS.07.030	Rate Structure	07.030.034	System will be configured to accommodate the following types of rate calculations, including but not limited to: b) Real-Time Pricing / CPP / Other		25 Out	No	Oracle Customer Cloud Service (CCS)	Rate Schedule Calculation Rule
CIS.07.030	Rate Structure	07.030.035	System will be configured to accommodate the following types of rate calculations, including but not limited to: c) Ratcheting Rates with or without overrides		25 In	Yes	Oracle Customer Cloud Service (CCS)	Rate Schedule Calculation Rule
CIS.07.030	Rate Structure	07.030.036	System will be configured to accommodate the following types of rate calculations, including but not limited to: d) Interruptible Rates		25 Out	No	Oracle Customer Cloud Service (CCS)	Rate Schedule Calculation Rule
CIS.07.030	Rate Structure	07.030.037	System will be configured to accommodate the following types of rate calculations, including but not limited to: e) Seasonal Rates		25 In	Yes	Oracle Customer Cloud Service (CCS)	Rate Schedule Calculation Rule
CIS.07.030	Rate Structure	07.030.038	System will be configured to accommodate the following types of rate calculations, including but not limited to: f) Discount Rates		25 In	Yes	Oracle Customer Cloud Service (CCS)	Rate Schedule Calculation Rule
CIS.07.030	Rate Structure	07.030.039	System will be configured to accommodate the following types of rate calculations, including but not limited to: g) Inactive Rates		25 In	Yes	Oracle Customer Cloud Service (CCS)	Rate Schedule Calculation Rule
CIS.07.030	Rate Structure	07.030.040	System will be configured to accommodate the following types of rate calculations, including but not limited to: h) Conservation Rates		25 Out	No	Oracle Customer Cloud Service (CCS)	Rate Schedule Calculation Rule
CIS.07.030	Rate Structure	07.030.041	System will be configured to accommodate the following types of rate calculations, including but not limited to: i) Flat Rates		25 In	Yes	Oracle Customer Cloud Service (CCS)	Rate Schedule Calculation Rule
CIS.07.030	Rate Structure	07.030.042	System will be configured to accommodate the following types of rate calculations, including but not limited to: j) Contract Rate (Dlog rates, contractor rates)		25 In	Yes	Oracle Customer Cloud Service (CCS)	Rate Schedule Calculation Rule
CIS.07.030	Rate Structure	07.030.043	System will be configured to accommodate the following types of rate calculations, including but not limited to: k) Geographic Rates (inside/outside, pumping, etc.)		25 In	Yes	Oracle Customer Cloud Service (CCS)	Rate Schedule Calculation Rule

Process ID	Process Title	Requirement Number	Requirement Description	Software Score	Scope (In/Out)	Included in Price (Yes or No)	System or Module	Solution
CIS.07.030	Rate Structure	07_030.044	System will be configured to accommodate the following types of rate calculations, including but not limited to: l) Simple Interest-Based Rates.	25 In	Yes	Oracle Customer Cloud Service (CCS)	Rate Schedule Calculation Rule	
CIS.07.030	Rate Structure	07_030.045	System will be configured to accommodate the following types of rate calculations, including but not limited to: m) Compound Interest-Based Rates	25 Out	No	Oracle Customer Cloud Service (CCS)	Rate Schedule Calculation Rule	
CIS.07.030	Rate Structure	07_030.046	System will be configured to accommodate the following types of rate calculations, including but not limited to: n) Eco-Vehicle Charge Rates	25 Out	No	Oracle Customer Cloud Service (CCS)	Rate Schedule Calculation Rule	
CIS.07.040	Net Energy Metering (NEM) Rate Attributes	07_040.001	System will be configured to support rates that handle the following: a) Residential Customers	25 In	Yes	Oracle Customer Cloud Service (CCS)	Rate Schedule Calculation Rule	
CIS.07.040	Net Energy Metering (NEM) Rate	07_040.002	System will be configured to support rates that handle the following: b) Non-residential Customers	25 In	Yes	Oracle Customer Cloud Service (CCS)	Rate Schedule can be configured to have charges for residential	
CIS.07.040	Net Energy Metering (NEM) Rate	07_040.003	System will be configured to track the source of energy, including but not limited to: a) Photovoltaic	25 In	Yes	Oracle Customer Cloud Service (CCS)	Meter Configuration	
CIS.07.040	Net Energy Metering (NEM) Rate	07_040.004	System will be configured to track the source of energy, including but not limited to: b) Wind-Powered	25 Out	No	Oracle Customer Cloud Service (CCS)	Meter Configuration	
CIS.07.040	Net Energy Metering (NEM) Rate	07_040.005	System will be configured to track the source of energy, including but not limited to: c) Micro-Hydro	25 Out	No	Oracle Customer Cloud Service (CCS)	Meter Configuration	
CIS.07.040	Net Energy Metering (NEM) Rate	07_040.006	System will be configured to track the source of energy, including but not limited to: d) Biomass-Fueled Generation Source	25 Out	No	Oracle Customer Cloud Service (CCS)	Meter Configuration	
CIS.07.040	Net Energy Metering (NEM) Rate	07_040.007	System will be configured to allow all charges or credits will be determined using the appropriate energy rates of the applicable rate schedule.	25 In	Yes	Oracle Customer Cloud Service (CCS)	Rate Schedule Calculation Rules	
CIS.07.040	Net Energy Metering (NEM) Rate	07_040.008	System will be configured to calculate bills using the following determinates: a) Service charge shall be the service charge from the applicable rate schedule	25 In	Yes	Oracle Customer Cloud Service (CCS)	Rate Schedule Calculation Rules	
CIS.07.040	Net Energy Metering (NEM) Rate	07_040.009	System will be configured to calculate bills using the following determinates: b) Demand charge shall be determined from the applicable rate schedule, as appropriate	25 In	Yes	Oracle Customer Cloud Service (CCS)	Rate Schedule Calculation Rules	
CIS.07.040	Net Energy Metering (NEM) Rate	07_040.010	System will be configured to calculate bills using the following determinates: c) Energy charges (or credits) shall be based on the net kilowatt-hours purchased from or delivered to the utility for the billing month	25 In	Yes	Oracle Customer Cloud Service (CCS)	Rate Schedule Calculation Rules	
CIS.07.040	Net Energy Metering (NEM) Rate	07_040.011	System will be configured to calculate bills using the following determinates: d) For any billing month during which the energy charges are a net credit, the respective energy charges for the month shall be zero	25 In	Yes	Oracle Customer Cloud Service (CCS)	Rate Schedule Calculation Rules	
CIS.07.040	Net Energy Metering (NEM) Rate	07_040.012	System will be configured to calculate bills using the following determinates: e) Credits shall not offset the service charge or the demand charge	25 In	Yes	Oracle Customer Cloud Service (CCS)	Rate Schedule Calculation Rules	
CIS.07.040	Net Energy Metering (NEM) Rate	07_040.013	System will be configured to calculate bills using the following determinates: f) The monthly minimum bill for customers receiving NEM service shall be no less than service charge plus applicable riders and if applicable, the demand charge	25 In	Yes	Oracle Customer Cloud Service (CCS)	Rate Schedule Calculation Rules	
CIS.07.040	Net Energy Metering (NEM) Rate	07_040.014	System will be configured to allow a customer charge that will reimburse the utility for the cost and installation of the initial meter	25 In	Yes	Oracle Customer Cloud Service (CCS)	Rate Schedule Calculation Rules/ Adjustments	
CIS.07.040	Net Energy Metering (NEM) Rate	07_040.015	System will be configured to capture the customer's telephone number connected to the NEM-related meter(s)	25 In	Yes	Oracle Customer Cloud Service (CCS)	Person Phone	
CIS.07.040	Net Energy Metering (NEM) Rate	07_040.016	System will be configured to store and allow for mail and emailing of an Application to Interconnect Small Generation 50 kW or less which must be accepted by the Department and pay an application fee in accordance with the interconnection Standard	25 In	Yes	Oracle Customer Cloud Service (CCS)	Person Mailing Address/Email used by Customer Contact Shty: Enrolling/Printing and Mailing attachments Bill application fee either with adjustment/billable charge for customer to pay.	
CIS.07.040	Net Energy Metering (NEM) Rate	07_040.017	System will be configured to allow an Interconnect Small Generation application fee	25 In	Yes	Oracle Customer Cloud Service (CCS)	Adjustment	
CIS.07.040	Net Energy Metering (NEM) Rate	07_040.018	System will be configured to support and report on the condition where the average monthly power factor of the power supplied by the customer to the utility is less than 90 percent or greater than 100 percent	25 In	Yes	Oracle Customer Cloud Service (CCS)	I think this should be a custom Bill Completion Algorithm that will check the if the average power factor used in billing to check if it is within range, if not create a case	
CIS.07.040	Net Energy Metering (NEM) Rate	07_040.019	System will be configured with the ability for Customers to enter into a contract for an original minimum term of one (1) year, and shall automatically renew thereafter, except that either party may terminate with written notice.	25 In	Yes	Oracle Customer Cloud Service (CCS)	Service Agreement configuration	

Process ID	Process Title	Requirement Number	Requirement Description	Software Score	Scope (In/Out)	Included in Price (Yes or No)	System or Module	Solution
CIS.07.040	Net Energy Metering (NEM) Rate	07_040.020	System will be configured with the ability to support a one-month rollover on any credits from the prior month.	25	In	Yes	Oracle Customer Cloud Service (CCS)	Balance Forward Accounting

CIS.08.000 - Usage Mgmt							
Process ID	Process Title	Requirement Number	Requirement Description	Software Score	Scope (In/Out)	Included In Price (Yes or No)	System or Module
CIS.08.000	Route and Cycle Criteria						Solution
CIS.08.000	Route and Cycle Criteria	08.000.001	System will be configured to change the association between routes, cycles, and accounts on-line.	25	In		Oracle Customer Cloud Service (CCS)
CIS.08.000	Route and Cycle Criteria	08.000.002	System will be configured to provide the following cycle information: a) Description	25	In		Oracle Customer Cloud Service (CCS)
CIS.08.000	Route and Cycle Criteria	08.000.003	System will be configured to provide the following cycle information: b) Cycle Number	25	In		Oracle Customer Cloud Service (CCS)
CIS.08.000	Route and Cycle Criteria	08.000.004	System will be configured to provide the following cycle information: c) Last Read and Bill Date	25	In		Oracle Customer Cloud Service (CCS)
CIS.08.000	Route and Cycle Criteria	08.000.005	System will be configured to provide the following cycle information: d) Next Scheduled Read / Bill Date	25	In		Oracle Customer Cloud Service (CCS)
CIS.08.000	Route and Cycle Criteria	08.000.006	System will be configured to provide the following cycle information: e) Associated Number of Active Routes	25	In		Oracle Customer Cloud Service (CCS)
CIS.08.000	Route and Cycle Criteria	08.000.007	System will be configured to provide the following cycle information: f) Associated Number of Inactive Routes	25	In		Oracle Customer Cloud Service (CCS)
CIS.08.000	Route and Cycle Criteria	08.000.008	System will be configured to provide the following cycle information: g) Number of Stops / Reads within a Cycle	25	In		Oracle Customer Cloud Service (CCS)
CIS.08.000	Route and Cycle Criteria	08.000.009	System will be configured to provide the following route information: a) Associated Cycle Number	25	In		Oracle Customer Cloud Service (CCS)
CIS.08.000	Route and Cycle Criteria	08.000.010	System will be configured to provide the following route information: b) Description	25	In		Oracle Customer Cloud Service (CCS)
CIS.08.000	Route and Cycle Criteria	08.000.011	System will be configured to provide the following route information: c) Route Number	25	In		Oracle Customer Cloud Service (CCS)
CIS.08.000	Route and Cycle Criteria	08.000.012	System will be configured to provide the following route information: d) Last Read Date	25	In		Oracle Customer Cloud Service (CCS)
CIS.08.000	Route and Cycle Criteria	08.000.013	System will be configured to provide the following route information: e) Next Scheduled Read Date	25	In		Oracle Customer Cloud Service (CCS)
CIS.08.000	Route and Cycle Criteria	08.000.014	System will be configured to provide the following route information: f) Number of Stops / Reads within a Route	25	In		Oracle Customer Cloud Service (CCS)
CIS.08.000	Route and Cycle Criteria	08.000.015	System will be configured to provide the following route information: g) Number of Smart Versus Standard (unintelligent) Meters	25	In		Oracle Customer Cloud Service (CCS)
CIS.08.000	Route and Cycle Criteria	08.000.016	System will be configured to provide the following route information: h) The ability to associate a time per read per meter (The value can be uploaded or manually entered to standardize the route read time)	25	Out	No	Oracle Customer Cloud Service (CCS)
CIS.08.000	Route and Cycle Criteria	08.000.017	System will be configured to provide an on-line or batch report of the following information regarding cycles and routes: a) Subtotal by Revenue/G.A. Code	25	Out	No	Oracle Customer Cloud Service (CCS)
CIS.08.000	Route and Cycle Criteria	08.000.018	System will be configured to provide an on-line or batch report of the following information regarding cycles and routes: b) Number of Meters / Equipment by Type	25	Out	No	Oracle Customer Cloud Service (CCS)
CIS.08.000	Route and Cycle Criteria	08.000.019	System will be configured to provide an on-line or batch report of the following information regarding cycles and routes: c) Consumption	25	Out	No	Oracle Customer Cloud Service (CCS)
CIS.08.000	Route and Cycle Criteria	08.000.020	System will be configured to provide an on-line or batch report of the following information regarding cycles and routes: d) Number of Master Reads Captured	25	Out	No	Oracle Customer Cloud Service (CCS)
CIS.08.000	Route and Cycle Criteria	08.000.021	System will be configured to provide an on-line or batch report of the following information regarding cycles and routes: e) Revenue/Billed MTD	25	Out	No	Oracle Customer Cloud Service (CCS)

Process ID	Process Title	Requirement Number	Requirement Description	Software Score	Scope (In/Out)	Included In Price (Yes or No)	System or Module	Solution
CIS.08.000	Route and Cycle Criteria	08.000.022	System will be configured to provide an on-line or batch report of the following information regarding cycles and routes: a) Revenue Billed FYTD	25	Out	No	Oracle Customer Cloud Service (CCS)	
CIS.08.000	Route and Cycle Criteria	08.000.023	System will be configured to provide an on-line or batch report of the following information regarding cycles and routes: g) Aged Receivables	25	Out	No	Oracle Customer Cloud Service (CCS)	
CIS.08.000	Route and Cycle Criteria	08.000.024	System will be configured to accommodate the following read route functionality on-line: a) Establishment of a New Route	25	In		Oracle Customer Cloud Service (CCS)	A new route can be added via the Admin Menu and using the Route Management portal, service points can be transferred from their existing route to the new route.
CIS.08.000	Route and Cycle Criteria	08.000.025	System will be configured to accommodate the following read route functionality on-line: b) Deletion of a Route	25	In		Oracle Customer Cloud Service (CCS)	A route can be deleted but only when no service points are associated to it.
CIS.08.000	Route and Cycle Criteria	08.000.026	System will be configured to accommodate the following read route functionality on-line: c) Change of Route Attributes	25	In		Oracle Customer Cloud Service (CCS)	Route attributes can be changed using the Admin menu.
CIS.08.000	Route and Cycle Criteria	08.000.027	System will be configured to accommodate the following read route functionality on-line: d) Automatic Re-Sequencing within a Route	25	Out	Yes	Oracle Customer Cloud Service (CCS)	
CIS.08.000	Route and Cycle Criteria	08.000.028	System will be configured to accommodate the following read route functionality on-line: e) Automatic Renumbering of Routes to allow for size limitations	25	Out	No	Oracle Customer Cloud Service (CCS)	
CIS.08.000	Route and Cycle Criteria	08.000.029	System will be configured to accommodate the following read route functionality on-line: f) Automatic Re-Sequencing of the Route from the handheld device	15	Out	No	Oracle Customer Cloud Service (CCS) Will require an algorithm	
CIS.08.000	Route and Cycle Criteria	08.000.030	System will be configured to accommodate the following read route functionality on-line: g) Re-Sequence the Meter Reading Sequence of service or group of services	25	Out	No	Oracle Customer Cloud Service (CCS)	
CIS.08.000	Route and Cycle Criteria	08.000.031	System will be configured to accommodate the following read route functionality on-line: h) Ability to adjust Meter Reading Routes or move accounts to a different billing cycle	25	In		Oracle Customer Cloud Service (CCS)	The route assigned to a service point can be updated either on the SP or using the Route Management portal.
CIS.08.000	Route and Cycle Criteria	08.000.032	System will be configured to accommodate the following read route functionality on-line: i) User can Re-Sequence Meters through a GIS graphical interface/gid party routing software	15	Out	No	Oracle Customer Cloud Service (CCS)	
CIS.08.000	Route and Cycle Criteria	08.000.033	System will be configured to accommodate the following read route functionality on-line: j) User can Re-Route and Re-Sequence Large Blocks of Accounts through batch processing or a single, individual account by the user or through meter reading software	15	Out	No	Oracle Customer Cloud Service (CCS)	
CIS.08.000	Route and Cycle Criteria	08.000.034	System will be configured to provide on-line ability to maintain, and update via batch from MDM, route read history information for the following: a) Description of the Route	25	In		Oracle Customer Cloud Service (CCS)	The batch job C1-RMRCs will renumber and resequence meters in a route. A user can maintain a route in the Measurement Cycle Portal in CCS.
CIS.08.000	Route and Cycle Criteria	08.000.035	System will be configured to provide on-line ability to maintain, and update via batch from MDM, route read history information for the following: b) Last Read Date	25	In		Oracle Customer Cloud Service (CCS)	The batch job C1-RMRCs will renumber and resequence meters in a route. A user can maintain a route in the Measurement Cycle Portal in CCS.
CIS.08.000	Route and Cycle Criteria	08.000.036	System will be configured to provide on-line ability to maintain, and update via batch from MDM, route read history information for the following: c) Number of Meters within the Route	25	In		Oracle Customer Cloud Service (CCS)	The batch job C1-RMRCs will renumber and resequence meters in a route. A user can maintain a route in the Measurement Cycle Portal in CCS.
CIS.08.000	Route and Cycle Criteria	08.000.037	System will be configured to provide on-line ability to maintain, and update via batch from MDM, route read history information for the following: d) Route Identification Number	25	In		Oracle Customer Cloud Service (CCS)	The batch job C1-RMRCs will renumber and resequence meters in a route. A user can maintain a route in the Measurement Cycle Portal in CCS.
CIS.08.000	Route and Cycle Criteria	08.000.038	System will be configured to provide on-line ability to maintain, and update via batch from MDM, route read history information for the following: e) Name of Meter Reader or Meter Reader ID reading the route	25	In		Oracle Customer Cloud Service (CCS)	The batch job C1-RMRCs will renumber and resequence meters in a route. A user can maintain a route in the Measurement Cycle Portal in CCS.
CIS.08.000	Route and Cycle Criteria	08.000.039	System will be configured to provide on-line ability to maintain, and update via batch from MDM, route read history information for the following: f) Start and Finish Time of the Route	25	In		Oracle Customer Cloud Service (CCS)	The batch job C1-RMRCs will renumber and resequence meters in a route. A user can maintain a route in the Measurement Cycle Portal in CCS.

Process ID	Process Title	Requirement Number	Requirement Description	Software Score	Scope (In/Out)	Included in Price (Yes or No)	System or Module	Solution
CIS.08.000	Route and Cycle Criteria	08.000.040	System will be configured to provide on-line ability to maintain and update via batch from MDM, route read history information for the following: g) Mileage Driven to Complete the Route System will be configured to provide on-line ability to maintain and update via batch from MDM, route read history information for the following: h) Scheduled Meters that were read	25	In		Oracle Customer Cloud Service (CCS)	Mileage driven for a route could be stored as a characteristic on the Measurement Cycle Schedule. This would be a custom field that would need to be added to the BO. Additionally it would need to be manually entered each month.
CIS.08.000	Route and Cycle Criteria	08.000.041	System will be configured to provide on-line ability to maintain and update via batch from MDM, route read history information for the following: i) Scheduled Meters not read	25	In		Oracle Customer Cloud Service (CCS)	The number of meters read each month by route is stored by default in CCS.
CIS.08.000	Route and Cycle Criteria	08.000.042	System will be configured to provide on-line ability to maintain and update via batch from MDM, route read history information for the following: j) Provide List of Meter Reading Exceptions based on user-defined criteria	25	In		Oracle Customer Cloud Service (CCS)	Meters that are not read in a route can be found in CCS
CIS.08.000	Route and Cycle Criteria	08.000.043	System will be configured to provide on-line ability to maintain and update via batch from MDM, route read history information for the following: k) Unauthorized Usage	25	In		Oracle Customer Cloud Service (CCS)	Meter Reading exceptions will be VEE exceptions in CCS and will be displayed as TO Dos in CCS.
CIS.08.000	Route and Cycle Criteria	08.000.044	System will be configured to provide the online ability to easily change service from one route to another route.	25	In		Oracle Customer Cloud Service (CCS)	Need Clarification
CIS.08.000	Route and Cycle Criteria	08.000.045	System will be configured to accommodate routes for non-metered services separately from metered routes.	25	In		Oracle Customer Cloud Service (CCS)	Meters/service points can be change routes multiple times.
CIS.08.000	Route and Cycle Criteria	08.000.046	System will be configured to provide the online ability to change multiple accounts from one route to another route easily.	25	In		Oracle Customer Cloud Service (CCS)	Routes can be set up for non metered service in CCS.
CIS.08.010	Premise/Service Criteria	08.010.001	System will be configured to associate unlimited meters and equipment to a premise.	25	In		Oracle Customer Cloud Service (CCS)	Meters/service points can be change routes multiple times.
CIS.08.010	Premise/Service Criteria	08.010.002	System will be configured to associate unlimited non-metered services to a premise.	25	In		Oracle Customer Cloud Service (CCS)	In CCS a premise can have an unlimited number of service points and each service point can have a one meter and various types of equipments. Service Points can be related to each other.
CIS.08.010	Premise/Service Criteria	08.010.003	System will be configured to have multiple routes per service address to capture metered and non-metered services.	25	In		Oracle Customer Cloud Service (CCS)	In CCS a premise can have an unlimited number of service points and each service point can have non metered service points with badged or unbadged equipment.
CIS.08.010	Premise/Service Criteria	08.010.004	System will be configured to change online the following product/service information: a) Route Number	25	In		Oracle Customer Cloud Service (CCS)	A route is associated to a service point in CCS but each service point at a premise can have a unique route.
CIS.08.010	Premise/Service Criteria	08.010.005	System will be configured to change online the following product/service information: b) Read/Process Sequence	25	In		Oracle Customer Cloud Service (CCS)	A route can be updated by a user at the individual service point as well as the route management portal.
CIS.08.010	Premise/Service Criteria	08.010.006	System will be configured to change online the following product/service information: c) Location Code	25	In		Oracle Customer Cloud Service (CCS)	The route sequence can be updated by a user on the individual service point as well as the route management portal.
CIS.08.010	Premise/Service Criteria	08.010.007	System will be configured to change online the following product/service information: d) Minimum of 2 Additional Location Identifiers	25	In		Oracle Customer Cloud Service (CCS)	The location information can be updated on the Service Point portal. Geo Type fields are updated on the premise and service point. These fields are configurable and can include things like Lat Long, Parcel ID, GPS coordinates, Universal Id.
CIS.08.020	Meter Readings	08.020.001	System will be configured to download and upload mass meter readings to/from the meter reading system (a flat file transfer via FTP) based on the following but not limited to: a) Cycle	25	In		Oracle Customer Cloud Service (CCS)	Readings can be uploaded via cycle and route through batch jobs or the SGG
CIS.08.020	Meter Readings	08.020.002	System will be configured to download and upload mass meter readings to/from the meter reading system (a flat file transfer via FTP) based on the following but not limited to: b) Route	25	In		Oracle Customer Cloud Service (CCS)	Readings can be uploaded via cycle and route through batch jobs or the SGG

Process ID	Process Title	Requirement #	Requirement Description	Software Score	Scope (In/Out)	Included In Price (Yes or No)	System or Module	Solution
CIS.08.020	Meter Readings	08.020.003	System will be configured to allow the user to reconcile the number of meter readings exported from the Meter Reading software to the number of meter readings imported into the Billing system.	25	In		Oracle Customer Cloud Service (CCS)	The reconciliation for meter reads will be part of the upload process. Any readings that have error will generate a To Do.
CIS.08.020	Meter Readings	08.020.004	System will be configured with the ability to record and associate meter reading measurements such as: a) kW	25	In		Oracle Customer Cloud Service (CCS)	Meters can be configured in CCS to accept a variety of Unit of Measures including kW, KVAR, KWH, KVA, etc.
CIS.08.020	Meter Readings	08.020.005	System will be configured with the ability to record and associate meter reading measurements such as: b) KVAR	25	In		Oracle Customer Cloud Service (CCS)	Meters can be configured in CCS to accept a variety of Unit of Measures including kW, KVAR, KWH, KVA, etc.
CIS.08.020	Meter Readings	08.020.006	System will be configured with the ability to record and associate meter reading measurements such as: c) kWh	25	In		Oracle Customer Cloud Service (CCS)	Meters can be configured in CCS to accept a variety of Unit of Measures including kW, KVAR, KWH, KVA, etc.
CIS.08.020	Meter Readings	08.020.007	System will be configured with the ability to record and associate meter reading measurements such as: d) KVA	25	In		Oracle Customer Cloud Service (CCS)	Meters can be configured in CCS to accept a variety of Unit of Measures including kW, KVAR, KWH, KVA, etc.
CIS.08.020	Meter Readings	08.020.008	System will be configured with the ability to record and associate meter reading measurements such as: e) Dual Purpose / Bi-Directional Meters	25	In		Oracle Customer Cloud Service (CCS)	Meters can be configured as Net Meters to measure energy usage and energy generation by setting up 2 measuring components on the meters. One measures consumed and one measured generated and the customer is billed for the difference of the 2.
CIS.08.020	Meter Readings	08.020.009	System will be configured with the ability to record and associate meter reading measurements such as: f) Interval Data Recorders	25	In		Oracle Customer Cloud Service (CCS)	Interval data recorders can be associated to a service point as equipment and reads from these can be loaded in CCS.
CIS.08.020	Meter Readings	08.020.010	System will be configured with the ability to record and associate meter reading measurements such as: g) Negative Read	25	In		Oracle Customer Cloud Service (CCS)	CCS can accept negative reads. According to VEE (Validate, Edit and Estimate) rules that are configured some of the negative rules may generate an exception where a user can validate if the negative consumption is accurate.
CIS.08.020	Meter Readings	08.020.011	System will be configured to request and accept individual meter readings for the following types of requests, but not limited to: a) Reread	25	In		Oracle Customer Cloud Service (CCS)	CCS can accept reread and new reads at anytime.
CIS.08.020	Meter Readings	08.020.012	System will be configured to request and accept individual meter readings for the following types of requests, but not limited to: b) New Service	25	In		Oracle Customer Cloud Service (CCS)	CCS can accept a reading to start new service. Normally this is done via a service order reading.
CIS.08.020	Meter Readings	08.020.013	System will be configured to request and accept individual meter readings for the following types of requests, but not limited to: c) Reconnect	25	In		Oracle Customer Cloud Service (CCS)	CCS can accept reconnect reads associated to reconnecting a service that has been shut off.
CIS.08.020	Meter Readings	08.020.014	System will be configured to request and accept individual meter readings for the following types of requests, but not limited to: d) Disconnect	25	In		Oracle Customer Cloud Service (CCS)	CCS can accept disconnect reads which would normally be a service order read.
CIS.08.020	Meter Readings	08.020.015	System will be configured to request and accept individual meter readings for the following types of requests, but not limited to: e) Field Visit (other field activity)	25	In		Oracle Customer Cloud Service (CCS)	CCS can accept reading that result from the completion of any field activity/service order for a metered service.
CIS.08.020	Meter Readings	08.020.016	System will be configured to request and accept individual meter readings for the following types of requests, but not limited to: f) Meter Change Out	25	In		Oracle Customer Cloud Service (CCS)	CCS can accept readings from a meter exchange service order where there is an out reading for the old meter and an in reading for the new meter. CCS can bill for this meter exchange as well. All of this is base CCS functionality.
CIS.08.020	Meter Readings	08.020.017	System will be configured to request and accept individual meter readings for the following types of requests, but not limited to: g) Special Read (Off-cycle bill)	25	In		Oracle Customer Cloud Service (CCS)	CCS can accept off cycle readings for meters and measuring components enter manually or loaded in CCS.
CIS.08.020	Meter Readings	08.020.018	System will be configured to override or manually send downcycle and routes to the handheld devices.	25	In		Oracle Customer Cloud Service (CCS)	Routes can be downloaded to handhelds on a schedule or manually overridden and sent on a different time frame.
CIS.08.020	Meter Readings	08.020.019	System will be configured to accept readings from service orders completed in batch from a tablet or like device.	15	Out	No	Oracle Customer Cloud Service (CCS)	
CIS.08.020	Meter Readings	08.020.020	System will be configured to accept readings from service orders completed in real time from table or like device.	25	Out	No	Oracle Customer Cloud Service (CCS)	
CIS.08.020	Meter Readings	08.020.021	System will be configured to accept a real-time read and update the CIS, making it ready for billing or other events through an MIDMS system.	25	Out	No	Oracle Customer Cloud Service (CCS)	
CIS.08.020	Meter Readings	08.020.022	System will be configured with the ability to manually enter multiple meter readings, type of readings, and read dates in mass.	25	In		Oracle Customer Cloud Service (CCS)	A variety of reading types can be loaded into CCS with various read types, read dates, etc.
CIS.08.020	Meter Readings	08.020.023	System will be configured to capture all reads, including exceptions and actual.	25	In		Oracle Customer Cloud Service (CCS)	Any reads loaded into CCS that have issues with the load or the VEE rules will have an exception noted as a To Do.
CIS.08.020	Meter Readings	08.020.024	System will be configured to provide the following types of readings or inputs, including but not limited to: a) Forced (manual estimated)	25	In		Oracle Customer Cloud Service (CCS)	There are default read types in CCS including Forecast, Estimated, Regular, Customer Read, Start and Stop

Process ID	Process Title	Requirement Number	Requirement Description	Software Score	Scope (In/Out)	Included In Price (Yes or No)	System or Module	Solution
CIS.08.020	Meter Readings	08.020.025	System will be configured to provide the following types of readings or inputs, including but not limited to: b) Estimated (System estimated)	25	In		Oracle Customer Cloud Service (CCS)	There are default read types in CCS including Forced, Estimated, Regular, Customer Read, Start and Stop
CIS.08.020	Meter Readings	08.020.026	System will be configured to provide the following types of readings or inputs, including but not limited to: c) Actual	25	In		Oracle Customer Cloud Service (CCS)	There are default read types in CCS including Forced, Estimated, Regular, Customer Read, Start and Stop
CIS.08.020	Meter Readings	08.020.027	System will be configured to provide the following types of readings or inputs, including but not limited to: d) Customer	25	Out	No	Oracle Customer Cloud Service (CCS)	There are default read types in CCS including Forced, Estimated, Regular, Customer Read, Start and Stop
CIS.08.020	Meter Readings	08.020.028	System will be configured to provide the following types of readings or inputs, including but not limited to: e) Initial	25	In		Oracle Customer Cloud Service (CCS)	There are default read types in CCS including Forced, Estimated, Regular, Customer Read, Start and Stop
CIS.08.020	Meter Readings	08.020.029	System will be configured to provide the following types of readings or inputs, including but not limited to: f) Final	25	In		Oracle Customer Cloud Service (CCS)	There are default read types in CCS including Forced, Estimated, Regular, Customer Read, Start and Stop
CIS.08.020	Meter Readings	08.020.030	System will be configured with the ability to track the number of consecutive times that a meter reading is estimated.	25	In		Oracle Customer Cloud Service (CCS)	Yes CCS can track the number of estimated reads in a row and there is an algorithm that will not allow more than the allowed estimated reads and result in an exception To Do for too many estimated reads in a row.
CIS.08.020	Meter Readings	08.020.031	System will be configured with the ability to estimate consumption based upon an average of user-selected prior-billing periods.	25	In		Oracle Customer Cloud Service (CCS)	Estimation criteria in CCS is set up in VEE rules which can use various estimation methods including averaging usage from prior billing periods.
CIS.08.020	Meter Readings	08.020.032	System will be configured with the ability to maintain both actual and billed consumption.	25	In		Oracle Customer Cloud Service (CCS)	CCS can store actual and billed consumption. This can be done with Usage Rules and Usage Transactions.
CIS.08.020	Meter Readings	08.020.033	System will be configured to provide the following reading information, including but not limited to: a) Read Date	25	In		Oracle Customer Cloud Service (CCS)	All measurements loaded into CCS will include the reading/consumption, read date, measuring consumption, days of service, date and time as well as meter reader if that is contained in the upload file.
CIS.08.020	Meter Readings	08.020.034	System will be configured to provide the following reading information, including but not limited to: b) Reading	25	In		Oracle Customer Cloud Service (CCS)	All measurements loaded into CCS will include the reading/consumption, read date, measuring consumption, days of service, date and time as well as meter reader if that is contained in the upload file.
CIS.08.020	Meter Readings	08.020.035	System will be configured to provide the following reading information, including but not limited to: c) Metered / Measured Consumption	25	In		Oracle Customer Cloud Service (CCS)	All measurements loaded into CCS will include the reading/consumption, read date, measuring consumption, days of service, date and time as well as meter reader if that is contained in the upload file.
CIS.08.020	Meter Readings	08.020.036	System will be configured to provide the following reading information, including but not limited to: d) Days of Service Between Reads	25	In		Oracle Customer Cloud Service (CCS)	All measurements loaded into CCS will include the reading/consumption, read date, measuring consumption, days of service, date and time as well as meter reader if that is contained in the upload file.
CIS.08.020	Meter Readings	08.020.037	System will be configured to provide the following reading information, including but not limited to: e) Employee, Date, Time Stamp	25	In		Oracle Customer Cloud Service (CCS)	All measurements loaded into CCS will include the reading/consumption, read date, measuring consumption, days of service, date and time as well as meter reader if that is contained in the upload file.
CIS.08.020	Meter Readings	08.020.038	System will be configured to automatically generate the following activities as a result of meter reader's input but not limited to: a) Meter Reader Notes / Comments / Codes	25	In		Oracle Customer Cloud Service (CCS)	Meter reader notes, comments and codes can be associated to a measurements as part of the measurement which is an IMD (Initial Measurement Data)
CIS.08.020	Meter Readings	08.020.039	System will be configured to automatically generate the following activities as a result of meter reader's input but not limited to: b) Work Orders	25	In		Oracle Customer Cloud Service (CCS)	Work orders and service orders are the same in CCS. Service Orders can be manually generated and generated by system events and these can result in onsite field work.
CIS.08.020	Meter Readings	08.020.040	System will be configured to automatically generate the following activities as a result of meter reader's input but not limited to: c) Service Orders	25	In		Oracle Customer Cloud Service (CCS)	Service Orders can be manually generated and generated by system events and these can result in onsite field work.
CIS.08.020	Meter Readings	08.020.041	System will be configured to automatically generate the following activities as a result of meter reader's input but not limited to: d) Customer Letters	25	In		Oracle Customer Cloud Service (CCS)	A meter reader remark can by default create a field activity. I recommend using this same plug in spot but instead creating a customer contact/letter.
CIS.08.020	Meter Readings	08.020.042	System will be configured to make corrections/changes to readings, read dates, and metered/measured consumption.	25	In		Oracle Customer Cloud Service (CCS)	Updates to readings, read dates and consumption will be done by loading a new reading or having a user update the reading prior to the VEE process being completed.
CIS.08.020	Meter Readings	08.020.043	System will be configured to make corrections/changes to readings, read dates, and metered/measured consumption with an audit trail.	25	In		Oracle Customer Cloud Service (CCS)	There is a log associated to each reading or measurement loaded into CCS that will track updates.

Process ID	Process Title	Requirement #	Requirement Description	Software Scope Score (In/Out)	Included In Price (Yes or No)	System or Module	Solution
CIS.08.020	Meter Readings	08.020.044	System will be configured with the ability to record a number of "specialized" readings from a multifunction solid-state meter or recorder.	25 In		Oracle Customer Cloud Service (CCS)	The type of readings/consumption associated to a meter or recorder will be associated to each measurement/reading loaded in CCS. This is a default function.
CIS.08.020	Meter Readings	08.020.045	System will be configured to enter readings with dates out of sequence. For example, monthly meter reading input then a manual work order is entered but for a previous date, "sandwich-in" and process billing in a sequence of read dates.	25 In		Oracle Customer Cloud Service (CCS)	By default a user can add a new reading for a time prior to the last reading.
CIS.08.020	Meter Readings	08.020.046	System will be configured with the ability to code, view, and search for special meter read instructions that are forced to be read or optional (unforced).	25 In		Oracle Customer Cloud Service (CCS)	
CIS.08.020	Meter Readings	08.020.047	System will be configured with the ability for a user to enter, view, and search multiple special meter reading instructions, with a minimum of 30 character field length.	25 In		Oracle Customer Cloud Service (CCS)	
CIS.08.020	Meter Readings	08.020.048	System will be configured to maintain history on lamp codes for meter reading system and the CIS.	25 In		Oracle Customer Cloud Service (CCS)	
CIS.08.030	Consumption	08.030.001	System will be configured to measure usage for a specific period of time for days or service.	25 In		Oracle Customer Cloud Service (CCS)	System has the capability to calculate the usage for any user defined period through Usage Transaction. This feature is delivered out of the box.
CIS.08.030	Consumption	08.030.002	System will be configured to provide the capacity to evaluate three demand electric readings KW, KVA, KVAR and time of day in order to calculate one billed consumption reading.	25 In		Oracle Customer Cloud Service (CCS)	System can evaluate the three demand readings and bill on one quantity by applying any logic to the three quantities or any other criteria. It can also calculate the demand value for different TOU buckets.
CIS.08.030	Consumption	08.030.003	System will be configured to calculate and view the average daily use and store within the system - for each service.	25 In		Oracle Customer Cloud Service (CCS)	System can calculate and store the statistics of any channel or measuring component based on the historical data.
CIS.08.030	Consumption	08.030.004	System will be configured to record usage for the following services but not limited to: a) Electric (i.e., kW, kWh, KVAR, etc.)	25 In		Oracle Customer Cloud Service (CCS)	System can capture, process and store the reads for all of the mentioned unit of measures. It can also store any user defined unit of measures.
CIS.08.030	Consumption	08.030.005	System will be configured to record usage for the following services but not limited to: b) Outdoor Lighting	25 In		Oracle Customer Cloud Service (CCS)	System provides the capturing of readings of outdoor lightings in form of Badged and Unbadged items which can be used to calculate the bill determinants.
CIS.08.030	Consumption	08.030.006	System will be configured to record usage for the following services but not limited to: c) Street Lights	25 In		Oracle Customer Cloud Service (CCS)	System provides the capturing of readings of street lights in form of Badged and Unbadged items which can be used to calculate the bill determinants.
CIS.08.030	Consumption	08.030.007	System will be configured to record usage for the following services but not limited to: d) User Defined Service	25 In		Oracle Customer Cloud Service (CCS)	User can define any service in the system and can calculate the usage based on that service.
CIS.08.030	Consumption	08.030.008	System will be configured to calculate and store billed consumption and bill date as associated with their meter/measured consumption.	25 In		Oracle Customer Cloud Service (CCS)	Billed consumption is calculated in CCS with the use of Usage Transaction. It stores the billed consumption and the period for which it is calculated.
CIS.08.030	Consumption	08.030.009	System will be configured with the ability to capture a minimum of 7 years of meter usage history.	25 In		Oracle Customer Cloud Service (CCS)	7 years data can be available online and rest can be archived with the use of Information Lifecycle Management.
CIS.08.030	Consumption	08.030.010	System will be configured to calculate billed consumption from metered consumption and a fixed user-defined calculation factor.	25 In		Oracle Customer Cloud Service (CCS)	User defined factors can be multiplied to the billed consumption at the time of calculating the bill determinants in Usage Transaction.
CIS.08.030	Consumption	08.030.011	System will be configured to calculate billed consumption from metered consumption, including, but not limited to: b) Product of the metered consumption and a meter multiplier factor	25 In		Oracle Customer Cloud Service (CCS)	Meter multiplier is applied to the raw meter data while uploading it in the system. This is applied based on the decision whether meter multiplier is already applied or not.
CIS.08.030	Consumption	08.030.012	System will be configured to calculate billed consumption from metered consumption, including, but not limited to: c) Product of the metered consumption and number of units	25 In		Oracle Customer Cloud Service (CCS)	Number of units can be configured as a factor entity in the system which can be multiplied with the billed consumption.
CIS.08.030	Consumption	08.030.013	System will be configured to calculate the consumption correctly when a meter changeout occurs.	25 In		Oracle Customer Cloud Service (CCS)	System can calculate correct bill determinants when a meter exchange happens on field.
CIS.08.030	Consumption	08.030.014	System will be configured to validate the consumption when a meter changeout occurs.	25 In		Oracle Customer Cloud Service (CCS)	System can validate the consumption when the meter exchange occurs. Some of the validations might require some configuration which will be clarified during requirement's session.
CIS.08.040	Consumption Validation	08.040.001	System will be configured to establish a high tolerance range for each service with billing cycle independence.	25 In		Oracle Customer Cloud Service (CCS)	High tolerance range can be validated on the bill determinants to check whether the usage is in limits or not.

Process ID	Process Title	Requirement Number	Requirement Description	Software Scope Score	Included In Price (Yes or No)	System or Module	Solution
CIS.08.040	Consumption Validation	08.040.002	System will be configured to establish a low tolerance range for each service with billing cycle independence.	25	h	Oracle Customer Cloud Service (CCS)	Low tolerance range can be validated on the bill determinants to check whether the usage is in limits or not.
CIS.08.040	Consumption Validation	08.040.003	System will be configured to validate online and in batch the following for reasonableness, but not limited to: a) Zero consumption	25	h	Oracle Customer Cloud Service (CCS)	System provides Zero Consumption Check VEE Rule to perform this check.
CIS.08.040	Consumption Validation	08.040.004	System will be configured to validate online and in batch the following for reasonableness, but not limited to: b) Negative Consumption	25	h	Oracle Customer Cloud Service (CCS)	System provides Negative Consumption Check VEE Rule to perform this check.
CIS.08.040	Consumption Validation	08.040.005	System will be configured to validate online and in batch the following for reasonableness, but not limited to: c) All Net-Meter editing / validation will indicate the meter / account is a net-meter based on the difference in validation routines	25	h	Oracle Customer Cloud Service (CCS)	Net Metering Energy will be calculated in a different SOI which will be used to identify that this meter is related to Net Meter.
CIS.08.040	Consumption Validation	08.040.006	System will be configured to validate online and in batch the following for reasonableness, but not limited to: d) High Consumption based on 12 months rolling average	25	h	Oracle Customer Cloud Service (CCS)	HI/Lo Check VEE Rule is delivered out of the box to perform this validation.
CIS.08.040	Consumption Validation	08.040.007	System will be configured to validate online and in batch the following for reasonableness, but not limited to: e) Low Consumption based on 12 months rolling average	25	h	Oracle Customer Cloud Service (CCS)	HI/Lo Check VEE Rule is delivered out of the box to perform this validation.
CIS.08.040	Consumption Validation	08.040.008	System will be configured to validate online and in batch the following for tolerance range of the last billing period's consumption	25	h	Oracle Customer Cloud Service (CCS)	This usage validation rule is not available out of the box but it can be configured to check the current consumption with historical consumption. This will require some configuration to be done in system.
CIS.08.040	Consumption Validation	08.040.009	System will be configured to validate online and in batch the following for tolerance range of the same period last year's consumption	25	h	Oracle Customer Cloud Service (CCS)	This usage validation rule is not available out of the box but it can be configured to check the current consumption with historical consumption. This will require some configuration to be done in system.
CIS.08.040	Consumption Validation	08.040.010	System will be configured to validate online and in batch the following for reasonableness, but not limited to: f) High Consumption based on user-defined criteria if consumption history is incomplete	25	h	Oracle Customer Cloud Service (CCS)	There are base VEE Rules that will check for high and low consumption looking other criteria than past history such as: an template measuring component with using average usage and temperature.
CIS.08.040	Consumption Validation	08.040.011	System will be configured to validate online and in batch the following for reasonableness, but not limited to: g) Low Consumption based on user-defined criteria if consumption history is incomplete	25	h	Oracle Customer Cloud Service (CCS)	There are base VEE Rules that will check for high and low consumption looking other criteria than past history such as: an template measuring component with using average usage and temperature.
CIS.08.040	Consumption Validation	08.040.012	System will be configured to accept a reading that fails edit.	25	h	Oracle Customer Cloud Service (CCS)	A user can force complete a measurement that fails upload.
CIS.08.040	Consumption Validation	08.040.013	System will be configured with the ability to review a report of readings that failed to edit and accept, change, or hold until further action.	25	h	Oracle Customer Cloud Service (CCS)	All exceptions from loading reading/consumption will result in To Dots.
CIS.08.040	Consumption Validation	08.040.014	System will be configured with the ability to review readings online that failed edit and accept, change, or hold until further action.	25	h	Oracle Customer Cloud Service (CCS)	All exceptions from loading reading/consumption will result in To Dots.
CIS.08.040	Consumption Validation	08.040.015	System will be configured to allow a zero reading.	25	h	Oracle Customer Cloud Service (CCS)	VEE Rules will be allow zero rules.
CIS.08.040	Consumption Validation	08.040.016	System will be configured to allow negative consumption (i.e., net metering).	25	h	Oracle Customer Cloud Service (CCS)	VEE Rules can be configured for net metering.
CIS.08.040	Consumption Validation	08.040.017	System will be configured to calculate the consumption when a dial turnover occurs correctly.	25	h	Oracle Customer Cloud Service (CCS)	By default CCS can calculate consumption when a meter rollovers.
CIS.08.040	Consumption Validation	08.040.018	System will be configured to validate on-line meter readings to the number of dials.	25	h	Oracle Customer Cloud Service (CCS)	There is a dial check VEE Rule that checks if the readings is valid.
CIS.08.040	Consumption Validation	08.040.019	System will be configured to display leading zeros within the meter reading field.	25	h	Oracle Customer Cloud Service (CCS)	CCS can accept leading zeros for a meter read.
CIS.08.040	Consumption Validation	08.040.020	System will be configured to track unauthorized usage.	25	h	Oracle Customer Cloud Service (CCS)	CCS can accept readings for meters that are stopped where tampering may occur.
CIS.08.040	Consumption Validation	08.040.021	System will be configured to provide a mechanism to flag an account due to unauthorized usage.	25	h	Oracle Customer Cloud Service (CCS)	If there is unauthorized usage or tampering a VEE Exception will generate a To Do.
CIS.08.040	Consumption Validation	08.040.022	System will be configured to establish a user-defined tolerance range (high 1 and 2 and low 1 and 2) for each service with billing cycle independence.	25	h	Oracle Customer Cloud Service (CCS)	HI/Lo tolerance can be configured in the VEE Rule.
CIS.08.040	Consumption Validation	08.040.023	System will be configured to allow for specified sets of usage validation rules to apply to a meter and/or service.	25	h	Oracle Customer Cloud Service (CCS)	CCS has a variety VEE rules that can be applied to valid the measurements and usage coming into the CCS.
CIS.08.040	Consumption Validation	08.040.024	System will be configured to allow for seasonal changes to usage tolerances.	25	h	Oracle Customer Cloud Service (CCS)	VEE Rules are effective dated so seasonal changes can be established.
CIS.08.050	Consumption Display						

Process ID	Process Title	Requirement Number	Requirement Description	Software Scope (In/Out)	Included In Price (Yes or No)	System or Module	Solution
CIS.08.050	Consumption Display	08.050.001	System will be configured with the ability to view all related fields of metered and billed consumption.	25 In		Oracle Customer Cloud Service (CCS)	Each measurement in CCS can have a measurement/reading and up to 10 related derived values.
CIS.08.050	Consumption Display	08.050.002	System will be configured to view the consumption related information for the following areas online, including but not limited to: a) Premise (service address)	25 In		Oracle Customer Cloud Service (CCS)	Consumption can be viewed using the 360 degree portal for service address.
CIS.08.050	Consumption Display	08.050.003	System will be configured to view the consumption related information for the following areas online, including but not limited to: b) Meter / Equipment number	25 In		Oracle Customer Cloud Service (CCS)	Consumption can be viewed using the 360 degree portal for measuring component.
CIS.08.050	Consumption Display	08.050.004	System will be configured to view the consumption related information for the following areas online, including but not limited to: c) Type of Service (e.g., electric, gas, water, etc.)	25 In		Oracle Customer Cloud Service (CCS)	Consumption can be viewed using the 360 degree portal for measuring component/service type
CIS.08.050	Consumption Display	08.050.005	System will be configured to view the consumption related information for the following areas online, including but not limited to: d) Customer / Account	25 In		Oracle Customer Cloud Service (CCS)	Consumption can be viewed using the 360 degree portal for customer/contact
CIS.08.050	Consumption Display	08.050.006	System will be configured to look at historical information at a premise for a particular service that includes but not limited to: readings, consumption, and revenue.	25 In		Oracle Customer Cloud Service (CCS)	VEE rules can look at historical readings, and information for a premise/service point.
CIS.08.050	Consumption Display	08.050.007	System will be configured to look at historical information at a premise for a particular service that includes, but not limited to: average daily consumption.	25 In		Oracle Customer Cloud Service (CCS)	A user can be the average daily consumption for a premise/service point by viewing the Usage Transaction History
CIS.08.060	Consumption Adjustment						
CIS.08.060	Consumption Adjustment	08.060.001	System will be configured with the ability to calculate and enter estimated meter readings manually.	25 In		Oracle Customer Cloud Service (CCS)	VEE rules can estimate consumption based a variety of configuration option including past consumption
CIS.08.060	Consumption Adjustment	08.060.002	System will be configured with the ability to adjust a meter reading without overriding an original or billed reading with an audit trail.	25 In		Oracle Customer Cloud Service (CCS)	Adding a new IVD (measurement) is the way to override the original). The original remains but the new IVD will be used for billing.
CIS.08.060	Consumption Adjustment	08.060.003	System will be configured to make consumption adjustments without changing the amount actually used with an audit trail.	25 In		Oracle Customer Cloud Service (CCS)	The usage billed for can change while the measurement changes. This can be done in the usage transaction and service quantity associated to the bill.
CIS.08.060	Consumption Adjustment	08.060.004	System will be configured with the ability for positive and negative consumption adjustments with an audit trail.	25 In		Oracle Customer Cloud Service (CCS)	The usage billed for can change while the measurement changes. This can be done in the usage transaction and service quantity associated to the bill.

CIS.09.000 - Inventory Mgmt			Requirement Description	Solution
Process ID	Process Title	Requirement Number		
CIS.09.000	Meter Inventory	09.000.001	System will be configured to allow a minimum for 25 alphanumeric characters field for meter number.	System supports Characteristic of Adhoc Value Type which can store upto 255 alphanumeric characters.
CIS.09.000	Meter Inventory	09.000.002	System will be configured to store and track the following types of meters and devices and their current location at a minimum: a) Electric Meters	Various Asset Types and their location can be configured and tracked as part of Asset management module of Oracle CCS. Electric Meters can also be maintained and tracked in CCS along with its disposition location.
CIS.09.000	Meter Inventory	09.000.003	System will be configured to store and track the following types of meters and devices and their current location at a minimum: 1) Single	Various Asset Types and their location can be configured and tracked as part of Asset management module of Oracle CCS. Single phase meters can also be
CIS.09.000	Meter Inventory	09.000.004	System will be configured to store and track the following types of meters and devices and their current location at a minimum: 2) Three	Various Asset Types and their location can be configured and tracked as part of Asset management module of Oracle CCS. Three phase meters can also be
CIS.09.000	Meter Inventory	09.000.005	System will be configured to store and track the following types of meters and devices and their current location at a minimum: 3) Demand	Various Asset Types and their location can be configured and tracked as part of Asset management module of Oracle CCS. Demand meters can also be maintained
CIS.09.000	Meter Inventory	09.000.006	System will be configured to store and track the following types of meters and devices and their current location at a minimum: b) Time-of-	Various Asset Types and their location can be configured and tracked as part of Asset management module of Oracle CCS. Time of Use meters can also be
CIS.09.000	Meter Inventory	09.000.007	System will be configured to store and track the following types of meters and devices and their current location at a minimum: c) Multi-	Various Asset Types and their location can be configured and tracked as part of Asset management module of Oracle CCS. Multi function meters can also be
CIS.09.000	Meter Inventory	09.000.008	System will be configured to store and track the following types of meters and devices and their current location at a minimum: d) CT's	Various Asset Types and their location can be configured and tracked as part of Asset management module of Oracle CCS. CT's can also be maintained and tracked in CCS along with its disposition location.
CIS.09.000	Meter Inventory	09.000.009	System will be configured to store and track the following types of meters and devices and their current location at a minimum: e) PT's	Various Asset Types and their location can be configured and tracked as part of Asset management module of Oracle CCS. PT's can also be maintained and tracked in CCS along with its disposition location.
CIS.09.000	Meter Inventory	09.000.010	System will be configured to store and track the following types of meters and devices and their current location at a minimum: f) Test Switches	Various Asset Types and their location can be configured and tracked as part of Asset management module of Oracle CCS. Test Switches can also be maintained and tracked in CCS along with its disposition location.
CIS.09.000	Meter Inventory	09.000.011	System will be configured to store and track the following types of meters and devices and their current location at a minimum: g) Other Equipment as defined	Various Asset Types and their location can be configured and tracked as part of Asset management module of Oracle CCS. Test Switches can also be maintained and tracked in CCS along with its disposition location.

Process ID	Process Title	Requirement Number	Requirement Description	Solution
CIS.09.000	Meter Inventory	09.000.012	System will be configured to store and track the following types of meters and devices and their current location at a minimum: h) Transformers	Various Asset Types and their location can be configured and tracked as part of Asset management module of Oracle CCS. Other equipments can also be maintained and tracked in CCS along with its disposition location.
CIS.09.000	Meter Inventory	09.000.013	System will be configured with the ability to mass change specific meter attributes.	Mass change of specific attributes can be done through SQL update.
CIS.09.000	Meter Inventory	09.000.014	System will be configured to allow mass entry of meters and attach the predefined meter and associated device (AMR, AMI-MDM, prepaid	Asset Replication is available in Oracle CCS.
CIS.09.000	Meter Inventory	09.000.015	System will be configured to allow mass entry of meters with a constant alpha character (leading or trailing), as provided by the manufacturer.	Asset Replication is available in Oracle CCS.
CIS.09.000	Meter Inventory	09.000.016	System will be configured to allow a single meter to be added to inventory.	Manual Addition of Asset via UI in Oracle CCS.
CIS.09.000	Meter Inventory	09.000.017	System will be configured with the ability to upload/download meter information from manufacturers through CD-ROM, USB, or the Internet into a pending status.	Asset Bulk Upload / Extract provided in Oracle CCS.
CIS.09.000	Meter Inventory	09.000.018	System will with be configured to allow the upload of meter information from 3rd party meter management system into the system.	Asset can be uploaded in system from any other meter management system through Web Services.
CIS.09.000	Meter Inventory	09.000.019	System will be configured to mass delete or archive meters that are not active and associated information from inventory.	Meters can be retired in the system when they are not active. This can be done in bulk through update query.
CIS.09.000	Meter Inventory	09.000.020	System will be configured to delete or archive a single meter/equipment that is not active and the associated information from inventory.	Single meter can be retired if it is no more active.
CIS.09.000	Meter Inventory	09.000.021	System will be configured to track equipment/products that are not associated with an inventory or serial number (e.g., CT, PT, etc.).	management module of Oracle CCS. System provides classification categories like Asset & Components to store associated equipments like gas modules, CT's/PT's.
CIS.09.000	Meter Inventory	09.000.022	System will be configured with the ability to process multiple register meters.	Oracle CCS supports registers of multiple types to be configured.
CIS.09.000	Meter Inventory	09.000.023	System will be configured with the ability to maintain programmable electronic meters and AMI-MDM devices. All numbers will need to be visible in the system and related to each other.	Oracle CCS allows you to maintain Asset Hierarchy.
CIS.09.000	Meter Inventory	09.000.024	System will be configured to allow more than one premise to be associated with a single meter.	Defining Multiple Premise Hierarchy is supported in Oracle CCS.
CIS.09.000	Meter Inventory	09.000.025	System will be configured to accommodate multiple meters at a premise that measure different components of usage (For example, kWh & kW, net metering, etc.).	Multiple meters can be configured on a single premise.

Process ID	Process Title	Requirement Number	Requirement Description	Solution
CIS.09.000	Meter Inventory	09.000.026	System will be configured with the ability to place into, track, and remove from inventory non-meter related items, such as: a) Whole-Home Surge Protectors	Various Asset Types and their location can be configured and tracked as part of Asset management module of Oracle CCS.
CIS.09.000	Meter Inventory	09.000.027	System will be configured with the ability to place into, track, and remove from inventory non-meter related items, such as: b) Regular Surge Protectors	Various Asset Types and their location can be configured and tracked as part of Asset management module of Oracle CCS.
CIS.09.000	Meter Inventory	09.000.028	System will be configured with the ability to place into, track, and remove from inventory non-meter related items, such as: c) Light Bulbs	Various Asset Types and their location can be configured and tracked as part of Asset management module of Oracle CCS.
CIS.09.000	Meter Inventory	09.000.029	System will be configured with the ability to place into, track, and remove from inventory non-meter related items, such as: d) Conservation Equipment	Various Asset Types and their location can be configured and tracked as part of Asset management module of Oracle CCS.
CIS.09.000	Meter Inventory	09.000.030	System will be configured with the ability to place into, track, and remove from inventory non-meter related items, such as: e) Load Control Devices	Various Asset Types and their location can be configured and tracked as part of Asset management module of Oracle CCS.
CIS.09.000	Meter Inventory	09.000.031	System will be configured with the ability to place into, track, and remove from inventory non-meter related items, such as: f) Gas Appliances	Various Asset Types and their location can be configured and tracked as part of Asset management module of Oracle CCS.
CIS.09.000	Meter Inventory	09.000.032	System will be configured with the ability to place into, track, and remove from inventory non-meter related items, such as: g) Regulators	Various Asset Types and their location can be configured and tracked as part of Asset management module of Oracle CCS.
CIS.09.000	Meter Inventory	09.000.033	System will be configured with the ability to place into, track, and remove from inventory non-meter related items, such as: h) Light Poles	Various Asset Types and their location can be configured and tracked as part of Asset management module of Oracle CCS.
CIS.09.000	Meter Inventory	09.000.034	System will be configured with the ability to place into, track, and remove from inventory non-meter related items, such as: i) Light Housings	Various Asset Types and their location can be configured and tracked as part of Asset management module of Oracle CCS.
CIS.09.000	Meter Inventory	09.000.035	System will be configured with the ability to place into, track, and remove from inventory non-meter related items, such as: j) Burn Nets	Various Asset Types and their location can be configured and tracked as part of Asset management module of Oracle CCS.
CIS.09.010	Meter Documentation			
CIS.09.010	Meter Documentation	09.010.001	System will be configured to assign and modify the following meter status but not limited to: a) Active	CCS allows a meter to be in Active state when it is installed on any service point.
CIS.09.010	Meter Documentation	09.010.002	System will be configured to assign and modify the following meter status but not limited to: b) Inactive	Inactive state can be assigned to meter when it is inactive in the system.

Process ID	Process Title	Requirement Number	Requirement Description	Solution
CIS.09.010	Meter Documentation	09.010.003	System will be configured to assign and modify the following meter status but not limited to: c) In Inventory	CCS provides Asset Management functionality which defines different statuses of an asset (including meter). One of this state is In Store location which states that meter is in store or in truck.
CIS.09.010	Meter Documentation	09.010.004	System will be configured to assign and modify the following meter status but not limited to: d) On Truck	CCS provides Asset Management functionality which defines different statuses of an asset (including meter). One of this state is In Store location which states that meter is in store or in truck.
CIS.09.010	Meter Documentation	09.010.005	System will be configured to assign and modify the following meter status but not limited to: e) Damaged or Under-Repair	CCS provides Asset Management functionality which defines different statuses of an asset (including meter). One of this state is In Repair location which states that meter is in workshop for repair.
CIS.09.010	Meter Documentation	09.010.006	System will be configured to assign and modify the following meter status but not limited to: f) Retired / Purged	CCS provides Asset Management functionality which defines different statuses of an asset (including meter). One of this state is Retired location which states that meter is retired.
CIS.09.010	Meter Documentation	09.010.007	System will be configured to assign and modify the following meter status but not limited to: g) Testing	CCS provides Asset Management functionality which defines different statuses of an asset (including meter). One of this state is In Repair location which states that meter is in workshop for testing. If a different status needs to be maintained in the system for testing, then this can also be configured.
CIS.09.010	Meter Documentation	09.010.008	System will be configured to assign and modify the following meter status but not limited to: h) Stolen	System can be configured to maintain a different status of stolen which can be configured through new lifecycle state of a meter.
CIS.09.010	Meter Documentation	09.010.009	System will be configured to identify an electric meter by the following attributes, but not limited to: a) Meter Number	Electric Meter can be identified in the system through a meter number.
CIS.09.010	Meter Documentation	09.010.010	System will be configured to identify an electric meter by the following attributes, but not limited to: b) Meter Type	Electric Meter can be identified in the system through its meter type.
CIS.09.010	Meter Documentation	09.010.011	System will be configured to identify an electric meter by the following attributes, but not limited to: c) Meter Manufacturer	Electric Meter can be identified in the system through its meter manufacturer.
CIS.09.010	Meter Documentation	09.010.012	System will be configured to identify an electric meter by the following attributes, but not limited to: d) Meter Size	Electric Meter can be identified in the system through its meter size which can be configured in the system.
CIS.09.010	Meter Documentation	09.010.013	System will be configured to identify an electric meter by the following attributes, but not limited to: e) Number of Dials	Number of dials is stored on the measuring component of the meter.
CIS.09.010	Meter Documentation	09.010.014	System will be configured to identify an electric meter by the following attributes, but not limited to: f) AMR / AMI-MDM Address (serial number) within the meter	AMR/AMI Serial Number of a meter can be maintained in the system alongwith other identifiers as well.
CIS.09.010	Meter Documentation	09.010.015	System will be configured to identify an electric meter by the following attributes, but not limited to: g) Meter Reading Sequence Number	Meter Reading Sequence Number is maintained in the measurement cycle of the service point entity.

Process ID	Process Title	Requirement Number	Requirement Description	Solution
CIS.09.010	Meter Documentation	09.010.016	System will be configured to identify an electric meter by the following attributes, but not limited to: h) Purchase Date	Purchase date is maintained on an asset in the system as a separate field.
CIS.09.010	Meter Documentation	09.010.017	System will be configured to identify an electric meter by the following attributes, but not limited to: i) Form (type)	Electric meter can be identified by its form which is defined as it's type in the system.
CIS.09.010	Meter Documentation	09.010.018	System will be configured to identify an electric meter by the following attributes, but not limited to: j) Multiplier	Multiplier is stored on the measuring component of the meter.
CIS.09.010	Meter Documentation	09.010.019	System will be configured to identify an electric meter by the following attributes, but not limited to: k) Number of Wires	Number of wires can be configured in the system on the device/meter entity.
CIS.09.010	Meter Documentation	09.010.020	System will be configured to identify an electric meter by the following attributes, but not limited to: l) Meter Amps	Meter Amps can be configured on the device entity.
CIS.09.010	Meter Documentation	09.010.021	System will be configured to identify an electric meter by the following attributes, but not limited to: nm Rated Panel Amps	Rated Panel amps can be configured in the system on the device/meter entity.
CIS.09.010	Meter Documentation	09.010.022	System will be configured to identify an electric meter by the following attributes, but not limited to: n) Purchase Order Number	Purchase Order number can be configured in the system on the device/meter entity.
CIS.09.010	Meter Documentation	09.010.023	System will be configured to identify an electric meter by the following attributes, but not limited to: o) RFID Code-ID	RFID Code id can be configured in the system on the device/meter entity.
CIS.09.010	Meter Documentation	09.010.024	System will be configured to identify an electric meter by the following attributes, but not limited to: p) AMI Module used for Circumventing Primary CT/PT Installations	AMI Module used for Circumventing Primary CT/PT Installations can be configured on device entity.
CIS.09.010	Meter Documentation	09.010.025	System will be configured to identify an electric meter by the following attributes, but not limited to: q) Primary CT (i.e., primarily used in motor control applications for three-phase relaying, metering and overload protection)	Primary CT is primarily used in motor control applications for three phase relaying metering and overload protection can be configured on control device entity.
CIS.09.010	Meter Documentation	09.010.026	System will be configured to identify an electric meter by the following attributes, but not limited to: r) Primary PT.	Primary PT can be configured on the device entity.
CIS.09.010	Meter Documentation	09.010.027	System will be configured to identify an electric meter by the following attributes, but not limited to: s) CT Voltage Ratio	CT Voltage ratio can be configured in the system on the device/meter entity.
CIS.09.010	Meter Documentation	09.010.028	System will be configured to identify an electric meter by the following attributes, but not limited to: t) PT Voltage Ratio	PT Voltage ratio can be configured in the system on the device/meter entity.
CIS.09.010	Meter Documentation	09.010.029	System will be configured to identify an electric meter by the following attributes, but not limited to: u) CT Rating Factor	CT Rating factor can be configured in the system on the device/meter entity.
CIS.09.010	Meter Documentation	09.010.030	System will be configured to identify an electric meter by the following attributes, but not limited to: v) PT Rating Factor	PT Rating factor can be configured in the system on the device/meter entity.
CIS.09.010	Meter Documentation	09.010.031	System will be configured to identify an electric meter by the following attributes, but not limited to: w) Class	Class can be configured on by device entity.

Process ID	Process Title	Requirement Number	Requirement Description	Solution
CIS.09.010	Meter Documentation	09.010.032	System will be configured to identify an electric meter by the following attributes, but not limited to: x) Voltage	Voltage can be configured on by device entity.
CIS.09.010	Meter Documentation	09.010.033	System will be configured to identify an electric meter by the following attributes, but not limited to: y) Phases	Phases can be configured on by device entity.
CIS.09.010	Meter Documentation	09.010.034	System will be configured to identify an electric meter by the following attributes, but not limited to: z) Last Battery Installation Date	Last Battery Installation Date can be configured on attributes device entity.
CIS.09.010	Meter Documentation	09.010.035	System will be configured to identify an electric meter by the following attributes, but not limited to: aa) Dial Constant	Dial Constant can be configured on the measuring component entity.
CIS.09.010	Meter Documentation	09.010.036	System will be configured to identify an electric meter by the following attributes, but not limited to: ab) kWh / kT Values (watt-hours per revolution)	kWh kT Values watt hours per revolution can be configured on device entity.
CIS.09.010	Meter Documentation	09.010.037	System will be configured to identify an electric meter by the following attributes, but not limited to: ac) Register Type	Register Type can be configured on the measuring component type of a channel.
CIS.09.010	Meter Documentation	09.010.038	System will be configured to identify an electric meter by the following attributes, but not limited to: ad) Meter Probe Password	Meter Probe password can be configured in the system on the device/meter entity.
CIS.09.010	Meter Documentation	09.010.039	System will be configured to identify an electric meter by the following attributes, but not limited to: ae) TIM - Translation Interface Module	TIM Translation Interface Module can be configured on attributes device entity.
CIS.09.010	Meter Documentation	09.010.040	System will be configured to identify an electric meter by the following attributes, but not limited to: af) Modem Phone Number	Modem Phone number can be configured in the system on the device/meter entity.
CIS.09.010	Meter Documentation	09.010.041	System will be configured to identify an electric meter by the following attributes, but not limited to: ag) IP Address	IP Address can be configured on the device entity.
CIS.09.010	Meter Documentation	09.010.042	System will be configured to identify an electric meter by the following attributes, but not limited to: ah) Pulse Output Indicator	Pulse Output indicator can be configured in the system on the device/meter entity.
CIS.09.010	Meter Documentation	09.010.043	System will be configured to identify an electric meter by the following attributes, but not limited to: ai) External Pulse Value (Internal / external customer value of pulse (kWh, kW, etc.)	kWh, kW, etc. are configured as the measuring components on the meter which can capture and store the measurement values in interval and scalar format.
CIS.09.010	Meter Documentation	09.010.044	System will be configured to identify an electric meter by the following attributes, but not limited to: aj) Meter Program Type	Meter Program type can be configured in the system on the device configuration entity.
CIS.09.010	Meter Documentation	09.010.045	System will be configured to rack product warranties information, including the following: a) Warranty Start / Purchase Date	System provides the capability to modify/review/change all meter attributes through device display and maintenance portal.
CIS.09.010	Meter Documentation	09.010.046	System will be configured to rack product warranties information, including the following: a) Warranty Start / Purchase Date	Asset warranty details are stored in Operational Device Vendor section of Asset portal which can store Warranty Start/Purchase Date.

Process ID	Process Title	Requirement Number	Requirement Description	Solution
CIS.09.010	Meter Documentation	09.010.047	System will be configured to rack product warranties information, including the following: b) Warranty Termination Date.	Asset warranty details are stored in Operational Device Vendor section of Asset portal which can store Warranty Termination Date.
CIS.09.010	Meter Documentation	09.010.048	System will be configured to rack product warranties information, including the following: c) Extended Warranty Available	Asset warranty details are stored in Operational Device Vendor section of Asset portal which can store Warranty Termination Date.
CIS.09.010	Meter Documentation	09.010.049	System will be configured with the ability to associate a photo of a meter so that the image can be presented to a mobile handheld device.	Asset Management provides the functionality to store the image of an asset (including meters) through attachments zone on Asset Portal.
CIS.09.020	Meter Search		System will be configured with the online ability to identify all meters/equipment by type of service that are or have been set at a specific premise.	
CIS.09.020	Meter Search	09.020.001	System will be configured with the ability to view a premise and identify all meters/equipment for a service.	Currently installed Meter/Device details can be viewed in the Premise Tree in Control Central, as well as Premise Tree in Premise Page
CIS.09.020	Meter Search	09.020.002	System will be configured to search by meter/equipment number and display history of the premise locations.	Currently installed Meter/Device details can be viewed in the Premise Tree in Control Central, as well as Premise Tree in Premise Page
CIS.09.020	Meter Search	09.020.003	System will be configured with the ability to search online for Meter/Equipment by the following: a) Premise Number	System has multiple ways to search for Meter/Devices such as using 360 Search and Device Search
CIS.09.020	Meter Search	09.020.004	System will be configured with the ability to search online for Meter/Equipment by the following: b) Customer Name and Number	System has multiple ways to search for Meter/Devices such as using 360 Search and Device Search
CIS.09.020	Meter Search	09.020.005	System will be configured with the ability to search online for Meter/Equipment by the following: c) Service Address	System has multiple ways to search for Meter/Devices such as using 360 Search and Device Search
CIS.09.020	Meter Search	09.020.006	System will be configured with the ability to search online for Meter/Equipment by the following: d) Account Number	System has multiple ways to search for Meter/Devices such as using 360 Search and Device Search
CIS.09.020	Meter Search	09.020.007	System will be configured with the ability to search online for Meter/Equipment by the following: e) Meter / Equipment Number	System has multiple ways to search for Meter/Devices such as using 360 Search and Device Search
CIS.09.020	Meter Search	09.020.008	System will be configured with the ability to search online for Meter/Equipment by the following: f) Nameplate	System has multiple identifiers for a device including Asset ID, Badge Number, Configuration, External ID, Internal Meter Number, NIC ID, NIC Serial Number, Name, Neuron ID, Pallet Number, Serial Number, Specification and Utility Device ID. These identifiers are all available on the Device Search
CIS.09.020	Meter Search	09.020.009		
CIS.09.030	Meter Set and Change-out		System will be configured to automatically update meter/equipment info	System automatically updates the meter information on the device entity when the set service order is completed. This information is received as an inbound communication of an activity which creates the completion event which updates the information on the meter.
CIS.09.030	Meter Set and Change-out	09.030.001		

Process ID	Process Title	Requirement Number	Requirement Description	Solution
CIS.09.030	Meter Set and Change-out	09.030.002	System will be configured to automatically update meter/equipment history	System automatically updates the meter information on the device entity when the remove service order is completed. This information is received as an inbound communication of an activity which creates the completion event which updates the information on the meter.
CIS.09.030	Meter Set and Change-out	09.030.003	System will be configured to add a meter/equipment to a premise as long	System can install the meter equipment on the premise once the field order is completed and this is done through the completion event on the activity.
CIS.09.030	Meter Set and Change-out	09.030.004	System will be configured to disallow duplicate meter/equipment number	System can be configured to validate the duplicate meter number in the same service type.
CIS.09.040	Meter History		System will be configured to track stolen meters and the following items:	Meter location can be tracked in the system through Asset Disposition History zone on Asset Portal. This zone provides the information of the current status of the asset.
CIS.09.040	Meter History	09.040.001	System will be configured to track stolen meters and the following items:	Asset Disposition History provides the date when the meter was marked as stolen in the system.
CIS.09.040	Meter History	09.040.002	System will be configured to track stolen meters and the following items:	Replaced meter can be tracked from the Service Point portal which displays the history of the devices installed on the service point.
CIS.09.040	Meter History	09.040.003	System will be configured to track stolen meters and the following items:	Comments can be provided with the stolen meter and this field can be configured in the system.
CIS.09.040	Meter History	09.040.004	System will be configured to allow stolen meter information to follow a customer	Stolen meter information can be found on the customer's service point on which it was installed when the meter was stolen.
CIS.09.040	Meter History	09.040.005	System will be configured to flag a premise that has a history of stolen service	Stolen Meter flag can be configured on the premise as a characteristic which can be sent to the meter reader.
CIS.09.040	Meter History	09.040.006	System will be configured to maintain the history of when the service was	System can maintain the history of the service when it was enabled through the Service Agreement. It can also maintain the device/meter history through Service Point's Device History zone.
CIS.09.040	Meter History	09.040.007	System will be configured to maintain a complete history of multiple installed	Location history, Service History and meter testing are maintained in the Service History entity of the Asset management module.
CIS.09.040	Meter History	09.040.008	System will be configured to maintain meter inventory, including meter location	Meter location can be tracked in the system through Asset Disposition History zone on Asset Portal. Reading history can be tracked from the measurement cycle schedule zone on measurement cycle portal.
CIS.09.040	Meter History	09.040.009	System will be configured to maintain meter repair and test history and location	Meter repair and test history and location can be tracked from the Service History portal of the Asset Management module of CCS.
CIS.09.040	Meter History	09.040.010	System will be configured with annual testing programs, including the following: a) Multiple Meters	Annual testing programs can be maintained through Preventive maintenance anniversary in Service History.
CIS.09.050	Meter/Equipment Test			
CIS.09.050	Meter/Equipment Test	09.050.001	System will be configured with annual testing programs, including the following: a) Multiple Meters	

Process ID	Process Title	Requirement Number	Requirement Description	Solution
CIS.09.050	Meter/Equipment Test	09.050.002	System will be configured with annual testing programs, including the following: b) Geographic Area (e.g., by customer location or sub-station, etc.)	Annual testing programs can be maintained through Preventive maintenance anniversary in Service History.
CIS.09.050	Meter/Equipment Test	09.050.003	System will be configured with annual testing programs, including the following: c) Manufacturer	Annual testing programs can be maintained through Preventive maintenance anniversary in Service History.
CIS.09.050	Meter/Equipment Test	09.050.004	System will be configured with annual testing programs, including the following: d) Service Meter / Equipment Types	Annual testing programs can be maintained through Preventive maintenance anniversary in Service History.
CIS.09.050	Meter/Equipment Test	09.050.005	System will be configured with annual testing programs, including the following: e) Size	Annual testing programs can be maintained through Preventive maintenance anniversary in Service History.
CIS.09.050	Meter/Equipment Test	09.050.006	System will be configured with annual testing programs, including the following: f) Reactive to Event (e.g., slow, bad read, etc.)	Annual testing programs can be maintained through Preventive maintenance anniversary in Service History.
CIS.09.050	Meter/Equipment Test	09.050.007	System will be configured with annual testing programs, including the following: g) Other User Defined Testing	Annual testing programs can be maintained through Preventive maintenance anniversary in Service History.
CIS.09.050	Meter/Equipment Test	09.050.008	System will be configured with annual testing programs, including the following: h) Business Type	Annual testing programs can be maintained through Preventive maintenance anniversary in Service History.
CIS.09.050	Meter/Equipment Test	09.050.009	System will be configured to automatically generate a service order based on the next annual test date and provide the ability to capture testing data.	Marked not in Scope in Column G
CIS.09.050	Meter/Equipment Test	09.050.010	System will be configured to allow a service order for a meter/equipment test to be generated as a result of a customer request.	Service History can be configured to be created as part of Asset Activity.
CIS.09.050	Meter/Equipment Test	09.050.011	System will be configured to allow a meter note/comment on the testing results.	System allows comments to be added on Service History.
CIS.09.050	Meter/Equipment Test	09.050.012	System will be configured to provide on-line access to the following test results and information but not limited to: a) Test Date	Asset Service History Portal
CIS.09.050	Meter/Equipment Test	09.050.013	System will be configured to provide on-line access to the following test results and information but not limited to: b) Testers Name	Asset Service History Portal
CIS.09.050	Meter/Equipment Test	09.050.014	System will be configured to provide on-line access to the following test results and information but not limited to: c) Testing Procedure and Completed Results	Asset Service History Portal
CIS.09.050	Meter/Equipment Test	09.050.015	System will be configured to provide on-line access to the following test results and information but not limited to: d) Tester Freeform Notes	Asset Service History Portal

Process ID	Process Title	Requirement Number	Requirement Description	Solution
CIS.09.050	Meter/Equipment Test	09.050.016	System will be configured to provide on-line access to the following test results and information but not limited to: e) Multiple Testing Results	Asset Service History Portal
CIS.09.050	Meter/Equipment Test	09.050.017	System will be configured to provide on-line access to the following test results and information but not limited to: f) Test Result Type	Asset Service History Portal
CIS.09.050	Meter/Equipment Test	09.050.018	System will be configured to provide on-line access to the following test results and information but not limited to: g) Meter Accuracy Results (i.e., fast, slow, percentage of each, etc.)	Asset Service History Portal
CIS.09.050	Meter/Equipment Test	09.050.019	System will be configured to provide on-line access to the following test results and information but not limited to: h) Meter Test Results (full load, light load, power factor, a weighted average)	Asset Service History Portal
CIS.09.050	Meter/Equipment Test	09.050.020	System will be configured to provide on-line access to the following test results and information but not limited to: i) System accepts meter test results for 'x' percent of new meters and publishes the results for the balance of newly installed meters.	Asset Service History Portal
CIS.09.050	Meter/Equipment Test	09.050.021	System will be configured to see online if testing results are in or out of	Asset Service History Portal
CIS.09.060	Equipment Documentation			
CIS.09.060	Equipment Documentation	09.060.001	System will be configured to assign and modify the following equipment status but not limited to: a) Active	CCS allows an Item/Equipment to be in Active state when it is installed on any service point.
CIS.09.060	Equipment Documentation	09.060.002	System will be configured to assign and modify the following equipment status but not limited to: b) Inactive	Inactive state can be assigned to Item/Equipment when it is inactive in the system.
CIS.09.060	Equipment Documentation	09.060.003	System will be configured to assign and modify the following equipment status but not limited to: c) In Inventory	CCS provides Asset Management functionality which defines different statuses of an asset (including Item/Equipment).
CIS.09.060	Equipment Documentation	09.060.004	System will be configured to assign and modify the following equipment status but not limited to: d) On Truck	CCS provides Asset Management functionality which defines different statuses of an asset (including Item/Equipment).
CIS.09.060	Equipment Documentation	09.060.005	System will be configured to assign and modify the following equipment status but not limited to: e) Damaged or Under-Repair	CCS provides Asset Management functionality which defines different statuses of an asset (including Item/Equipment).
CIS.09.060	Equipment Documentation	09.060.006	System will be configured to assign and modify the following equipment status but not limited to: f) Retired / Purged	CCS provides Asset Management functionality which defines different statuses of an asset (including Item/Equipment).
CIS.09.060	Equipment Documentation	09.060.007	System will be configured to assign and modify the following equipment status but not limited to: g) Testing	CCS provides Asset Management functionality which defines different statuses of an asset (including Item/Equipment).
CIS.09.060	Equipment Documentation	09.060.008	System will be configured to assign and modify the following equipment status but not limited to: h) Stolen	System can be configured to maintain a different status of stolen which can be configured through new lifecycle state of a item.

Process ID	Process Title	Requirement Number	Requirement Description	Solution
CIS.09.060	Equipment Documentation	09.060.009	System will be configured to identify equipment by the following attributes, but not limited to: a) Equipment Number	Item/Equipment can be identified by Serial Number. Equipment number can also be defined in the system.
CIS.09.060	Equipment Documentation	09.060.010	System will be configured to identify equipment by the following attributes, but not limited to: b) Equipment Type	Item/Equipment can be identified by Type.
CIS.09.060	Equipment Documentation	09.060.011	System will be configured to identify equipment by the following attributes, but not limited to: c) Equipment Manufacturer	Item/Equipment can be identified by Manufacturer.
CIS.09.060	Equipment Documentation	09.060.012	System will be configured to assign/modify/review all equipment attributes.	System provides the capability to modify/review/change all meter attributes through device display and maintenance portal.
CIS.09.060	Equipment Documentation	09.060.013	System will be configured to track product/equipment warranties information, including the following: a) Warranty Start / Purchase Date	Asset warranty details are stored in Operational Device Vendor section of Asset portal which can store Warranty Start/Purchase Date.
CIS.09.060	Equipment Documentation	09.060.014	System will be configured to track product/equipment warranties information, including the following: b) Warranty Termination Date	Asset warranty details are stored in Operational Device Vendor section of Asset portal which can store Warranty Termination Date.
CIS.09.060	Equipment Documentation	09.060.015	System will be configured to track product/equipment warranties information, including the following: c) Extended Warranty Available	Asset warranty details are stored in Operational Device Vendor section of Asset portal which can store Warranty Termination Date.
CIS.09.070	Equipment Search		System will be configured to identify all equipment by type of service that	A custom zone can be configured under Equipment Search Zone to add criteria to find equipment by type of service and/or specific premise
CIS.09.070	Equipment Search	09.070.001	System will be configured with the online ability to view a premise and id	A custom zone can be configured under Equipment Search Zone to add search criteria to link premise and display all equipment set.
CIS.09.070	Equipment Search	09.070.002	System will be configured to search by equipment number and display hit	A custom zone can be configured under Equipment Search Zone to add search criteria to display equipment history and premise location.
CIS.09.070	Equipment Search	09.070.003	System will be configured with the ability to search online for equipment	A custom zone can be configured under Equipment Search Zone to add search criteria to find equipments installed by its premise Number
CIS.09.070	Equipment Search	09.070.004	System will be configured with the ability to search online for equipment	A custom zone can be configured under Equipment Search Zone to add search criteria to find equipments installed by searching Customer Name.
CIS.09.070	Equipment Search	09.070.005	System will be configured with the ability to search online for equipment	A custom zone can be configured under Equipment Search Zone to add search criteria to find equipments installed by searching Premise Address
CIS.09.070	Equipment Search	09.070.006	System will be configured with the ability to search online for equipment	A custom zone can be configured under Equipment Search Zone to add search criteria to find equipments installed by searching Account Number
CIS.09.070	Equipment Search	09.070.007	System will be configured with the ability to search online for equipment	Existing. Can be found at Admin > E > Equipment > Search > Search By: Equipment Information
CIS.09.070	Equipment Search	09.070.008	System will be configured with the ability to search online for equipment by the following: f) Nameplate	A custom zone can be configured under Equipment Search Zone to add search criteria to find equipments installed by searching Nameplate ID

Process ID	Process Title	Requirement Number	Requirement Description	Solution
CIS.09.080	Equipment Drops and Change-out		System will be configured to automatically update equipment information upon completion of the installation service order.	Service Order Activities can be configured to trigger specific algorithms, e.g. Update Device. These algorithms determine if an activity needs to be created to update the device based on the state of the service point and device installed at the service point.
CIS.09.080	Equipment Drops and Change-out	09.080.001	System will be configured to automatically update equipment history and status upon completion of a remove service order.	Service Order Activities can be configured to trigger specific algorithms, e.g. Update Device. These algorithms determine if an activity needs to be created to update the device based on the state of the service point and device installed at the service point.
CIS.09.080	Equipment Drops and Change-out	09.080.002	System will be configured to add equipment to a premise as long as it is not active or installed at another location.	System provides configurable validation algorithm to check device/equipment being installed at Service Point.
CIS.09.080	Equipment Drops and Change-out	09.080.003	System will be configured to disallow duplicate equipment numbers within the same service type.	Validation Algorithms to be configured to prevent duplicate identifiers for equipment belonging to same service type.
CIS.09.080	Equipment Drops and Change-out	09.080.004		
CIS.09.090	Equipment History		System will be configured to track stolen equipment and the following information:	
CIS.09.090	Equipment History	09.090.001	System will be configured to track stolen equipment and the following information:	
CIS.09.090	Equipment History	09.090.002	System will be configured to track stolen equipment and the following information:	
CIS.09.090	Equipment History	09.090.003	System will be configured to track stolen equipment and the following information:	
CIS.09.090	Equipment History	09.090.004	System will be configured with the ability for stolen equipment information to follow a customer and premise with a pop-up alert.	A custom zone can be configured in the Equipment page as a Equipment History displaying the following values : Location, Date & Replacement Number
CIS.09.100	Net Meters		System will be configured to store bi-directional meters.	Bi-directional meters can be stored in CCS and this can be stored as a normal meter but the measuring components for these meters will be different than those of normal meters.
CIS.09.100	Net Meters	09.100.001		
CIS.09.100	Net Meters	09.100.002	System will be configured to accommodate an attribute that designates the meter type.	Bi-directional meters can be stored in CCS and this can be identified in the system by using the Unit of Measure and Service Quantity Identifier.

CIS. 10.000 - Service Order Management									
Process ID	Process Title	Requirement Number	Requirement Description	MMU Notes	Software Score	Scope (In/Out)	Included in Price (Yes or No)	System or Module	Solution
CIS. 10.000	System Requirements								
CIS. 10.000	System Requirements	10.000.001	System will be configured to upload / download service orders and associated information into PDA, Laptops, or like devices.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Oracle Customer Cloud Service (CCS)
CIS. 10.000	System Requirements	10.000.002	System will be configured to allow user-defined service order status. Order status will include but not limited to: a) Released			25 In	Yes	Oracle Customer Cloud Service (CCS)	Oracle Customer Cloud Service (CCS)
CIS. 10.000	System Requirements	10.000.003	System will be configured to allow user-defined service order status. Order status will include but not limited to: b) Cancelled (not worked)			25 In	Yes	Oracle Customer Cloud Service (CCS)	Oracle Customer Cloud Service (CCS)
CIS. 10.000	System Requirements	10.000.004	System will be configured to allow user-defined service order status. Order status will include but not limited to: c) Closed (completed)			25 In	Yes	Oracle Customer Cloud Service (CCS)	Oracle Customer Cloud Service (CCS)
CIS. 10.000	System Requirements	10.000.005	System will be configured to allow user-defined service order status. Order status will include but not limited to: d) Pending / Open			25 In	Yes	Oracle Customer Cloud Service (CCS)	Oracle Customer Cloud Service (CCS)
CIS. 10.000	System Requirements	10.000.006	System will be configured to allow user-defined service order status. Order status will include but not limited to: e) Issued (assigned)			25 In	Yes	Oracle Customer Cloud Service (CCS)	Oracle Customer Cloud Service (CCS)
CIS. 10.000	System Requirements	10.000.007	System will be configured to allow user-defined service order status. Order status will include but not limited to: f) Hold (Pending further action or information)			25 In	Yes	Oracle Customer Cloud Service (CCS)	Oracle Customer Cloud Service (CCS)
CIS. 10.000	System Requirements	10.000.008	System will be configured to allow the following configuration for Service orders: a) Capture			25 In	Yes	Oracle Customer Cloud Service (CCS)	Oracle Customer Cloud Service (CCS)
CIS. 10.000	System Requirements	10.000.009	System will be configured to allow the following configuration for Service orders: b) Issue			25 In	Yes	Oracle Customer Cloud Service (CCS)	Oracle Customer Cloud Service (CCS)
CIS. 10.000	System Requirements	10.000.010	System will be configured to allow the following configuration for Service orders: c) Copy			25 In	Yes	Oracle Customer Cloud Service (CCS)	Oracle Customer Cloud Service (CCS)
CIS. 10.000	System Requirements	10.000.011	System will be configured to allow the following configuration for Service orders: d) Change			25 In	Yes	Oracle Customer Cloud Service (CCS)	Oracle Customer Cloud Service (CCS)
CIS. 10.000	System Requirements	10.000.012	System will be configured to allow the following configuration for Service orders: e) Cancel			25 In	Yes	Oracle Customer Cloud Service (CCS)	Oracle Customer Cloud Service (CCS)

Process ID	Process Title	Requirement Number	Requirement Description	MVU Notes	Software Score	Scope (In/Out)	Included in Price (Yes or No)	System or Module	Solution
CIS: 10.000	System Requirements	10.000.013	System will be configured to allow the following configuration for Service orders: f) Print			25 In	Yes	SMW / SEW Field Service Portal	SMW / SEW Field Service Portal
CIS: 10.000	System Requirements	10.000.014	System will be configured to allow the following configuration for Service orders: g) Complete			25 In	Yes	Oracle Customer Cloud Service (CCS)	Oracle Customer Cloud Service (CCS)
CIS: 10.000	System Requirements	10.000.015	System will be configured to support an electronic work queue.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Oracle Customer Cloud Service (CCS)
CIS: 10.000	System Requirements	10.000.016	System will be configured to route the orders based on the physical location, printer, etc.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Oracle Customer Cloud Service (CCS)
CIS: 10.000	System Requirements	10.000.017	System will be configured to identify work initiated and/or completed in the field			25 In	Yes	Oracle Customer Cloud Service (CCS)	Oracle Customer Cloud Service (CCS)
CIS: 10.000	System Requirements	10.000.018	System will be configured to allow a single service order to accommodate multiple actions for a single service (example: Meter change out would be a remove and install).			25 In	Yes	Oracle Customer Cloud Service (CCS)	Oracle Customer Cloud Service (CCS)
CIS: 10.000	System Requirements	10.000.019	System will be configured to allow a single order to address a single service/product only.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Oracle Customer Cloud Service (CCS)
CIS: 10.000	System Requirements	10.000.020	System will be configured to create, display, and maintain automated agreements with landlords to revert selected services and not others at a single premise.			25 Out	No	Oracle Customer Cloud Service (CCS)	Oracle Customer Cloud Service (CCS)
CIS: 10.000	System Requirements	10.000.021	System will be configured to create, display, and maintain automated agreements with landlords to revert selected services and not others at multiple premises (apartment complex).			25 Out	No	Oracle Customer Cloud Service (CCS)	Oracle Customer Cloud Service (CCS)
CIS: 10.000	System Requirements	10.000.022	System will be configured to allow service orders made in error can be reversed online, prior to completion which also reverses any actions taken as a result of the service order creation with appropriate audit trail.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Oracle Customer Cloud Service (CCS)
CIS: 10.000	System Requirements	10.000.023	System will be configured to allow emergency service orders to be differentiated from normal day to day service orders by a unique identifier.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Oracle Customer Cloud Service (CCS)
CIS: 10.000	System Requirements	10.000.024	System will be configured to default multiple charges based on the type of service order and various options selected (i.e., Turn-on fee plus additional same-day fee).			25 In	Yes	Oracle Customer Cloud Service (CCS)	Oracle Customer Cloud Service (CCS)
CIS: 10.000	System Requirements	10.000.025	System will be configured to enter or override a charge on a service order manually.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Oracle Customer Cloud Service (CCS)
CIS: 10.000	System Requirements	10.000.026	System will be configured to generate unique and/or sequential service order numbers automatically.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Oracle Customer Cloud Service (CCS)
CIS: 10.000	System Requirements	10.000.027	System will be configured to define service order information codes and descriptions including, but not limited to: a) Status Codes			25 In	Yes	Oracle Customer Cloud Service (CCS)	Oracle Customer Cloud Service (CCS)
CIS: 10.000	System Requirements	10.000.028	System will be configured to define service order information codes and descriptions including, but not limited to: b) Employee ID (worker code)			25 In	Yes	Oracle Customer Cloud Service (CCS)	Oracle Customer Cloud Service (CCS)
CIS: 10.000	System Requirements	10.000.029	System will be configured to define service order information codes and descriptions including, but not limited to: c) Resolution Codes			25 In	Yes	Oracle Customer Cloud Service (CCS)	Oracle Customer Cloud Service (CCS)
CIS: 10.000	System Requirements	10.000.030	System will be configured to define service order information codes and descriptions including, but not limited to: d) Cases Codes			25 In	Yes	Oracle Customer Cloud Service (CCS)	Oracle Customer Cloud Service (CCS)
CIS: 10.000	System Requirements	10.000.031	System will be configured to define service order information codes and descriptions including, but not limited to: e) Priority			25 In	Yes	Oracle Customer Cloud Service (CCS)	Oracle Customer Cloud Service (CCS)
CIS: 10.000	System Requirements	10.000.032	System will be configured to create a turn-off order for a pending turn-on order as a single step for the same customer and services.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Oracle Customer Cloud Service (CCS)
CIS: 10.000	System Requirements	10.000.033	System will be configured to provide on-line manual rescheduling of service orders by service area based upon date requested, staffing level, and order of priority.			15 Out	No	Oracle Customer Cloud Service (CCS) SEW Smart Customer Mobile (SCM)	Oracle Customer Cloud Service (CCS) SEW Smart Customer Mobile (SCM)

Process ID	Process Title	Requirement Number	Requirement Description	MMU Notes	Software Score	Scope (In/Out)	Included in Price (Yes or No)	System or Module	Solution
CIS.10.010	Service Order Validation								
CIS.10.010	Service Order Validation	10.010.001	System will be configured to validate the inventoried meter and create an alert if the meter multiplier for the installed meter has changed.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Oracle Customer Cloud Service (CCS)
CIS.10.010	Service Order Validation	10.010.002	System will be configured to provide notification if an order already exists for the same premise and service.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Oracle Customer Cloud Service (CCS)
CIS.10.010	Service Order Validation	10.010.003	System will be configured to require user-defined fields to be populated prior to the service order being created or completed.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Oracle Customer Cloud Service (CCS)
CIS.10.010	Service Order Validation	10.010.004	System will be configured to validate both the customer and premise exist within the system before a service order is produced.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Oracle Customer Cloud Service (CCS)
CIS.10.010	Service Order Validation	10.010.005	System will be configured to validate that there are not two connect orders being placed at the same premise and service for the same customer.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Oracle Customer Cloud Service (CCS)
CIS.10.010	Service Order Validation	10.010.006	System will be configured to validate that there are not two connect orders being placed at the same premise and service for the same customer, and provides the ability for a user to override.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Oracle Customer Cloud Service (CCS)
CIS.10.010	Service Order Validation	10.010.007	System will be configured to review credit history and prompt/alert cut-off allowed flag prior to accepting a disconnect for non-pay service order, but allowing user override.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Oracle Customer Cloud Service (CCS)
CIS.10.010	Service Order Validation	10.010.008	System will be configured to override the system defined restrictions on the number of orders allotted for a specific time frame.		15	Out	No	Oracle Customer Cloud Service (CCS) SEW Smart Customer Mobile (SCM)	Oracle Customer Cloud Service (CCS) SEW Smart Customer Mobile (SCM)
CIS.10.010	Service Order Validation	10.010.009	System will be configured to produce an alert if the time slot has been filled with a manual override.		15	Out	No	Oracle Customer Cloud Service (CCS) SEW Smart Customer Mobile (SCM)	Oracle Customer Cloud Service (CCS) SEW Smart Customer Mobile (SCM)
CIS.10.010	Service Order Validation	10.010.010	System will be configured to provide selected types of orders to have a required user-defined time slot with manual override.		15	Out	No	Oracle Customer Cloud Service (CCS) SEW Smart Customer Mobile (SCM)	Oracle Customer Cloud Service (CCS) SEW Smart Customer Mobile (SCM)
CIS.10.010	Service Order Validation	10.010.011	System will be configured with the ability to restrict the scheduling of orders based on limits and a calendar that takes into consideration holidays, weekend, etc. with manual override.		15	Out	No	Oracle Customer Cloud Service (CCS) SEW Smart Customer Mobile (SCM)	Oracle Customer Cloud Service (CCS) SEW Smart Customer Mobile (SCM)
CIS.10.010	Service Order Validation	10.010.012	System will be configured to notify that there is a dependent order being canceled.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Oracle Customer Cloud Service (CCS)
CIS.10.010	Service Order Validation	10.010.013	System will be configured to validate that the service exists or is available at the premise.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Oracle Customer Cloud Service (CCS)
CIS.10.010	Service Order Validation	10.010.014	System will be configured to validate the meter readings against the number of details.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Oracle Customer Cloud Service (CCS)
CIS.10.010	Service Order Validation	10.010.015	System will be configured to validate service order readings against the standard hi-low criteria used for in meter reading and other system edits.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Oracle Customer Cloud Service (CCS)
CIS.10.010	Service Order Validation	10.010.016	System will be configured to validate that a scheduled date is current or future date, not a past date and allows for user override.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Oracle Customer Cloud Service (CCS)
CIS.10.010	Service Order Validation	10.010.017	System will be configured to validate that the date can only be scheduled within a user-defined date range (future and past dates).		25	In	Yes	Oracle Customer Cloud Service (CCS)	Oracle Customer Cloud Service (CCS)
CIS.10.020	Service Order Initiation								
CIS.10.020	Service Order Initiation	10.020.001	System will be configured to initiate service orders by batch from an external file.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Oracle Customer Cloud Service (CCS)

Process ID	Process Title	Requirement Number	Requirement Description	MVU Notes	Software Score	Scope (In/Out)	Included in Price (Yes or No)	System or Module	Solution
CIS 10.020	Service Order Initiation	10.020.002	System will be configured to either create a service order in groups or by individual order, based on a set of user-defined parameters (e.g., route, meter sequence, service type, etc.)			25 In	Yes	Oracle Customer Cloud Service (CCS)	Oracle Customer Cloud Service (CCS)
CIS 10.020	Service Order Initiation	10.020.003	System will be configured to initiate a service order in the field to be entered via an electronic device.			15 Out	No	Oracle Customer Cloud Service (CCS) SEW Smart Customer Mobile (SCM)	Oracle Customer Cloud Service (CCS) SEW Smart Customer Mobile (SCM)
CIS 10.020	Service Order Initiation	10.020.004	System will be configured to initiate and complete a service order in the field via an electronic device.			15 Out	No	Oracle Customer Cloud Service (CCS) SEW Smart Customer Mobile (SCM)	Oracle Customer Cloud Service (CCS) SEW Smart Customer Mobile (SCM)
CIS 10.020	Service Order Initiation	10.020.005	System will be configured to create and distribute service orders that are initiated by trouble codes identified within the meter reading handheld device upload.			15 Out	No	Oracle Customer Cloud Service (CCS) SEW Smart Customer Mobile (SCM)	Oracle Customer Cloud Service (CCS) SEW Smart Customer Mobile (SCM)
CIS 10.020	Service Order Initiation	10.020.006	System will be configured to create and distribute service orders that are initiated by trouble codes identified within the meter reading handheld device upload into an online work queue with manual overrides.			15 Out	No	Oracle Customer Cloud Service (CCS) SEW Smart Customer Mobile (SCM)	Oracle Customer Cloud Service (CCS) SEW Smart Customer Mobile (SCM)
CIS 10.020	Service Order Initiation	10.020.007	System will be configured with the ability for the electronic device (mobile device) to retain and sync the information that has been captured on the system in the event of communication disruption.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Oracle Customer Cloud Service (CCS)
CIS 10.020	Service Order Initiation	10.020.008	System will be configured to issue the same day order.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Oracle Customer Cloud Service (CCS)
CIS 10.020	Service Order Initiation	10.020.009	System will be configured to manually or automatically initiate an unlimited number of user-defined service orders. For example, Turn On, Turn Off, Payment Plan, Meter Exchange, etc.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Oracle Customer Cloud Service (CCS)
CIS 10.020	Service Order Initiation	10.020.010	System will be configured to initiate service orders automatically based on specific circumstances (e.g., turn on after delinquent off and payment met) with manual override(s).			25 In	Yes	Oracle Customer Cloud Service (CCS)	Oracle Customer Cloud Service (CCS)
CIS 10.020	Service Order Initiation	10.020.011	System will be configured with the ability to prioritize the issuing of service orders by the following but not limited to: a) Dollar Amount Past Due			25 In	Yes	Oracle Customer Cloud Service (CCS)	Oracle Customer Cloud Service (CCS)
CIS 10.020	Service Order Initiation	10.020.012	System will be configured with the ability to prioritize the issuing of service orders by the following but not limited to: b) Duration of Time			15 Out	No	Oracle Customer Cloud Service (CCS) SEW Smart Customer Mobile (SCM)	Oracle Customer Cloud Service (CCS) SEW Smart Customer Mobile (SCM)
CIS 10.020	Service Order Initiation	10.020.013	System will be configured with the ability to prioritize the issuing of service orders by the following but not limited to: c) Maximum Quantity			25 In	Yes	Oracle Customer Cloud Service (CCS)	Oracle Customer Cloud Service (CCS)
CIS 10.020	Service Order Initiation	10.020.014	System will be configured with the ability to prioritize the issuing of service orders by the following but not limited to: d) Service Order Type			25 In	Yes	Oracle Customer Cloud Service (CCS)	Oracle Customer Cloud Service (CCS)
CIS 10.020	Service Order Initiation	10.020.015	System will be configured with the ability to prioritize the issuing of service orders by the following but not limited to: e) Geographic Area (i.e., ward, zone, APN, service area #, X,Y, etc.)			15 Out	No	Oracle Customer Cloud Service (CCS) SEW Smart Customer Mobile (SCM)	Oracle Customer Cloud Service (CCS) SEW Smart Customer Mobile (SCM)
CIS 10.020	Service Order Initiation	10.020.016	System will be configured with the ability to prioritize the issuing of service orders by the following but not limited to: f) Any Combination of Above			25 In	Yes	Oracle Customer Cloud Service (CCS)	Oracle Customer Cloud Service (CCS)
CIS 10.020	Service Order Initiation	10.020.017	System will be configured with the ability to initiate field order investigations for user-defined parameters. For example, high/low bill investigation, Stopped Meter, Check/Locate Meter, etc.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Oracle Customer Cloud Service (CCS)
CIS 10.020	Service Order Initiation	10.020.018	System will be configured to initiate an unmetered service order for user-defined reasons.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Oracle Customer Cloud Service (CCS)

Process ID	Process Title	Requirement Number	Requirement Description	MMU Notes	Software Score	Scope (In/Out)	Included in Price (Yes or No)	System or Module	Solution
CIS. 10.020	Service Order Initiation	10.020.019	System will be configured to hold an order until related orders have been completed for the same location.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Oracle Customer Cloud Service (CCS)
CIS. 10.020	Service Order Initiation	10.020.020	System will be configured so that an order and an off order issued for the same premise and service for the same day system will: a) Print / Distribute a "read-only" combined order			25 In	Yes	SMM / SEW Field Service Portal	SMM / SEW Field Service Portal
CIS. 10.020	Service Order Initiation	10.020.021	System will be configured so that an order and an off order issued for the same premise and service for the same day system will: b) Automatically complete the off order and the on order with the "read-only" read			25 In	Yes	SMM / SEW Field Service Portal	SMM / SEW Field Service Portal
CIS. 10.020	Service Order Initiation	10.020.022	System will be configured to initiate and complete a service order after the work has been completed.			15 Out	No	Oracle Customer Cloud Service (CCS) SEW Smart Customer Mobile (SCM)	Oracle Customer Cloud Service (CCS) SEW Smart Customer Mobile (SCM)
CIS. 10.020	Service Order Initiation	10.020.023	System will be configured to generate a report of potential service orders based on related codes.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Oracle Customer Cloud Service (CCS)
CIS. 10.020	Service Order Initiation	10.020.024	System will be configured to select accounts that have a service off for delinquent for more than a specified period of time, and generate a service order to close out (cut off) any other active services			25 Out	No	Oracle Customer Cloud Service (CCS)	Oracle Customer Cloud Service (CCS)
CIS. 10.020	Service Order Initiation	10.020.025	System will be configured to select accounts that have a service off for delinquent for more than a specified period of time, and generate a service order to follow up on the account until paid or vacated (verify that the service is off).			25 Out	No	Oracle Customer Cloud Service (CCS)	Oracle Customer Cloud Service (CCS)
CIS. 10.020	Service Order Initiation	10.020.026	System will be configured to generate a service order for turn-ons automatically and installs as a result of processing an online web-based application for new service - that will be validated through an online work queue.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Oracle Customer Cloud Service (CCS)
CIS. 10.020	Service Order Initiation	10.020.027	System will be configured to automatically generate a service order based on system events (falls system high/low validations, negative consumption, etc.) with override.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Oracle Customer Cloud Service (CCS)
CIS. 10.020	Service Order Initiation	10.020.028	System will be configured to capture customer contacts and notes that the CSR has taken and import onto the service order.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Oracle Customer Cloud Service (CCS)
CIS. 10.030	Service Order Distribution	10.030.001	System will be configured with the ability to define where a specific order should be printed/distributed based on user-defined codes.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Oracle Customer Cloud Service (CCS)
CIS. 10.030	Service Order Distribution	10.030.002	System will be configured to override the default print/distribution/location of a service order.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Oracle Customer Cloud Service (CCS)
CIS. 10.030	Service Order Distribution	10.030.003	System will be configured to reprint/redistribution of a service order to the same or different location.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Oracle Customer Cloud Service (CCS)
CIS. 10.030	Service Order Distribution	10.030.004	System will be configured to support the functionality of emailing orders.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Oracle Customer Cloud Service (CCS)
CIS. 10.030	Service Order Distribution	10.030.005	System will be configured to distribute service orders immediately upon creation.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Oracle Customer Cloud Service (CCS)
CIS. 10.030	Service Order Distribution	10.030.006	System will be configured to print service orders immediately upon creation.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Oracle Customer Cloud Service (CCS)
CIS. 10.030	Service Order Distribution	10.030.007	System will be configured to print/distribute service orders in a batch mode based upon user-defined parameters.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Oracle Customer Cloud Service (CCS)
CIS. 10.030	Service Order Distribution	10.030.008	System will be configured to sort based upon user-defined parameters. For example, Service Address, Type of Order, etc.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Oracle Customer Cloud Service (CCS)
CIS. 10.030	Service Order Distribution	10.030.009	System will be configured to provide the ability for a service order that has been held pending payment of a deposit to be released when payment is made.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Oracle Customer Cloud Service (CCS)

Process ID	Process Title	Requirement Number	Requirement Description	MMU Notes	Software Score	Scope (In/Out)	Included in Price (Yes or No)	System or Module	Solution
CIS 10.030	Service Order Distribution	10.030.010	System will be configured to automatically route service orders to pre-defined areas such as dispatch and remote service centers based upon information such as type of order, type of service, etc.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Oracle Customer Cloud Service (CCS)
CIS 10.030	Service Order Distribution	10.030.011	System will be configured to provide printed/generated service order information based on user-defined criteria. For example, Name, Account Number, Order Status, etc.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Oracle Customer Cloud Service (CCS)
CIS 10.030	Service Order Distribution	10.030.012	System will be configured to allow each service order to have a different format and related information.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Oracle Customer Cloud Service (CCS)
CIS 10.030	Service Order Distribution	10.030.013	System will be configured to allow the creation of a service order, for up to 4 services, that can be printed/contained on a single 8"x11" printed page.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Oracle Customer Cloud Service (CCS)
CIS 10.040	Service Order Modification/Change	10.040.001	System will be configured to change the order status of any order for any user-defined reasons (e.g., payment arrangements, payment made, etc.).		25	In	Yes	Oracle Customer Cloud Service (CCS)	Order status can be changed. Completed orders can't be reopened. A new order would need to be generated. If a user needs to change the order type it is best to cancel the order and add a new one in CCS. If this happens once the order is sent to SEW then the updates can be made in SEW.
CIS 10.040	Service Order Modification/Change	10.040.002	System will be configured to change the order type of any order for any user-defined reason.		25	In	Yes	Oracle Customer Cloud Service (CCS)	
CIS 10.040	Service Order Modification/Change	10.040.003	System will be configured to reschedule orders which have not been worked.		25	In	Yes	Oracle Customer Cloud Service (CCS)	
CIS 10.040	Service Order Modification/Change	10.040.004	System will be configured to modify an uncompleted service order online.		25	In	Yes	Oracle Customer Cloud Service (CCS)	
CIS 10.040	Service Order Modification/Change	10.040.005	System will be configured to modify (reopen) a completed service order with the proper security level and audit trail.		25	In	Yes	Oracle Customer Cloud Service (CCS)	A completed field activity in CCS can't be changed. A user could a new log entry to the activity in CCS.
CIS 10.040	Service Order Modification/Change	10.040.006	System will be configured to add additional charges in addition to the default charge with appropriate security.		25	In	Yes	Oracle Customer Cloud Service (CCS)	A user with security can add additional charges for a service order.
CIS 10.040	Service Order Modification/Change	10.040.007	System will be configured to remove or change the default charge with appropriate security.		25	In	Yes	Oracle Customer Cloud Service (CCS)	A user with security can change or remove a charge but accessing the adjustment associated to the order.
CIS 10.040	Service Order Modification/Change	10.040.008	System will be configured to modify specific areas of service order (notes) if a service order has been completed or cancelled with proper audit trail.		25	In	Yes	Oracle Customer Cloud Service (CCS)	A completed field activity in CCS can't be changed. A user could a new log entry to the activity in CCS.
CIS 10.050	Service Order Completion	10.050.001	System will be configured with the ability for the final read to be used as the start read (for a forced off or final off for the same day).		25	In	Yes	Oracle Customer Cloud Service (CCS)	CCS can use a final read for the start service reading for the next customer.
CIS 10.050	Service Order Completion	10.050.002	System will be configured to cancel orders resulting in any associated orders being canceled.		25	In	Yes	Oracle Customer Cloud Service (CCS)	If one order is cancelled then all associated orders will be cancelled.
CIS 10.050	Service Order Completion	10.050.003	System will force the previous account off if it is active.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Back to back service orders are standard in CCS.
CIS 10.050	Service Order Completion	10.050.004	System will be configured to allow any individual or all associated orders to be worked - without affecting the other, in the event of cancel of a service order in a multi-service order environment.		25	In	Yes	Oracle Customer Cloud Service (CCS)	If there are multiple orders at a premise that are not related, cancelling one order will not result in other orders being cancelled. If a user cancels the turn on order then a process can be set in place to create a customer contact and a To Do to notify a CSR. However, if the cancellation happens through an automated process then a customization would be needed.
CIS 10.050	Service Order Completion	10.050.005	System will be configured to notify CSR of the cancellation of a turn-on order so that the account can be reviewed for deposit refund, etc.		25	In	Yes	Oracle Customer Cloud Service (CCS)	

Process ID	Process Title	Requirement Number	Requirement Description	MMU Notes	Software Score	Scope (In/Out)	Included in Price (Yes or No)	System or Module	Solution
CIS. 10.050	Service Order Completion	10.050.006	System will be configured to input the completion information in a single entry screen.		25	In	Yes	Oracle Customer Cloud Service (C/S)	In CCS completion information is contained in the Field Activity page.
CIS. 10.050	Service Order Completion	10.050.007	System will be configured to allow service order completion screens that are tailorable to the type of service order.		25	In	Yes	Oracle Customer Cloud Service (C/S)	Field Activity completion screens in CSM are dynamic and change based on the type of FA.
CIS. 10.050	Service Order Completion	10.050.008	System will be configured to allow the mass cancel or completion of service orders that can be selected by user defined criteria. For example: Order Type, Scheduled Date, Created by, etc.		25	In	Yes	Oracle Customer Cloud Service (C/S)	To mass cancel service orders, we would need a custom batch job in CCS or this would need to be done in SEW.
CIS. 10.050	Service Order Completion	10.050.009	System will be configured to change the account status automatically by completing the service order.		25	In	Yes	Oracle Customer Cloud Service (C/S)	Account status will be updated as needed by the batch job SAACT.
CIS. 10.050	Service Order Completion	10.050.010	System will be configured to capture the date services were completed by completing the service order.		25	In	Yes	Oracle Customer Cloud Service (C/S)	The completion order of the service order will be associated as the start or stop day of service and will fall in line with start or stop read date.
CIS. 10.050	Service Order Completion	10.050.011	System will be configured to capture the date the work was completed, by completing the service order.		25	In	Yes	Oracle Customer Cloud Service (C/S)	The date the order was completed will be associated to the service order automatically.
CIS. 10.050	Service Order Completion	10.050.012	System will be configured to capture the user ID by completing the service order.		25	In	Yes	Oracle Customer Cloud Service (C/S)	By default the user that completed the order is associated to the order.
CIS. 10.050	Service Order Completion	10.050.013	System will be configured to complete service orders by batch from an external file.		25	In	Yes	Oracle Customer Cloud Service (C/S)	This would be interface to complete the service orders via an external file loaded into CCS.
CIS. 10.050	Service Order Completion	10.050.014	System will be configured to specify action(s) taken on a service order. For example, Turn On/Off, Replace, Read Only		25	In	Yes	Oracle Customer Cloud Service (C/S)	The steps for a field activity in CCS are configurable but the standard steps normally meet most needs.
CIS. 10.050	Service Order Completion	10.050.015	System will be configured with the ability for multiple actions to take place with a single order.		25	In	Yes	Oracle Customer Cloud Service (C/S)	By default CCS can have multiple steps in a single order such as add a read and turn on.
CIS. 10.050	Service Order Completion	10.050.016	System will be configured to validate all necessary associated fields of any single and/or multi action order, and the ability to manually override based upon the actions specified.		25	In	Yes	Oracle Customer Cloud Service (C/S)	All required fields for a service order must be entered for the service order can be completed.
CIS. 10.050	Service Order Completion	10.050.017	System will be configured to update account, premise, and/or service information upon completion of a service order including, but not limited to: a) Service Status		25	In	Yes	Oracle Customer Cloud Service (C/S)	All relative information will be updated on the Account, Premise, Service Point and Service Order when the order is complete.
CIS. 10.050	Service Order Completion	10.050.018	System will be configured to update account, premise, and/or service information upon completion of a service order including, but not limited to: b) Premise Number		25	In	Yes	Oracle Customer Cloud Service (C/S)	All relative information will be updated on the Account, Premise, Service Point and Service Order when the order is complete.
CIS. 10.050	Service Order Completion	10.050.019	System will be configured to update account, premise, and/or service information upon completion of a service order including, but not limited to: c) Replacement Meter Number and Type		25	In	Yes	Oracle Customer Cloud Service (C/S)	All relative information will be updated on the Account, Premise, Service Point and Service Order when the order is complete.
CIS. 10.050	Service Order Completion	10.050.020	System will be configured to update account, premise, and/or service information upon completion of a service order including, but not limited to: d) Current and Replacement Meter Reading(s)		25	In	Yes	Oracle Customer Cloud Service (C/S)	All relative information will be updated on the Account, Premise, Service Point and Service Order when the order is complete.
CIS. 10.050	Service Order Completion	10.050.021	System will be configured to update account, premise, and/or service information upon completion of a service order including, but not limited to: e) Meter Test Results (As Found and As Left)		25	In	Yes	Oracle Customer Cloud Service (C/S)	All relative information will be updated on the Account, Premise, Service Point and Service Order when the order is complete.
CIS. 10.050	Service Order Completion	10.050.022	System will be configured to update account, premise, and/or service information upon completion of a service order including, but not limited to: f) AMI-MDM Unit Number(s) and other related Equipment		25	In	Yes	Oracle Customer Cloud Service (C/S)	All relative information will be updated on the Account, Premise, Service Point and Service Order when the order is complete.
CIS. 10.050	Service Order Completion	10.050.023	System will be configured to update account, premise, and/or service information upon completion of a service order including, but not limited to: g) Service Level		25	In	Yes	Oracle Customer Cloud Service (C/S)	All relative information will be updated on the Account, Premise, Service Point and Service Order when the order is complete.
CIS. 10.050	Service Order Completion	10.050.024	System will be configured to update account, premise, and/or service information upon completion of a service order including, but not limited to: h) Meter / Equipment Location Code		25	In	Yes	Oracle Customer Cloud Service (C/S)	Any related information about the meter location will be updated as part of the order completion.

Process ID	Process Title	Requirement Number	Requirement Description	MVU Notes	Software Score	Scope (In/Out)	Included in Price (Yes or No)	System or Module	Solution
CIS. 10.050	Service Order Completion	10.050.025	System will be configured to update account, premise, and/or service information upon completion of a service order including, but not limited to: j) Associated Services		25	In	Yes	Oracle Customer Cloud Service (CCS)	Any related information that impact associated services will be updated at order completion.
CIS. 10.050	Service Order Completion	10.050.026	System will be configured to update account, premise, and/or service information upon completion of a service order including, but not limited to: j) Meter / Equipment Status		25	In	Yes	Oracle Customer Cloud Service (CCS)	The meter status will change when a meter is installed or removed as a result of the service order completion.
CIS. 10.050	Service Order Completion	10.050.027	System will be configured to update account, premise, and/or service information upon completion of a service order including, but not limited to: k) Resolution Code (replaced, pulled, etc.)		25	In	Yes	Oracle Customer Cloud Service (CCS)	The Resolution code can be included as FA characteristics.
CIS. 10.050	Service Order Completion	10.050.028	System will be configured to update account, premise, and/or service information upon completion of a service order including, but not limited to: j) Electric Meter Multipliers		25	In	Yes	Oracle Customer Cloud Service (CCS)	If the meter multiplier is changed during the install then it will be updated as part of the install event.
CIS. 10.050	Service Order Completion	10.050.029	System will be configured to update account, premise, and/or service information upon completion of a service order including, but not limited to: m) Number of Units, (poles, amplifier, lights, etc.)		25	In	Yes	Oracle Customer Cloud Service (CCS)	Number of poles can be updated in an item based service order.
CIS. 10.050	Service Order Completion	10.050.030	System will be configured to establish the default service status action when an order is initiated. For example, electric new service would default to be active.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Any pertinent information like service location can be associated and printed on an order.
	Service Order Completion	10.050.031	System will be configured to establish the default account status action when an order is completed. For example, electric new service would default to active.		25	In	Yes	Oracle Customer Cloud Service (CCS)	When all the required service orders are completed SAUCT will update the account status.
	Service Order Completion	10.050.032	System will be configured to override the default account status action when an order is completed.		25	In	Yes	Oracle Customer Cloud Service (CCS)	When all the required service orders are completed SAUCT will update the account status.
CIS. 10.050	Service Order Completion	10.050.033	System will be configured to establish the default service status action when an order is completed. For example, electric new service would default to be pending.		25	In	Yes	Oracle Customer Cloud Service (CCS)	When all the required service orders are completed SAUCT will update the account status.
CIS. 10.050	Service Order Completion	10.050.034	System will be configured to override the default service status action when an order is completed.		25	In	Yes	Oracle Customer Cloud Service (CCS)	When all the required service orders are completed SAUCT will update the account status.
CIS. 10.050	Service Order Completion	10.050.035	System will be configured with the ability to complete one type of order to automatically initiate another type of order or process.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Orders can be dispatched when other required orders are completed.
CIS. 10.050	Service Order Completion	10.050.036	System will be configured to allow a meter / equipment to be removed without a replacement.		25	In	Yes	Oracle Customer Cloud Service (CCS)	Some orders will require meters or equipment to be removed. This is a default function in CCS.
CIS. 10.050	Service Order Completion	10.050.037	System will be configured to allow meter / equipment readings and/or register number, and/or AMI-MDM related number(s) to automatically be updated as a result of a meter exchange service order.		25	In	Yes	Oracle Customer Cloud Service (CCS)	By default if meters are exchanged then all information for the removed and installed meters are updated in CCS.
CIS. 10.050	Service Order Completion	10.050.038	System will be configured to allow meter / equipment readings and numbers to automatically be updated as a result of an exchange service order.		25	In	Yes	Oracle Customer Cloud Service (CCS)	By default if meters and equipment are exchanged then all information for the removed and installed meters are updated in CCS.
CIS. 10.050	Service Order Completion	10.050.039	System will be configured with the ability to have customer's sign off on work performed at their premise.		25	Out	No	Smart Customer Mobile	This could be done in CCS via a characteristic. Otherwise would need to be done in SEW.
CIS. 10.060	Service Order Display								
CIS. 10.060	Service Order Display	10.060.001	System will be configured with the ability to select and view on-line service orders, including any combination of the following, but not limited to: a) Order Status		25	In	Yes	Oracle Customer Cloud Service (CCS)	Service Orders can be viewed online using the Activity Query.
CIS. 10.060	Service Order Display	10.060.002	System will be configured with the ability to select and view on-line service orders, including any combination of the following, but not limited to: b) Order Type		25	In	Yes	Oracle Customer Cloud Service (CCS)	Service Orders can be viewed online using the Activity Query.
CIS. 10.060	Service Order Display	10.060.003	System will be configured with the ability to select and view on-line service orders, including any combination of the following, but not limited to: c) Person or Department or District Office assigned to		25	In	Yes	Oracle Customer Cloud Service (CCS)	Service Orders can be viewed online using the Activity Query.

Process ID	Process Title	Requirement Number	Requirement Description	MMU Notes	Software Score	Scope (In/Out)	Included in Price (Yes or No)	System or Module	Solution
CIS 10.060	Service Order Display	10.060.004	System will be configured with the ability to select and view on-line service orders, including any combination of the following, but not limited to: d) Range of Dates			25 In	Yes	Oracle Customer Cloud Service (CCS)	Service Orders can be viewed online using the Activity Query.
CIS 10.060	Service Order Display	10.060.005	System will be configured with the ability to select and view on-line service orders, including any combination of the following, but not limited to: e) Range of Order Numbers			25 In	Yes	Oracle Customer Cloud Service (CCS)	Service Orders can be viewed online using the Activity Query.
CIS 10.060	Service Order Display	10.060.006	System will be configured with the ability to select and view on-line service orders, including any combination of the following, but not limited to: f) Scheduled Date			25 In	Yes	Oracle Customer Cloud Service (CCS)	Service Orders can be viewed online using the Activity Query.
CIS 10.060	Service Order Display	10.060.007	System will be configured with the ability to select and view on-line service orders, including any combination of the following, but not limited to: g) Customer Name			25 In	Yes	Oracle Customer Cloud Service (CCS)	Service Orders can be viewed online using the Activity Query.
CIS 10.060	Service Order Display	10.060.008	System will be configured with the ability to select and view on-line service orders, including any combination of the following, but not limited to: h) Account Number			25 In	Yes	Oracle Customer Cloud Service (CCS)	Service Orders can be viewed online using the Activity Query.
CIS 10.060	Service Order Display	10.060.009	System will be configured with the ability to select and view on-line service orders, including any combination of the following, but not limited to: i) Premise Address or Number			25 In	Yes	Oracle Customer Cloud Service (CCS)	Service Orders can be viewed online using the Activity Query.
CIS 10.060	Service Order Display	10.060.010	System will be configured with the ability to select and view on-line service orders, including any combination of the following, but not limited to: j) Route Number			25 In	Yes	Oracle Customer Cloud Service (CCS)	Service Orders can be viewed online using the Activity Query.
CIS 10.060	Service Order Display	10.060.011	System will be configured with the ability to select and view on-line service orders, including any combination of the following, but not limited to: k) Service Area			25 In	Yes	Oracle Customer Cloud Service (CCS)	Service Orders can be viewed online using the Activity Query.
CIS 10.060	Service Order Display	10.060.012	System will be configured with the ability to select and view on-line service orders, including any combination of the following, but not limited to: l) Closed - no action is taken or required			25 In	Yes	Oracle Customer Cloud Service (CCS)	Service Orders can be viewed online using the Activity Query.
CIS 10.060	Service Order Display	10.060.013	System will be configured with the ability to select and view on-line service orders, including any combination of the following, but not limited to: m) Customer Class			25 In	Yes	Oracle Customer Cloud Service (CCS)	Service Orders can be viewed online using the Activity Query.
CIS 10.060	Service Order Display	10.060.014	System will be configured with the ability to select and view on-line service orders, including any combination of the following, but not limited to: n) When it was printed and/or reprinted and by whom			25 In	Yes	Oracle Customer Cloud Service (CCS)	The printed status is not base in CCS. The field activity would be dispatched which means it would be used as field order and could be extracted and printed.
CIS 10.060	Service Order Display	10.060.015	System will be configured to support tracking person / crew assignments/dispatching of service orders.			25 In	Yes	Oracle Customer Cloud Service (CCS)	CCS does have a dispatch group and can track that information. If integrated with SEW then we need to verify how they track crew assignments.
CIS 10.060	Service Order Display	10.060.016	System will be configured to view existing on-line workload and the next available time an order can be scheduled.			15 Out	No	Oracle Customer Cloud Service (CCS) SEW Smart Customer Mobile (SCM)	
CIS 10.060	Service Order Display	10.060.017	System will be configured to inquire or report against all orders that were not started or completed by a certain time.			15 Out	No	Oracle Customer Cloud Service (CCS) SEW Smart Customer Mobile (SCM)	
CIS 10.060	Service Order Display	10.060.018	System will be configured to maintain an on-line history of cancelled service orders with a full audit trail.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Cancelled orders can be queried online in CCS in the Activity Query Portal.
CIS 10.060	Service Order Display	10.060.019	System will be configured to maintain the history of all service orders until purged / archived.			25 In	Yes	Oracle Customer Cloud Service (CCS)	All orders will be kept in CCS until archived.
CIS 10.060	Service Order Display	10.060.020	System will be configured to view and sort all service orders for the customer account and / or service address.			25 In	Yes	Oracle Customer Cloud Service (CCS)	The Activity Query Portal allows searching by address and name.
CIS 10.060	Service Order Display	10.060.021	System will be configured to include Alert Codes on any call or delinquent off order so that field services can give proper advance notice to the customer.			25 In	Yes	Oracle Customer Cloud Service (CCS)	
CIS 10.060	Service Order Display	10.060.022	System will be configured to allow a view of service order history as related to: a) Premise			25 In	Yes	Oracle Customer Cloud Service (CCS)	The Activity Query Portal allows searching by premise address.
CIS 10.060	Service Order Display	10.060.023	System will be configured to allow a view of service order history as related to: b) Service / Product at a Premise			25 In	Yes	Oracle Customer Cloud Service (CCS)	The Activity Query Portal allows searching by Service Point.
CIS 10.060	Service Order Display	10.060.024	System will be configured to allow a view of service order history as related to: c) Customer			25 In	Yes	Oracle Customer Cloud Service (CCS)	The Activity Query Portal allows searching by customer name.
CIS 10.060	Service Order Display	10.060.025	System will be configured to allow a view of service order history as related to: d) Meter / Equipment			25 In	Yes	Oracle Customer Cloud Service (CCS)	The Activity Query Portal allows searching by meter number or device/equipment number.
CIS 10.060	Service Order Display	10.060.026	System will be configured to allow a view of service order history as related to: e) Account			25 In	Yes	Oracle Customer Cloud Service (CCS)	The Activity Query Portal allows searching by address and name.
CIS 10.060	Service Order Display	10.060.027	System will be configured to allow a view of service order history as related to: f) Utility Worker			15 Out	No	Oracle Customer Cloud Service (CCS) SEW Smart Customer Mobile (SCM)	

Process ID	Process Title	Requirement Number	Requirement Description	MVU Notes	Software Score	Scope (In/Out)	Included in Price (Yes or No)	System or Module	Solution
CIS 10.060	Service Order Display	10.060.028	System will be configured to allow a view of service order history as related to: g) Work Group / Crew		15	Out	No	Oracle Customer Cloud Service (CCS) SEW Smart Customer Mobile (SCM)	The Activity Query Portal allows searching by Activity Type.
CIS 10.060	Service Order Display	10.060.029	System will be configured to allow a view of service order history as related to: h) Service Order Type		25	In	Yes	Oracle Customer Cloud Service (CCS)	The Meter Multiplier can be tied the install event of the meter at the service point.
CIS 10.060	Service Order Display	10.060.030	System will be configured to allow the meter multiplier to be tied to the service and not the meter.		25	In	Yes	Oracle Customer Cloud Service (CCS)	The Meter Multiplier can be tied the install event of the meter at the service point.

CIS.11.000 - Cashiering			
Process ID	Process Title	Requirement Number	Requirement Description
CIS.11.000	System Requirements		Solution
CIS.11.000	System Requirements	11.000.001	System will be configured to process transactions through the use of a cash drawer or cash box.
CIS.11.000	System Requirements	11.000.002	System will be configured to allow account balances to be used to calculate change for the payment transaction.
CIS.11.000	System Requirements	11.000.003	System will be configured to print a customer receipt based on a user-defined format.
CIS.11.000	System Requirements	11.000.004	System will be configured to view a pending payment which has not yet been disbursed/posted.
CIS.11.000	System Requirements	11.000.005	System will be configured to accept payment and apply it to multiple accounts.
CIS.11.000	System Requirements	11.000.006	System will be configured to accept a single payment for a master account and auto-distribute across all sub accounts.
CIS.11.000	System Requirements	11.000.007	System will be configured to recognize payments received on an account that has transferred by automatically posting the payment to the account where the balance was transferred with an audit trail.
CIS.11.000	System Requirements	11.000.008	System will be configured to apply a payment for a specific outstanding receivable (oldest arrears; deposit, returned check, etc.).
CIS.11.000	System Requirements	11.000.009	System will be configured to apply a payment through a user-defined hierarchy (i.e., age, type of service, type of charge/fee, percentage of the bill, etc. and any combination of the above).
CIS.11.000	System Requirements	11.000.010	System will be configured to allow the MVU user, to specify which outstanding receivable is paid, overriding defined rules.
CIS.11.000	System Requirements	11.000.011	System will be configured to hold an overpayment and apply to the next bill.
			Deposit Control/Tender Controls
			Allow Cash Back on Tender Types
			Print Receipt on Payment Event,
			Payment Event Quick Add, Payment Quick Add
			Payment Upload Staging
			Payment Event Page main page
			Enhancement needed for payment distribution, characteristic can be used to determine master account
			Transfer Action on Payment Event
			SA Type Payment Priority
			SA Type Payment Priority
			Manual distribution of payments
			Overpayment SA

Process ID	Process Title	Requirement Number	Requirement Description	Solution
CIS.11.000	System Requirements	11.000.012	System will be configured to post a batch of payments at any time during the day, such as payments received in the mail and processed via remittance processor.	Payment Upload Batch.
CIS.11.000	System Requirements	11.000.013	System will be configured to accept a payment from a 3rd party, centralized, cashiering module.	Can be payment upload batch
CIS.11.000	System Requirements	11.000.014	System will be configured to send information regarding customer, payments, balances, and due dates to a 3rd party, centralized, cashiering module.	DataConnect?
CIS.11.000	System Requirements	11.000.015	System will be configured to create a daily ACH file for recurring payments to be transmitted to the bank.	auto pay extract batch
CIS.11.000	System Requirements	11.000.016	System will be configured to post cash payments online, real-time, with integration to applicable service orders in progress. Payment must be at least the minimum amount due to affect the service order, with a manual override.	Payments affect Severance process
CIS.11.000	System Requirements	11.000.017	System will be configured to accept multiple types of currency within one transaction.	Configurable in Installation Options
CIS.11.000	System Requirements	11.000.018	System will be configured to accommodate remote pay stations.	Base IWS to accept payment from outside CCB, can be applied real time
CIS.11.000	System Requirements	11.000.019	System will be configured to identify the location of the transaction.	Tender source
CIS.11.000	System Requirements	11.000.020	The System will be configured to post monies paid by customer or non-customer.	
CIS.11.000	System Requirements	11.000.021	System will be configured to display special account status that includes the following, but not limited to: a) Cash Only / No Checks	Pay Cancel Reason Control Central Alerts
CIS.11.000	System Requirements	11.000.022	System will be configured to display special account status that includes the following, but not limited to: b) Shut-Off	Control Central Alerts
CIS.11.000	System Requirements	11.000.023	System will be configured to cash personal / employee checks.	
CIS.11.000	System Requirements	11.000.024	System will be configured to accept payment and process the associated G/L transactions for the following services, including but not limited to: a) Donations	Distribution Codes
CIS.11.000	System Requirements	11.000.025	System will be configured to accept payment and process the associated G/L transactions for the following services, including but not limited to: b) Contributions	Distribution Codes
CIS.11.000	System Requirements	11.000.026	System will be configured with the ability to reverse an original transaction, payment history, transaction date, etc. and post expense to the original department/Gl chart of accounts.	Payment Cancellation buttons

Process ID	Process Title	Requirement Number	Requirement Description	Solution
C/S.11.000	System Requirements	11.000.027	System will be configured to accept and track user-defined payment tender types. For example, Cash, Check, CC, Money Order, etc.	Tender Types
C/S.11.000	System Requirements	11.000.028	System will be configured to accept and track user-define origin of payment. For example, Walk-In, Mail, Web, etc.	External Source ID
C/S.11.000	System Requirements	11.000.029	System will be configured to view payment distributions online.	Payment Page/Pay Segments/FTs
C/S.11.000	System Requirements	11.000.030	System will be configured to reverse a previous payment distribution and re-apply the payment differently to a single payment or batch. This is to include a complete audit trail of all transactions.	Payment cancellations have corresponding Financial transactions
C/S.11.000	System Requirements	11.000.031	System will be configured to receive multiple account stubs but only one check (i.e., a trailer park paying multiple accounts but with only one check). The system must provide a method to correct payments.	Specify multiple accounts on the payment event main page
C/S.11.000	System Requirements	11.000.032	System will be configured to post payments to account balances which have previously been written-off.	payment will apply to write off SA
C/S.11.000	System Requirements	11.000.033	System will be configured to allow payments to be posted to a customer that is not yet associated with a premise, i.e., construction deposits, tap fees, etc.	Will go to overpayment SA
C/S.11.000	System Requirements	11.000.034	System will be configured to allow instant review of payment transaction history for at least 84 months.	Account Payment History
C/S.11.000	System Requirements	11.000.035	System will be configured to assign unique numbers to each transaction.	IDs are system generated
C/S.11.000	System Requirements	11.000.036	System will be configured with the ability for a 3rd-Party payment application to pass the transaction number.	User defined fields are available

Process ID	Process Title	Requirement Number	Requirement Description	Solution
CIS.11.000	System Requirements	11.000.037	System will be configured to automatically generate a delinquent reconnect order when the minimum required payment is received, with the ability for the user to cancel, if needed.	Configurable Severance event type for Reconnect
CIS.11.000	System Requirements	11.000.038	System will be configured to set parameters for minimum required payments, with CSR override for any amount.	Can be a characteristic on the customer class?
CIS.11.000	System Requirements	11.000.039	System will be configured to prevent an order being printed for a disconnect if the deposit amount is greater than aged balance.	Auto cancel of severance when balance is paid
CIS.11.000	System Requirements	11.000.040	System will be configured with the ability for payments made at a pay-station to be totaled by pay station, along with the total number of payments made at the pay station.	seen in deposit controls
CIS.11.000	System Requirements	11.000.041	System will be configured to provide the date, time, and user ID stamp for posted transactions.	seen in FT page
CIS.11.000	System Requirements	11.000.042	System will be configured to allow payments to be voided prior to disbursement/posting, but with an audit trail.	Voided payment Ids are stored in the system
CIS.11.000	System Requirements	11.000.043	System will be configured to display write-off amounts on-screen and post payments to prior-year and current-year write-off general ledger accounts.	Account Financial History/Write off SA
CIS.11.000	System Requirements	11.000.044	System will be configured to suspend payments processed against invalid accounts for customers and to hold the amount paid until they can be researched and applied (Suspend account concept).	Configurable Suspend accounts/SAs
CIS.11.000	System Requirements	11.000.045	System will be configured to provide the following types of actions: a) Generations of OCR Line	Enhancement on the Billprint module to generate OCR line in the bill to be scanned/used when payment time
CIS.11.000	System Requirements	11.000.046	System will be configured to provide the following types of actions: b) Bar code	Enhancement on the Billprint module to generate bar code in the bill to be scanned/used when payment time
CIS.11.000	System Requirements	11.000.047	System will be configured to provide the following types of actions: c) Receipt validation that will include: i) Date	Receipt printing functionality in CCS – there is a Point Of Sale (POS) Printer Integration Master Configuration. The receipt details could be coded in the UI Map JavaScript. BI Publisher can also be used for receipt printing

Process ID	Process Title	Requirement Number	Requirement Description	Solution
CIS.11.000	System Requirements	11.000.048	System will be configured to provide the following types of actions: c) Receipt validation that will include: ii) Station ID and CSR ID	Receipt printing functionality in CCS – there is a Point Of Sale (POS) Printer Integration Master Configuration. The receipt details could be coded in the UI Map JavaScript. BI Publisher can also be used for receipt printing
CIS.11.000	System Requirements	11.000.049	System will be configured to provide the following types of actions: c) Receipt validation that will include: iii) Time	Receipt printing functionality in CCS – there is a Point Of Sale (POS) Printer Integration Master Configuration. The receipt details could be coded in the UI Map JavaScript. BI Publisher can also be used for receipt printing
CIS.11.000	System Requirements	11.000.050	System will be configured to provide the following types of actions: c) Receipt validation that will include: iv) Account number	Receipt printing functionality in CCS – there is a Point Of Sale (POS) Printer Integration Master Configuration. The receipt details could be coded in the UI Map JavaScript. BI Publisher can also be used for receipt printing
CIS.11.000	System Requirements	11.000.051	System will be configured to provide the following types of actions: c) Receipt validation that will include: v) Dollar amount of payment	Receipt printing functionality in CCS – there is a Point Of Sale (POS) Printer Integration Master Configuration. The receipt details could be coded in the UI Map JavaScript. BI Publisher can also be used for receipt printing
CIS.11.000	System Requirements	11.000.052	System will be configured with the ability to have the OCR line that is generated include the following, but not limited to: a) Utility Identifier	Enhancement on the Billprint module to generate OCR line in the bill to be scanned/used when payment time
CIS.11.000	System Requirements	11.000.053	System will be configured with the ability to have the OCR line that is generated include the following, but not limited to: b) Utility Account Number	Enhancement on the Billprint module to generate OCR line in the bill to be scanned/used when payment time

Process ID	Process Title	Requirement Number	Requirement Description	Solution
CIS.11.000	System Requirements	11.000.054	System will be configured with the ability to have the OCR line that is generated include the following, but not limited to: c) Amount	Enhancement on the Billprint module to generate OCR line in the bill to be scanned/used when payment time
CIS.11.000	System Requirements	11.000.055	System will be configured with the ability to have the OCR line that is generated include the following, but not limited to: d) 2-Check Digits (one for the account, one for the amount)	Enhancement on the Billprint module to generate OCR line in the bill to be scanned/used when payment time
CIS.11.000	System Requirements	11.000.056	System will be configured to apply payments to a pending deposit amount first before applying to outstanding balances.	Pay priority on SA Type
CIS.11.010	Primary Cashiering Screen Criteria			
CIS.11.010	Primary Cashiering Screen Criteria	11.010.001	System will be configured to display payment information on the primary cashier screen.	Control Central Page has summary view of the account information. If the user wants to see more information, links are provided to drill down to detailed information regarding the account.
CIS.11.010	Primary Cashiering Screen Criteria	11.010.002	System will be configured to display amounts due and due dates on the primary cashier screen.	Control Central Page has summary view of the account information. If the user wants to see more information, links are provided to drill down to detailed information regarding the account.
CIS.11.010	Primary Cashiering Screen Criteria	11.010.003	System to provide the ability to display current/past due amount breakdown.	Control Central Page has summary view of the account information. If the user wants to see more information, links are provided to drill down to detailed information regarding the account.

Process ID	Process Title	Requirement Number	Requirement Description	Solution
CIS.11.010	Primary Cashiering Screen Criteria	11.010.004	System will be configured to display certain customer information on the primary cashier screen.	Control Central Page has summary view of the account information. If the user wants to see more information, links are provided to drill down to detailed information regarding the account
CIS.11.010	Primary Cashiering Screen Criteria	11.010.005	System will be configured to display account information on the primary cashier screen.	Control Central Page has summary view of the account information. If the user wants to see more information, links are provided to drill down to detailed information regarding the account
CIS.11.010	Primary Cashiering Screen Criteria	11.010.006	System will be configured to display premises information on primary cashier screen.	Premise info is displayed in Control Central
CIS.11.010	Primary Cashiering Screen Criteria	11.010.007	System will be configured to display limited product / service information on the primary cashier screen.	
CIS.11.010	Primary Cashiering Screen Criteria	11.010.008	System will be configured to display credit history information on the primary cashier screen.	CCB credit history only
CIS.11.010	Primary Cashiering Screen Criteria	11.010.009	System will be configured to display limited billing information on the primary cashier screen.	Control Central Page has summary view of the account information. If the user wants to see more information, links are provided to drill down to detailed information regarding the account
CIS.11.010	Primary Cashiering Screen Criteria	11.010.010	System will be configured to access detailed payment information from the primary cashier screen.	Control Central Page has summary view of the account information. If the user wants to see more information, links are provided to drill down to detailed information regarding the account
CIS.11.020	Non-Sufficient Funds Processing			
CIS.11.020	Non-Sufficient Funds Processing	11.020.001		

Process ID	Process Title	Requirement Number	Requirement Description	Solution
CIS.11.020	Non-Sufficient Funds Processing	11.020.002	System will be configured to display information like previous NSF Checks - Cash Only status, Meter disconnections, late penalties, etc. when entering payments.	Alerts and Control Central pages display these information
CIS.11.020	Non-Sufficient Funds Processing	11.020.003	System will be configured for batch or online processing of returned checks.	Customization needed to process reject payments?
CIS.11.020	Non-Sufficient Funds Processing	11.020.004	System will be configured with the ability to apply a return check fee when a returned check is processed.	CCS has a base algorithm that creates NSF adjustment and affects account credit rating based on the payment cancel reason provided. Configurable on Pay Cancel Reason page , Customer Class and SA Type
CIS.11.020	Non-Sufficient Funds Processing	11.020.005	System will be configured to generate letters for returned checks / NSF's processed automatically. The system will automatically place the customer in the proper delinquency tract (where they were when the check was presented or where they are now).	Customers will be reviewed by ADM and assessed. When NSF Adj freezes, the NSF customer contact is created and will generate a letter.
CIS.11.020	Non-Sufficient Funds Processing	11.020.006	System will be configured to request a group of letters for returned checks / NSF's processed.	Customers will be reviewed by ADM and assessed. When NSF Adj freezes, the NSF customer contact is created and will generate a letter.
CIS.11.020	Non-Sufficient Funds Processing	11.020.007	System will be configured to automatically update credit history with returned checks / NSF check data.	CCS has a base algorithm that creates NSF adjustment and affects account credit rating based on the payment cancel reason provided. Configurable on Pay Cancel Reason page , Customer Class and SA Type
CIS.11.030	Reconciliation			
CIS.11.030	Reconciliation	11.030.001	System will be configured to provide end-of-day balance information to include the following, but not limited to: a) Number of Checks Received	Number of Tenders received are displayed in the Tender Control page,
CIS.11.030	Reconciliation	11.030.002	System will be configured to provide end-of-day balance information to include the following, but not limited to: b) Total Cash	Number of Tenders received are displayed in the Tender Control page,

Process ID	Process Title	Requirement Number	Requirement Description	Solution
CIS.11.030	Reconciliation	11.030.003	System will be configured to provide end-of-day balance information to include the following, but not limited to: c) Total Credit Cards	Number of Tenders received are displayed in the Tender Control page.
CIS.11.030	Reconciliation	11.030.004	System will be configured to provide end-of-day balance information to include the following, but not limited to: d) Total Stubs	Number of Tenders received are displayed in the Tender Control page.
CIS.11.030	Reconciliation	11.030.005	System will be configured to provide end-of-day balance information to include the following, but not limited to: e) Total Transactions	Number of Tenders received are displayed in the Tender Control page.
CIS.11.030	Reconciliation	11.030.006	System will be configured to provide end-of-day balance information to include the following, but not limited to: f) Amount Received	Number of Tenders received are displayed in the Tender Control page.
CIS.11.030	Reconciliation	11.030.007	System will be configured to provide end-of-day balance information to include the following, but not limited to: g) Payments Voided, if applicable	Number of Tenders received are displayed in the Tender Control page.
CIS.11.030	Reconciliation	11.030.008	System will be configured to process auto-check functionality, i.e., processing debit card or Check 21 payments.	CCS has an Autopay processing and Automated Clearing House batch process
CIS.11.030	Reconciliation	11.030.009	System will be configured with a mechanism to ensure receipts are processed against the correct chart of account numbers in the accounting system.	CCS has a GLDL process that sends transactions to the accounting system
CIS.11.030	Reconciliation	11.030.010	System will be configured to provide a distribution report showing all accounting entries for a given cashier and date combination (i.e., check tender list).	Tender Control Portal page shows transactions per Tender Source
CIS.11.030	Reconciliation	11.030.011	System will be configured to provide the Accounts Receivable balances be updated from the receipts / file. This process updates account balances and create an automated journal for the Accounting application.	CCS has a GLDL process that sends transactions to the accounting system; There is also an out-of-the-box report for AR
CIS.11.030	Reconciliation	11.030.012	System will be configured to purge receipt transactions from the Cash Receipts system, based upon user-defined parameters.	A database procedure can be created to purge records
CIS.11.030	Reconciliation	11.030.013	System will be configured to provide a recap of transactions for a given date range. This report gives a listing in full detail and/or in summary of all transactions by the cashier (e.g., the report can be based on receipt date and post date).	Tender Control Portal
CIS.11.030	Reconciliation	11.030.014	System will be configured to provide a month-end distribution report. This report gives a listing of all transactions posted to the Accounting system for the period by journal number. Detail should be broken down by GL number.	CCS has a GLDL process that sends transactions to the accounting system
CIS.11.030	Reconciliation	11.030.015	System will be configured to process end-of-day, drawer close-outs, with a listing of fields by dollar amount, to quickly count cash.	Tender Control Portal

Process ID	Process Title	Requirement Number	Requirement Description	Solution
CIS.11.030	Reconciliation	11.030.016	System will be configured to allow cash drawer processing and cash reconciliation for each cashier.	Tender Control Page
CIS.11.030	Reconciliation	11.030.017	System will be configured to allow a cashier to balance their own drawer at any time during the day.	Tender Control Page
CIS.11.030	Reconciliation	11.030.018	System will be configured with the ability to search or "find a payment" by amount, date, and cashier.	Payment Event Search or Payment Upload Staging Search
CIS.11.040	Late Penalties			
CIS.11.040	Late Penalties	11.040.001	System will be configured to handle the full or partial payment for any category of receivables and to take partial payment into consideration for late penalty calculation.	Oracle Customer Cloud Service (CCS)
CIS.11.040	Late Penalties	11.040.002	System will be configured to reverse a late payment fee / penalty one-time, at time of payment, based on utility's regulations.	The one time penalty reversal can be an adjustment
CIS.11.050	Scanner			
CIS.11.050	Scanner	11.050.001	System will be configured to use a plug-and-play, handheld OCR scanner, barcode reader, or another industry-standard device for automated payment receipt when payment is submitted with return portion of the bill print.	Payment event page
CIS.11.050	Scanner	11.050.002	System will be configured to automatically populate the following fields in the cashiering batch, upon scanning the stub to include the following: a) Account Number	Payment event page
CIS.11.050	Scanner	11.050.003	System will be configured to automatically populate the following fields in the cashiering batch, upon scanning the stub to include the following: b) Customer Name	Payment event page
CIS.11.050	Scanner	11.050.004	System will be configured to automatically populate the following fields in the cashiering batch, upon scanning the stub to include the following: c) Premises Address	Payment event page
CIS.11.050	Scanner	11.050.005	System will be configured to automatically populate the following fields in the cashiering batch, upon scanning the stub to include the following: d) Defaulted Amount Due (which can easily be overwritten by an authorized user.)	Payment event page
CIS.11.050	Scanner	11.050.006	System will be configured to automatically populate the following fields in the cashiering batch, upon scanning the stub to include the following: e) Sundry Invoice Number	Payment event page
CIS.11.050	Scanner	11.050.007	System will be configured to provide a field for manual entry of the check number on the same entry screen as items listed above.	Payment event page
CIS.11.060	Internet Options			
CIS.11.060	Internet Options	11.060.001	System will be configured to accept payments (e.g., credit cards, checks, debit cards, pay by phone or other online payment / tender methods) via the Internet-based web page on MVU's website.	Base Payment Inbound Web services can be used to interface with SEW (portal)

CIS.12.000 - Conservation									
Process ID	Process Title	Requirement Number	Requirement Description	M/U Notes	Software Score	Scope (In/Out)	Included in Price (Yes or No)	System or Module	Solution
CIS.12.000	Conservation and Rebate Management - General	12.000.001	System will be configured to support conservation rebates and incentives, offered to existing customers, including but not limited to: a) Customer Information (e.g., name, address, mailing address, etc.)			25 In	Yes	Oracle Customer Cloud Service (CS)	Rebates Claim/Conservation Program
CIS.12.000	Conservation and Rebate Management - General	12.000.002	System will be configured to support conservation rebates and incentives, offered to existing customers, including but not limited to: b) Type of Rebate			25 In	Yes	Oracle Customer Cloud Service (CS)	Rebates Claim/Conservation Program
CIS.12.000	Conservation and Rebate Management - General	12.000.003	System will be configured to support conservation rebates and incentives, offered to existing customers, including but not limited to: c) Amount of Rebate			25 In	Yes	Oracle Customer Cloud Service (CS)	Rebates Claim/Conservation Program
CIS.12.000	Conservation and Rebate Management - General	12.000.004	System will be configured to support conservation rebates and incentives, offered to existing customers, including but not limited to: d) Date of Rebate			25 In	Yes	Oracle Customer Cloud Service (CS)	Rebates Claim/Conservation Program
CIS.12.000	Conservation and Rebate Management - General	12.000.005	System will be configured to support conservation rebates and incentives, offered to existing customers, including but not limited to: e) Rebate Qualification Flag (i.e., insurers against getting the same rebate more than 'x' times)			25 In	Yes	Oracle Customer Cloud Service (CS)	Rebates Claim/Conservation Program
CIS.12.000	Conservation and Rebate Management - General	12.000.006	System will be configured to support conservation rebates and incentives, offered to existing customers, including but not limited to: f) Rebate Qualification Flag (i.e., insurers against exceeding annual dollars caps)			25 In	Yes	Oracle Customer Cloud Service (CS)	Rebates Claim/Conservation Program
CIS.12.000	Conservation and Rebate Management - General	12.000.007	System will be configured to support conservation rebates and incentives, offered to existing customers, including but not limited to: g) Rebate Price Schedule			25 In	Yes	Oracle Customer Cloud Service (CS)	Rebates Claim/Conservation Program
CIS.12.000	Conservation and Rebate Management - General	12.000.008	System will be configured to support conservation rebates and incentives, offered to existing customers, including but not limited to: h) Rebate Discount Amount and Percentage			25 In	Yes	Oracle Customer Cloud Service (CS)	Rebates Claim/Conservation Program
CIS.12.000	Conservation and Rebate Management - General	12.000.009	System will be configured to support conservation rebates and incentives, offered to existing customers, including but not limited to: i) Rebate Calculation by Customer, Invoked Amount, Item, Product Line or Date Range			25 In	Yes	Oracle Customer Cloud Service (CS)	Rebates Claim/Conservation Program
CIS.12.000	Conservation and Rebate Management - General	12.000.010	System will be configured to support conservation rebates and incentives, offered to existing customers, including but not limited to: j) Define Rebates for Individual Customers or Groupings of Multiple Customers			25 In	Yes	Oracle Customer Cloud Service (CS)	Rebates Claim/Conservation Program
CIS.12.000	Conservation and Rebate Management - General	12.000.011	System will be configured to support conservation rebates and incentives, offered to existing customers, including but not limited to: k) Rebates based on any combination of Energy Conservation, product types, monthly specials, etc.			25 In	Yes	Oracle Customer Cloud Service (CS)	Rebates Claim/Conservation Program
CIS.12.000	Conservation and Rebate Management - General	12.000.012	System will be configured to support conservation rebates and incentives, offered to existing customers, including but not limited to: l) Status (e.g., paid, earned-but-unpaid, unpaid, etc.)			25 In	Yes	Oracle Customer Cloud Service (CS)	Rebates Claim/Conservation Program
CIS.12.000	Conservation and Rebate Management - General	12.000.013	System will be configured to support conservation rebates and incentives, offered to existing customers, including but not limited to: m) Product Attributes (e.g., energy star rating, etc.)			25 In	Yes	Oracle Customer Cloud Service (CS)	Rebates Claim/Conservation Program
CIS.12.000	Conservation and Rebate Management - General	12.000.014	System will be configured to support conservation rebates and incentives, offered to existing customers, including but not limited to: n) Customer Contact Information			25 In	Yes	Oracle Customer Cloud Service (CS)	Rebates Claim/Conservation Program
CIS.12.000	Conservation and Rebate Management - General	12.000.015	System will be configured to support conservation rebates and incentives, offered to existing customers, including but not limited to: o) Rebate and Incentive Reporting, including Total rebates, transactions, including but not limited to: p) Direct Interface to GL for all Accounting-related transactions.			25 In	Yes	Oracle Customer Cloud Service (CS)	Conservation Program List
CIS.12.000	Conservation and Rebate Management - General	12.000.016	System will be configured to support conservation rebates and incentives, offered to existing customers, including but not limited to: q) Vendor tracking			25 Out	No	Oracle Customer Cloud Service (CS)	Rebates will have a Adjustments that will have GI Assignment
CIS.12.000	Conservation and Rebate Management - General	12.000.017	At a minimum, the system must track the following costs: a) Conservation Program Overall Cost			25 In	Yes	Oracle Customer Cloud Service (CS)	Rebates Claim/Conservation Program
CIS.12.000	Conservation and Rebate Management - General	12.000.018	At a minimum, the system must track the following costs: b) Conservation Program Overall Cost Administrative Costs			15 Out	No	Oracle Customer Cloud Service (CS)	Conservation Program List displays the total Complete Claims Amount
CIS.12.000	Conservation and Rebate Management - General	12.000.019	At a minimum, the system must track the following costs: c) Total Swings of Energy (only to track change based on usage)			15 Out	No	Oracle Customer Cloud Service (CS)	This can be configured using the Adjustments. The adjustment can be a calculated amount using a rate that will also calculate for the Admin Cost
CIS.12.000	Conservation and Rebate Management - General	12.000.020	System will be configured to, at a minimum, must report the following costs: a) Monthly, Annually, Bi-annually			25 In	Yes	Oracle Customer Cloud Service (CS)	Rebates Claim/Conservation Program
CIS.12.000	Conservation and Rebate Management - General	12.000.021	System will be configured to, at a minimum, must report the following costs: b) By Fiscal and/or Calendar Year			15 Out	No	Oracle Customer Cloud Service (CS)	Data Visualiser
CIS.12.000	Conservation and Rebate Management - General	12.000.022	System will be configured to provide monthly reporting for energy conservation measures completed in all classes for current, programs and future programs.			15 Out	No	Oracle Customer Cloud Service (CS)	Data Visualiser
CIS.12.000	Conservation and Rebate Management - General	12.000.023	System will be configured for the CSR to inquire, search, and populate the appropriate program on the screen with the appropriate amounts and other program specifics.			25 In	Yes	Oracle Customer Cloud Service (CS)	Data Visualiser
CIS.12.000	Conservation and Rebate Management - General	12.000.024				25 In	Yes	Oracle Customer Cloud Service (CS)	Rebates Claim/Conservation Program

Process ID	Process Title	Requirement Number	Requirement Description	WVU Notes	Software Score	Scops (In/Out)	Included in Price (Yes or No)	System or Module	Solution
CIS.12.000	Conservation and Rebate Management - General	12.000.025	System will be configured to track high-efficiency ratings for new and existing residential and commercial properties.			15 Out	No	Oracle Customer Cloud Service (CCS)	Tracks a Rebate Claim Statistics in the Conservation Program Maintenance
CIS.12.010	Incentive Rebates	12.010.001	System will be configured to process and track Minimum Efficiency Requirements (MER) for example: a) carting the following information but not limited to: a) SEER Indicator			25 Out	No	Oracle Customer Cloud Service (CCS)	Can be stored in the SA Characteristics related to the Rebate Claim
CIS.12.010	Incentive Rebates	12.010.002	System will be configured to process and track Minimum Efficiency Requirements (MER) for example: a) carting the following information but not limited to: b) EER Indicator			25 Out	No	Oracle Customer Cloud Service (CCS)	Can be stored in the SA Characteristics related to the Rebate Claim
CIS.12.010	Incentive Rebates	12.010.003	System will be configured to process and track Minimum Efficiency Requirements (MER) for example: a) carting the following information but not limited to: c) SEUT system indicator			25 Out	No	Oracle Customer Cloud Service (CCS)	Can be stored in the SA Characteristics related to the Rebate Claim
CIS.12.010	Incentive Rebates	12.010.004	System will be configured to process and track Minimum Efficiency Requirements (MER) for example: a) carting the following information but not limited to: d) Package Systems Indicator			25 Out	No	Oracle Customer Cloud Service (CCS)	Can be stored in the SA Characteristics related to the Rebate Claim
CIS.12.010	Incentive Rebates	12.010.005	System will be configured to process and track Minimum Efficiency Requirements (MER) for example: a) carting the following information but not limited to: e) Manufacturer's Name			25 Out	No	Oracle Customer Cloud Service (CCS)	Device connected to the SA of the Rebate Claim
CIS.12.010	Incentive Rebates	12.010.006	System will be configured to process and track Minimum Efficiency Requirements (MER) for example: a) carting the following information but not limited to: f) Model Number			25 Out	No	Oracle Customer Cloud Service (CCS)	Device connected to the SA of the Rebate Claim
CIS.12.010	Incentive Rebates	12.010.007	System will be configured to process and track Minimum Efficiency Requirements (MER) for example: a) carting the following information but not limited to: g) Serial Number			25 Out	No	Oracle Customer Cloud Service (CCS)	Device connected to the SA of the Rebate Claim
CIS.12.010	Incentive Rebates	12.010.008	System will be configured to process and track Minimum Efficiency Requirements (MER) for example: a) carting the following information but not limited to: h) Programmable Thermostat Make			25 Out	No	Oracle Customer Cloud Service (CCS)	Device connected to the SA of the Rebate Claim
CIS.12.010	Incentive Rebates	12.010.009	System will be configured to process and track Minimum Efficiency Requirements (MER) for example: a) carting the following information but not limited to: i) Date Purchased			25 Out	No	Oracle Customer Cloud Service (CCS)	Device connected to the SA of the Rebate Claim
CIS.12.010	Incentive Rebates	12.010.010	System will be configured to process and track Minimum Efficiency Requirements (MER) for example: a) carting the following information but not limited to: j) Date Installed			25 Out	No	Oracle Customer Cloud Service (CCS)	Device connected to the SA of the Rebate Claim
CIS.12.010	Incentive Rebates	12.010.011	System will be configured to process and track Minimum Efficiency Requirements (MER) for example: a) carting the following information but not limited to: k) Efficiency Rating			25 Out	No	Oracle Customer Cloud Service (CCS)	Can be stored in the SA Characteristics of the SA related to the Rebate Claim
CIS.12.010	Incentive Rebates	12.010.012	System will be configured to process and track Minimum Efficiency Requirements (MER) for example: a) carting the following information but not limited to: l) AHRI Number			25 Out	No	Oracle Customer Cloud Service (CCS)	Can be stored in the SA Characteristics of the SA related to the Rebate Claim
CIS.12.010	Incentive Rebates	12.010.013	System will be configured to process and track Minimum Efficiency Requirements (MER) for example: a) carting the following information but not limited to: m) Number of Tons			25 Out	No	Oracle Customer Cloud Service (CCS)	Rebate Claim
CIS.12.010	Incentive Rebates	12.010.014	System will be configured to process and track Minimum Efficiency Requirements (MER) for example: a) carting the following information but not limited to: n) Total Rebate			25 Out	No	Oracle Customer Cloud Service (CCS)	Rebate Claim
CIS.12.010	Incentive Rebates	12.010.015	System will be configured to process and track Minimum Efficiency Requirements (MER) for example: a) carting the following information but not limited to: o) Old Manufacturer's Name			25 Out	No	Oracle Customer Cloud Service (CCS)	Can be stored in the SA Characteristics of the SA related to the Rebate Claim
CIS.12.010	Incentive Rebates	12.010.016	System will be configured to process and track Minimum Efficiency Requirements (MER) for example: a) carting the following information but not limited to: p) Old Model Number			25 Out	No	Oracle Customer Cloud Service (CCS)	Can be stored in the SA Characteristics of the SA related to the Rebate Claim
CIS.12.010	Incentive Rebates	12.010.017	System will be configured to process and track Minimum Efficiency Requirements (MER) for example: a) carting the following information but not limited to: q) Old Serial Number			25 Out	No	Oracle Customer Cloud Service (CCS)	Can be stored in the SA Characteristics of the SA related to the Rebate Claim
CIS.12.010	Incentive Rebates	12.010.018	System will be configured to process and track Minimum Efficiency Requirements (MER) for example: a) carting the following information but not limited to: r) Equipment Type			25 Out	No	Oracle Customer Cloud Service (CCS)	Can be stored in the SA Characteristics of the SA related to the Rebate Claim
CIS.12.010	Incentive Rebates	12.010.019	System will be configured to process and track Minimum Efficiency Requirements (MER) for example: a) carting the following information but not limited to: s) Size Category			25 Out	No	Oracle Customer Cloud Service (CCS)	Can be stored in the SA Characteristics of the SA related to the Rebate Claim
CIS.12.010	Incentive Rebates	12.010.020	System will be configured to process and track Minimum Efficiency Requirements (MER) for example: a) carting the following information but not limited to: t) Sub-Category			25 Out	No	Oracle Customer Cloud Service (CCS)	Can be stored in the SA Characteristics of the SA related to the Rebate Claim
CIS.12.010	Incentive Rebates	12.010.021	System will be configured to process and track Minimum Efficiency Requirements (MER) for example: a) carting the following information but not limited to: u) AC Efficiency in Cooling Mode			25 Out	No	Oracle Customer Cloud Service (CCS)	Can be stored in the SA Characteristics of the SA related to the Rebate Claim
CIS.12.010	Incentive Rebates	12.010.022	System will be configured to process and track Minimum Efficiency Requirements (MER) for example: a) carting the following information but not limited to: v) HP Efficiency in Cooling Mode			25 Out	No	Oracle Customer Cloud Service (CCS)	Can be stored in the SA Characteristics of the SA related to the Rebate Claim
CIS.12.010	Incentive Rebates	12.010.023	System will be configured to process and track Minimum Efficiency Requirements (MER) for example: a) carting the following information but not limited to: w) Coverage of Units Purchased			25 Out	No	Oracle Customer Cloud Service (CCS)	Rebate Claim
CIS.12.010	Incentive Rebates	12.010.024	System will be configured to process and track Minimum Efficiency Requirements (MER) for example: a) carting the following information but not limited to: x) Rebate / Ton Unit or Square Foot			25 Out	No	Oracle Customer Cloud Service (CCS)	Rebate Claim
CIS.12.010	Incentive Rebates	12.010.025	System will be configured to process and track Minimum Efficiency Requirements (MER) for example: a) carting the following information but not limited to: y) Rebate / Ton Unit or Square Foot			25 Out	No	Oracle Customer Cloud Service (CCS)	Rebate Claim
CIS.12.010	Incentive Rebates	12.010.026	System will be configured to process and track Minimum Efficiency Requirements (MER) for example: a) carting the following information but not limited to: z) Equipment Category			25 Out	No	Oracle Customer Cloud Service (CCS)	Can be stored in the SA Characteristics of the SA related to the Rebate Claim

Process ID	Process Title	Requirement Number	Requirement Description	MMU Notes	Software Score	Scops (In/Out)	Included in Price (Yes or No)	System or Module	Solution
CIS.12.010	Incentive Rebates	12.010.027	System will be configured to process and track Minimum Efficiency Requirements (MER) for example, including the following information but not limited to: 1) Window Eff not limited to: 1) Window Eff			25 Out	No	Oracle, Customer Cloud Service (CS)	Can be stored in the SF Characteristics of the SA related to the Rebate Claim
CIS.12.010	Incentive Rebates	12.010.028	System will be configured to process and track Minimum Efficiency Requirements (MER) for example, including the following information but not limited to: 2) Equipment Category including but not limited to: Other			25 Out	No	Oracle, Customer Cloud Service (CS)	Can be stored in the SF Characteristics of the SA related to the Rebate Claim
CIS.12.010	Incentive Rebates	12.010.029	System will be configured to process and track Pool Pumps rebates			25 Out	No	Oracle, Customer Cloud Service (CS)	Conservation Program
CIS.12.010	Incentive Rebates	12.010.030	System will be configured to process and track Refrigerator or Freezer rebates			25 Out	No	Oracle, Customer Cloud Service (CS)	Conservation Program
CIS.12.010	Incentive Rebates	12.010.031	System will be configured to process and track Residential and commercial Solar rebates			25 Out	No	Oracle, Customer Cloud Service (CS)	Conservation Program
CIS.12.010	Incentive Rebates	12.010.032	System will be configured to process and track Other user defined rebates with user defined data attributes			25 Out	No	Oracle, Customer Cloud Service (CS)	Conservation Program

CIS.14.000 - Security			
Process ID	Process Title	Requirement Number	Requirement Description
CIS.14.000	Security Management - General		
CIS.14.000	Security Management - General	14.000.001	System is configured to accommodate single sign-on through Active Directory
CIS.14.000	Security Management - General	14.000.002	System will be configured to provide the ability to associate a system group with a Windows Active Directory group.
CIS.14.000	Security Management - General	14.000.003	System will be configured to provide the administrator a step by step process when setting up the initial password. When creating a user master record, the security administrator must assign a password.
CIS.14.000	Security Management - General	14.000.004	System will be configured to provide the ability to accommodate a single sign-on user ID for the application user level.
CIS.14.000	Security Management - General	14.000.005	System will be configured to provide the ability to check passwords for every password attempt and increase the failed logon counter for the affected user master record for an incorrect attempt.
CIS.14.000	Security Management - General	14.000.006	System will be configured to provide the ability for a user who enters an incorrect password, a user-defined number of retries before terminating the logon attempt and disabling the account.
CIS.14.000	Security Management - General	14.000.007	System will be configured to provide a user-defined number of attempts within a user-defined timeframe before locking out the user.
CIS.14.000	Security Management - General	14.000.008	System should provide for all violations of security to be reported and logged.
CIS.14.000	Security Management - General	14.000.009	System will be configured to provide the ability to set an invalid password threshold for the number of invalid logon attempts.
CIS.14.000	Security Management - General	14.000.010	System will be configured to provide the ability to optionally record/capture the any one or all of the following information about each unauthorized access attempt: a) user ID
CIS.14.000	Security Management - General	14.000.011	System will be configured to provide the ability to optionally record/capture the any one or all of the following information about each unauthorized access attempt: b) workstation
CIS.14.000	Security Management - General	14.000.012	System will be configured to provide the ability to optionally record/capture the any one or all of the following information about each unauthorized access attempt: c) date
			Solution
			Oracle Identity Cloud Service (IDCS) AD integration
			Oracle Identity Cloud Service (IDCS) AD integration

Process ID	Process Title	Requirement Number	Requirement Description	Solution
CIS.14.000	Security Management - General	14.000.013	System will be configured to provide the ability to optionally record/capture the any one or all of the following information about each unauthorized access attempt: d) time	
CIS.14.000	Security Management - General	14.000.014	System will be configured to provide the ability to optionally record/capture the any one or all of the following information about each unauthorized access attempt: e) transaction type (menu, file, screen, field)	
CIS.14.000	Security Management - General	14.000.015	System will be configured to provide the ability to optionally record/capture the any one or all of the following information about each unauthorized access attempt: f) type of access (inquiry, modify, etc.)	
CIS.14.000	Security Management - General	14.000.016	System will be configured to provide the ability to optionally record/capture the any one or all of the following information about each authorized access attempt: a) user ID	
CIS.14.000	Security Management - General	14.000.017	System will be configured to provide the ability to optionally record/capture the any one or all of the following information about each authorized access attempt: b) workstation	
CIS.14.000	Security Management - General	14.000.018	System will be configured to provide the ability to optionally record/capture the any one or all of the following information about each authorized access attempt: c) date	
CIS.14.000	Security Management - General	14.000.019	System will be configured to provide the ability to optionally record/capture the any one or all of the following information about each authorized access attempt: d) time	
CIS.14.000	Security Management - General	14.000.020	System will be configured to provide the ability to optionally record/capture the any one or all of the following information about each authorized access attempt: e) transaction type (menu, file, screen, field)	
CIS.14.000	Security Management - General	14.000.021	System will be configured to provide the ability to optionally record/capture the any one or all of the following information about each authorized access attempt: f) type of access (inquiry, modify, etc.)	
CIS.14.000	Security Management - General	14.000.022	System will be configured to provide the ability to support secure access to the database, in so much as only authorized clients are allowed to access the database and should report attempts by unauthorized users to use the system.	Oracle Database
CIS.14.000	Security Management - General	14.000.023	System will be configured to provide the ability to define the level of access a user is authorized for (i.e. read only or update).	Admin -> Users/User Group
CIS.14.000	Security Management - General	14.000.024	System will be configured to provide the ability to prevent passwords from being printed or displayed (Masks out Passwords as they are entered).	Admin -> Users/User Group

Process ID	Process Title	Requirement Number	Requirement Description	Solution
CIS.14.000	Security Management - General	14.000.025	System will be configured to provide the ability to allow the administrator and other designated users the ability to accomplish all major changes in processing requirements by changing various system parameters.	Admin -> Users/User Group
CIS.14.000	Security Management - General	14.000.026	Provide for system administrator-defined fields and allow system administrator to define edits on user-defined fields through the ability to use Possible Value Lists, drop down lists or other field /	Characteristics definition
CIS.14.000	Security Management - General	14.000.027	System will be configured to provide for the system administrator to easily have the ability to change the description of fields.	Characteristics definition
CIS.14.000	Security Management - General	14.000.028	System will be configured to provide the ability to allow for all software and database design elements (ERD's (Entity Relationship Diagrams), design graphics, etc.) to be available for viewing and/or updating by the system administrator.	Application Viewer
CIS.14.000	Security Management - General	14.000.029	System will be configured to provide the ability to allow system administrator to initiate restart and recovery procedures after any event.	Oracle Cloud Infrastructure
CIS.14.010	Security Password Rules			
CIS.14.010	Security Password Rules	14.010.001	System will be configured to provide the ability for the utility to define the length and structure of required passwords.	
CIS.14.010	Security Password Rules	14.010.002	System will be configured to provide the ability to use characters of the syntactical character set to include the following: a) letter	
CIS.14.010	Security Password Rules	14.010.003	System will be configured to provide the ability to use characters of the syntactical character set to include the following: b) digits	
CIS.14.010	Security Password Rules	14.010.004	System will be configured to provide the ability to use characters of the syntactical character set to include the following: c) special characters	
CIS.14.010	Security Password Rules	14.010.005	System will be configured to provide the ability to use characters of the syntactical character set to include the following: d) case sensitive letters	
CIS.14.010	Security Password Rules	14.010.006	System will be configured to provide the ability for the administrator to define the following password characters: a) How many digits	
CIS.14.010	Security Password Rules	14.010.007	System will be configured to provide the ability for the administrator to define the following password characters: b) How many letters	
CIS.14.010	Security Password Rules	14.010.008	System will be configured to provide the ability for the administrator to define the following password characters: c) How many special characters	

Process ID	Process Title	Requirement Number	Requirement Description	Solution
CIS.14.010	Security Password Rules	14.010.009	System will be configured to provide the ability to restrict user-defined special characters from being used when creating a user's password: a) quotation	
CIS.14.010	Security Password Rules	14.010.010	System will be configured to provide the ability to restrict user-defined special characters from being used when creating a user's password: b) question mark	
CIS.14.010	Security Password Rules	14.010.011	System will be configured to provide the ability to restrict user-defined special characters from being used when creating a user's password: c) space	
CIS.14.010	Security Password Rules	14.010.012	System will be configured to provide the ability to restrict user-defined special characters from being used when creating a user's password: d) other	
CIS.14.010	Security Password Rules	14.010.013	System will be configured to provide the ability for the first three characters of a password to not appear in the same order as in the user ID.	
CIS.14.010	Security Password Rules	14.010.014	System will be configured to provide the ability to restrict the first three characters so that they are not identical.	
CIS.14.010	Security Password Rules	14.010.015	System will be configured to provide the ability to alert or provide a warning to the user if the user breaks the password creation rule when assigning passwords in user maintenance.	
CIS.14.010	Security Password Rules	14.010.016	System will be configured to force the user to change their password upon initial successful logon.	
CIS.14.010	Security Password Rules	14.010.017	System will be configured to provide the ability to restrict the use of a predefined list of specific names or phrases as the password.	
CIS.14.010	Security Password Rules	14.010.018	System will be configured to provide the ability to restrict the password from being changed to a previous user password (up to a configurable number of previous passwords), if the user changes the password themselves (non IT password change).	
CIS.14.010	Security Password Rules	14.010.019	System will be configured to provide the ability for the administrator to reset a user's password to any password, even to one of the last five passwords of the user.	
CIS.14.010	Security Password Rules	14.010.020	System will be configured to provide the ability for the password to be changed by the user ONLY after the old password has been entered correctly.	
CIS.14.010	Security Password Rules	14.010.021	System will be configured to provide the ability to restrict changing the password to maximum of once a day; the administrator can change the password any number of times.	
CIS.14.010	Security Password Rules	14.010.022	System will be configured to provide the ability to make the password not case-sensitive.	
CIS.14.010	Security Password Rules	14.010.023	System will be configured to provide the ability to specify the number of characters in the new password that must be different from the old password.	

Process ID	Process Title	Requirement Number	Requirement Description	Solution
CIS.14.010	Security Password Rules	14.010.024	System will be configured to provide that new or updated password rules do not affect old passwords. The password rules are only evaluated when changing the password.	
CIS.14.010	Security Password Rules	14.010.025	System will be configured to provide the ability to force users to change their passwords after a set period of time.	
CIS.14.010	Security Password Rules	14.010.026	System will be configured to provide the ability to create a Master Record/Role to enable the user to log onto the system and allow access to the functions and objects within the limits of the authorization.	
CIS.14.010	Security Password Rules	14.010.027	System will be configured to provide the ability to create a Single Role which allows the automatic generation of an authorization profile. The role contains the authorization data and the logon menu for the user.	
CIS.14.020	Security Setup User types			
CIS.14.020	Security Setup User types	14.020.001	System will be configured to provide the ability for the system administrator to setup user-defined security hierarchy.	Admin -> Users/User Group
CIS.14.020	Security Setup User types	14.020.002	System will be configured to provide the ability for an administrator to easily set-up, define and manage users and their access levels.	Admin -> Users/User Group
CIS.14.020	Security Setup User types	14.020.003	System to provide security at all levels, including the following: a) System level	Admin -> Users/User Group
CIS.14.020	Security Setup User types	14.020.004	System to provide security at all levels, including the following: b) Business function level	Admin -> Users/User Group
CIS.14.020	Security Setup User types	14.020.005	System to provide security at all levels, including the following: c) Event level	Admin -> Users/User Group
CIS.14.020	Security Setup User types	14.020.006	System to provide security at all levels, including the following: d) Screen level	Admin -> Users/User Group
CIS.14.020	Security Setup User types	14.020.007	System to provide security at all levels, including the following: e) Field level	Admin -> Users/User Group
CIS.14.020	Security Setup User types	14.020.008	System will be configured to provide the ability to control access on a configurable basis for any level (userid, role based or global) for the following: a) application	Admin -> Users/User Group
CIS.14.020	Security Setup User types	14.020.009	System will be configured to provide the ability to control access on a configurable basis for the any level (userid, role based or global) for the following: d) menu	Admin -> Users/User Group
CIS.14.020	Security Setup User types	14.020.010	System will be configured to provide the ability to control access on a configurable basis for the any level (userid, role based or global) for the following: e) function or screen	Admin -> Users/User Group
CIS.14.020	Security Setup User types	14.020.011	System will be configured to provide the ability to control access on a configurable basis for the any level (userid, role based or global) for the following: f) field	Admin -> Users/User Group
CIS.14.020	Security Setup User types	14.020.012	System will be configured to provide the ability to control access on a configurable basis for the any level (userid, role based or global) for the following: g) organization	Admin -> Users/User Group

Process ID	Process Title	Requirement Number	Requirement Description	Solution
C.I.S.14.020	Security Setup User types	14.020.013	System will be configured to provide the ability to control access on a configurable basis for the any level (userid, role based or global) for the following: h) department	Admin -> Users/User Group
C.I.S.14.020	Security Setup User types	14.020.014	System to provide restriction of access to user-defined customer/account information and related processing by the following: a) User	Admin -> Users/User Group
C.I.S.14.020	Security Setup User types	14.020.015	System to provide restriction of access to user-defined customer/account information and related processing by the following: b) User group	Admin -> Users/User Group
C.I.S.14.020	Security Setup User types	14.020.016	System to provide restriction of access to user-defined customer/account information and related processing by the following: c) Connection Object	Admin -> Users/User Group
C.I.S.14.020	Security Setup User types	14.020.017	System to provide restriction of access to user-defined customer/account information and related processing by the following: d) API Function	Admin -> Users/User Group
C.I.S.14.020	Security Setup User types	14.020.018	System to provide restriction of access to user-defined customer/account information and related processing by the following: e) Department	Admin -> Users/User Group
C.I.S.14.020	Security Setup User types	14.020.019	System will be configured to provide the ability to group users into classes.	Admin -> Users/User Group
C.I.S.14.020	Security Setup User types	14.020.020	System will be configured to provide the ability to assign user class rights that will be applied to each user in the group.	Admin -> Users/User Group
C.I.S.14.020	Security Setup User types	14.020.021	System will be configured to provide the ability to add and modify user security information using online screens with immediate profile update.	Admin -> Users/User Group
C.I.S.14.020	Security Setup User types	14.020.022	System will be configured to provide the ability to support a centralized security administration function.	Admin -> Users/User Group
C.I.S.14.020	Security Setup User types	14.020.023	System will be configured to provide the ability to provide various access types that include: a) inquiry/read only	Admin -> Application Service
C.I.S.14.020	Security Setup User types	14.020.024	System will be configured to provide the ability to provide various access types that include: b) add/create	Admin -> Application Service
C.I.S.14.020	Security Setup User types	14.020.025	System will be configured to provide the ability to provide various access types that include: c) modify/update	Admin -> Application Service
C.I.S.14.020	Security Setup User types	14.020.026	System will be configured to provide the ability to provide various access types that include: d) delete/remove	Admin -> Application Service
C.I.S.14.020	Security Setup User types	14.020.027	System will be configured to provide the ability to provide various access types that include: e) supervisory approval of transactions	Admin -> Application Service
C.I.S.14.020	Security Setup User types	14.020.028	System will be configured to provide the ability to provide various access types that include: f) any combination of the above identified types	Admin -> Application Service

Process ID	Process Title	Requirement Number	Requirement Description	Solution
CIS.14.030	Other Security Items			Application Service
CIS.14.030	Other Security Items	14.030.001	System will be configured to provide the ability to support, where online processing is occurring via remote or web based clients, a secure (encrypted) access to the system.	HTTPS
CIS.14.030	Other Security Items	14.030.002	System will be configured to provide the ability for users to be signed onto more than one workstation (CIS sessions) simultaneously.	Default behavior
CIS.14.030	Other Security Items	14.030.003	System will be configured to provide the ability to set an invalid password threshold for the number of invalid logon attempts.	
CIS.14.030	Other Security Items	14.030.004	System will be configured to provide the ability to suspend a user id from further use until appropriate administration staff re-activates.	User enable field
CIS.14.030	Other Security Items	14.030.005	System will be configured to provide the ability to define a system wide parameter to force all passwords to be changed upon demand.	
CIS.14.030	Other Security Items	14.030.006	System will be configured to provide the ability to encrypt passwords while stored so they cannot be viewed.	
CIS.14.030	Other Security Items	14.030.007	System will be configured to provide the ability to suspend all user access when a user is terminated.	
CIS.14.030	Other Security Items	14.030.008	System will be configured to provide the ability to disconnect a user already logged on.	
CIS.14.030	Other Security Items	14.030.009	System will be configured to provide the ability to time out or suspend users after a configurable period of time of being idle. This time out requires the user to re-enter their password before continuing.	
CIS.14.030	Other Security Items	14.030.010	System will be configured to provide the ability to restrict access to the file containing security parameters.	Admin -> Users/User Group
CIS.14.030	Other Security Items	14.030.011	System will be configured to provide the ability to generate reports on the information recorded or logged by the security system for each access.	Audit
CIS.14.030	Other Security Items	14.030.012	Ability to generate online inquiry to review access profiles and types given to the users defined to the system. Passwords are either not displayed or are masked.	Admin -> Users/User Group

Process ID	Process Title	Requirement Number	Requirement Description	Solution
CIS.14.030	Other Security Items	14.030.013	System will be configured to support private key certificates (X.509) and digital signatures.	
CIS.14.030	Other Security Items	14.030.014	System will be configured to support public key certificates (X.509) and digital signatures.	
CIS.14.030	Other Security Items	14.030.015	System will be configured to provide the ability to accommodate user administration in a decentralized manner, in which you have distributed the user maintenance tasks among multiple administrators.	Admin -> User
CIS.14.030	Other Security Items	14.030.016	System will be configured to provide the ability for CIS security to be maintained by a central security application using master records centrally in one system. Changes to the information are automatically distributed to all users.	Data Access Role

CIS.15.000 - Loans Management System									
Process ID	Process Title	Requirement Number	Requirement Description	MVU Notes	Software Score	Scope (In/Out)	Included in Price (Yes or No)	System or Module	Solution
CIS.15.000	Loans Management - General								
CIS.15.000	Loans Management - General	15.000.001	System will be configured to perform simple interest loans for both residential and commercial customers.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Loan Maintenance
CIS.15.000	Loans Management - General	15.000.002	System will be configured to perform compound interest loans for both residential and commercial customers.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Loan Maintenance
CIS.15.000	Loans Management - General	15.000.003	System will be configured to for the following types of loans for equipment or work, including but not limited to: a) Commercial Lighting			25 In	Yes	Oracle Customer Cloud Service (CCS)	SA Type / Loan Maintenance
CIS.15.000	Loans Management - General	15.000.004	System will be configured to for the following types of loans for equipment or work, including but not limited to: b) Electric Vehicles			25 In	Yes	Oracle Customer Cloud Service (CCS)	SA Type / Loan Maintenance
CIS.15.000	Loans Management - General	15.000.005	System will be configured to for the following types of loans for equipment or work, including but not limited to: c) Electric meter relocation.			25 In	Yes	Oracle Customer Cloud Service (CCS)	SA Type / Loan Maintenance
CIS.15.000	Loans Management - General	15.000.006	System will be configured to for the following types of loans for equipment or work, including but not limited to: d) Community and rooftop solar			25 In	Yes	Oracle Customer Cloud Service (CCS)	SA Type / Loan Maintenance
CIS.15.000	Loans Management - General	15.000.007	System will be configured to for the following types of loans for equipment or work, including but not limited to: e) Charging Stations			25 In	Yes	Oracle Customer Cloud Service (CCS)	SA Type / Loan Maintenance
CIS.15.000	Loans Management - General	15.000.008	System will be configured to for the following types of loans for equipment or work, including but not limited to: f) Batteries			25 In	Yes	Oracle Customer Cloud Service (CCS)	SA Type / Loan Maintenance
CIS.15.000	Loans Management - General	15.000.009	System will be configured to provide that loans can be done at the departmental level within MVU (not intended for one specific area)			25 In	Yes	Oracle Customer Cloud Service (CCS)	SA Type / Loan Maintenance
CIS.15.000	Loans Management - General	15.000.010	System will be configured to allow for loans that are user-defined in length of time.			25 In	Yes	Oracle Customer Cloud Service (CCS)	SA Type / Loan Maintenance
CIS.15.000	Loans Management - General	15.000.011	System will be configured to allow for loans to be calculated on a daily interest rate.			25 In	Yes	Oracle Customer Cloud Service (CCS)	SA Type / Loan Maintenance
CIS.15.000	Loans Management - General	15.000.012	System will be configured to allow for loans to be calculated on a monthly interest rate.			25 In	Yes	Oracle Customer Cloud Service (CCS)	SA Type / Loan Maintenance
CIS.15.000	Loans Management - General	15.000.013	System will be configured to allow for loans to be calculated on an annual interest rate.			25 In	Yes	Oracle Customer Cloud Service (CCS)	SA Type / Loan Maintenance
CIS.15.000	Loans Management - General	15.000.014	System will be configured to provide for loans for non-commodity MVU customers.			25 In	Yes	Oracle Customer Cloud Service (CCS)	SA Type / Loan Maintenance
CIS.15.000	Loans Management - General	15.000.015	System will be configured to capture of the following information, including but not limited to: a) Customer application data			25 In	Yes	Oracle Customer Cloud Service (CCS)	Account/Person
CIS.15.000	Loans Management - General	15.000.016	System will be configured to capture of the following information, including but not limited to: b) Loan Status (open, closed, pending, etc.)			25 In	Yes	Oracle Customer Cloud Service (CCS)	Loan Service Agreement
CIS.15.000	Loans Management - General	15.000.017	System will be configured to capture of the following information, including but not limited to: c) Borrower Data: i) Name			25 In	Yes	Oracle Customer Cloud Service (CCS)	Person name
CIS.15.000	Loans Management - General	15.000.018	System will be configured to capture of the following information, including but not limited to: c) Borrower Data: ii) Address			25 In	Yes	Oracle Customer Cloud Service (CCS)	Person address / service address
CIS.15.000	Loans Management - General	15.000.019	System will be configured to capture of the following information, including but not limited to: c) Borrower Data: iii) Social security number or TIN			25 In	Yes	Oracle Customer Cloud Service (CCS)	Person Identifier
CIS.15.000	Loans Management - General	15.000.020	System will be configured to capture of the following information, including but not limited to: c) Borrower Data: iv) Selected financial data (income, assets, etc.)			25 In	Yes	Oracle Customer Cloud Service (CCS)	Service Agreement Attachment
CIS.15.000	Loans Management - General	15.000.021	System will be configured to capture of the following information, including but not limited to: c) Borrower Data: d) Loan amount			25 In	Yes	Oracle Customer Cloud Service (CCS)	Service Agreement
CIS.15.000	Loans Management - General	15.000.022	System will be configured to capture of the following information, including but not limited to: c) Borrower Data: e) Annual interest rate			25 In	Yes	Oracle Customer Cloud Service (CCS)	Loan Maintenance
CIS.15.000	Loans Management - General	15.000.023	System will be configured to capture of the following information, including but not limited to: c) Borrower Data: f) Loan terms			25 In	Yes	Oracle Customer Cloud Service (CCS)	Loan Maintenance
CIS.15.000	Loans Management - General	15.000.024	System will be configured to capture of the following information, including but not limited to: c) Borrower Data: g) Payment history			25 In	Yes	Oracle Customer Cloud Service (CCS)	SA Financial History
CIS.15.000	Loans Management - General	15.000.025	System will be configured to capture of the following information, including but not limited to: c) Borrower Data: h) Fees			25 In	Yes	Oracle Customer Cloud Service (CCS)	Adjustment
CIS.15.000	Loans Management - General	15.000.026	System will be configured to capture of the following information, including but not limited to: c) Borrower Data: i) Penalties			25 In	Yes	Oracle Customer Cloud Service (CCS)	Adjustment

Process ID	Process Title	Requirement Number	Requirement Description	WVU Notes	Software Score	Scope (In/Out)	Included in Price (Yes or No)	System or Module	Solution
CIS 15.000	Loans Management - General	15.000.027	System will be configured to capture of the following information, including but not limited to: j) Dates: i) Application date.		25 In	Yes	Oracle Customer Cloud Service (CCS)	Service Agreement Characteristic	
CIS 15.000	Loans Management - General	15.000.028	System will be configured to capture of the following information, including but not limited to: j) Dates: i) Close date.		25 In	Yes	Oracle Customer Cloud Service (CCS)	Service Agreement End Date	
CIS 15.000	Loans Management - General	15.000.029	System will be configured to capture of the following information, including but not limited to: j) Dates: i) Due date.		25 In	Yes	Oracle Customer Cloud Service (CCS)	Bill Due Date	
CIS 15.000	Loans Management - General	15.000.030	System will be configured to capture of the following information, including but not limited to: j) Dates: i) Origination date.		25 In	Yes	Oracle Customer Cloud Service (CCS)	Service Agreement Characteristic	
CIS 15.000	Loans Management - General	15.000.031	System will be configured to capture of the following information, including but not limited to: j) Dates: v) Approval date.		25 In	Yes	Oracle Customer Cloud Service (CCS)	Service Agreement Characteristic	
CIS 15.000	Loans Management - General	15.000.032	System will be configured to capture of the following information, including but not limited to: j) Dates: w) Termination date.		25 In	Yes	Oracle Customer Cloud Service (CCS)	Service Agreement Characteristic	
CIS 15.000	Loans Management - General	15.000.033	System will be configured to capture of the following information, including but not limited to: j) Dates: w) Cancellation date.		25 In	Yes	Oracle Customer Cloud Service (CCS)	Service Agreement Characteristic	
CIS 15.000	Loans Management - General	15.000.034	System will be configured to capture of the following information, including but not limited to: j) Dates: viii) First charge date.		25 In	Yes	Oracle Customer Cloud Service (CCS)	Service Agreement Characteristic	
CIS 15.000	Loans Management - General	15.000.035	System will be configured to capture of the following information, including but not limited to: j) Dates: ix) Last charge date.		25 In	Yes	Oracle Customer Cloud Service (CCS)	Service Agreement Characteristic	
CIS 15.000	Loans Management - General	15.000.036	System will be configured to capture of the following information, including but not limited to: j) Dates: x) First payment date.		25 In	Yes	Oracle Customer Cloud Service (CCS)	Service Agreement Characteristic	
CIS 15.000	Loans Management - General	15.000.037	System will be configured to capture of the following information, including but not limited to: j) Dates: x) Last / final payment date.		25 In	Yes	Oracle Customer Cloud Service (CCS)	Service Agreement Characteristic	
CIS 15.000	Loans Management - General	15.000.038	System will be configured to capture of the following information, including but not limited to: k) Loan type.		25 In	Yes	Oracle Customer Cloud Service (CCS)	SA Type	
CIS 15.000	Loans Management - General	15.000.039	System will be configured to capture of the following information, including but not limited to: l) Loan description.		25 In	Yes	Oracle Customer Cloud Service (CCS)	SA Type	
CIS 15.000	Loans Management - General	15.000.040	System will be configured to capture of the following information, including but not limited to: m) Rate code.		25 In	Yes	Oracle Customer Cloud Service (CCS)	SA Type	
CIS 15.000	Loans Management - General	15.000.041	System will be configured to capture of the following information, including but not limited to: n) Customer number.		25 In	Yes	Oracle Customer Cloud Service (CCS)	Service Agreement Account ID	
CIS 15.000	Loans Management - General	15.000.042	System will be configured to capture of the following information, including but not limited to: o) Premise number (if applicable).		25 In	Yes	Oracle Customer Cloud Service (CCS)	Service Agreement Char Prem ID	
CIS 15.000	Loans Management - General	15.000.043	System will be configured to capture of the following information, including but not limited to: p) Loan number.		25 In	Yes	Oracle Customer Cloud Service (CCS)	Service Agreement ID	
CIS 15.000	Loans Management - General	15.000.044	System will be configured to capture of the following information, including but not limited to: q) Payee code.		25 In	Yes	Oracle Customer Cloud Service (CCS)	Service Agreement Characteristic	
CIS 15.000	Loans Management - General	15.000.045	System will be configured to capture of the following information, including but not limited to: r) Annual interest rate.		25 In	Yes	Oracle Customer Cloud Service (CCS)	Service Agreement Characteristic	
CIS 15.000	Loans Management - General	15.000.046	System will be configured to capture of the following information, including but not limited to: s) Approval Reference.		25 In	Yes	Oracle Customer Cloud Service (CCS)	Service Agreement Characteristic	
CIS 15.000	Loans Management - General	15.000.047	System will be configured to capture of the following information, including but not limited to: t) Termination reason.		25 In	Yes	Oracle Customer Cloud Service (CCS)	Service Agreement Characteristic	
CIS 15.000	Loans Management - General	15.000.048	System will be configured to capture of the following information, including but not limited to: u) Termination note.		25 In	Yes	Oracle Customer Cloud Service (CCS)	Service Agreement Characteristic	
CIS 15.000	Loans Management - General	15.000.049	System will be configured to capture of the following information, including but not limited to: v) Amount to finance.		25 In	Yes	Oracle Customer Cloud Service (CCS)	Service Agreement Characteristic	
CIS 15.000	Loans Management - General	15.000.050	System will be configured to capture of the following information, including but not limited to: w) Down payment.		25 In	Yes	Oracle Customer Cloud Service (CCS)	Service Agreement Characteristic	
CIS 15.000	Loans Management - General	15.000.051	System will be configured to capture of the following information, including but not limited to: x) Payment amount.		25 In	Yes	Oracle Customer Cloud Service (CCS)	Service Agreement Characteristic	
CIS 15.000	Loans Management - General	15.000.052	System will be configured to capture of the following information, including but not limited to: y) Amount of last payment.		25 In	Yes	Oracle Customer Cloud Service (CCS)	Service Agreement Characteristic	

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CIS 15.000	Loans Management - General	15.000.053	System will be configured to capture of the following information, including but not limited to: Charge date			25 In	Yes	Oracle Customer Cloud Service (CCS)	Service Agreement Characteristic
CIS 15.000	Loans Management - General	15.000.054	System will be configured to capture of the following information, including but not limited to: a) Paid date			25 In	Yes	Oracle Customer Cloud Service (CCS)	Service Agreement Characteristic
CIS 15.000	Loans Management - General	15.000.055	System will be configured to capture of the following information, including but not limited to: ab) Charged principal and interest			25 In	Yes	Oracle Customer Cloud Service (CCS)	Loan Maintenance
CIS 15.000	Loans Management - General	15.000.056	System will be configured to capture of the following information, including but not limited to: ac) Paid principal and interest			25 In	Yes	Oracle Customer Cloud Service (CCS)	Loan Maintenance
CIS 15.000	Loans Management - General	15.000.057	System will be configured to capture of the following information, including but not limited to: ad) Tax			25 In	Yes	Oracle Customer Cloud Service (CCS)	Loan Maintenance
CIS 15.000	Loans Management - General	15.000.058	System will be configured to capture of the following information, including but not limited to: ae) Unpaid principal balance			25 In	Yes	Oracle Customer Cloud Service (CCS)	Loan Maintenance
CIS 15.000	Loans Management - General	15.000.059	System will be configured to capture of the following information, including but not limited to: af) Number of payments			25 In	Yes	Oracle Customer Cloud Service (CCS)	Loan Maintenance
CIS 15.000	Loans Management - General	15.000.060	System will be configured to capture of the following information, including but not limited to: ag) Minimum loan amount			25 In	Yes	Oracle Customer Cloud Service (CCS)	SA Type Characteristic
CIS 15.000	Loans Management - General	15.000.061	System will be configured to capture of the following information, including but not limited to: ah) Maximum loan amount			25 In	Yes	Oracle Customer Cloud Service (CCS)	SA Type Characteristic
CIS 15.000	Loans Management - General	15.000.062	System will be configured to capture of the following information, including but not limited to: ai) Origination fee			25 In	Yes	Oracle Customer Cloud Service (CCS)	SA Type Characteristic
CIS 15.000	Loans Management - General	15.000.063	System will be configured to capture of the following information, including but not limited to: aj) Secured or Unsecured and type of security			25 In	Yes	Oracle Customer Cloud Service (CCS)	SA Type Characteristic
CIS 15.000	Loans Management - General	15.000.064	System will be configured to capture of the following information, including but not limited to: ak) Originator			25 In	Yes	Oracle Customer Cloud Service (CCS)	SA Type Characteristic
CIS 15.000	Loans Management - General	15.000.065	System will be configured to capture of the following information, including but not limited to: al) Approver			25 In	Yes	Oracle Customer Cloud Service (CCS)	SA Type Characteristic
CIS 15.000	Loans Management - General	15.000.066	System will be configured to capture of the following information, including but not limited to: am) System will be configured to provide for optional fees for certain loan and / or customer types.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Create Adjustment on SA Creation
CIS 15.000	Loans Management - General	15.000.067	System will be configured to capture of the following information, including but not limited to: an) System will be configured to provide for changing the loan to "total due and payable."			25 In	Yes	Oracle Customer Cloud Service (CCS)	Loan Maintenance
CIS 15.000	Loans Management - General	15.000.068	System will be configured to provide that a loan that went to "total due and payable" the ability to reverse back to a standard loan.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Loan Maintenance
CIS 15.000	Loans Management - General	15.000.069	System will be configured to provide for loans to be held for a user-defined period of time.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Loan Maintenance
CIS 15.000	Loans Management - General	15.000.070	System will be configured to provide for a standard monthly loan with a balloon payment at the end.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Loan Maintenance
CIS 15.000	Loans Management - General	15.000.071	System will be configured to provide for the amortization schedule to be displayed within the CIS.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Loan Maintenance
CIS 15.000	Loans Management - General	15.000.072	System will be configured to provide for the amortization schedule to be exported to a CSV, Excel, or the like type file.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Need to customize UI to add export button
CIS 15.000	Loans Management - General	15.000.073	System will be configured to provide for the amortization schedule that can be printed			25 In	Yes	Oracle Customer Cloud Service (CCS)	Need to customize UI to add print button on amortization schedule
CIS 15.000	Loans Management - General	15.000.074	System will be configured to produce an automatic notification of satisfaction upon the completion of the loan.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Notification Preference can be set for this
CIS 15.000	Loans Management - General	15.000.075	System will be configured to provide that when services are closed (move-out / final) all monies are due and payable.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Algorithm on the Utility SA to recalculate Loan amount
CIS 15.000	Loans Management - General	15.000.076	System will be configured to provide that when services are closed (move-out / final), and the customer doesn't sell the home (rental), the customer can still pay the loan from their new location.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Loan bill can be sent to new address
CIS 15.000	Loans Management - General	15.000.077	System will be configured to provide for the loan to be written-off			25 In	Yes	Oracle Customer Cloud Service (CCS)	SA Type
CIS 15.000	Loans Management - General	15.000.078	System will be configured to display interest and principal paid to date.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Loan Maintenance
CIS 15.000	Loans Management - General	15.000.079	System will be configured to display the payoff amount.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Service Agreement
CIS 15.000	Loans Management - General	15.000.080	System will be configured to store loan documents within the CIS.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Service Agreement Attachment
CIS 15.000	Loans Management - General	15.000.081	System will be configured to generate loan documentation using forms / templates.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Service Agreement Attachment
CIS 15.000	Loans Management - General	15.000.082	System will be configured to provide for a user-defined billing period for each loan customer (e.g., daily, monthly, yearly, etc.)			25 In	Yes	Oracle Customer Cloud Service (CCS)	Account Bill Cycle

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CLS 15.000	Loans Management - General	15.000.083	System will be configured to automatically change the loan status to "Satisfied" once a loan has been charged and paid to a zero balance. System will be configured to generate an automatic end-of-aid-hour report listing all satisfied loans.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Service Agreement Transitions to closed status; Query zone configuration to list all satisfied loans given a set of filters

CIS.16.000 - Meter Data Management									
Process ID	Process Title	Requirement Number	Requirement Description	MVU Notes	Software Score	Scope (In/Out)	Included in Price (Yes or No)	System or Module	Solution
CIS.16.000	MDM - General								GIS and MDM are part of Oracle Utilities Customer Cloud Service which provides inbound capabilities to establish two-way communication between GIS and MDM. This communication can be established using the configuration tools of CCS which can invoke Service Scripts, Business Objects, Algorithms, etc.
CIS.16.000	MDM - General	16.000.001	System enables for a two-way communication between the CCS, the MDM system, and the meter.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Oracle Utilities CCS also provides the two-way communication in form of Inbound and Outbound messages which flows between meter/Head End System and CCS (MDM and CIS). This communication is established through web services which can be invoked to send or receive the messages to and from CCS.
CIS.16.000	MDM - General	16.000.002	System provides the ability to interface to multiple AMI head-end systems.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Oracle Utilities CCS can be integrated with multiple Head End Systems. Each Head End System will be configured in the application as an External Application which will send the outbound messages through Web Services.
CIS.16.000	MDM - General	16.000.003	Proposed solution must integrate with the existing and future meter reading systems.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Oracle Utilities CCS can be integrated with existing and future meter reading systems. The meter readings should be provided either through structured file format or by invoking the Web Services.
CIS.16.000	MDM - General	16.000.004	System will support the loading of data files in Iron/Elster/Honeywell AMR Def format.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Oracle Utilities CCS provides the inbuilt adapter for Iron and system also provides the adapter development kit to establish the integration with other Head End Systems which will be used to integrate Elster and Honeywell data files.
CIS.16.000	MDM - General	16.000.005	System will be able to capture meter reading, intervals, etc. from all industry standard advanced meters.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Meter data can be uploaded through batch control by using DI-IMD batch job.
CIS.16.000	MDM - General	16.000.006	System will support scheduled batch loading of meter data.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Oracle Utilities CCS can capture and store meter readings in both Consumptive and Subtractive format. It can also store these readings/consumption for Scalar and Interval meter channels. Interval meter channels can store intervals of any size like 1 min, 5 min, 10 min, 15 min, 30 min, 60 min, etc.
CIS.16.000	MDM - General	16.000.007	System will support real-time loading of meter data.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Oracle Utilities CCS provides meter data upload in both modes batch and online. Scheduled meter reads are uploaded generally in batch mode, so batch process is used to upload these reads. On-Demand Reads are generally captured on ad-hoc basis and should be created immediately. So it can be created in real time (bypassing the batch process). batch timings will be discussed in the requirement workshop session to determine the windows for meter read upload.
CIS.16.000	MDM - General	16.000.008	System will provide notice to operators and external systems of successful and unsuccessful attempts to load data in a timely manner.			25 In	Yes	Oracle Customer Cloud Service (CCS)	System can support both real time and batch mode meter data upload.
CIS.16.000	MDM - General	16.000.009	System will have an extensive data model that accurately reflects the utility metering environment.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Oracle Utilities CCS provides acknowledgments when the master or transactional data is created in the system through Web Services. Both positive and negative acknowledgments are provided by the system and external system can determine the status from the response.
CIS.16.000	MDM - General	16.000.010	System will provide a mechanism for managing and tracking the relationship between meter data and associated entities such as customers, accounts, premises and billing determinants.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Oracle Utilities CCS provides an extensive data model which can fulfill modern days needs of any utility. It is based on Oracle Utilities Application Framework and Oracle Utilities Meter Data Management products which is used worldwide for over a decade. It can support all types of metering such as Manual Meter, Smart Meters (AMR and AMI), Badged or Unbadged Items (Streetlights, Lamps, etc.).
CIS.16.000	MDM - General	16.000.011	System will have the ability to synchronize with CIS to accommodate customer moves, adds, changes, and deletions as changes are captured in CIS.			25 In	Yes	Oracle Customer Cloud Service (CCS)	

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CIS 16.000	MDM - General	16.000.012	System will interface to in-home devices such as displays or load control devices.		25 In	Yes	Oracle Customer Cloud Service (CCS)	It is based on the common architecture which can be used to store and capture measurements of any device and is not only limited to meters.	
CIS 16.000	MDM - General	16.000.013	System will provide a detailed virtual map of the electric infrastructure components (e.g., meters, transformers, distribution circuits, substations, and interconnections, etc.)		15 In	Yes	Oracle Customer Cloud Service (CCS)- Advanced Metering Service. This will require integration with ESRM GIS for the mapping.	System also provides powerful configuration tools which can be used to enhance any base functionality.	
CIS 16.000	MDM - General	16.000.014	System has the ability to issue a unit of work to the end device (e.g., meter read, software disconnect, reconnect, etc.) and wait for the response from the metering device.		25 In	Yes	Oracle Customer Cloud Service (CCS)	Oracle Utilities CCS provides the relationships for all the master entities in the data and the corresponding transactional data is stored by associating the master data with it. User of CCS can easily navigate to all the customer entities, meter entities, meter data, bill determinants data through the navigation options available on user screens.	
CIS 16.000	MDM - General	16.000.015	System supports the transference of data to the GIS for instantly generating a customer bill once the meter read has been received, validated, and usage calculated.		25 In	Yes	Oracle Customer Cloud Service (CCS)	Both GIS and MDM are available in Oracle Utilities CCS and they closely integrated which means when the system determines that there is an entity change or addition or deletion, then it is automatically synchronized with MDM module of CCS. These entities are synchronized through Joint Maintenance Methodology in CCS.	
CIS 16.000	MDM - General	16.000.016	System will track how, when, and why a change was made to a meter read, and identify the person or process that performed the change.		25 In	Yes	Oracle Customer Cloud Service (CCS)	Oracle Utilities CCS provides the functionality to integrate with any external system such as in-home devices, load control devices, etc. It can send the usage data or can invoke commands to these devices in real time.	
CIS 16.000	MDM - General	16.000.017	System will support the authentication of users (both for local and remote access) for accessing each meter/point-of-delivery.		25 In	Yes	Oracle Customer Cloud Service (CCS)	Oracle Utilities CCS is based on Oracle Utilities MDM product which provides the functionality to store and capture the Network Location (such as Distribution Transformers, Feeders, Substations, etc.) of the Service Point. It can also represent the network hierarchy of the meter in the distribution network through Facility Management.	
CIS 16.000	MDM - General	16.000.018	System provides for a cross-reference between the meter, premise, customer, and point-of-delivery (end/or other cross-references to ensure the GIS can communicate to the end device).		25 In	Yes	Oracle Customer Cloud Service (CCS)	Oracle Utilities provides the functionality to send the commands to the meters such as connect, disconnect, commission, decommission, On-Demand Read, Meter Ping, etc. It can send the command and monitor it till its completion or expiration.	
CIS 16.000	MDM - General	16.000.019	System will have security features to prevent unauthorized access to the AMI network and meter data management system that ensures authentication to all AMI-related components (e.g., LDAP authentication, certificate-based, etc.)		25 In	Yes	Oracle Customer Cloud Service (CCS)	GIS and MDM modules of CCS are closely integrated with each other. As soon as the bill determinants are calculated in MDM, they are transferred to CCS module of CCS without any delay. It is a real time synchronization.	
CIS 16.000	MDM - General	16.000.020	System will support an environment where the CIS will send to MDM daily scheduled on-cycle and off-cycle read requests for billing. After MDMs processes billing determinants it shall respond by sending to CIS a billing read or exception, for reads requested.		25 In	Yes	Oracle Customer Cloud Service (CCS)	Oracle Utilities CCS provides the audit functionality which can track the insert, update, delete of any entity and it can determine the User and the Timestamp at which changes were performed.	
CIS 16.000	MDM - General	16.000.021	The system intelligently decides amongst various estimation options, including analytical methods such as linear or best-fit interpolation.		25 In	Yes	Oracle Customer Cloud Service (CCS)	Oracle Utilities CCS is based on the Cloud Infrastructure security model which requires user authentication to sign-in before the user can perform any operation or view any data.	
CIS 16.000	MDM - General	16.000.022	Ability to interface to an enterprise time synchronization server.		25 In	Yes	Oracle Customer Cloud Service (CCS)	Oracle Utilities CCS can interface with Enterprise Time Sync Server to send and receive communication messages. It can receive the payload through Web Services and can send the message through External System functionality of CCS.	
CIS 16.000	MDM - General	16.000.023	Ability to track a meter history from one premise-service to another.		25 In	Yes	Oracle Customer Cloud Service (CCS)	All the entities such as Person, Account, Service Agreement, Service Point, Premise, Usage Subscription, Contact, Installation Event, Device, Device Configuration and Measuring Components are linked with each other for a specific customer and can be traversed from one portal to another.	

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CIS.16.000	MDM - General	16.000.024	Ability to track a premise-service history to see what customers have had service at that location.		25 In		Yes	Oracle Customer Cloud Service (CCS)	Oracle Utilities CCS is based on the Application Security feature which provides the functionality to secure each and every object/entity in the system. It also ensures whether the user has appropriate rights to perform any action such as read, write, execute, command execution, etc. If the user does not have access to any entity and an unauthorized access is tried, then it will reflect the appropriate error message.
CIS.16.000	MDM - General	16.000.025	Ability to track a customer's history to see what premise-services that customer has had.		25 In		Yes	Oracle Customer Cloud Service (CCS)	Oracle Utilities CCS supports On-Cycle and Off-Cycle billing. In both the cases, the bill determinant request is sent to the MDM module of CCS which processes the bill determinants and sends the usage to CIS module in real time.
CIS.16.000	MDM - General	16.000.026	Ability to track a premise-service history to see what meters have been at that location.		25 In		Yes	Oracle Customer Cloud Service (CCS)	Oracle Utilities CCS provides various estimation methods from out of the box application. It provides the estimation rules such as Linear Interpolation Estimation, Profile Estimation, Interval Averaging Estimation (not simple averaging of two intervals, it's more than that), Like Day Estimation, etc.
CIS.16.000	MDM - General	16.000.027	System will apply edit rules upon meter set up based on user-defined criteria to determine if constant (meter multiplier) and meter form are compatible.		25 In		Yes	Oracle Customer Cloud Service (CCS)	System also provides business to define their own estimation methods through configuration tools.
CIS.16.000	MDM - General	16.000.028	Provide the ability to automatically and /or manually generate service orders (CIS) based on events and user-defined criteria.		25 In		Yes	Oracle Customer Cloud Service (CCS)	Oracle Utilities CCS can interface with Enterprise Time Sync Server to send and receive communication messages. It can receive the payload through Web Services and can send the message through External System functionality of CCS.
CIS.16.000	MDM - General	16.000.029	Provide the ability to automatically and /or manually generate work orders (WMS) based on events and user-defined criteria.		25 In		Yes	Oracle Customer Cloud Service (CCS)	Meter history is maintained in MDM module of CCS application. Premise defines the service points which are served and a zone on service point provides the meter history information which were installed/removed in the past.
CIS.16.000	MDM - General	16.000.030	System will record data (active, reactive, energy, and capacity) from customer-owned distributed generation for both NEM and generation.		25 In		Yes	Oracle Customer Cloud Service (CCS)	Control Center Search portal provides the view of the customers which had a service at the location. User can search by the Premise Address which will list all the customers which had service at that location.
CIS.16.010	MDM - Meter Reading		At a minimum, the system should provide for an interface between the MDM and the CIS. The functionality should include and support, but not limited to, the following types of captured reads, rate management, and bill calculation:						MDM and CIS integration is provided out of the box in CCS application as both MDM and CIS are modules of CCS. There is no additional integration required and system can capture and store any Unit of Measure which utility is measuring in their meters/devices. These Unit of Measures such as kWh, kVAh, etc. are configurable, so user can define any UOM in the application.
CIS.16.010	MDM - Meter Reading	16.010.001	a) kWh		25 In		Yes	Oracle Customer Cloud Service (CCS)	kWh can be stored and captured in the CCS application for both Interval and Scalar/Periodic meters. Interval data can be captured for any user defined interval size. Once the bill determinant is calculated, then system automatically sends these to CIS.
CIS.16.010	MDM - Meter Reading	16.010.002	b) kW		25 In		Yes	Oracle Customer Cloud Service (CCS)	kW can be stored and captured in the CCS application for both Interval and Scalar/Periodic meters. Interval data can be captured for any user defined interval size. Once the bill determinant is calculated, then system automatically sends these to CIS.
CIS.16.010	MDM - Meter Reading	16.010.003	c) kVAR / kVAh		25 In		Yes	Oracle Customer Cloud Service (CCS)	Both kVA/kVAh can be stored and captured in the CCS application for both Interval and Scalar/Periodic meters. Interval data can be captured for any user defined interval size. Once the bill determinant is calculated, then system automatically sends these to CIS.
CIS.16.010	MDM - Meter Reading	16.010.004	d) MV/90xi output (or similar totalization program)		25 In		Yes	Oracle Customer Cloud Service (CCS)	System provides inbuilt adapters for from MV90 which is used to upload the meter data coming from MV90 head end system.
CIS.16.010	MDM - Meter Reading	16.010.005	e) TOU		25 In		Yes	Oracle Customer Cloud Service (CCS)	System can capture and store the reading/consumption for different TOU buckets. These TOU buckets can be defined in the system such as On-Peak, Off-Peak, Shoulder Peak, etc.
CIS.16.010	MDM - Meter Reading	16.010.006	f) Interval data (e.g., 5 min, 15 min, 30 min, hourly, daily, yearly, etc.) and the ability to sum intervals		25 In		Yes	Oracle Customer Cloud Service (CCS)	System can store and capture meter readings/consumption for any user defined interval size. System has no limitation on any interval size.

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CIS.16.010	MDM - Meter Reading	16.010.008	g) Demand response measurements		25 In	Yes	Oracle Customer Cloud Service (CCS)	System can store and capture demand and can perform additional validation during usage calculation. This demand based bill determinants can be sent to CCS module within CCS to calculate the bill.	
CIS.16.010	MDM - Meter Reading	16.010.009	h) Load profile data		25 In	Yes	Oracle Customer Cloud Service (CCS)	Load Profile data can be stored and captured in the system for any desired interval size. This data can also be exported as bill determinant calculation to support interval pricing or other processes.	
CIS.16.010	MDM - Meter Reading	16.010.010	i) Voltage profile (Min./Max.) - Report on exception outside parameters		25 In	Yes	Oracle Customer Cloud Service (CCS)	Voltage profile can be maintained in the system for every interval and validation rules can be performed to check the value within the threshold limits or not. User notifications can be generated on such exceptions.	
CIS.16.010	MDM - Meter Reading	16.010.011	j) Outage time/date/duration		25 In	Yes	Oracle Customer Cloud Service (CCS)	Meter Events can be stored in CCS which is used to store the outage events. Outage events are stored in Paired Events which means the outage and restoration are linked to each other and duration can be calculated from the two events.	
CIS.16.010	MDM - Meter Reading	16.010.012	k) Tamper condition tracking		25 In	Yes	Oracle Customer Cloud Service (CCS)	Tamper events can also be stored in CCS which can be sent to CCS from the meter/Head End System. CCS can also trigger the Service Investigative Orders for Meter Tampering or any other event based on their occurrences.	
CIS.16.010	MDM - Meter Reading	16.010.013	l) Poly-phase meters		25 In	Yes	Oracle Customer Cloud Service (CCS)	System provides the capability to store and capture the measurements from the Poly Phase meters. These measurements can be used to calculate the bill determinants.	
CIS.16.010	MDM - Meter Reading	16.010.014	m) Time-based rates schedule		25 In	Yes	Oracle Customer Cloud Service (CCS)	Time based rate schedules can be configured in CCS which will be applied on the time of Use bill determinants.	
CIS.16.010	MDM - Meter Reading	16.010.015	n) Aggregation of intervals or reads		25 In	Yes	Oracle Customer Cloud Service (CCS)	System provides inbuilt features of performing Standard and Dynamic Aggregation which has the capability to aggregate any quantity stored in the system.	
CIS.16.010	MDM - Meter Reading	16.010.016	o) Totalization of intervals or reads		25 In	Yes	Oracle Customer Cloud Service (CCS)	Totalization of Intervals or Reads can be done through the usage calculation process in CCS which can define the Usage Calculation Rules.	
CIS.16.010	MDM - Meter Reading	16.010.017	p) Support Net Metering		25 In	Yes	Oracle Customer Cloud Service (CCS)	System can store the measurements from Delivered and Received channels of Active and Reactive Energy which can be used to calculate the Net bill determinants on a given Service Point.	
CIS.16.010	MDM - Meter Reading	16.010.018	q) Support of sub-metering		25 In	Yes	Oracle Customer Cloud Service (CCS)	System supports the functionality of Master and Sub metering through Parent-Child Service Point Hierarchy.	
CIS.16.010	MDM - Meter Reading	16.010.019	r) Support of distributed generation		25 In	Yes	Oracle Customer Cloud Service (CCS)	Distributed Generation is supported in CCS by capturing and storing the measurements for Generated and Delivered which are then used to calculate the bill determinants.	
CIS.16.010	MDM - Meter Reading	16.010.020	s) CT & PT calculations		25 In	Yes	Oracle Customer Cloud Service (CCS)	CT and PT calculations can be performed in CCS through derived measurements where one or more measurement values can be used to derive other values.	
CIS.16.010	MDM - Meter Reading	16.010.021	System will be configured so that all systems of record are kept in sync with the MDM solution for meter provisioning and meter exchange data.		25 In	Yes	Oracle Customer Cloud Service (CCS)	Oracle Utilities CCS can send the master sync details to other external systems and this can be achieved by sending the outbound communication to the external systems.	
CIS.16.010	MDM - Meter Reading	16.010.022	System will store a minimum of 7 years of online read history - including and up to the interval level.		25 In	Yes	Oracle Customer Cloud Service (CCS)	System provides the functionality to store online data for user defined period and this is achieved by information lifecycle Management feature of CCS.	
CIS.16.010	MDM - Meter Reading	16.010.023	System will have a built-in processes to archive / warehouse data to a lower cost storage media.		25 In	Yes	Oracle Customer Cloud Service (CCS)	Archiving, Restoration and moving of data to slower disk is provided out of the box through Information Lifecycle Management process in Oracle Utilities CCS.	
CIS.16.010	MDM - Meter Reading	16.010.024	System will monitor "consumption on vacant" (reads above a pre-defined configurable threshold on an inactive customer account) and automatically generate alerts and notifications.		25 In	Yes	Oracle Customer Cloud Service (CCS)	System provides the functionality to monitor the consumption trend through various VEE rules which can throw an exception if the consumption recorded is too high or too low. System can also generate service orders for these scenarios automatically.	

Process ID	Process Title	Requirement Number	Requirement Description	MMU Notes	Software Score	Scope (In/Out)	Included in Price (Yes or No)	System or Module	Solution
CIS.16.010	MDM - Meter Reading	16.010.025	System will support meter reads as needed for on-cycle billing reads, off cycle meter reads, and special reads for re-bills, etc.		25 In	Yes	Oracle Customer Cloud Service (CCS)	System supports On-Cycle, Off-Cycle and Special Case Billing through CCS application. These features are supported by Online and Batch Bill Determinants processes.	
CIS.16.010	MDM - Meter Reading	16.010.026	System will allow the specification of holidays and recognize that these days fall into a different peak/period category.		25 In	Yes	Oracle Customer Cloud Service (CCS)	Holiday Calendar is configured in CCS and this is used in bill determinant calculation to determine the peak periods of a holiday.	
CIS.16.010	MDM - Meter Reading	16.010.027	System has the ability to either store or retrieve the most current meter read as well as historic meter reads.		25 In	Yes	Oracle Customer Cloud Service (CCS)	System provides the functionality to retrieve the most recent meter read and historic meter read. If an external system is requesting it, then it could be provided as part of bill determinants or even directly without creating a transaction for this in the system. User can also view any read in the system by providing the date range.	
CIS.16.010	MDM - Meter Reading	16.010.028	System provides that all cancel / rebill transactions coming from your CIS, using the AMI-MDM solution to capture a current usage or period, will automatically return the usage back to the CIS.		25 In	Yes	Oracle Customer Cloud Service (CCS)	System provides the capability to calculate the online bill determinants which can calculate the usage for cancel and rebill scenario through our cycle bill generation process.	
CIS.16.010	MDM - Meter Reading	16.010.029	System will be configured to allow the CIS solution to override the MDM read with a manual read.		25 In	Yes	Oracle Customer Cloud Service (CCS)	System allows the end user to manually upload the read on every channel through online interface which can be used enter the manual read and bill the customer.	
CIS.16.010	MDM - Meter Reading	16.010.030	System calculation engine should support all of the common mathematical operators and functions as well as conditional and logical functions including but not limited to:		25 In	Yes	Oracle Customer Cloud Service (CCS)	System can calculate the bill determinants on various mathematical, logical and trigonometrical functions.	
CIS.16.010	MDM - Meter Reading	16.010.031	a) Common operators: +, -, x, /, square root, square, etc.		25 In	Yes	Oracle Customer Cloud Service (CCS)	All of the mentioned and other mathematical operators are supported in CCS and these can be used while calculating the bill determinants.	
CIS.16.010	MDM - Meter Reading	16.010.032	b) Condition/logical functions: if, and, or, not, >, =, etc.		25 In	Yes	Oracle Customer Cloud Service (CCS)	All of the mentioned and other conditional/logical operators are supported in CCS and these can be used while calculating the bill determinants.	
CIS.16.010	MDM - Meter Reading	16.010.033	c) Time and date functions: max, min, avg, total, etc.		25 In	Yes	Oracle Customer Cloud Service (CCS)	System allows various date functions to transform the data from one format to another and also perform the axis conversion in case of different interval size.	
CIS.16.010	MDM - Meter Reading	16.010.034	e) User defined formula's		25 In	Yes	Oracle Customer Cloud Service (CCS)	All of the mentioned and other functions are supported in CCS and these can be used while calculating the bill determinants.	
CIS.16.010	MDM - Meter Reading	16.010.035	System will uniquely identify energy as received (generated) and delivered (Net Metering).		25 In	Yes	Oracle Customer Cloud Service (CCS)	System allows user to define their own formulae on different interval vector, scalar variables and factors. All of these can be used in a single formula using mathematical or conditional formula.	
CIS.16.010	MDM - Meter Reading	16.010.036	System will be configured to identify and notify of potential dead meters		25 In	Yes	Oracle Customer Cloud Service (CCS)	System provides various ways to perform net metering by storing the Energy Received, Energy Delivered, Energy Net in different Service Quantity identifiers which can be used in mathematical or logical formula.	
CIS.16.020	MDM - Bill Determinants	16.020.001	System will produce billing determinants that will be automatically passed to the CIS to generate customer bills for any specified time period.		25 In	Yes	Oracle Customer Cloud Service (CCS)	System can identify the potential dead meters through failed meter commands or VEE Exceptions or missing data, etc. which could raise the Service Investigative Orders in CCS to check the potential dead meters. SA Types with Bill Segment Type defined as BDA/RAED will create a Usage Transaction for specified period. Usage Transaction will in turn calculate and provide the Bill Determinants.	
CIS.16.020	MDM - Bill Determinants	16.020.002	System will provide for flexible meter read dates, cycles, next read dates, and have a built-in reading validation, and estimation calendar.		25 In	Yes	Oracle Customer Cloud Service (CCS)	Measurement Cycle to be configured for this requirement.	
CIS.16.020	MDM - Bill Determinants	16.020.003	System will support the processing of interval data into billing determinants to support simple and complex tariffs, including but not limited to:		25 In	Yes	Oracle Customer Cloud Service (CCS)	1) Get TOU Mapped Usage	
CIS.16.020	MDM - Bill Determinants	16.020.004	a) off-peak consumption		25 In	Yes	Oracle Customer Cloud Service (CCS)	2) Get Interval Details	
CIS.16.020	MDM - Bill Determinants	16.020.005	b) on-peak consumption		25 In	Yes	Oracle Customer Cloud Service (CCS)	3) Apply Math	
CIS.16.020	MDM - Bill Determinants	16.020.006	c) net on-peak consumption		25 In	Yes	Oracle Customer Cloud Service (CCS)	4) Vector & Service Quantity Math	
CIS.16.020	MDM - Bill Determinants	16.020.007	d) net off-peak consumption		25 In	Yes	Oracle Customer Cloud Service (CCS)		
CIS.16.020	MDM - Bill Determinants	16.020.008	e) super off-peak consumption		25 In	Yes	Oracle Customer Cloud Service (CCS)		
CIS.16.020	MDM - Bill Determinants	16.020.009	f) maximum demand		25 In	Yes	Oracle Customer Cloud Service (CCS)		
CIS.16.030	MDM - Auto TurnOn/turnOff	16.030.001	System has the ability, utilizing the inherent capabilities of the AMI network, to support or perform the following events:		25 In	Yes	Oracle Customer Cloud Service (CCS)- Advanced Metering Service		

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CIS.16.030	MDM - Auto Turn On/Turn Off	16.030.002	a) A turn-on. The meter is turned-on by a command issued on the CIS.		25 In	Yes	Oracle Customer Cloud Service (CCS)	Turn-On command can be issued from CIS which would result in triggering the Connect/Commission command on the meter from MDM side.	
CIS.16.030	MDM - Auto Turn On/Turn Off	16.030.003	b) A turn-off. The meter is turned-off by a command issued on the CIS.		25 In	Yes	Oracle Customer Cloud Service (CCS)	Turn-Off command can be issued from CIS which would result in triggering the Disconnect/Decommission command on the meter from MDM side.	
CIS.16.030	MDM - Auto Turn On/Turn Off	16.030.004	c) A & B above based on a customer-specified date and time.		25 In	Yes	Oracle Customer Cloud Service (CCS)	Both Turn On and Off can be issued at a user specific date and time through command submission portal.	
CIS.16.030	MDM - Auto Turn On/Turn Off	16.030.005	d) A virtual disconnect (supporting one customer moving out and one moving in on the same day/time).		25 In	Yes	Oracle Customer Cloud Service (CCS)	Meter can be disconnected virtually on a Service Point by Issuing Meter Disconnect command. When the new customer comes in, then it can be turned on again by issuing Meter Connect command.	
CIS.16.030	MDM - Auto Turn On/Turn Off	16.030.006	For all accounts flagged as "do not disconnect" (e.g., church, government, etc.) the system automatically prevents (with a manual/approved override) the account from being turned-off.		25 In	Yes	Oracle Customer Cloud Service (CCS)	Accounts flagged as "Do Not Disconnect" can be prevented to remotely turn off the meter. A validation logic needs to be applied to achieve this.	
CIS.16.030	MDM - Auto Turn On/Turn Off	16.030.007	System supports the ability to put a hold on disconnects.		25 In	Yes	Oracle Customer Cloud Service (CCS)	Command Effective Date input when provided ensures execution at desired time.	
CIS.16.030	MDM - Auto Turn On/Turn Off	16.030.008	System will be configured to identify those meters without remote connect/disconnect capabilities so that the CIS knows to roll a truck for connection/disconnection.		25 In	Yes	Oracle Customer Cloud Service (CCS)	Accounts flagged as "Do Not Disconnect" can be used to identify whether truck needs to be rolled out for manual connect/disconnect.	
CIS.16.030	MDM - Auto Turn On/Turn Off	16.030.009	System tracks the exact date, time, and user id of the turn-on/turn-off transaction.		25 In	Yes	Oracle Customer Cloud Service (CCS)	Activity Business Object will hold this information.	
CIS.16.030	MDM - Auto Turn On/Turn Off	16.030.010	System supports the ability to identify all meters (on a primary MDM screen) with a turn-on/turn-off/disconnect status.		25 In	Yes	Oracle Customer Cloud Service (CCS)	Service Order Trend Dashboard or Activity Search Portal can be used to identify these meters.	
CIS.16.030	MDM - Auto Turn On/Turn Off	16.030.011	System provides a full audit trail of all turn-on and turn-off transactions.		25 In	Yes	Oracle Customer Cloud Service (CCS)	This can be achieved two ways - 1) Enabling Audit Trails at Table Level. 2) Capture user trail at application Level.	
CIS.16.040	MDM - Demand Response and Outage Mgmt	16.040.001	The system provides the ability to manage demand response characteristics, from CIS in the following manner:		25 In	Yes	Oracle Customer Cloud Service (CCS)- Advanced Metering Service		
CIS.16.040	MDM - Demand Resp and Outage Mgmt	16.040.002	a) Online and Interval consumption information that can be shared with the customer.		25 In	Yes	Oracle Customer Cloud Service (CCS)	Consumption Details can be shared with CIS system using Usage Transactions or Consumption Extract requests.	
CIS.16.040	MDM - Demand Resp and Outage Mgmt	16.040.003	b) Load tracking for customers who receive three-phase power (large customers).		25 In	Yes	Oracle Customer Cloud Service (CCS)	Usage validation can be performed after calculating the usage for a period which can be used to track the load.	
CIS.16.040	MDM - Demand Resp and Outage Mgmt	16.040.004	System will be configured to put an alert on customers who have entered a curtailment period based upon their contract so that it is viewable in both CIS and CMWS.		25 In	Yes	Oracle Customer Cloud Service (CCS)	User Defined Alerts can be setup for an account which are visible to CSR.	
CIS.16.040	MDM - Demand Resp and Outage Mgmt	16.040.005	The system provides the ability to integrate with outage management notification to the user upon account review.		25 In	Yes	Oracle Customer Cloud Service (CCS)	System can be integrated with external outage management system.	
CIS.16.050	MDM - Validation, Editing an Estimation (VEE)	16.050.001	System provides the ability to perform online data validation, estimation, and editing in the following manner:		25 In	Yes	Oracle Customer Cloud Service (CCS)- Advanced Metering Service		
CIS.16.050	MDM - Validation, Editing an Estimation (VEE)	16.050.002	a) Estimate interval data		25 In	Yes	Oracle Customer Cloud Service (CCS)	Various estimation (VEE) Rules are provided out of the Box to Estimate Interval Data.	
CIS.16.050	MDM - Validation, Editing an Estimation (VEE)	16.050.003	b) Slide a range of interval data ahead or back in time		25 In	Yes	Oracle Customer Cloud Service (CCS)	Interval Initial Measurement Lens supports function based editing, which includes Shifting Intervals.	
CIS.16.050	MDM - Validation, Editing an Estimation (VEE)	16.050.004	c) Perform linear interpolation		25 In	Yes	Oracle Customer Cloud Service (CCS)	VEE Rule provided out of box by Oracle CCS for Interval Interpolation Estimation.	
CIS.16.050	MDM - Validation, Editing an Estimation (VEE)	16.050.005	d) Split or combine intervals		25 In	Yes	Oracle Customer Cloud Service (CCS)	Split or combine interval is not available out of the box but system can be configured to have this VEE Rule.	
CIS.16.050	MDM - Validation, Editing an Estimation (VEE)	16.050.006	e) Add or replace values automatically or manually		25 In	Yes	Oracle Customer Cloud Service (CCS)	VEE Rule provided out of box by Oracle CCS for Final Measurement Replacement.	

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CIS 16.050	MDM - Validation, Editing an Estimation (VEE)	16.050.007	f) Modify read status		25 In	Yes	Oracle Customer Cloud Service (CCS)	Initial measurements can be manually edited in Oracle CCS via functions available in the Interval Initial Measurement Lens or Scalar Initial Measurement zones in the Initial Measurement portal. Manual edits can include changes to the measurement values or condition codes.	
CIS 16.050	MDM - Validation, Editing an Estimation (VEE)	16.050.008	g) Display or edit multiple reads		25 In	Yes	Oracle Customer Cloud Service (CCS)	Initial measurements can be manually edited in Oracle CCS via functions available in the Interval Initial Measurement Lens or Scalar Initial Measurement zones in the Initial Measurement portal. Manual edits can include changes to the measurement values or condition codes.	
CIS 16.050	MDM - Validation, Editing an Estimation (VEE)	16.050.009	h) Copy or cut/paste a string of values from one meter to another		25 In	Yes	Oracle Customer Cloud Service (CCS)	Copy/cut and paste feature can be used to copy values from one meter to another in CCS.	
CIS 16.050	MDM - Validation, Editing an Estimation (VEE)	16.050.010	i) Copy or cut/paste values from a spreadsheet		25 In	Yes	Oracle Customer Cloud Service (CCS)	Values can be copied from the spreadsheet to the online portal to edit the measurements of a meter.	
CIS 16.050	MDM - Validation, Editing an Estimation (VEE)	16.050.011	j) Allow for Unit of Measure (UOM) and UOM check		25 In	Yes	Oracle Customer Cloud Service (CCS)	VEE Rule provided out of box by Oracle CCS for UOM Check.	
CIS 16.050	MDM - Validation, Editing an Estimation (VEE)	16.050.012	k) Validate device identifier		25 In	Yes	Oracle Customer Cloud Service (CCS)	Validation Algorithms are plugged in IMD Sessler Business Object to validate & translate UOM. These are part of critical validations.	
CIS 16.050	MDM - Validation, Editing an Estimation (VEE)	16.050.013	l) Support interval replacement rules		25 In	Yes	Oracle Customer Cloud Service (CCS)	VEE Rule provided out of box by Oracle CCS for Final Measurement Replacement.	
CIS 16.050	MDM - Validation, Editing an Estimation (VEE)	16.050.014	m) Provide for a spike check and resolution		25 In	Yes	Oracle Customer Cloud Service (CCS)	VEE Rule provided out of box by Oracle CCS for spike check to be configured.	
CIS 16.050	MDM - Validation, Editing an Estimation (VEE)	16.050.015	n) Validate interval size		25 In	Yes	Oracle Customer Cloud Service (CCS)	Validation Algorithms are plugged in IMD Sessler Business Object. These are part of critical validations in Oracle CCS.	
CIS 16.050	MDM - Validation, Editing an Estimation (VEE)	16.050.016	o) Validate interval under/overcounts		25 In	Yes	Oracle Customer Cloud Service (CCS)	Validation Algorithms are plugged in IMD Sessler Business Object. These are part of critical validations in Oracle CCS.	
CIS 16.050	MDM - Validation, Editing an Estimation (VEE)	16.050.017	p) Support a fill-in for a missing quantity		25 In	Yes	Oracle Customer Cloud Service (CCS)	VEE Rule provided out of box by Oracle CCS to fill Gap.	
CIS 16.050	MDM - Validation, Editing an Estimation (VEE)	16.050.018	q) Support replacement rules for UOM, intervals, etc.		25 In	Yes	Oracle Customer Cloud Service (CCS)	VEE Rule provided out of box by Oracle CCS for Final Measurement replacement is provided.	
CIS 16.050	MDM - Validation, Editing an Estimation (VEE)	16.050.019	r) Provide for a high/low check		25 In	Yes	Oracle Customer Cloud Service (CCS)	VEE Rule provided out of box by Oracle CCS for High/Low Check.	
CIS 16.050	MDM - Validation, Editing an Estimation (VEE)	16.050.020	s) Provide for negative consumption handling		25 In	Yes	Oracle Customer Cloud Service (CCS)	VEE Rule provided out of box by Oracle CCS to validate Negative Consumption.	
CIS 16.050	MDM - Validation, Editing an Estimation (VEE)	16.050.021	t) Provide for totalization/aggregation/TOU handling and checking		25 In	Yes	Oracle Customer Cloud Service (CCS)	Measurement totalization, aggregation and TOU handling can be performed in Aggregation and Usage Calculation modules of CCS.	
CIS 16.050	MDM - Validation, Editing an Estimation (VEE)	16.050.022	u) Time check of meter reading device		25 In	Yes	Oracle Customer Cloud Service (CCS)	Time can be validated of the meter reading device with the system date time through a validation rule.	
CIS 16.050	MDM - Validation, Editing an Estimation (VEE)	16.050.023	Identify any meter with zero consumption for a configurable number of days and periodically generate field service order requests based on configurable settings.		15 In	Yes	Oracle Customer Cloud Service (CCS)	Service Investigative Orders can be used to identify the trend and generate field orders.	
CIS 16.050	MDM - Validation, Editing an Estimation (VEE)	16.050.024	System will be configured to identify and notify customer that they have high usage based upon user defined time frames (daily, weekly, billing period) and thresholds.		25 In	Yes	SCM Version 7.5	Service Investigative Orders can be used to identify the high usage trend and generate field orders.	
CIS 16.050	MDM - Validation, Editing an Estimation (VEE)	16.050.025	Ability to handle meter data across meter changes occurring during the billing period, including meter changes reported to MDM after meter readings are reported to MDM.		25 In	Yes	Oracle Customer Cloud Service (CCS)	Oracle CCS Usage Calculation supports meter change scenarios during a Billing Cycle.	
CIS 16.050	MDM - Validation, Editing an Estimation (VEE)	16.050.026	System will allow for editing of any type of meter read including:		25 In	Yes	Oracle Customer Cloud Service (CCS)		
CIS 16.050	MDM - Validation, Editing an Estimation (VEE)	16.050.027	a) A simple meter read		25 In	Yes	Oracle Customer Cloud Service (CCS)		
CIS 16.050	MDM - Validation, Editing an Estimation (VEE)	16.050.028	b) Interval or register reads		25 In	Yes	Oracle Customer Cloud Service (CCS)		
CIS 16.050	MDM - Validation, Editing an Estimation (VEE)	16.050.029	c) Multi-channel reads		25 In	Yes	Oracle Customer Cloud Service (CCS)		
CIS 16.050	MDM - Validation, Editing an Estimation (VEE)	16.050.030	d) Bi-directional reads		25 In	Yes	Oracle Customer Cloud Service (CCS)		

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CIS 16.050	MDM - Validation, Editing an Estimation (VEE)	16.050.031	e) User defined		25 In	Yes	Oracle Customer Cloud Service (CCS)	Initial measurements can be manually edited in Oracle CCS via functions available in the Interval Initial Measurement Lens or Scalar Initial Measurement zones in the Initial Measurement portal. Manual edits can include changes to the measurement values or condition codes.	
CIS 16.050	MDM - Validation, Editing an Estimation (VEE)	16.050.032	f) Any combination of a-e above		25 In	Yes	Oracle Customer Cloud Service (CCS)	Oracle CCS supports configuration of eligibility criteria on VEE Rules to allow selective execution of VEE Rules.	
CIS 16.050	MDM - Validation, Editing an Estimation (VEE)	16.050.033	The system will allow set up or change data validation and estimation rules, user screens, and alarm/event notifications without modifying source program code and without any proprietary language skills.		25 In	Yes	Oracle Customer Cloud Service (CCS)	Oracle CCS supports configuration of VEE Rules, Alarms, Notifications, etc. through user interface using configuration tools.	
CIS 16.050	MDM - Validation, Editing an Estimation (VEE)	16.050.034	System will provide functionality to define and select the validation process for a particular meter or group of meters. A validation process shall also be able to exclude a meter or group of meters.		25 In	Yes	Oracle Customer Cloud Service (CCS)	Oracle CCS provides us implicitly to define group of VEE rules on Measuring Component Type along with eligibility criteria at VEE Rule level to include/exclude certain condition.	
CIS 16.050	MDM - Validation, Editing an Estimation (VEE)	16.050.036	Validation routine will support and detect manipulation of load profile data.		25 In	Yes	Oracle Customer Cloud Service (CCS)	Oracle CCS comes with standard VEE Rules for load profile data.	
CIS 16.050	MDM - Validation, Editing an Estimation (VEE)	16.050.037	System will allow for accounts, meters, equipment, etc. to be flagged for manual validation and estimation.		25 In	Yes	Oracle Customer Cloud Service (CCS)	System can flag specific customers for manual validation and estimation.	
CIS 16.050	MDM - Validation, Editing an Estimation (VEE)	16.050.038	System will allow for accounts, meters, equipment, etc. to be flagged for automatic rule-based validation and estimation.		25 In	Yes	Oracle Customer Cloud Service (CCS)	System can flag specific customers for automatic validation and estimation.	
CIS 16.050	MDM - Validation, Editing an Estimation (VEE)	16.050.039	Any value that fails validation, the user is offered the choice to either accept or modify the data.		25 In	Yes	Oracle Customer Cloud Service (CCS)	User gets to either modify the data or Force Complete the Initial Measurement in Oracle CCS.	
CIS 16.050	MDM - Validation, Editing an Estimation (VEE)	16.050.040	System will be able to provide a report on the result of each validation run for an individual meter or group of meters.		25 In	Yes	Oracle Customer Cloud Service (CCS)	MDM operational dashboard gives a consolidated picture of IMD loading Trend & VEE Exceptions in system.	
CIS 16.050	MDM - Validation, Editing an Estimation (VEE)	16.050.041	Various native and custom validation rules can be applied to different channels, thereby ensuring the most appropriate data is available for reports and analysis.		25 In	Yes	Oracle Customer Cloud Service (CCS)	Oracle CCS provides us implicitly to define group of VEE rules on Measuring Component Type along with eligibility criteria at VEE Rule level to include/exclude certain condition.	
CIS 16.050	MDM - Validation, Editing an Estimation (VEE)	16.050.042	Any data fails the validation criteria, it can be estimated so that it correlates with what would have been expected.		25 In	Yes	Oracle Customer Cloud Service (CCS)	Oracle CCS provides Periodic Estimation to fill missing measurement data.	
CIS 16.050	MDM - Validation, Editing an Estimation (VEE)	16.050.043	Estimation tool uses complex, predefined algorithms to correct any erroneous meter or channel values.		25 In	Yes	Oracle Customer Cloud Service (CCS)	System defines Estimation Rules for both Scalar & Interval Data. These rules can be enhanced with help of configuration tools as and when required.	
CIS 16.050	MDM - Validation, Editing an Estimation (VEE)	16.050.044	All algorithms are easily changed without programming intervention.		25 In	Yes	Oracle Customer Cloud Service (CCS)	Oracle CCS comes with large standard validations which can be configured as per business requirement.	
CIS 16.050	MDM - Validation, Editing an Estimation (VEE)	16.050.045	Validation and estimation should be completed on all meter reads or errors.		25 In	Yes	Oracle Customer Cloud Service (CCS)	System executes defined VEE Rules on every applicable Initial Measurement Request.	
CIS 16.050	MDM - Validation, Editing an Estimation (VEE)	16.050.046	System will provide a wide range of meter usage history for validation, estimation and editing.		25 In	Yes	Oracle Customer Cloud Service (CCS)	System provides VEE rules such as high low check which can be used to compare the current data with the historical usage. There is no limit to look back the number of days for historical usage.	
CIS 16.050	MDM - Validation, Editing an Estimation (VEE)	16.050.047	System shall include robust meter data version management features that allow restoring data and configuration settings to previous states. The different versions of meter data need to be maintained to ensure that data is properly manipulated during the course of editing and estimation.		25 In	Yes	Oracle Customer Cloud Service (CCS)	System implicitly uses and store actual meter data before applying validation & estimation rules on it. They are termed as PreVEE & PostVEE request.	
CIS 16.050	MDM - Validation, Editing an Estimation (VEE)	16.050.048	Meter data properties stored within the MDM includes source of meter data for both meter readings and interval data. (MAG90, Iron, Elster, Service Order, Work Order etc.)		25 In	Yes	Oracle Customer Cloud Service (CCS)	Source of Meter Read is to be stored in DataSource flag of initial Measurement Data Request.	
CIS 16.050	MDM - Validation, Editing an Estimation (VEE)	16.050.049	System provides validation/warning if no reads are entered after a user defined period (aging after 33 days for example) from the previous read dates.		25 In	Yes	Oracle Customer Cloud Service (CCS)	System provides the functionality to throw an exception when the measurement is not available for the usage period.	
CIS 16.050	MDM - Validation, Editing an Estimation (VEE)	16.050.050	System provides for validation/warning if contract changes requiring reads occur but no reads are entered, for example an aging service order read or asconnect for non-pay read.		25 In	Yes	Oracle Customer Cloud Service (CCS)	System can be configured to notify the user if the meter reads are not entered in the system.	
CIS 16.050	MDM - Validation, Editing an Estimation (VEE)	16.050.051	System provides the ability to validate based upon CIS meter and rate schedule information, for example a 100% rate but the meter isn't marked 100% or a negative consumption read with no net rate or net flag on meter.		25 In	Yes	Oracle Customer Cloud Service (CCS)	System allows us to configure eligible Device Configuration on Rate Schedule.	
CIS 16.050	MDM - Validation, Editing an Estimation (VEE)	16.050.052	System provides the ability to validate/report usage on a closed account.		25 In	Yes	Oracle Customer Cloud Service (CCS)	2) Negative Consumption is controlled on Measuring Component Type. If it is not allowed. Exception is raised.	
CIS 16.050	MDM - Validation, Editing an Estimation (VEE)	16.050.053	System provides validation for demand reads that are the same in a user defined period (3 months, for example).		25 In	Yes	Oracle Customer Cloud Service (CCS)	Inactive Measurement Check provided by system checks for Uninstalled Device or Missing Usage Subscription.	
CIS 16.050	MDM - Validation, Editing an Estimation (VEE)	16.050.053	System provides validation for demand reads that are the same in a user defined period (3 months, for example).		25 In	Yes	Oracle Customer Cloud Service (CCS)	System can be configured to validate this check for demand reads through VEE Rule.	

Process ID	Process Title	Requirement Number	Requirement Description	MMU Notes	Software Score	Scope (In/Out)	Included in Price (Yes or No)	System or Module	Solution
CIS.16.050	MDM - Validation, Editing an Estimation (VEE)	16.050.054	System should provide the ability to provide validation/warning based upon user defined configurations in conjunction with CIS and MDMs data.		25 In	Yes	Yes	Oracle Customer Cloud Service (CCS)	Exceptions can be defined on Master data between MDM and CIS. It can also define exceptions on Transactional data such as meter reads.
CIS.16.050	MDM - Validation, Editing an Estimation (VEE)	16.050.055	System provides a validation/warning if an account is estimated with no reading the prior month.		25 In	Yes	Yes	Oracle Customer Cloud Service (CCS)	Estimation VEE Rules to be configured to raise Insufficient Information Exception.
CIS.16.050	MDM - Validation, Editing an Estimation (VEE)	16.050.056	System provides ability to block estimation for user defined types of meters or accounts, and refer to a work queue instead.		25 In	Yes	Yes	Oracle Customer Cloud Service (CCS)	Estimation VEE Rules to have eligibility criteria which will omit defined meter types.
CIS.16.050	MDM - Validation, Editing an Estimation (VEE)	16.050.057	System provides the ability to block estimation for meters that have been estimated a user defined period of time (for example, estimated 3 months in a row or maximum number of annual estimates) and be referred to a work queue.		25 In	Yes	Yes	Oracle Customer Cloud Service (CCS)	Prolonged Estimation Check provided by system can be utilized.
CIS.16.050	MDM - Validation, Editing an Estimation (VEE)	16.050.058	System has the ability to handle readings entered out of order, for example a meter reading comes in today for today and a service order reading comes in today from yesterday.		25 In	Yes	Yes	Oracle Customer Cloud Service (CCS)	System can upload the readings in any order.
CIS.16.050	MDM - Validation, Editing an Estimation (VEE)	16.050.059	System provides validation/warning when on and off peak reads or usage, do not equal the total read/usage.		25 In	Yes	Yes	Oracle Customer Cloud Service (CCS)	System provides SUM Check VEE Rule.
CIS.16.050	MDM - Validation, Editing an Estimation (VEE)	16.050.060	System provides a validation/warning if billing reads are entered too close together, based on a user defined period (for example bill due + wait days not passed), to prevent duplicate and early billing.		25 In	Yes	Yes	Oracle Customer Cloud Service (CCS)	Minimum Day for Billing defined on SA Type will cater to this requirement.
CIS.16.050	MDM - Validation, Editing an Estimation (VEE)	16.050.061	System should provide validation/warning if duplicate reads are entered (for example on the same date and/or source).		25 In	Yes	Yes	Oracle Customer Cloud Service (CCS)	System Provides Duplicate IMD check to validate reads entered for same data and from same source.
CIS.16.060	MDM - Internet Presentation of AMI/MDM Information								
CIS.16.060	MDM - Internet Presentation of AMI/MDM Information	16.060.001	System provides the ability to present AMI/MDM data in a customer self care environment, in the following manner:		25 In	Yes	Yes	SCM Version 7.5	
CIS.16.060	MDM - Internet Presentation of AMI/MDM Information	16.060.002	a) A simple view of the customer's recent load profile.		25 In	Yes	Yes	Oracle Customer Cloud Service (CCS)	
CIS.16.060	MDM - Internet Presentation of AMI/MDM Information	16.060.003	b) A complex view of the customer's most recent consumption, including:		25 In	Yes	Yes	Oracle Customer Cloud Service (CCS)	
CIS.16.060	MDM - Internet Presentation of AMI/MDM Information	16.060.004	1) Analyze usage data for all meters and unit of measure		25 In	Yes	Yes	Oracle Customer Cloud Service (CCS)	AIM will be to use Product existing IWS services to return requested variables to customer Self Care environment
CIS.16.060	MDM - Internet Presentation of AMI/MDM Information	16.060.005	2) Cumulative meter read analysis		25 In	Yes	Yes	Oracle Customer Cloud Service (CCS)	List of few existing out of box services :
CIS.16.060	MDM - Internet Presentation of AMI/MDM Information	16.060.006	3) Cumulative meter read analysis for complex billing (e.g., TOU, CPP, etc.) situations		25 In	Yes	Yes	Oracle Customer Cloud Service (CCS)	WX-GetUsageOverview, WX-MultipleAccountTOUUsageByServiceType, WX-MultipleAccountUsageByServiceType, WXRetrieveScalarUsage, WX-UsageKjLastMeterRetrieval, WX-RETWSSTOUMappingService, WXUsageChargesIqDate, WXGetConsumptionSummary, WX-GetScalarConsumptionSummary
CIS.16.060	MDM - Internet Presentation of AMI/MDM Information	16.060.007	4) User-defined		25 In	Yes	Yes	Oracle Customer Cloud Service (CCS)	Mentioned data can be retrieved from the CCS system by using the above web services.
CIS.16.060	MDM - Internet Presentation of AMI/MDM Information	16.060.008	c) Simple meter read		25 In	Yes	Yes	Oracle Customer Cloud Service (CCS)	
CIS.16.060	MDM - Internet Presentation of AMI/MDM Information	16.060.009	d) TOU quantities by meter		25 In	Yes	Yes	Oracle Customer Cloud Service (CCS)	
CIS.16.060	MDM - Internet Presentation of AMI/MDM Information	16.060.010	e) Peak days		25 In	Yes	Yes	Oracle Customer Cloud Service (CCS)	
CIS.16.060	MDM - Internet Presentation of AMI/MDM Information	16.060.011	f) Zero usage at an active premise		25 In	Yes	Yes	Oracle Customer Cloud Service (CCS)	
CIS.16.060	MDM - Internet Presentation of AMI/MDM Information	16.060.012	g) Usage at an inactive/disconnected premise		25 In	Yes	Yes	Oracle Customer Cloud Service (CCS)	
CIS.16.060	MDM - Internet Presentation of AMI/MDM Information	16.060.013	h) User-defined		25 In	Yes	Yes	Oracle Customer Cloud Service (CCS)	
CIS.16.060	MDM - Internet Presentation of AMI/MDM Information	16.060.014	System provides the ability to "forecast" end of period consumption and bill amount.		25 In	Yes	Yes	Oracle Customer Cloud Service (CCS)	Existing IWS, WDUUsageChargesProjected to be utilized which returns service charges to date, projected service charges until next bill date, and the average service charges for prior bills.
CIS.16.060	MDM - Internet Presentation of AMI/MDM Information	16.060.015	System provides additional online analysis tools, including but not limited to:		25 In	Yes	Yes	Oracle Customer Cloud Service (CCS)	
CIS.16.060	MDM - Internet Presentation of AMI/MDM Information	16.060.016	a) Searching by meter or all meters for a customer		25 In	Yes	Yes	Oracle Customer Cloud Service (CCS)	Meter can be searched in the system using various identifiers or any user defined identifiers.
CIS.16.060	MDM - Internet Presentation of AMI/MDM Information	16.060.017	b) Graphing consumption		25 In	Yes	Yes	Oracle Customer Cloud Service (CCS)	Various graphs are available to analyse the data using 360 degree search and measuring components and usage transactions.

Process ID	Process Title	Requirement Number	Requirement Description	MVU Notes	Software Score	Scope (In/Out)	Included in Price (Yes or No)	System or Module	Solution
CIS 16.060	MDM - Internet Presentation of AMI/MDM Information	16.060.018	c) Scale		25 In	Yes	Oracle Customer Cloud Service (CCS)	Scale of a register is defined on a measuring component which can be used to validate rollover.	
CIS 16.060	MDM - Internet Presentation of AMI/MDM Information	16.060.019	d) Sum totals		25 In	Yes	Oracle Customer Cloud Service (CCS)	Sum to tabs information can be analysed through Measuring Component Portal or 360 degree portal.	
CIS 16.060	MDM - Internet Presentation of AMI/MDM Information	16.060.020	e) Download consumption in an Excel or similar format		25 In	Yes	Oracle Customer Cloud Service (CCS)	Measurement Zone could be used to export the consumption data in excel format.	
CIS 16.060	MDM - Internet Presentation of AMI/MDM Information	16.060.021	f) Supports comparisons of related meters		25 In	Yes	Oracle Customer Cloud Service (CCS)	Various channels can be compared together and can be plotted on a graph using 360 degree search.	
CIS 16.060	MDM - Internet Presentation of AMI/MDM Information	16.060.022	g) Accepts weather data as appropriate in display		25 In	Yes	Oracle Customer Cloud Service (CCS)	Weather data can be stored in the system using Standalone Measuring Components which can be viewed in MC Zone.	
CIS 16.060	MDM - Internet Presentation of AMI/MDM Information	16.060.023	System provides for a minimum of 24-months of consumption and interval data by default.		25 In	Yes	Oracle Customer Cloud Service (CCS)	System can be configured to show 24 months data online and can be represented on graph.	
CIS 16.060	MDM - Internet Presentation of AMI/MDM Information	16.060.024	System will allow customers and/or consumers to estimate and compare various rate options that would encourage greater participation in energy management programs.		25 In	Yes	Oracle Customer Cloud Service (CCS)	WRateAnalysis, IWS which compares bill segment charges between a current/base rate and a hypothetical rate for an SA. This will return a list of original amounts (charges based on the current/base rate), a list of projected amounts (charges based on the hypothetical rate), and differences between the original and projected amounts.	
CIS 16.060	MDM - Internet Presentation of AMI/MDM Information	16.060.025	System will integrate portal infrastructure authentication for external users through the Web		25 In	Yes	Oracle Customer Cloud Service (CCS)	G1-ThirdPartyVerifyAccount, IWS which verify the account existence & return basic account details	
CIS 16.060	MDM - Internet Presentation of AMI/MDM Information	16.060.026	System will provide the information to display available programs for which a customer qualifies.		25 In	Yes	Oracle Customer Cloud Service (CCS)	System shows the available campaigns for which the consumer is eligible in the alerts zone.	
CIS 16.060	MDM - Internet Presentation of AMI/MDM Information	16.060.027	An online script tool that provides for the "suggested" rate or tariff that best meets the customer need based on consumption.		25 In	Yes	Oracle Customer Cloud Service (CCS)	WRateAnalysis, IWS which compares bill segment charges between a current/base rate and a hypothetical rate for an SA. This will return a list of original amounts (charges based on the current/base rate), a list of projected amounts (charges based on the hypothetical rate), and differences between the original and projected amounts.	
CIS 16.070	MDM - On-Line Presentation	16.070.001	The proposed solution (WCSS or add-on) will be configured to provide the following MDM information at a minimum.		25 In	Yes	SCM Version 7.5	IWS to be exposed to WCSS to retrieve Usage Overview & Usage Details for given period. Axis conversion can be used to convert interval size into user defined interval size.	
CIS 16.070	MDM - On-Line Presentation	16.070.002	a) Graphed and tabular display of interval data by premise/service at a utility configurable interval frequency (hourly, 15-minute summed by hour)		25 In	Yes	Oracle Customer Cloud Service (CCS)	IWS to be exposed by CCS which will allow User is allowed to fetch consumption usage for last X days.	
CIS 16.070	MDM - On-Line Presentation	16.070.003	b) Provide the user to view interval data between user-defined start date and end date points		25 In	Yes	Oracle Customer Cloud Service (CCS)	WCSS to pass Overlay Mode, Overlay UDM to CCS which can retrieve and provide this data.	
CIS 16.070	MDM - On-Line Presentation	16.070.004	c) Overlay utility provides data series for comparison (e.g. temperature, solar exposure)		25 In	Yes	Oracle Customer Cloud Service (CCS)	Device Event Zone on Device Portal will list down all the events received over a period of Time.	
CIS 16.080	MDM - Meter Asset Management	16.080.001	Maintain a log of meter events by meter		25 In	Yes	Oracle Customer Cloud Service (CCS)	Asset Disposition Lifecycle maintains the history of assets locations where it is displayed in its lifecycle.	
CIS 16.080	MDM - Meter Asset Management	16.080.002	Track and report on meter events by meter type/module/manufacturer and premise/service over its lifetime		25 In	Yes	Oracle Customer Cloud Service (CCS)	Meter failures can be identified in CCS and the detailed information can be stored in Asset Maintenance section when the asset is marked for maintenance.	
CIS 16.080	MDM - Meter Asset Management	16.080.003	Provide the ability to identify meter failures and include detailed information about the nature of the failure (component, sub-assembly, etc.)		25 In	Yes	Oracle Customer Cloud Service (CCS) - Operational Device Management	Service Issue Monitor type defined on Device Event Types will cater to this requirement.	
CIS 16.090	MDM - Events	16.090.001	System provides the ability to monitor and identify meter diagnostic flags such as stop-meters for automated event notifications		25 In	Yes	Oracle Customer Cloud Service (CCS)	System can store the user defined events as well as base events defined in the system. Date, time of the meter events are captured in the system when it is sent to CCS.	
CIS 16.090	MDM - Events	16.090.002	System provides for the ability to store events with date and time stamp captured. Meter events include but are not limited to: outage, restoration, test, loss of phase, access, tilt, and time reset.		25 In	Yes	Oracle Customer Cloud Service (CCS) - Advanced Metering Service, CCS provides APIs which can be integrated to SMS services to notify user-defined groups or individuals	Service Investigate Order functionality can be used for notifying the user about the tamper alert.	
CIS 16.090	MDM - Events	16.090.003	System provides for an automatic notification to the user-defined group(s) or individual of a tamper alert.		15 In	Yes			

Process ID	Process Title	Requirement Number	Requirement Description	MMU Notes	Software Score	Scope (In/Out)	Included in Price (Yes or No)	System or Module	Solution
CIS 16.090	MDM - Events	16.090.004	System provides for an automatic notification to the user-defined group(s) or individual of a voltage minimum and/or maximum alert.			15 In	Yes	Oracle Customer Cloud Service (CCS) - Advanced Metering Service. CCS provides APIs which can be integrated to SMS services to notify user-defined groups or individuals about the lamp alert.	
CIS 16.090	MDM - Events	16.090.005	Log event messages, changes, and multiple levels of acknowledgment (i.e. ignored, fixed, etc.)			25 In	Yes	Oracle Customer Cloud Service (CCS)	Paired Device Events to be configured under Diagnostic Reporting Category
CIS 16.090	MDM - Events	16.090.006	Record momentary power interruptions for reporting purposes			25 In	Yes	Oracle Customer Cloud Service (CCS)	Device Events: Functionality to be utilized
CIS 16.090	MDM - Events	16.090.007	Support storage of all collected event and alarm data from meter and network equipment (gatekeepers)			25 In	Yes	Oracle Customer Cloud Service (CCS)	External systems can subscribe the device events based on the device event type which they want to receive.
CIS 16.090	MDM - Events	16.090.008	Provide the ability to integrate with external live data to recognize meter events/alerts/outages caused by planned maintenance/outages of meters			25 In	Yes	Oracle Customer Cloud Service (CCS)	Series of events can be linked together through the Service tasks which can take necessary action on field or any external system.
CIS 16.100	MDM - Work Queue	16.100.001	System will be configured to link together a series of events necessary to complete a workflow transaction. Events may be serial or parallel.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Activities can be utilized to define the actions for any events. System can be configured to perform user defined actions on:
CIS 16.100	MDM - Work Queue	16.100.002	System will be configured to contain routing protocols			25 In	Yes	Oracle Customer Cloud Service (CCS)	a) Upon successful completion
CIS 16.100	MDM - Work Queue	16.100.003	System will be configured to provide business process wizards.			25 In	Yes	Oracle Customer Cloud Service (CCS)	b) Upon an unsuccessful event
CIS 16.100	MDM - Work Queue	16.100.004	System will be configured to allow action items to be reassigned or moved forward in queue by the system administrator.			25 In	Yes	Oracle Customer Cloud Service (CCS)	c) At the beginning of an event
CIS 16.100	MDM - Work Queue	16.100.005	System will be configured to capture the date and time when a request was approved/rejected at each stage.			25 In	Yes	Oracle Customer Cloud Service (CCS)	d) During a process
CIS 16.100	MDM - Work Queue	16.100.006	System will be configured to provide event notification via email			25 In	Yes	Oracle Customer Cloud Service (CCS)	e) Time elapsed
CIS 16.100	MDM - Work Queue	16.100.007	System will be configured to include pre-defined exception process templates			25 In	Yes	Oracle Customer Cloud Service (CCS)	Events can be notified using an email in CCS by configuring the message sender.
CIS 16.100	MDM - Work Queue	16.100.008	System will be configured to route the To Do entries which can be sent to any external system based on To Do Types			25 In	Yes	Oracle Customer Cloud Service (CCS)	System can be configured to route the To Do entries which can be sent to any external system based on To Do Types.
CIS 16.100	MDM - Work Queue	16.100.009	System will be configured to add, modify, delete exception process templates			25 In	Yes	Oracle Customer Cloud Service (CCS)	Process flows will be utilized to create the business process wizards.
CIS 16.100	MDM - Work Queue	16.100.010	System will be configured to route an exception to the appropriate department/group.			25 In	Yes	Oracle Customer Cloud Service (CCS)	To Do's can be reassigned to any other user within the system.
CIS 16.100	MDM - Work Queue	16.100.011	System provides comprehensive Online documentation along with Business Administration Guide. Online help features contains all the information needs to setup or access on entity.			25 In	Yes	Oracle Customer Cloud Service (CCS)	By default system maintains all the date/timestamps for every state transition.
CIS 16.100	MDM - Work Queue	16.100.012	All user and process guides can be printed or exported to MS Excel and/or MS Word, PDF, etc.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Exception Types for VEE & Usage will be configured with appropriate level of reporting.
CIS 16.110	MDM - Exception Processing	16.110.001	System provides the ability to audit all changes.			25 In	Yes	Oracle Customer Cloud Service (CCS)	New Exception Types for VEE & Usage are allowed to be configured.
CIS 16.110	MDM - Exception Processing	16.110.002	System provides the following types of online work queue / query / and/or reports (but not limited to):			25 In	Yes	Oracle Customer Cloud Service (CCS)	Appropriate To Do Role will be configured to distinguish between various assigned errors. i.e. VEE exceptions can be assigned to meter operations team.
CIS 16.110	MDM - Exception Processing	16.110.003	System provides the ability to read status report			25 In	Yes	Oracle Customer Cloud Service (CCS)	To Do Entries can be assigned manually one by one or in mass to a user using Supervisor To Do Assignment portal.
CIS 16.110	MDM - Exception Processing	16.110.004	System provides summary report			25 In	Yes	Oracle Customer Cloud Service (CCS)	To Do Completion Batches will be utilized.
CIS 16.120	MDM - Documentation and Reporting	16.120.001	System provides online documentation (User Guides, Process Guides, etc.) that outline the business process required by MMU.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Oracle CCS provides comprehensive Online documentation along with Business Administration Guide. Online help features contains all the information needs to setup or access on entity.
CIS 16.120	MDM - Documentation and Reporting	16.120.002	All user and process guides can be printed or exported to MS Excel and/or MS Word, PDF, etc.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Oracle CCS provides Online documentation in form of HTML page and online PDF documents as well which can be printed.
CIS 16.120	MDM - Documentation and Reporting	16.120.003	System provides the ability to audit all changes.			25 In	Yes	Oracle Customer Cloud Service (CCS)	Audit can be enabled at individual table level for insert, update and delete operations.
CIS 16.120	MDM - Documentation and Reporting	16.120.004	System provides the following types of online work queue / query / and/or reports (but not limited to):			25 In	Yes	Oracle Customer Cloud Service (CCS)	
CIS 16.120	MDM - Documentation and Reporting	16.120.005	System provides the ability to read status report			25 In	Yes	Oracle Customer Cloud Service (CCS)	
CIS 16.120	MDM - Documentation and Reporting	16.120.006	System provides summary report			25 In	Yes	Oracle Customer Cloud Service (CCS)	

Process ID	Process Title	Requirement Number	Requirement Description	MMU Notes	Software Score	Scope (In/Out)	Included in Price (Yes or No)	System or Module	Solution
CIS.16.120	MDM - Documentation and Reporting	16.120.007	c) User defined		25 In	Yes		Oracle Customer Cloud Service (CCS)	
CIS.16.120	MDM - Documentation and Reporting	16.120.008	d) Communication error report between the MDMS and the Point-of-Delivery and meter.		25 In	Yes		Oracle Customer Cloud Service (CCS)	
CIS.16.120	MDM - Documentation and Reporting	16.120.009	e) Usage by area, region, meter type, etc.		25 In	Yes		Oracle Customer Cloud Service (CCS)	
CIS.16.120	MDM - Documentation and Reporting	16.120.010	System will have standard report creation functionality so that the user can create and save new reports.		25 In	Yes		Oracle Customer Cloud Service (CCS)	Report query will be developed and presented using using Oracle BI Publisher Tools
CIS.16.120	MDM - Documentation and Reporting	16.120.011	System will provide the ability to extract or replicate the database for further reporting and analysis.		25 In	Yes		Oracle Customer Cloud Service (CCS)	Replicator/ Extract request will be raised to Oracle through Service Request. Oracle is maintaining the database for CCS application and can provide this information.
CIS.16.120	MDM - Documentation and Reporting	16.120.012	The MDMS also provides reports and graphs of average weekday, average weekend, and peak days for each of the selected meters for selected date ranges.		25 In	Yes		Oracle Customer Cloud Service (CCS)	Report query will be developed and presented using using Oracle BI Publisher Tools
CIS.16.120	MDM - Documentation and Reporting	16.120.013	Ability for utility to set up or change report delivery to predetermined email addresses, network file directories, ftp sites and/or printers without modifying source program code and without any proprietary language skills.		25 In	Yes		Oracle Customer Cloud Service (CCS)	Utility can export the report to specified email addresses, shared locations, printers, etc.
CIS.16.120	MDM - Documentation and Reporting	16.120.014	Evaluate daily AMI reads against 3-day window prior to billing cycle to forecast and produce a list of manual meter reads required.		25 In	Yes		Oracle Customer Cloud Service (CCS)	Report query will be developed and presented using using Oracle BI Publisher Tools
CIS.16.120	MDM - Documentation and Reporting	16.120.015	System should provide the ability to create ad hoc, custom and complex reports.		25 In	Yes		Oracle Customer Cloud Service (CCS)	Report query will be developed and presented using using Oracle BI Publisher Tools
CIS.16.120	MDM - Documentation and Reporting	16.120.016	Reports should have the ability to calculate data, based on average and actual data.		25 In	Yes		Oracle Customer Cloud Service (CCS)	Report query will be developed and presented using using Oracle BI Publisher Tools
CIS.16.120	MDM - Documentation and Reporting	16.120.017	Reports should have the ability to report on load profile data based on specific decreases/increases or percentage of decreases/increases during certain time-periods (for example, a reduction by 90% for a 3-hour period).		25 In	Yes		Oracle Customer Cloud Service (CCS)	Report query will be developed and presented using using Oracle BI Publisher Tools
CIS.16.130	MDM - Miscellaneous								
CIS.16.130	MDM - Miscellaneous	16.130.001	System provides the ability to support the tracking of associated devices, but not limited to:		25 In	Yes		Oracle Customer Cloud Service (CCS)	
CIS.16.130	MDM - Miscellaneous	16.130.002	a) Unique ID's for all devices on the system.		25 In	Yes		Advanced Metering Service	Search device in this system.
CIS.16.130	MDM - Miscellaneous	16.130.003	b) Manufacturer's name		25 In	Yes		Oracle Customer Cloud Service (CCS)	Manufacturer is maintained in the system on device.
CIS.16.130	MDM - Miscellaneous	16.130.004	c) Model number		25 In	Yes		Oracle Customer Cloud Service (CCS)	Model Number is maintained on device in the system.
CIS.16.130	MDM - Miscellaneous	16.130.005	d) Tcp/ip address or host name (LAN ID)		25 In	Yes		Oracle Customer Cloud Service (CCS)	
CIS.16.130	MDM - Miscellaneous	16.130.006	System can support the user notification (alerts) and tracking of the following types of conditions:		25 In	Yes		Advanced Metering Service	
CIS.16.130	MDM - Miscellaneous	16.130.007	a) Pulse Over Flow Check		25 In	Yes		Oracle Customer Cloud Service (CCS)	
CIS.16.130	MDM - Miscellaneous	16.130.008	b) Test Mode Check		25 In	Yes		Oracle Customer Cloud Service (CCS)	
CIS.16.130	MDM - Miscellaneous	16.130.009	c) Meter Diagnostic Check		25 In	Yes		Oracle Customer Cloud Service (CCS)	
CIS.16.130	MDM - Miscellaneous	16.130.010	d) Reverse Energy Check		25 In	Yes		Oracle Customer Cloud Service (CCS)	Oracle CCS provides VEE rules to track and notify users for these types of validations.
CIS.16.130	MDM - Miscellaneous	16.130.011	e) Time Change Check		25 In	Yes		Oracle Customer Cloud Service (CCS)	
CIS.16.130	MDM - Miscellaneous	16.130.012	f) Restoration of Power		25 In	Yes		Oracle Customer Cloud Service (CCS)	
CIS.16.130	MDM - Miscellaneous	16.130.013	Track assignment, status, and resolution of AMI/MDMS system problems via integration with the CIS.		25 In	Yes		Oracle Customer Cloud Service (CCS)	System can issue meter commands such as meter health check to identify any problems with the AMI/MDMS systems.
CIS.16.130	MDM - Miscellaneous	16.130.014	System will allow the user to export the raw load profile data to a common file format such as Excel and Access.		25 In	Yes		Oracle Customer Cloud Service (CCS)	System allows export to excel & printing of Explorer Zones of measuring component's measurement zone.
CIS.16.130	MDM - Miscellaneous	16.130.015	System supports the use of a Service Oriented Architecture / Enterprise Service Bus.		25 In	Yes		Oracle Customer Cloud Service (CCS)	CCS supports the integration of other applications through Service Oriented Architecture / Enterprise Service Bus. But this is not required for MDM and CCS&B modules within CCS.
CIS.16.130	MDM - Miscellaneous	16.130.016	System will support an environment where the MDMS will send aggregated loads and load profiles at virtual meter points to GIS on a periodic basis (e.g. daily or on request) (user demand)		15 In	Yes		Oracle Customer Cloud Service (CCS)	CCS can send the aggregated loads and load profiles at virtual meter points to GIS on a periodic basis through push bill determination methodology or by requesting it from the GIS.
CIS.16.130	MDM - Miscellaneous	16.130.017	System will support secure access and authentication and permission-based functionality for internal and external users and APIs.		25 In	Yes		Oracle Customer Cloud Service (CCS)	Application Services to implement role-based security.
CIS.16.130	MDM - Miscellaneous	16.130.018	System will support user administration for establishing user access privileges.		25 In	Yes		Oracle Customer Cloud Service (CCS)	User Access Privileges can be controlled using User Groups & Application Services, and standard security configurations provided by Oracle CCS.

Process ID	Process Title	Requirement Number	Requirement Description	MVU Notes	Software Score	Scope (In/Out)	Included in Price (Yes or No)	System or Module	Solution
CIS.16.130	MDM - Miscellaneous	16.130.019	System will support capturing username, timestamp, success/failure of transaction, source IP address, and transaction description as part of the security log attributes.		25 In	Yes	Oracle Customer Cloud Service (CCS)	Oracle CCS provides Audit facilities to store User Id, Date & Time, table Name, Rows primary key value, Field Name, before Image, After Image, Row Action.	
CIS.16.130	MDM - Miscellaneous	16.130.020	The system should support distributed processing across multiple network zones and data centers, with application and database processes distributed on multiple servers with dynamic resource allocation and automatic failover and load balancing as appropriate.		25 In	Yes	Oracle Customer Cloud Service (CCS)	Oracle Customer Cloud Service(SaaS subscription) ensures ability to manage, monitor, and modify resources running in cloud.	
CIS.16.130	MDM - Miscellaneous	16.130.021	The proposed system configuration shall support separate development, test, training, and production environments.		25 In	Yes	Oracle Customer Cloud Service (CCS)	A Typical subscription includes one Production environment, and at least one Development and one Test environment. The number of environments depends on specific customer requirements and may include multiple Development and/or Test instances.	
CIS.16.130	MDM - Miscellaneous	16.130.022	System will automatically manage its load while processing tasks.		25 In	Yes	Oracle Customer Cloud Service (CCS)	Oracle Customer Cloud Service(SaaS subscription) ensures system performance while performing specific tasks such as meter read upload, usage calculation, aggregation, etc.	
CIS.16.130	MDM - Miscellaneous	16.130.023	System will have system administration tools to perform maintenance, monitor system performance, and handle exceptions.		25 In	Yes	Oracle Customer Cloud Service (CCS)	CCS provides inbuilt dashboards to monitor performance and handle exceptions automatically. This functionality is delivered through dashboards, batch performances and service tasks.	
CIS.16.130	MDM - Miscellaneous	16.130.024	System will support data cleansing where components are provided that allow to identify and remove duplicates, complete and correct values, and properly format data.		25 In	Yes	Oracle Customer Cloud Service (CCS)	Data cleansing activity will be performed during data migration. This activity will remove the duplicates, complete and correct values and will format the data according to the framework.	
CIS.16.130	MDM - Miscellaneous	16.130.025	System has the ability to export data in the following file formats, but not limited to:		25 In	Yes	Oracle Customer Cloud Service (CCS)	Various Extract Algorithms are provided by Oracle CCS to support file exports. E.g. XML, Bill Extracts, Consumption Extracts.	
CIS.16.130	MDM - Miscellaneous	16.130.026	a) XML		25 In	Yes	Oracle Customer Cloud Service (CCS)	Real time export can also be performed with the use of Web Services.	
CIS.16.130	MDM - Miscellaneous	16.130.027	e) Real-time export		25 In	Yes	Oracle Customer Cloud Service (CCS)	SMTP integration, etc.	
CIS.16.130	MDM - Miscellaneous	16.130.028	d) Flat file / Text file / CSV		25 In	Yes	Oracle Customer Cloud Service (CCS)		
CIS.16.130	MDM - Miscellaneous	16.130.029	j) JSON		25 In	Yes	Oracle Customer Cloud Service (CCS)		



Attachment E

Interface Approach Worksheet

Prime Proposer's Name: [Enterprise Solutions Consulting, LLC](#)

PLEASE NOTE:

For all interfaces MVU expects to maintain or may maintain please provide details on your approach. All of these must also be included in the Cost Matrix.



Interface Approach Worksheet

Functionality	Vendor/System A	Vendor/System B	Description	Direction	Interface Type	Integration Technology	Vendor Approach	Notes
Customer Web Self-Service	Smart Energy Water (SEW)	New CIS	Customer access to bills, usage and payment history. Also, ability interact with MVU for service requests, budget/levelized billing, payment arrangement requests, etc. Please refer to the Functional Matrix and RFP for specific expectations.	Bi-directional	Web Service	Real Time Integration		API based integration only and no batch or data extracts in scope.
General Ledger	TylerMunis	New CIS	Provide financial information, consumption information with GI, account numbers. [Need to discuss with MVU]	Export file to FTP	File	Batch	API/Batch	
Geographic Information	ESRI/Archtfo	New CIS	Provide GIS information regarding premise and address information.	Uni-directional	File	Batch	API/Batch	
Interactive Voice Response (IVR) - Outbound	Teleworks	New CIS	Used for outbound communication: call, text, email.	Uni-directional	File	Batch	API/Batch	
Interactive Voice Response (IVR) - Inbound	NCR	New CIS	Upon entering their account number, customers can make payments and check their balances.	Bi-directional	Web Service	Real Time Integration	API/Real Time Integration	
Payment	NCR	New CIS	Payment processor for Web and IVR. Includes recurring payments. Customers can also check their balances.	Bi-directional	API	Real Time Integration	API	
Meter Data Management	New MDIM	New CIS	Please refer to the Functional Matrix and the RFP for specific expectations.	Bi-directional	Web Service	Real Time Integration	Real Time Integration - Build in sync process	
AMI Integration	AMI Head-end	New MDMS	Expected to provide services for remote turn-on, turn-off, re-read, meter ping and tamper alerts.	Bi-directional	Web Service	Real Time Integration	API/Real Time Integration	SOM/SGG
Meter Reading	Iron/FCS	New MDMS	Iron/FCS is used to collect the meter reading data from either AMR or via a handheld for the large meters.	Export file to FTP	File	Batch	API/Batch	
Meter Data	MV-90	New MDMS	Daily interval reading data.	Uni-directional	File	Batch	API/Batch	
Outage	Call Tracker System (CTS) module	New MDMS	Provide outage information to MDMS.	Uni-directional	File	Batch	API/Batch	



Attachment 10.6
CHANGE ORDER



CO Number		CO Name	
Project Name		Date Submitted	
Project Director		Change Order Expiration Date	
Client Name	MVU	Requested By	
Change Order Type	<input type="checkbox"/> New Requirement <input type="checkbox"/> Requirement Change <input type="checkbox"/> Scope/Resource Change <input type="checkbox"/> Other	Priority	<input type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low
Business Description			
Change Benefits and Justification			
Analysis Information			
Proposed Resolution			
Actions Required to Execute Change			
Effort Impact	<input type="checkbox"/> Yes <input type="checkbox"/> No Provide Explanation An additional AAC resource will be available to participate in collaboration meetings.		
Schedule Impact	<input type="checkbox"/> Yes <input type="checkbox"/> No Provide Explanation		
Cost Impact	<input type="checkbox"/> Yes <input type="checkbox"/> No Provide Explanation		
Resource Impact	<input type="checkbox"/> Yes <input type="checkbox"/> No Provide Explanation		
Impact to Project if NOT Approved			
Final Disposition			
Change Order Status	<input type="checkbox"/> Approved <input type="checkbox"/> Rejected <input type="checkbox"/> Future Enhancement		
Reason if Not Approved			
Approvals			
Title	Name	Signature	Date
MVU Project Manager			
ESC Project Manager			
MVU Project Director			

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Moreno Valley Electric Utility (MVU) CIS/MDM Implementation DL-01-XXX Deliverable Sign-off

Deliverable Description

Number	DL-01-XXX Deliverable Name
Description	Cut and paste Deliverable Description and Purpose - Cut and paste Deliverable Contents/Activities
Reference(s)	Attachments: - Add any document name(s) of final accepted deliverable, etc.

ESC has delivered the aforementioned project deliverable.

Further details or explanation of deliverable can be added here.

RJ Kumar ESC Project Manager	Date
---------------------------------	------

TBD MVU Project Manager	Date
-------------------------------	------



Moreno Valley Electric Utility (MVU) has reviewed the described deliverable and has confirmed that the deliverable has been completed in accordance with the MVU & ESC Statement of Work, Signed XXXX, as part of the CIS/MDM implementation Project.

The described deliverable above is deemed accepted by MVU.

Jeannette Olko
MVU Project Director

Date

Attachment: PSA ESC 04062021 [Revision 1] (4252 : APPROVE AGREEMENTS FOR THE PURCHASE AND IMPLEMENTATION OF THE AMI



Moreno Valley Electric Utility (MVU)

CIS/MDM Implementation

DL-01-XXX Task Completion Notification

Deliverable Description

Number	DL-01-XXX Task Name
Description	Cut and paste Task Description and Purpose - Cut and paste Task Contents/Activities
Reference(s)	Attachments: - Add any document name(s) of final accepted task, etc

AAC (or MVU) has delivered the aforementioned project task.

Further details or explanation of this task can be added here.

RJ Kumar	Date
ESX Project Manager	

TBD	Date
MVU Project Manager	



Attachment: PSA ESC 04062021 [Revision 1] (4252 : APPROVE AGREEMENTS FOR THE PURCHASE AND IMPLEMENTATION OF THE AMI

Moreno Valley Electric Utility (MVU) has reviewed the described task and has confirmed that the task has been completed in accordance with the San Gabriel & AUS Statement of Work MVU & ESC Statement of Work, Signed XXXX, as part of the CIS/MDM implementation Project.

The described task above is deemed accepted by MVU.

Jeannette Olko
MVU Project Director

Date

Attachment: PSA ESC 04062021 [Revision 1] (4252 : APPROVE AGREEMENTS FOR THE PURCHASE AND IMPLEMENTATION OF THE AMI



Request for Proposal

Customer Information System, Meter Data Management System, and Implementation Services

RFP-2020-015

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1.0 Introduction

This document constitutes a Request for Proposal (RFP). It is the intent of the City of Moreno Valley Utility (MVU) to consider a Customer Information System (CIS), a Meter Data Management (MDMS) System, and related products and services on a subscription basis as specified within this document.

The City of Moreno Valley is 51.5 square miles and is located in the western portion of Riverside County with approximately 215,000 residents. The City of Moreno Valley was incorporated in 1984 bringing together three rural communities. The City represents one of the most dynamic economic market potentials in contemporary California and has been listed as one of the fastest growing Cities in the U.S.

MVU was established in 2001 with the purpose of enhancing economic development in the City. As a "greenfield utility", MVU provides electric service to new housing and business development, primarily located in undeveloped areas of the City. Providing service to new development is a business practice that sets MVU apart from other municipal utilities.

It is MVU's vision to be a trusted customer-owned community utility partner and a driving force for local economic development that is progressive, innovative, committed to environmental stewardship, and provides highly valued electric services that enhance the quality of life for Moreno Valley. To achieve that vision, it is crucial to keep pace with new developments in utility software technology and changes to the State of California Electric Utility business model.

MVU has a long term agreement with a single contractor who provides Customer Account Services that include Billing and Collections Management, Remittance Processing, Call Center Services, onsite Cashiers and field services. Moreno Valley will continue this relationship through the implementation of the new CIS and MDMS systems and fully expects the contractor to assist in the implementation process.

This will be a competitive Solicitation process. Qualified individuals, firms, contractors, consultants or entities (Vendors), who meet the requirements set forth in this RFP, and are capable of providing the services requested are encouraged to participate.

2.0 Project Scope

MVU is soliciting proposals from qualified Vendors for a comprehensive solution set which includes: a Customer Information System (CIS), and a Meter Data Management System (MDMS). The proposed solution(s) are required to meet multiple business needs, accommodate MVU's departmental requirements, and provide a wide array of customer-facing opportunities to provide MVU, and its customers, greatly enhanced capabilities and functionality. MVU is looking for a fully hosted and managed solution. Given the current pandemic and the potential travel and physical distancing restrictions that may still be in place, MVU expects the proposals to include requirements for a "virtual" project.

MVU defines this further in section 5.3 Future State Considerations.

The CIS Replacement Project is expected to positively impact many of the strategic goals including:

- Delivers an economical long-term solution with flexible hosting options allowing MVU to grow without concerns of partner or information technology limitations.
- Improves the customer experience

- Enables efficient business management now and in the future
- Offers state of the art functionality to improve internal efficiency
- Provides a modern technological platform that can easily integrate with ancillary solutions
- Limits customizations and adopts best practices
- Becomes the system of record for all customer related interactions

2.1 Mandatory Modules

The following modules are mandatory.

- A cloud based Customer Information System (CIS)
- A cloud based Meter Data Management System (MDMS)

2.2 Optional Modules

The following modules are optional and are exploratory in nature.

- Field Mobile Work Management (MWM)
- Customer Web Self-Service (CWSS)

2.3 Functional Components To Be Evaluated

The scope of this project includes the evaluation of the areas described below:

Customer and Account Management	Navigation and User Interface	Credit and Collections	Meter Management
<ul style="list-style-type: none"> Account Generation Information Account Data Product and Services Generation Memos and Notes Master and Sub-Accounts Customer Interactions Account Operations/ Manipulation Account Display System Administration Auditing CIS-user KPI's Customer Relationship Management (CRM) 	<ul style="list-style-type: none"> System Navigation Search Criteria Primary CSR Screen Criteria GUI and BUI Screen Presentation 	<ul style="list-style-type: none"> General Criteria Credit Rating Deposits Payment Processing Payment Arrangements Installment Plans Late Fee Processing Delinquency Collection Agency Processing Write-Off's Archive and Purge Records Bankruptcy 	<ul style="list-style-type: none"> Meter/Equipment Management Meter/Equipment Documentation Meter/Equipment Search Meter Equipment Set and Change Out Meter/Equipment History Testing Meter/Equipment Editing

Financial Management	Billing Management	Rates and Usage Management	Meter Data Management
<ul style="list-style-type: none"> A/R Processing A/R Adjustments General Ledger Accounting Deposits 	<ul style="list-style-type: none"> General Billing Criteria Billing Initiation Billing Proration Billing Process 	<ul style="list-style-type: none"> Setup Criteria Documentation Criteria Rate Analysis Rate Structure 	<ul style="list-style-type: none"> General Criteria Meter Reading Data Validation, Estimation, and Editing Billing Determinants

Financial Management	Billing Management	Rates and Usage Management	Meter Data Management
<ul style="list-style-type: none"> • Payment Posting • Payment Processing • Credits and Refunds • Reconciliation/ Reports 	<ul style="list-style-type: none"> • Taxation • Billing Adjustments • Master and Sub-Account Billing • Budget Billing Fixed/Levelized • Discount Billing/Low Income • Estimated Billing • Miscellaneous Billing • Service Charges and Fee Billing • Payment Options 	<ul style="list-style-type: none"> • Historical Rates • Rate Changes • Route and Cycle Criteria • Premise/Service Criteria • Meter Readings • Consumption • Consumption Validation • Consumption Display • Real-Time Functions 	<ul style="list-style-type: none"> • Automatic Turn-on/Turn-off • Demand Response • Documentation • Reporting • Events • System Management • Workflow

Service Order Management	System-wide Reporting	Technical Components	Technical Components (Cont.)
<ul style="list-style-type: none"> • General Criteria • Service Order Validation • Service Order Initiation • Service Order Distribution • Service Order Modification/ Change • Service Order Completion • Service Order Display • Service Order Scheduling • Mobile Field Services • Route Optimization and Dispatching 	<ul style="list-style-type: none"> • Dashboards and Reporting • Management and Monitoring 	<ul style="list-style-type: none"> • Data Hierarchy • User Interface • Client Workstations • Homebased or Remote Workstations • Servers • Application Servers • Business Intelligence • Development Platform • Portal/Browser Based • Web Services • Business Process Integration Management 	<ul style="list-style-type: none"> • Operating Systems Client Server • Database Platforms • Programming Interface Capabilities • Version Control • Security Capabilities • General Operations • Reports • Batch Processing • Printing • Electronic Archiving • Business Continuity • Software Development
	<p>Standards & Security</p> <ul style="list-style-type: none"> • Security and Privacy • Support for Internal Controls • Audit Trails 		

2.4 Minimum Requirements

Vendor must be able to meet the following minimum requirements for consideration:

- 2.4.1 Provide a single point of contact for the project and throughout post-implementation.
- 2.4.2 Document any system integration project-related legal entanglements that have occurred within the last three years for the Vendor and all sub-consultants.
- 2.4.3 Demonstrate vendor has a proven track record of delivering and implementing Electric Utility CIS systems. A proven track record consists of at least one ongoing CIS implementation and two additional completed CIS implementations over the last three years for organizations of similar complexity.
- 2.4.4 Demonstrate vendor or sub-consultant has a proven track record of delivering and implementing Electric Utility MDMS systems. A proven track record consists of at least one ongoing MDMS implementation and two additional completed MDMS implementations over the last three years for organizations of similar complexity.
- 2.4.5 Demonstrate vendor has a proven track record of delivering and implementing CIS and MDMS systems in the cloud.
- 2.4.6 Solution must provide MVU with full access to extract all data. Any license restrictions must be clearly defined and priced within Attachment C – Cost Matrix.
- 2.4.7 All solution costs must be provided for the preferred implementation timeline as presented in Section 7.0 (Implementation Information) of the RFP.
- 2.4.8 All solution costs, including travel and fees, must be fixed price.
- 2.4.9 Vendors shall meet any applicable California state or federal laws at the time of submission.

3.0 Proposal Instructions and Requirements

3.1 Glossary of terms

As used throughout this RFP and Response Template, the following definitions apply:

Term	Definition
Contract	The contract, agreement, or purchase order will be executed by the City and the Successful Vendor for the performance of the work requested in this RFP. The contract shall incorporate the provisions of the RFP.
Contract Price or Cost	The amount stated in the Contract to complete the work contemplated by this RFP, plus or minus any additions or deductions contained in any contract amendment or change order.
Core Team	The team established by MVU to review, evaluate, score the proposals, and to recommend award of the contract to MVU Management. Recommendations are made in accordance with MVU policies for award to the Vendor that submitted the proposal determined by the team to be in the best interest of MVU.
MVU	City of Moreno Valley Utility
May/Should	Indicates something that is not mandatory but is permissible for this RFP.
Must/Shall	Indicates a mandatory requirement for this RFP. A proposal that fails to meet a mandatory requirement will be deemed non-responsible and may not be considered for award.
Proposal	Refers to the completed Response Template, including all requested attachments as defined in the Response Template.
Vendor	Any person, firm, corporation, entity, organization or agency, or a duly authorized representative thereof, that may submit a proposal for the work described in this RFP.
Request for Proposal (“RFP”)	Refers to any and all directions, provisions, and requirements, etc. contained in this request for proposal. MVU may cancel this solicitation at any time for any reason, without obligation.
Responsible Vendor	The Vendor that MVU determines is a responsible Vendor based on MVU’s sole determination that the Vendor has the capacity in all respects to satisfactorily perform and to furnish the work described in this RFP. In furtherance of the foregoing, MVU shall evaluate the Vendor’s experience, integrity, reliability, capacity, facilities, equipment, any anticipated sub-consultants, suppliers and other persons and organizations proposed by the Vendor to perform and to furnish the work described. MVU reserves the right to make such investigation as it deems necessary to make this determination. Such information includes: current financial statements, verifications of availability of equipment and personnel, and past performance records, and references.

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Term	Definition
Responsive Vendor	To be responsive, the Vendor must submit a proposal which conforms in all material respects to the requirements set forth in this RFP, as determined solely by MVU. Furthermore, the Vendor shall adhere to all applicable federal, state, and local laws, codes and ordinances
Sub-consultant	Any person, Vendor or legal entity other than the Vendor that will supply services or materials for work to be performed under the Contract.
Successful Vendor	The terms successful Vendor, successful Contractor, Contractor, Supplier and/or Consultant may be used interchangeably in these specifications and shall refer exclusively to the Vendor with whom MVU enters into a contract as a result of this solicitation.

3.2 Invitation

MVU is accepting qualified proposals for a new Customer Information System, Meter Data Management System, and Implementation Services. A copy of the RFP may be obtained at the City’s electronic Bid and Vendor Management system: <https://www.planetbids.com/portal/portal.cfm?CompanyID=24660>.

Proposal must be received by MVU before 4:00 p.m. PDT on Tuesday July 14th, 2020. When submitting a response electronically through the City’s electronic Bid and Vendor Management system, it is the sole responsibility of the Vendor to ensure that the response is received by the City’s electronic Bid and Vendor Management system prior to the closing date and time. Proposals **must** be submitted electronically through the City’s electronic Bid and Vendor Management system. Please see section 3.5 for form and content of final Proposal.

This RFP is exclusively an invitation to submit Proposals for a CIS, MDMS, and Implementation Services. This RFP shall not be construed as a request or authorization to perform any work. In addition, this RFP does not represent a commitment to purchase, lease, or license any product or software. Any work performed by a Vendor to respond to this RFP will be at the Vendor’s own discretion and expense. MVU will not be obligated for any Vendor costs related to this RFP, nor does any Vendor’s work in responding to this RFP bind MVU to any obligations. The costs of developing Proposals are entirely the responsibility of the Vendor.

3.2.1 DISCOVERY SESSIONS

Each Vendor is highly encouraged to attend a Discovery Session to meet with MVU for questions and answers. Each session may be 1.75 hours long at an MVU location. Vendors are strongly encouraged to prepare questions for the meeting.

THE DISCOVERY SESSIONS ARE NOT SIMPLY ANOTHER OPPORTUNITY FOR A SALES CALL. VENDORS ARE EXPECTED TO HAVE READ THIS RFP AND BE FAMILIAR WITH THE CONTENTS IN SUFFICIENT DETAIL TO ENABLE THE PROSPECTIVE VENDOR’S STAFF MEMBERS TO ASK PERTINENT QUESTIONS TO SUPPORT THEIR DEVELOPMENT OF AN RFP RESPONSE.

The Vendor’s representatives participating in the Discovery Session are responsible for asking questions about the business operations. The questions and answers will not be documented or

provided in an addendum to other Vendors unless MVU deems the information to be material to the specifications of the RFP.

Vendors may also submit any additional questions by the Final RFP Questions deadline. The questions (that are received by this deadline) and answers will be distributed to all participating Vendors through the city's electronic Bid and Vendor Management System.

3.2.2 CONFIRMATION DATE FOR DISCOVERY SESSIONS

Discovery Sessions will be assigned on a first-come, first-served basis. Upon receipt of the RFP, any interested Vendor wishing to participate in a Discovery Session shall submit Attachment F, Intent to Respond Form, via the City's electronic Bid and Vendor Management system. **Attachment F must be submitted in the Questions section as an attachment and not in the response section.** The Vendor should submit their 1st, 2nd, and 3rd choices. MVU reserves the right to increase or decrease the number of available slots based upon demand. Currently, the Discovery Sessions will be conducted as indicated in Attachment F.

3.3 Public Viewing Copy

MVU is subject to public information laws, which permit access to most records and documents. Proprietary information in your response must be clearly identified and will be protected to the extent legally permissible. Proposals may not be marked 'Proprietary' in their entirety. All provisions of any contract resulting from this request for proposal will be public information. Firms are allowed to submit one (1) additional complete proposal clearly marked "FOR PUBLIC VIEWING." In this version of the proposal, the firm will redact all text and/or data that it wishes to be considered confidential and denote the information as "proprietary" or "confidential". Information considered proprietary is limited to material treated as confidential in the normal conduct of business, trade secrets, discount information, and individual product or service pricing. Summary price information may not be designated as proprietary as such information may be carried forward into other public documents.

3.4 Point of Contact

All correspondence related to this RFP should be submitted through the City's electronic Bid and Vendor Management system.

From the date this RFP is issued until MVU announces the successful Vendor, Vendors may not communicate with any MVU internal committee member, MVU staff member, or any representative other than the MVU Point of Contact, unless directed to do so by the Purchasing Department. Any unauthorized contact may disqualify the Vendor from further consideration.

3.5 Proposal Form and Content

All Proposals must be prepared utilizing the Response Template provided as Attachment A.0 to this RFP, both in form, order, and substance. Each Proposal must describe in detail how Vendor will meet the requirements of this RFP and may provide additional related information with the Proposal. Responses to each section and subsection should be labeled to indicate which item is being addressed. Proposals should be straightforward and concise and provide "layman" explanations of technical terms that are used. Emphasis should be concentrated on conforming to the RFP instructions, responding to the RFP requirements, and on providing a complete and clear description of the offer. If a complete response cannot be provided without referencing supporting documentation, Vendor must provide such documentation with

the Proposal indicating where the supplemental information can be found. Proposals must also include any redlines to MVU's terms and conditions as provided in Attachment G. In addition, Vendor shall include any written warranties, maintenance/service agreements, license agreements, lease purchase agreements (if applicable), and the Vendor's standard contract language.

All information, prices, notations, signatures, and corrections must be in ink or printed. Mistakes may be crossed out and corrections typed or printed adjacent to the mistake and initialed in ink by the person signing the Proposal.

- Proposals MUST be uploaded to the City's electronic Bid and Vendor Management system and contain the following:
 - The completed Response Template
 - All Attachments (A thru M) in the Response Template, including completed copies of the Functional Matrix (Attachment B), Cost Matrix (Attachment C), and the Staffing Matrix (Attachment D)
 - Public Viewing version of Proposal, if applicable.

3.6 Right to Reject Proposals

MVU will review and evaluate each Proposal in accordance with this RFP and MVU's procurement policies. MVU will select the Vendor who will provide the highest quality services consistent with MVU needs. All Proposals submitted from Vendors meeting the minimum requirements will be reviewed. MVU reserves the right to reject any and all proposals, to waive any and all informalities or irregularities, to re-advertise for Proposals using the same or a different document if necessary and to make any awards it deems best suited to the interest of MVU. Proposals may also be rejected or disregarded as non-responsive at MVU's sole discretion.

3.7 RFP Modification /Extension/ Cancellation

MVU reserves the right to modify any portion of, or to postpone or cancel this RFP at any time without indicating any reason. MVU will communicate any such action in a formal written notice to all Vendors through the city's electronic Bid and Vendor Management system.

Amendments to the RFP, if any, shall be accomplished via an addendum to the RFP, which will be distributed via the City's electronic Bid and Vendor Management system. If revisions and amendments require changes in quantity, price, or scope, the due date set may be extended by such number of days, at MVU's discretion, to enable Vendors to update their Proposals. Proposals that fail to acknowledge an addendum to the RFP, as determined by the MVU Purchasing Office, on the supplied acknowledgement form may be deemed as non-responsive.

3.8 Investigation or Requests for Additional Information

During the evaluation of the written proposals, MVU reserves the right to request clarifications from Vendors. Such information will be requested in writing to the specific Vendor. During the Demonstration Phase and Validation, MVU may request additional information from Vendors. This information will become part of the original Proposal submitted by the specific Vendor and will be used by MVU to evaluate the Proposal and will not be shared with other Vendors during the evaluation and negotiation process.

MVU may conduct such investigations as it deems necessary to aid in evaluating any Proposal and to establish the responsibility, qualifications, and/or financial ability of Vendors, proposed sub-consultants,

suppliers, and other persons and organizations to perform and furnish work resulting from an award of services pursuant to this RFP.

3.9 Award of Services

MVU Discretion. The award of services, if they are awarded, will be made to the most qualified and responsible Vendor as determined by MVU in accordance with its policies and procedures and based on the evaluation factors set forth in this RFP. The determination of products and services to be provided by the successful Vendor is at MVU's sole discretion.

Notice of Award. If the Contract is to be awarded, MVU will give Notice of Intent to Award to the successful Vendor. MVU will look solely to the successful Vendor for the performance of all contractual obligations that may result from an award based on this RFP. The successful Vendor shall not be relieved for the non-performance of any services, including those of any sub-consultants.

Rejecting Team Members, Vendors or Sub-consultants: MVU reserves the right to reject individual team members, Vendors, sub-consultants, or business partners and request substitution prior to contract award.

3.10 Contract Executed After Award

The successful Vendor shall enter into a written contract with MVU within one hundred and twenty (120) days after the validation process, in a form approved by MVU's Legal Counsel. If Vendor fails to execute and return the Contract and all required documents within the time allowed, MVU may, at its option, consider that the Vendor has abandoned the Contract. In the event no Contract is executed in the timeframe required, MVU, in its discretion, may award services to the next most qualified responsive and responsible Vendor.

Upon its execution, MVU will return one copy of the Contract to the successful Vendor. This RFP, any addendum and the awarded Vendor's Response Packet will be incorporated into the executed Contract. Responses to questions that occur during the Proposal evaluation, demonstration, and validation process may also be incorporated into the Contract.

After the Contract has been executed, including the insurance documents, a Notice to Proceed will be issued. Unless otherwise specified, Vendor agrees to commence work within ten (10) working days after the date of the Notice to Proceed and fully complete the project within the time specified in the Contract.

Additionally, MVU will assign a not-to-exceed amount to the Contract. The not-to-exceed amount establishes the maximum compensation that may be paid under the Contract but does not establish a guarantee of compensation to be paid to the vendor. MVU reserves the right to modify, at its discretion, the not-to-exceed amount via change order. In such event, the underlying basis of compensation to the Vendor, as set forth in Vendor's response, will not change. The amount to be paid to the successful Vendor under the Contract is determined solely by the Contract.

3.11 No Assignment or Modification

The awarded Contract is to be binding on the successors and assignees of the parties hereto. The services contracted for are deemed unique, and except as provided within the Contract, Contractor shall not assign, transfer, subcontract, or otherwise substitute its interest in the Contract or any of its obligations without the written consent of MVU. The Contract may be modified only by a written amendment signed by all parties.

3.12 Terms & Conditions

Please see Attachment 1.0 for MVU’s Standard Terms and Conditions which are located within the Professional Services Agreement. Any exceptions must be noted and returned with the proposal.

3.13 Description of RFP Package

MVU has assembled an RFP package containing two major parts, the RFP itself and the Response Template, referred to as the “Proposal.” The RFP provides project specifications, detailed needs, and current procedures. The Proposal will contain the Vendor’s response in a format that will assist MVU in obtaining and evaluating the necessary information to select a Vendor.

3.14 Proposals Property of MVU

All documents or materials submitted with or in conjunction with any Proposal, including but not limited to electronic files, shall become MVU’s property after the Proposal submission deadline. No submission documents will be returned. In addition, MVU has the right to use any and all ideas presented in or with a Proposal submitted in response to this RFP, regardless of whether that Proposal is selected. All material submitted with a Proposal shall be deemed part of the Proposal and any portion of the successful Vendor’s Proposal may be incorporated into the Contract at MVU’s discretion.

3.15 Selection Timeline And Process

The anticipated schedule for this project is as follows:

No	Description	Completion Dates
1.	RFP Issued	6/4/20
2.	Intent to Bid Due from Vendors	6/11/20
3.	Discovery Sessions	6/23/20 – 6/25/20
4.	Final Questions Due	6/26/20
5.	Final Clarification Document	7/1/20
6.	RFP Responses Due (Close Date)	7/14/20
7.	Vendor Short List	8/21/20
8.	Conduct Demonstrations	9/14/20-9/25/20
9.	Notification of Vendor Finalist	10/9/20
10.	Scope Confirmation Complete	11/15/20
11.	Complete SOW and Sign Contract documents	12/15/20

3.16 Informed Vendors

Vendors should carefully review the instructions, mandatory requirements, specifications, terms and conditions, and all other documents provided in or attached to this RFP, all of which may be incorporated into the Contract. Submission of a response to this RFP constitutes acknowledgement that the Vendor has thoroughly read, is familiar with, and agrees to be bound by the RFP terms. Failure or neglect of a Vendor to receive or examine any portion of the RFP or other Contract documents shall in no way relieve the Vendor of any obligation thereunder, nor will any claim for additional compensation be permitted where it is based upon lack of knowledge concerning any Contract document.

While this RFP is the product of an extensive information-gathering process and has been subject to a comprehensive review, MVU makes no representations or warranties as to the accuracy of the information contained in the RFP.

3.17 Authorization of Proposal

Each Vendor, in submitting a Proposal, represents and warrants to MVU that the execution and delivery of the Proposal, and all terms stated therein, are duly authorized by the individual or organization on whose behalf the Proposal was submitted. Every proposal must be signed by the person or persons legally authorized to bind the Vendor to a Contract for the execution of the work. Upon request of MVU, any agent submitting a proposal on behalf of a Vendor shall provide a current power of attorney certifying the agent's authority to bind the Vendor.

3.18 Notice of Intent-to-Respond or Decline

Vendors are asked to communicate their intent to respond, by utilizing the document provided as Attachment F- "Intent to Respond or Decline." The completed document should be uploaded to the City's electronic Bid and Vendor Management system as an attachment as stated in section 3.2.2

3.19 Vendor Requests for Clarification

Vendors shall promptly notify MVU through the City's electronic Bid and Vendor Management system of any ambiguity, inconsistency, unduly restrictive specifications, or error that the Vendor discovers upon examining this RFP. This should include any RFP terms or requirements that either preclude the Vendor from responding to the RFP or add unnecessary cost. This notification must be accompanied by an explanation and suggested modification. It must be received by the deadline for inquiries as set forth above in Section 3.15.

Any requests for clarification related to this RFP must be submitted on or before the last day for questions and in accordance with the provisions outlined in this RFP. MVU will not interpret the meaning of any provisions, nor correct any apparent ambiguity, inconsistency, or error, or any other matter pertaining to this RFP unless the Vendor makes such a request in writing through the City's electronic Bid and Vendor Management system and other interpretations or clarifications shall be without legal or contractual effect.

Interpretations or clarifications considered necessary in response to questions will be issued by addenda. All addenda will be issued on the City's electronic Bid and Vendor Management system website.

The Purchasing Division will make any final determination concerning changes to the RFP. It is the responsibility of each Vendor to their correct business name, address, phone number, and email on file with the city's electronic Bid and Vendor Management system.

3.20 Vendor Proposal Modification / Postponement

Proposals may be modified at any time before the specified date and time for Proposal submission.

3.21 Offer Period and Proposal Withdrawal

All Proposals must state the period for which the Proposal will remain in effect ("Offer Period"). The Offer Period should not be less than 365 days from the date the Proposal is submitted. At the end of the Offer Period, the Proposal may be withdrawn at the Vendor's written request. If the Proposal is not withdrawn at the end of the Offer Period, it remains in effect until an award is made or the solicitation is canceled.

3.22 Collusion

If there is reason to believe that collusion exists among the Vendors, MVU may refuse to consider Proposals from participants in such collusion. No person, Vendor, or corporation under the same or different name, shall make, file, or be interested in more than one Proposal for the same work unless alternate Proposals are called for. Reasonable grounds for believing that any Vendor is interested in more than one Proposal for the same work will cause the rejection of all Proposals for the work in which a Vendor is interested. A person, Vendor, or corporation who has submitted a sub-proposal to a Vendor, or who has quoted prices on materials to a Vendor, is not thereby disqualified from submitting a sub-proposal or quoting prices to other Vendors.

Any proposal deemed to be collusive or a sham proposal will be rejected and reported to authorities as such. Vendor's authorized signature on proposal assures that such proposal is genuine and is not a collusive or sham proposal.

3.23 Costs To Prepare Vendor Proposals

The costs of developing proposals are entirely the responsibility of the Vendor and MVU shall not be responsible for the reimbursement of any of the cost or expense incurred by a Vendor for or relating to the preparation of its Proposal.

3.24 Taxes and Fees

MVU is not exempt from all federal excise taxes. Where applicable, Vendor will be responsible for invoicing the City for any sales and use tax.

3.25 Pricing

Attachment C - Cost Matrix is provided to present the proposed pricing for the entire project. MVU will require the Vendor to spend an additional three (3) months of post go-live support. Included in the pricing shall be: all services for a full implementation based on Vendor's recommended timeline; the additional three (3) months post go-live support; two (2) year warranty starting at go-live; and maintenance/service agreements and license agreements.

The Vendor shall provide a detailed breakdown of all costs required for the successful implementation and ongoing operation of the proposed solution utilizing the Cost Matrix distributed with the Response Template of this RFP. MVU reserves the right to determine what a valid cost is. Cost must be submitted in U.S. dollars.

If additional information or items need to be added within the Cost Matrix, space has been provided for the use of Vendors. It is imperative that the Cost Matrix reflect the **full cost of the solution** and be fully completed and returned with the Proposal in order for the Proposal to be considered responsive.

FIXED PRICING IS REQUIRED IN ALL AREAS.

Proposals shall include the estimated number of hours required for the identified work. Vendors shall provide an hourly rate where indicated on the Cost Matrix for any work quoted for the implementation of the established RFP requirements. The hourly rates shall be held firm for a minimum of one year.

3.25.1 TRAVEL COSTS

Vendors shall provide a fixed price for travel expenses based on the proposed number of trips to MVU offices in Moreno Valley, California for the solution's implementation, including the number of trips by resource type.

3.25.2 PRICE DISCREPANCIES

In the event that there are unit price items in a proposal schedule and the "amount" indicated for the extended price of an item does not equal the product of the unit price and quantity listed, the unit price shall govern, and the extended price amount will be corrected accordingly. If there is more than one item in a proposal schedule, and the total indicated for the schedule does not agree with the sum of prices of the individual items, the prices given for the individual items shall govern, and the total for the schedule will be corrected accordingly. The Vendor will be bound by said corrections.

3.26 Evaluation Criteria

MVU anticipates using an evaluation process which may consider any one or more of the following criteria, in no particular order of importance to produce a short list of Proposals for further consideration.

Evaluation Phase 1 (Proposal Evaluation)

- Qualifications and Profile
- Business Solution
- Business Outcomes
- Implementation Plan/Strategy
- Functional Matrix
- Technology Summary
- Solution Costs

Evaluation Phase 2 (Demonstration and Presentation)

In addition to the Proposal evaluation outlined in Phase 1 above, the following Proposal criteria will be evaluated and scored in Phase 2:

- Product Demonstrations
- Implementation and Technology Discussion
- Cultural Fit and Value Add

- Reference Checks
- Solution Costs

Evaluation Phase 3 (Vendor Confirmation)

In addition to the Proposal evaluation outlined in Phase 1 and 2 above, the following Proposal criteria may be evaluated and scored in Phase 3:

- Confirmed functional fit
- Best and final offer
- Site visits and product design/validation session

3.27 Selection Process

Phase 1

Based on the criteria described in Section 3.26 above, Vendors considered most qualified will be selected for evaluation under Phase 2. MVU shall not be responsible for any costs or expenses a Vendor incurs in connection with Phase 1. The determination of “qualified” Vendors is at the sole discretion of MVU. MVU may consider information learned outside of the RFP response, but germane to the Selection, to make this determination.

Phase 2

Vendors will be short-listed from Phase 1 to present virtual or on-site scripted demonstrations. Vendors shall be available to present the information in a time period designated by MVU and as identified in Selection Timeline and Process. Vendors shall be given an opportunity to submit questions in writing to help prepare for implementation methodology demonstrations/discussions. The same scripts are given to each Vendor at staggered intervals so there is no competitive advantage going first through last.

MVU will host a scripted virtual or on-site demonstration for each vendor. The demonstrations will showcase product functionality, implementation methodology, and system technology.

In addition to contacting the Vendor’s references, MVU may conduct other investigations as necessary to further evaluate the proposal, which may consist of additional interviews, demonstrations, site visits, benchmarking studies, and other activities in order to make an informed decision. MVU shall not be responsible for any costs or expenses a Vendor incurs in connection with Phase 2.

A Vendor will be selected for further consideration in Phase 3 at the sole discretion of MVU. MVU may consider factors outside of this RFP to make this determination.

Phase 3

A Notification of Intent to Award shall be sent to any Vendor selected. Award is contingent upon the successful negotiation of final Contract terms and the approval of City Council. Negotiations shall be confidential and not subject to disclosure to competing Vendors unless an agreement is reached. If contract negotiations cannot be concluded successfully, MVU may negotiate a Contract with another Vendor or withdraw the RFP.

Additionally, the finalist shall conduct a comprehensive detailed working session that will address MVU’s requirements and supporting documentation. The product and functional review will last no more than five days and it will promote the following activities:

- Validate the Functional Matrix, features, and technology of the product.
- Identify required product modifications.

- Determine interface requirements.
- Define a final project scope so the Vendor can refine cost estimates.

A best and final offer may be requested if determined necessary by MVU.

The intent of the three different steps is to validate the proposed solution taking into account as many of the different aspects of the Vendor and their solution all the while working to reduce any assumptions. MVU shall not be responsible for any costs or expenses a Vendor incurs in connection with Phase 3.

4.0 General Information

4.1 Utilities Overview

In 2001, the Moreno Valley City Council established the Moreno Valley Utility (MVU). The utility served its first customers in 2004.

MVU currently serves over 6,400 residential, commercial, and industrial customers within its service area. Approximately 88% of MVU's customers are residential; however, 77% of sales are from commercial and industrial customers.

In 2013, the Moreno Valley City Council formed a Utilities Commission to provide additional review for all matters pertaining to utility. Commissioners are citizen volunteers who are appointed by the City Council for three-year terms.

Percentage of growth and estimated growth for 2017 - 2020 for the overall service territory:

Fiscal Year	Customers
2016/2017	5,832
2017/2018	6,075
2018/2019	6,335
2019/2020	6,443

4.2 Key Statistics for Cost Calculations

4.2.1 SYSTEM USERS

MVU currently has 20 users of the system today.

4.2.2 ACCOUNTS BY CLASS

Electric	Meter Count
Residential	6,084
Commercial/Industrial	630
City Accounts	92
Metered Street Lights	42
Total	6,848

Street Lights and Traffic Controls	Count
Unmetered Street Lights - billed per light	2,076
Metered Street Lights - billed per kWh	189
Traffic Controls	42

4.3 Organization and Project Descriptions

4.3.1 RESOURCES INVOLVED WITH THIS PROJECT

MVU FUNCTIONS:

- Capital Projects
- Finance/Administration
- Legislative/Regulatory Affairs
- Power Resources
- Public Purpose (customer programs)
- Strategic Planning

OUTSOURCED FUNCTIONS:

- Operations (services performed by Contractor)
 - Call Center
 - Customer Billing
 - Engineering

- o Field Service
- o Meter Reading
- o Outage Response

4.3.2 EXECUTIVE MANAGEMENT AND PROJECT SPONSORS

Title	Roles and Responsibilities
Assistant City Manager/Chief Financial Officer	Project Sponsor

4.3.3 PROJECT TEAM

Please see Section 7.2 for information on the Project Team.

4.4 Existing Customer Information System Overview

MVU has fully outsourced all of its utility billing and operation services through a single contractor since they began serving customers in 2004.

MVU’s contractor utilizes BillMaster, a Data West Utility Technologies CIS product, to support all billing operations. BillMaster has been modified to support evolving utility regulations, policies and practices, and business requirements; however, it requires manual processes to achieve advanced electric billing. Call Tracker Software (CTS), an internally developed custom software, is utilized to track customer communications, generate service orders, and build customized reports. CTS also has an Outage Management module utilized to track and report outages and dispatch crews for repair work.

As a general course of business, MVU tracks the following Key Performance Indicators (KPI’s) and looks to streamline the collection and tracking of this data with the new solution.

- Billing Accuracy – Monthly Average 99%
- Payment Processing Accuracy – Monthly Average 99%
- Collection Rate as a Percentage of Active Account Revenue Billed
- Collection Rate as a Percentage of Closed Account Revenue Billed
- Average Age of AR (Days)
- AR Over 60 Days – Active Residential
- Delinquency Rate – Residential
- Delinquency Rate – Commercial & Industrial

On average MVU handles the following volume each month:

Metric	Avg. Monthly Volume
Call Center Call Volume	3,365
Walk-In Traffic	250
E-Bill Accounts	1,972
Bills Produced	7,004

4.4.1 BILLABLE SERVICES

MVU produces bills for the following services and the proposed CIS must be able to bill for these services:

4.4.1.1 ELECTRIC BILLING

MVU bills for residential, non-residential, street lighting, traffic controls, and EV charging service. In addition, MVU offers net energy metering and charges wireless technology vendors for electric usage on their network devices.

Residential Service

Residential Service is provided to premises devoted to residential and household related purposes. Currently residential customers are billed using a two-tiered metered rate. MVU desires the ability to offer Time of Use (TOU) and Demand rates but does not expect to roll out TOU rates as part of this implementation.

Non- Residential

MVU offers a General Service Non-Demand Rate, General Service Demand Rates, Large General Service TOU rates, and Pumping and Agricultural rates.

General Service customers are those customers whose monthly maximum demand is not expected to exceed 20 kW. If a customer's demand has exceeded 20 kW in any three months during the preceding 12 months they are ineligible for service under this rate. General Service customers are billed a customer charge and kWh usage charge.

General Service Demand customers are those customers expected to have a monthly maximum demand exceed 20 kW. Large General Service customers are billed a customer charge, a kWh usage charge, and a demand charge.

Large General Service TOU customers are expected to have a maximum demand exceed 500 kW or has exceeded 500 kW in any of the 3 months during the preceding 12 months. Customers are further segmented based on primary and secondary voltage.

Pumping and Agricultural electric service is applicable for agricultural power service, general water pumping, or sewerage pumping based on connected load in horsepower (hp). Customers whose monthly maximum demand is expected to or has exceeded 500 kW or 671 hp in any three months during the preceding 12 months are ineligible for this rate. Customers are billed a minimum charge, customer charge, kWh energy charge, and a hp based service charge.

Net Metering

Net metering rates are available to customers who have eligible renewable energy generation systems connected with the MVU electric system. They receive credit for surplus energy supplied to the MVU system.

Net Metering is discussed further in section 4.4.3.1.

Electric Vehicle (EV) Charging

MVU bills for MVU owned electric vehicle charging stations. Charges for the kWh usage is based on voltage – either 240V or 480V. There is a four-hour maximum for parking and charging of electrical vehicles in a single charging session. Sessions will be given a 30-minute grace period and thereafter are charged \$1.00 per hour up to a maximum of \$30.00 in addition to the energy charges. These are currently city owned meters, however MVU anticipates the EV charging rates will become part of the CIS billing requirements at some point in the future and expects the proposed solution to accommodate such rates.

Wireless Technology

MVU bills wireless technology industries and utility customers deploying advanced metering infrastructure (AMI) that require electric service to operate wireless communication devices that are mounted on existing utility facilities, or other facilities approved by the utility and are unmetered. They are billed a customer charge plus an energy charge per device per month based on the Max Watts/Connected Load.

Street Lighting

Street lighting owned and maintained by MVU is billed as an un-metered service and is billed based on light type (LED and lamp wattage).

For customer owned street lighting, MVU bills the lighting as follows:

- Metered service – based on a customer charge plus kWh usage.

Traffic Control Service

Traffic directional sign and signal lighting service owned by governmental agencies is billed by MVU as a metered service with a customer charge plus kWh.

4.4.2 RATE INFORMATION

A detailed rate schedule can be found in Attachment 3.0. Vendor must deliver all rates outlined in this attachment as part of the base implementation.

4.4.3 SPECIAL PROGRAMS

4.4.3.1 NET ENERGY METERING

MVU has 2 methods for billing NEM customers outlined as NEM 1.0 and NEM 2.0 below and expects the proposed CIS solution to accommodate both methods of NEM billing.

NEM 1.0

Residential accounts are billed once a year for “net” energy consumed or generated over the previous 12 months, if any. Net surplus energy is the amount of generated kilowatt-hours (kWh) energy that is exported to MVU’s system that exceeds the amount that is received from MVU. The net surplus compensation rate (NSCR) shall be \$0.0xxxx per kWh applied to any net surplus energy remaining at the end of the customer’s twelve (12) monthly billing period (“relevant period”). The NSCR changes twice per year that coincides with MVU’s other rate changes, which are typically in April and November.

Customers will be billed monthly for nominal non-energy-related charges such as taxes.

NEM 1.0 is no longer available to any new applications, however existing solar customers under this NEM schedule will remain for a period of fifteen (15) years from the original year in which their generating facility was interconnected to MVU’s grid. At the end of the 15 years customers will be moved to NEM 2.0 or any otherwise applicable rate schedule. Existing customers under NEM 1.0 can request to be changed to NEM 2.0 at any time. Should that request be made, the customer’s account will be trued up at the time of the request and any outstanding balance due or credit due will be applied to the next regular billing.

NEM 2.0

NEM 2.0 customers are billed monthly. As determined in each billing period, when a customer is a net producer of energy, the resulting net produced energy will be used in the calculation of a monetary value that shall only be applied to the customer's **monthly bill**, including any minimum charges and applicable taxes.

The NSCR is the same for both NEM 1.0 and NEM 2.0

4.4.3.2 MEDICAL BASELINE ALLOCATION

Upon application and acceptance of a certification from a medical doctor or osteopath licensed to practice medicine in California, eligible residential customers are provided a standard year-round medical baseline allocation of 16.5 kWh per day in addition to the applicable baseline allocation for the season. Applications must be renewed every two years. Accounts are flagged in BillMaster and reviewed manually in May of each year with customer communication by mail and phone. If no response is received, the customer is taken off the program.

As part of this implementation, MVU would like to explore the proposed CIS solutions capabilities for automating the manual steps of the review process where appropriate.

4.4.3.4 LANDLORD AGREEMENTS

Landlord Automatic Transfer of Service Agreements are signed by Landlord's interested in having electric service to the property continue uninterrupted after a Tenant of the Property has ordered that the service in Tenant's name be disconnected. Upon the Tenant's disconnection request, service will be transferred to the Landlord's account. The agreement will remain in effect until the Landlord notifies MVU that they no longer own or manage the property. The Landlord is liable for all electric service to the Property, from the time a Tenant orders the service to be disconnected, even if the Landlord is not aware that the Tenant has done so.

4.4.3.5 ECONOMIC DEVELOPMENT PROGRAM (ED) – DISCOUNT PROGRAMS

Large General Service TOU customers who meet certain criteria as established and adopted by resolution of the City Council of the City of Moreno Valley may take advantage of the ED rate as a New Customer or Expanded Load Customer. This ED rate is applicable to all or part of the services provided to New Customers and Expanded Load Customers.

The customer must sign a standard Moreno Valley Economic Development Rate Agreement. In addition to the other terms of this Schedule, the Economic Development Rate Agreement requires the customer to reimburse Moreno Valley for all rate reductions received under this Schedule, if the customer fails to maintain the required minimum load during the applicable term of the Agreement.

This Discount program is used as a tool to attract businesses to the City and is geared towards those new customers. It is typically a 5-year discount given to customers who qualify for the TOU rate; the discount is billed as a declining step rate. BillMaster currently has a rate set up for each of the 5 years with a start and end date so the accounts are automatically billed the correct discount year over year. MVU hopes to improve this process with the new solution.

4.4.3.6 ENERGY BILL ASSISTANCE

The MVU Energy Assistance Program is a discount program for qualified residents, providing a 18% or 30% discount on monthly energy charges depending on their income and household size. Customers may qualify for this program if they or someone in their home participates in at least one of the eligible public assistance programs (ie: SSI, Medicaid, LIHEAP, EBT/SNAP, etc.). A customer may also qualify for these programs by meeting the income guideline qualifications listed below.

There is an annual renewal process in June of each year. Accounts are currently flagged in BillMaster and customers receiving the discount are sent communication advising of the upcoming renewal. If renewal applications are not received within 30 days, the customers are taken off the program.

MVU would like to automate the renewal process as part of this implementation where appropriate. In addition, MVU would like to explore the proposed solutions capabilities around a renewal process based on customer anniversary dates in lieu of one renewal at the same time for all customers.

Maximum Household Income		
Number of Persons in Household	Total Combined Annual Income*	
	Tier 1 (CARE) 30% Discount	Tier 2 (FERA) 18% Discount
1 to 2	Up to \$33,820	Not Eligible
3	Up to \$42,660	\$42,661 to \$53,325
4	Up to \$51,500	\$51,501 to \$64,375
5	Up to \$60,340	\$60,341 to \$75,425
6	Up to \$69,180	\$69,181 to \$86,475
7	Up to \$78,020	\$78,021 to \$97,525
8	Up to \$86,860	\$86,861 to \$108,575
Each Additional Person	\$8,840	\$8,840 to \$11,050

4.4.3.7 LOANS

MVU does not currently offer a Loan Program to their customers, however it is functionality they are considering and would expect a new CIS solution to accommodate. MVU would look to Vendor for best practices should they choose to move forward with implementing a loan program.

4.4.3.8 CONSERVATION & REBATE PROGRAMS

MVU offers energy efficiency programs for their customers to achieve energy saving, reduce customer bills, support economic development, reduce generation resource requirements, and lessen environmental impacts. At a high level the current programs include:

- Energy Audits & Direct Installations
- Central AC & Heat Pump Tune Up
- Central Air Conditioner and Heat Pump Replacements
- Residential Demand Reduction Program
- Custom Energy Efficiency Programs

New Construction & Major Tenant Renovations

Residential programs are handled by MVU's contractor and tracked in Call Tracker. Applicants must mail, email or hand deliver a rebate application for review. Application information is updated in Call Tracker and a note is added if there was any missing application information and the customer has been contacted to provide. Upon approval of a rebate application, the customers are included in a monthly Excel file provided to MVU for check processing. Rebates are processed once a month and checks are mailed directly to the customer. Once the check has been processed, Call Tracker and BillMaster are updated with the appropriate information.

Energy Audits are handled by a separate third-party contractor and managed by the City.

As part of this implementation, MVU would like to explore the proposed solutions capabilities around tracking and reporting on rebate applications received and will look to the Vendor for best practices.

Please see Attachment 5.0 which provides more details around each program.

4.4.4 METER READING PROCESS

Approximately 6,800 meters are read monthly in one read cycle. MVU currently has 3 types of meters being read. MVU is in the process of changing out all residential and small commercial meters to Itron Openway Riva meters. Any new meter installations are AMR (and AMI enabled) meters.

Most of the meters for the very large time of use customers (500kw+) are downloaded via phone line or Internet. Newer installations for this type customer (500 kw+) are read via a handheld device using Itron software.

Reads are uploaded to BillMaster via batch file from the Itron software, and run through a VEE process in BillMaster. Currently the validation process looks at high/low and seasonal validations. In the event that a read fails a technician is sent out for a physical read.

MVU expects to implement robust VEE capabilities with automated processes for re-reads and estimation if appropriate.

MVU is in the process of rolling out the AMI network with all commercial meters being AMI capable by the end of 2020.

MVU is considering multiple billing cycles in the future to enhance the customer experience and will look to the Vendor for their guidance and best practice.

4.4.5 ACCOUNT MANAGEMENT, BILLING AND PRINTING

MVU customers are billed monthly and are generated according to the billing calendar. MVU's contractor is responsible for all of the account management and billing processes. As a result of this implementation MVU expects that all processes will be reviewed and modernized to optimize efficiency and take full advantage of the new solution.

4.4.5.1 BILL PRINT PROCESS

MVU utilizes a standard statement bill print form; however, the data is customized based on the specific rate with some rates requiring a multi-page bill. Customers are assigned print groups and bill layouts are assigned to those groups. Targeted messages are included on the bill print if the customer is late and to advise of special notices. BillMaster generates the bill and MVU's contractor is responsible for printing and mailing the bills. MVU expects that the proposed solution will include the capability to generate the billing print file so that it can be run through a CASS certification process and printed in-house. PDFs of bills are sent in batch to SEW for viewing via online portal.

4.4.5.2 MASTER SUMMARY BILLING

Master Summary billing is a feature MVU would like to explore during the implementation of the proposed CIS solution. There is a limited number of accounts who receive a summary bill, however BillMaster does not produce the summary bill. It is manually created and included with the group of bills for that customer. MVU will look to the Vendor for best practices surrounding the implementation of summary billing based on their billing needs.

4.4.5.3 LEVEL PAYMENT PLAN

MVU offers a level payment plan to residential and small commercial customers with a \$0 balance and a minimum of 12 months of service with MVU. The payment plans are calculated using the prior 12 months of billing history. Plans are reviewed every 4 months and the amount of the plan may be adjusted if necessary. In the event that a customer has more than two late payments, an NSF, or a disconnection for non-payment the level pay plan is terminated. MVU requires that the new solution provide automation around the plan review period and removal from the plan if triggered by a "termination" event.

4.4.5.4 PAYMENT & REFUND PROCESSING

A report is retrieved from BillMaster each month and manually reviewed for all refunds including deposits. The manual review includes determination of another active account at which time funds are then transferred. Upon completion, all refunds are added to a check request file that is kept outside of BillMaster and sent to MVU for check processing. MVU would like to automate the refund process as part of this implementation and will look to the Vendor for best practices.

4.4.5.6 CASE REVIEW

The current billing system does not have a method of Case Review, however there are specific transactions that require additional review before processing. MVU would like to explore the proposed CIS solutions capability around case review and how that could help automate the current review process.

4.4.5.7 ADDITIONAL REPORTING – SPECIAL REPORTS

There are several reports reviewed before the billing process is completed to ensure its accuracy. Some examples of the reports currently used are:

- Not Billed Last 30 Days
- Vacant Account Report
- Override Rate Report
- 12 Month Revenue Report
- 12 Month Consumption Report

4.4.5.8 ADJUSTMENT APPROVALS

Approvals are required by a dollar threshold, however the approvals themselves are not tracked and approved in BillMaster today and handled manually depending on the type of adjustment. MVU desires to fully automate the approval process in the proposed CIS solution.

4.4.6 PAYMENT PROCESSING AND CASHIERING

MVU expects the proposed solution to handle simple cashiering functions including the ability to print receipts. As a general course of business, MVU accepts payments via the following channels:

Payment Channel	Description
In Person	MVU accepts cash, checks, Credit/Debit card, and money orders. Payments post immediately to CIS.
Mail-In	MVU accepts checks through the mail.
On-Line	Customers can make both one-time and recurring Credit/Debit Card and bank draft payments online via the MVU Portal or MVU Mobile App. Online payments post in real-time
Pay by Phone	NCR hosted solution is used for payments over the phone and the customers can pay their bills using credit, debit or echeck. These payments are pending in CIS until the payment batch is posted.

4.4.7 CREDIT AND COLLECTIONS

4.4.7.1 IDENTITY VERIFICATION AND DEPOSIT PROCESS

Identity Verification

In order to meet the regulations of the Fair and Accurate Credit Transactions Act (FACTA), MVU uses Online Utility Exchange (OUE) to verify the identity of any person applying for service.

MVU uses OUE for identity verification and for a soft credit check at the time of a turn on service request. This is part of the Red Flag program established to protect identity and protect against identity fraud. The system gives a red or green light and estimates the potential for the person to not pay their bills.

Deposits

MVU requires deposits on all new accounts unless credit can be established. Single-family residential accounts require a \$235 minimum deposit. Multi-family residential accounts require a \$105 minimum deposit.

If the applicant has been an MVU customer for similar service within the past two (2) years, the prior service history is used as a basis for determining the deposit required. Prior accounts with 12 consecutive months of service with no more than two (2) past due bills, no NSF's, and no disconnection of service for nonpayment do not require a deposit.

If no prior service history exists, MVU utilizes OUE to provide a credit risk assessment supplied by Experian to determine if a deposit is required. Applicants with a delinquency

risk less than or equal to 10% do not require a deposit. Applicants with a delinquency risk greater than 10% require a deposit is made prior to service turn on.

Deposits are held for 12 months and earn interest as described below. After 12 months accounts are evaluated for late payments, nonsufficient checks, and discontinuance of service for nonpayment of bills. If the customer is in good standing according to the attributes listed above, the customer's deposit and interest is credited to the customer's account.

Should the Customer's payment history with MVU warrant it, a customer may be required to re-establish credit by paying a re-establishment deposit. The amount of deposit required to re-establish credit for residential and nonresidential accounts will be twice the maximum monthly bill as determined by MVU.

Deposit Interest

MVU will pay interest on deposits, except as provided below. Interest shall be calculated on a daily basis, and compounded at the end of each calendar month, from the date fully paid to the date of refund by check or credit to the Customer's account. The interest rate applicable in each calendar month may vary and shall be equal to 1/12th of the interest rate on commercial paper (prime, 3 months) for the previous month as reported in the Federal Reserve Statistical Release, G.13, or its successor publication; except that when a refund is made within the first fifteen (15) days of a calendar month, the interest rate applicable in the previous month shall be applied for the elapsed portion of the month in which the refund is made.

No interest will be paid if service is temporarily or permanently discontinued for nonpayment of bills. No interest will be paid for those months where the bill is paid after the due date (latepay or over date).

4.4.7.2 ACTIVE COLLECTIONS PROCESS

Any utility bill that is not paid by the due date is considered past due and a late fee is charged. In the event that a customer's account is past due their next bill will contain the unpaid balance including late fee and a special message is printed in red, advising the customer that they have a past due balance which is considered their first notice. The past due balance is due in 10 days. An IVR call is made on the 7th day to those customers who still have not paid their past due balance. In the event that the past due balance remains unpaid, a 24-hour disconnection notice is printed and delivered and shut off orders are created the following business day for those customers who have not paid.

MVU desires to streamline and improve the efficiency of the collections process as part of this implementation. The expectation is that vendor will provide best practices to enhance this process.

4.4.7.3 INACTIVE DELINQUENCY PROCESS

Closing (Final) bills are due and payable upon receipt and are considered past due if the payment is not received within 15 days of the bill being mailed. If MVU determines that a customer has another active account the unpaid balance is transferred to the active account and the normal collections process is followed. MVU will not transfer any

nonresidential services to a residential account. MVU desires to streamline and automate the balance transfer process as part of this implementation.

Collection Letters

In the event that a closed account remains unpaid after the final bill is due MVU sends collection letters if the balance is equal to or greater than \$15. Collection letters are mailed every month for three months. IVR calls are also sent out ten (10) days after each letter. If the letters come back as returned mail, the address is researched for a new address and/or forwarding address.

If after Six (6) months the account is still delinquent the utility sends the account to an outside collection agency and is reported to the appropriate credit agencies.

The status of these accounts is changed to "Write Off" and they are moved to the Write Off Ledger. If payments are received after an account is written off, the account status is changed to Closed and the payments are applied as recovery of bad debt. Accounts with partial payments are changed back to a write off status. MVU desires automation of the write off process where appropriate.

4.4.7.4 PAYMENT ARRANGEMENTS

MVU currently offers payment arrangements to customers who request additional time to pay past due balances. The conditions of the arrangement are manually reviewed by the collections supervisor before being entered into BillMaster for tracking. Reports are run regularly to review existing payment arrangements and their status. MVU desires automation of this process including the initiation of a payment arrangement request through the review process.

4.4.8 LETTER GENERATION

BillMaster handles all letter generation and printing that occurs as a result of the credit and collections process as well as all returned payment notices. In addition, MVU creates and sends a variety of customer letters. These letters are created and printed outside of BillMaster, however they are uploaded to BillMaster for CSR access. MVU expects that the proposed solution will generate these letters as applicable for in-house (or 3rd party) printing going forward. The expectation is that these correspondences can be sent utilizing the customer's communication preference (i.e. printed, email, text, etc.).

4.4.9 CUSTOMER SELF-SERVICE

MVU offers Customer Self Service functionality through the Smart Energy Water (SEW) platform, IVR, and NCR's payment solutions. SEW provides customers access to their bills, usage, and payment history. Customers are also able to setup recurring payments, submit applications for rebates, report an outage, view an outage map, make updates to their account, and submit questions. MVU is open to exploring a new customer web self-service platform if the platform is well integrated with the proposed solution.

4.4.10 SERVICE ORDER DISTRIBUTION AND MANAGEMENT

Service orders are created in Call Tracker and when appropriate provided to the billing department for review and processing. In the event that field support is required the orders are emailed to the

lead field technician for assignment and completion. Upon completion, the service technician will return the completed service order to the billing department by email or fax so that the order can be completed in Call Tracker and updated in BillMaster. Call Tracker is not currently integrated with BillMaster which results in a lot of manual review of service orders prior to billing to ensure accuracy.

MVU looks to streamline and implement best practices around service order management.

4.4.11 NEW SITE INSTALLATIONS & PREMISE CREATION

New premise sequence lists are received from a builder and completes a master service application form.

The builders are billed for the meters and prepay for them. Then, the new premise(s) is logged in an electronic Meter Order Log Book using Excel. Payments for meters as well are logged along with Building and Safety inspection and releases are logged in the Meter Order Log Book.

Meter Orders are created to set a new meter once the premise has been released. Completed meter order with new meter info is returned to Billing. The new premise is then set up in the billing system to establish the first account in the builder's name.

5.0 Technical Environment Overview

5.1 Current State of CIS and related systems

5.1.1 CIS

The following software is used by MVU's contractor to perform and support MVU billing, call center, customer contact and payment processing activities.

- **BillMaster** - Utility billing
- **Call Tracker** – Call center call tracking, dispatch, OMS, utility material management, outbound text and IVR for support of OMS.
- **RemitPlus** – Check scanning and Check 21 Cash Letter remote bank deposit processing.
- **Constant Contact** – Mass email communication.
- **Teleworks from Paymentus** - Email, IVR calls and text courtesy reminders.
- **NCR Payment Processing** – Merchant payment processing solution.

5.1.2 REPORTING

MVU does not have any formal reporting tools and utilizes a combination of excel exports and SQL queries to access information. MVU expects the proposed CIS and MDMS solutions to have

standards reports and queries with user friendly data export and report/query capability as well as dashboards and KPI tracking. MVU also expects a new CIS solution to have custom report capability or to be integrated with a leading reporting solution.

A list of reports provided by MVU's contractor can be found in Attachment 6.0

5.1.3 BATCH PROCESSES AND SCHEDULED JOBS

BillMaster controls batch processes and scheduled jobs.

MVU expects the new CIS solution to have scheduling capability for scheduled and ad-hoc jobs either as part of the core CIS or as an integrated 3rd party solution.

5.1.4 FINANCIAL MANAGEMENT SYSTEM

MVU utilizes the NewWorld (Tyler Munis) financial management system. BillMaster is not currently integrated and all journal entries are done manually. MVU expects the new solution to fully integrate with NewWorld (Tyler Munis).

5.1.5 GIS

MVU utilizes the ESRI GIS solution and expects that it will be interfaced with both CIS and MDMS.

5.2 Information Technology Environment

MVU is looking for a wholly outsourced technical solution and will support whatever is required to run the proposed solution. MVU currently accesses BillMaster, Invoice Analysis and Call Tracker through Citrix-like functionality.

MVU expects the new solution to have robust back-up and disaster recovery/business continuity capabilities.

5.3 Future State Considerations

MVU desires a fully hosted and managed application.

Cloud services are intended to include the provision and management of the servers, storage, networking, and related software necessary for the performance, security, and integrity of the solution.

The set of services includes provisioning of a disaster recovery site and related DR services. At a minimum, MVU expects the Vendor to provide the following services during the Project.

#	Function
Hosted Services – IT Infrastructure Management	
1	Maintain and administer hardware/server infrastructure, troubleshoot and support hardware/server infrastructure, manage utilization and capacity of

	hardware/servers according to reasonable standards following the Change Management Process
2	Maintain and administer server Operating System (OS) configuration, maintain level of Operating System components (e.g. patches, service packs, upgrades) according to reasonable standards following the Change Management Process, troubleshoot and support server OS
3	Maintain and administer software/application configuration, maintain level of software/application with current, new, and updated components (e.g. patches, service packs, upgrades) according to reasonable standards following the Change Management Process, troubleshoot and support software/application
4	Monitor, manage, and report on the performance of the Hosted environment. Reporting expectations include a rolling 13-month view to support trend analysis.
Backup Recovery and Management	
5	Schedule, perform and monitor backups at defined intervals.
6	Perform data restore / data recovery, as required.
7	Manage and support the backup hardware library platforms.
8	Maintain and support backup subsystem software components on servers (e.g. patches and software upgrades).
9	Coordinate off-site storage functions (authorization lists, audits, etc.).
10	Collect metrics, produce reports on backup timeliness, success rate, missed files, restore requests, and restore timing, etc.
Performance and Capacity Management	
11	Maintain capacity plan based on requirements (e.g. users, new apps. etc.).
12	Perform trend analysis as input to capacity forecasting. Reporting expectations include a rolling 13-month view to support trend analysis.
13	Monitor online performance of all in-scope environments and take appropriate action to address performance issues.
14	Perform performance tuning.
Database Management	
15	Manage and administer the Database environment.
16	Maintain and administer the Database and object configuration, manage utilization and capacity of the Database according to reasonable standards following the Change Management Process, troubleshoot and support the Database.
17	Receive and evaluate manufacturer provided DBMS patches, updates, upgrades, and prioritize as appropriate for implementation within documented severity time frames following the Change Management Process.

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18	Perform database object and software tuning
Security Services	
19	Implement security administration requests in accordance with approved MVU processes.
20	Perform user moves, adds, changes, and deletions per approved processes and procedures.
21	Administer application security (i.e., end user authorization files, profile moves/adds/changes/deletes, database security ids, forms).
22	Report security incidents that impact MVU and other Vendors whose services are provided in the same operating environment as the Services provided in this Agreement.
23	Maintain and support firewall subsystem software components (e.g. patches and software upgrades).
24	Monitor virus/security alerts and vulnerabilities from manufacturers and determine appropriate action per procedure.
25	Ensure compliance with PCI DSS in order to help protect sensitive customer information, including masking of credit/bank account numbers and social security numbers.
Network Management	
26	Establish 24x7x365 monitoring of the Wide Area Network (WAN) between the Primary and Secondary Data Center.
27	Initiate monitoring at less regular intervals during the Project.
28	Establishment and management of an MVU-specific Active Directory domain within the Data center.
29	Notification to designated MVU representative(s) of service interruption
30	Follow NOC (Network Operations Center) and SOC 2 (System and Organization Controls) monitoring and notification practices.

6.0 Business Requirements

6.1 Total Solution Requirements

MVU's Vision is to be a trusted customer-owned community utility partner and a driving force for local economic development that is progressive, innovative, committed to environmental stewardship, and provides highly valued electric services that enhance the quality of life for Moreno Valley.

To achieve that vision, it is crucial to keep pace with new developments in utility software technology and changes to the Electric Utility business model. MVU desires a system that is economical to support long-term and provides the necessary technology and business roadmap which will allow MVU to continue to grow and innovate without technological limitations.

Over the past 20 years, advancements in computer technology and software systems have evolved in ways that expand and offer improved services to utilities and their customers. This project will look to new technology to further support the mission, vision, core values, and culture of MVU through the following features.

- Economical to support for the long-term with flexible hosting options allowing MVU to grow without concerns of partner or information technology limitations.
- Providing the ability to adopt cost-effective technological innovations to deliver products and services in an efficient and effective manner.
- Ensure compliance with regulatory, audit and legal requirements.
- Optimize business processes and business process integration while simplifying advanced CIS functions.
- Create seamless data integration between key technology systems utilizing up-to-date technical integration methods.
- Enhance fiscal responsibility through state-of-the-art integrations between CIS and Financials.
- Simplify the maintenance and upgrade process
- Provide business process support, technical support and requisite documentation
- Enhanced CIS reporting including ad-hoc queries and customizable dashboards to improve analytic capabilities.
- Standardized databases with tools to ensure data integrity

6.2 CIS Business Drivers

The CIS application requirements are detailed within the Functional Matrix Attachment B. In addition to these detailed requirements, MVU expects the new system to improve the following areas:

6.2.1 CUSTOMER EXPERIENCE

MVU expects to improve the internal and external customer experience through the proposed system by:

- Utilizing intelligent workflows to streamline customer requests
- Flexibility to increase customer-focused programs
- Offering an intelligent “landing page” that is easy for CSR’s to digest information including clear notification of account status issues.
- Offering multiple channels of communication with clear contact notes created for each communication event.
- Supporting a modernized Call Center through:

- Telephony integration
- Context-aware knowledge bases (business processes)
- Role based streamlined navigation to reduce screens and keystrokes
- Visual cues to identify nature of customer such as internal alerts or restrictions to help the CSR quickly identify key customer traits (payment history, medical, safety issues, etc.)

6.2.2 ADVANCED ELECTRIC BILLING

MVU requires a solution (CIS/MDMS) application that supports advanced electrical billing including

- Ensuring compliance with rate structures and accounting regulations, and having the ability to adapt to new-generation technologies through robust and user-friendly, rate-building functionality.
- Manage complex rates and maintenance
- Enable improved validation of billing and rate information

6.3 Meter Data Management Drivers

The MDMS system will be installed to fully take advantage of the currently deployed AMI equipped meters to provide real time analytics and data to better govern the ever-changing rate requirements and support electric utility system management. The MDMS application requirements are detailed within the Functional Matrix Attachment B. In addition to these detailed requirements the following items are business drivers.

- Accurate billing read determinants including the ability to obtain on-demand readings
- Robust Validation, Editing and Estimation capabilities
- Offering the flexibility to collect user-defined data
- Provide trend analysis and alerts for diversion, high usage, communication errors, etc.
- Delivering usable AMI data to City departments and customers
- Providing the ability to develop predictive maintenance business processes from an Asset Management perspective
- Clear identification and reporting of meter health issues including diversion detection
- Provide the ability for remote connect and disconnects

6.4 Mobile Workforce Management Drivers

Field Mobile Work Management is an optional module that MVU wishes to explore. The MWM application requirements are detailed within the Functional Matrix Attachment B. In addition to these detailed requirements, MVU expects the new system to enhance field services by:

- Enabling real time two-way communication between CIS and MWM

- Providing the ability to capture all relevant transactional data and sync across systems
- Enabling field workers to generate service orders from the field or to change work required in the field and update CIS
- Providing the ability to sync transactional data in the event of a communication outage without manual intervention
- Offering the flexibility to configure new service orders and workflows
- Supporting meter geocoding which is updated in real time into CIS and GIS from the meter work orders
- Offering seamless auto reconnect or service order cancellations based on CIS activity such as payments or customer changes

6.5 Customer Web Self-Service Business Drivers

Customer Web Self Service is an optional module that MVU wishes to explore. The CWSS application requirements are detailed within the Functional Matrix Attachment B. In addition to these detailed requirements, MVU expects the new system to enhance customer web self-service by allowing the following:

- Providing comprehensive digital options for customers including a robust online, self-service tool with chat capability
- Providing proactive customer communication and education (e.g., alert for high usage, available programs, etc.)
- When presenting customer communication preferences, the customer is provided the option to enroll in eBill and paperless communications.
- Integrated self-service options for the following:
 - Setting up a new service, transferring, or stopping service
 - Ability to Sign up for special programs including:
 - Level Pay
 - Payment Arrangements
 - Rebates
 - Alternate Rate Plan
 - Updating customer information and preferences
 - Request service orders
 - Report an outage
 - Single Sign on capabilities with third-party payment providers
 - Support detailed analytics around hourly and or daily usage and history pulled from MDMS data
 - Support the ability for customers to set energy usage and/or billing thresholds to receive notifications when reached

6.6 General Reporting Requirements

The Vendor will be required to provide MVU with a series of standardized reports and queries as part of the base system. The response should include a list of the reports available with the product(s) – including the data that underlies the report, adding any descriptions or explanations that are required for understanding. MVU expects that their reporting needs will change as they adopt new business processes and have access to more end user ad-hoc reporting. As such, MVU would like to explore its reporting needs as part of the initial requirement work-shops. MVU has identified a minimum of 750 hours for CIS and MDMS reporting. The Vendor shall provide a cost estimate for the minimum number of report hours. In the event that the Vendor identifies additional hours for report development based on the requirements identified within the Functional Matrix, the Vendor is required to account for those costs.

Beyond general reporting requirements MVU expects the proposed system to include basic reporting, ad hoc reporting and dashboard features. In addition, all data must be available for consumption by third party data tools.

6.7 Integration and Interface Requirements

In addition to the designed integration of the proposed applications, several third-party applications must also be integrated to create a fully functioning system. Detailed interface requirements have been provided in Attachment E of this document. MVU desires the Vendor to fully review these interface requirements and provide a detailed response to accomplish the needed integration. The interface effort should be well documented within the Response Template, Implementation Plan, and the Cost Matrix.

7.0 Implementation Information

7.1 General Expectations and Overview

MVU desires to implement the proposed applications under a controlled approach that will mitigate risk and allow MVU to take full advantage of the new functionality. Discuss your implementation plan in the response template and account for the work in the cost matrix. MVU will require an experienced implementation team to provide the services to install the proposed solution.

MVU will look to the Vendor to identify the specifics about how their implementation staff will account for training and implementing the solution across the organization.

7.2 Project Team Description

MVU's current resource constraints provide challenges in dedicating resources to the CIS/MDMS project in a full-time capacity. Vendors should expect that MVU resources will be committed to a maximum of 20 hours per week for the duration of the project.

Vendors should expect to provide substantial project support which is expected to be reflected in the staffing plan.

MVU will provide the following staffing resources:

Project Manager – MVU will seek the expertise of an outside credentialed project manager with advanced CIS project implementation experience. The PM will oversee the day-to-day activities of this project. The Project Manager will have the capability of initiating appropriate changes to the software, personnel, plan, and processes, as required.

Subject Matter Experts – MVU will provide Subject Matter Experts (SMEs) that are familiar with MVU’s current business processes and requirements to fully participate in the design of business rules and the configuration of the system.

Technical Resource - MVU will assign a Technical Resource with project experience to oversee all technical activities on the project. This person will have a high-level knowledge of infrastructure management, development, and interface integrations.

7.3 Implementation Overview

MVU recognizes that each Vendor has a proprietary software implementation methodology. MVU will require the Vendor to assign an experienced project manager and would prefer they are 100% dedicated for the duration of the project. The items below are general descriptions of the typical phases of an implementation.

The Vendor will be required to perform and/or participate in the following Project Activities:

7.3.1 PROJECT INITIATION

The Vendor will prepare for the project launch. Meetings will be conducted with MVU and the Vendor’s project teams to establish the project structure and organization. This includes setting up appropriate project controls, identifying specific resources, refining the project plan that was submitted and ensuring that all relevant resources have been identified and are scheduled.

Any web-based tools that will assist in managing the project will be installed during this phase.

MVU and the Vendor will formalize modifications and interface requirements.

The Vendor will conduct an official project Kick-Off Meeting.

7.3.2 PROJECT MANAGEMENT

The Vendor, as prime contractor, will be responsible for providing professional project management of the entire project, which includes managing the cost, schedule, quality, and scope.

7.3.3 PROJECT SCHEDULE

The Vendor is required to provide a Gantt chart summarizing the major phases of the project implementation based on Vendor’s methodology (Attachment L).

The chart must include phase description and duration (in days) and graphically represent the phase dependencies. Also, include a soft copy in Microsoft Project format (.MPP) and a copy in PDF format.

The electronic copy should reflect activities, resources and hours to complete the project. The submitted Project Plan must contain a detailed Final System Acceptance Test Plan that includes both phase entry and exit criteria that will lead to final system acceptance.

During the project MVU expects the following Schedule Requirements:

REQUIREMENT #	REQUIREMENT DESCRIPTION
OVERALL	
SR1	Vendor will provide MS Project Schedule details, including task names, dependencies, durations, work, assignments, and level delay for all

REQUIREMENT #	REQUIREMENT DESCRIPTION
	Deliverables within Vendor responsibility, regardless of whether resources are from the Client, Vendor, or other and must meet all of the following MS Project Schedule requirements:
SR2	Each Deliverable will be represented in the MS Project Schedule including the effort to create and approve.
SR3	Team leads from the Client and Vendor will be consulted on the tasks, dependencies, durations, work, and assignments within their area of responsibility.
SR4	Separate task lists will not be maintained outside of the MS Project Schedule.
SR5	All team members will work on project tasks assigned in the MS Project Schedule.
SR6	At all times the detailed MS Project Schedule will match the approved, published high level schedule in this SOW, adjusted by any approved Change Orders.
SR7	Once approved, the MS Project Schedule will be saved as a baseline. MS Project Level 1-2 target dates cannot change without Change Order.
SR8	A new baseline MS Project Schedule (with successive number) will be saved when any Change Order is approved that affects the MS Project Level 1-2 target dates.
TASKS	
SR9	Schedule will have, at a minimum, MS Project Level 1-3 tasks for the duration of the project, and level 4+ tasks for the current and next major task (Level 1.0, 2.0, 3.0, 4.0, etc.). Any development items will be referenced individually by date.
SR10	Task names will be meaningful on their own, so each can be understood without the context of the summary tasks.
SR11	Tasks will be at the level of what can be accomplished in 10 days. (10-day rule). For instance, if a deliverable spans over several weeks or months, the deliverable will be broken into 10-day tasks with specific results or deliverables every 10 days. This will ensure progress in stages.
SR12	Boilerplate task durations will not be used. For example, every task to Write Functional Specification will not be assigned one one-week task. Instead, some Functional Specifications may be rolled together to create one week of work, while larger ones will be split into multiple tasks to cover the appropriate number of weeks required to complete the specification.
SR13	When a task is split into multiple tasks over multiple weeks, the expectations for completion of each week will be clearly defined. For example: if the task to Write Functional Specification will take three weeks, it will be divided into three week-long tasks, with clear objectives for each week - not simply "Week 1", "Week 2", "Week 3".
SR14	The use of constraints (Start No Earlier Than, Start On, etc.) will be limited to only those tasks with true constraints. Constraints will not be used for leveling.
SR15	Dependencies will not be used for leveling.
SR16	Resource Leveling delay will be used to move tasks to a later time in the project, when needed to level the work.
RESOURCE	

REQUIREMENT #	REQUIREMENT DESCRIPTION
SR17	Resources regularly contributing to the project will be included in the MS Project Schedule, listed by last name, first name.
SR18	Generic resource names ("Developer") may be used for offsite resources and for occasional contributors only.
SR19	A resource will only be listed once.
SR20	Resource calendars will accurately reflect resource availability. The Client's full-time resources will be available 35 hours per week.
SR21	Tasks assigned to more than one resource should be limited to group tasks (e.g., meetings).
SR22	Full time team members should be utilized at 85-115% on a weekly basis. Allocations outside that range must be leveled.
SR23	At all times, the work (effort) for a task must accurately reflect the work required to complete the task.
MAINTENANCE	
SR24	Late tasks will be rescheduled into the future and work re-leveled. All late tasks will require an explanation as to why the task was late and a plan explaining how the tasks will be completed in the new timeframe.
SR25	The scheduled work represented in the MS Project Schedule should represent all tasks with resources assigned and the work leveled.
SR26	MS Project Schedule tasks may be added or deleted as needed and work re-leveled.
SR27	The Percent Complete field in MS Project will not be used at the Project Summary level in status reporting. Instead, the Modified Schedule Performance Indicator will measure the project's progress against the plan. (See the Quality and Metrics sections of this SOW.)

7.3.4 HARDWARE AND SOFTWARE INSTALLATION

The Vendor shall lead the installation of the software solution and any necessary third-party software. The Vendor shall develop the required production, testing and staging environments.

7.3.5 REQUIREMENTS ANALYSIS / GAP ANALYSIS

The Functional Matrix provided as Attachment B to the RFP will be used to create a detailed document outlining all major capabilities required by MVU. This document will identify each of MVU's requirements in further detail for use in the project by clearly defining the project scope. The completed document will be the basis for further functional and technical design for any customizations required by MVU. Since requirements analysis/gap analysis is believed to be of critical importance to this project, the Vendor must respond, explaining this process in detail. ***The functional matrix will be used as a traceability analysis/matrix to ensure that each requirement can be traced back to demonstrable system functionality. It is the Vendor's responsibility to ensure that the functional requirement scoring worksheet is completed as accurately as possible.***

The purpose of this phase is to determine the functional requirements, interface and reporting requirements for MVU's implementation, and configure the system to meet these requirements.

During this phase of the project, a number of other requirement gathering sessions will be conducted including:

- Interface workshops
- Specific functional workshops
- Data conversion workshops
- Bill, letter, delinquency notice production and data extract workshops
- Report workshops

As a result of the Functional Gap Analysis, the Vendor shall prepare functional and technical specifications for any needed configurations, customizations, and interfaces. Vendor and MVU will also work to create detailed Future/To Be business processes with the intent to support test case design and training material development. MVU expects Vendor to be an integral part in the development and delivery of these processes. Upon approval and acceptance of these specification documents, the Vendor shall develop the needed interfaces and customizations with considerable input and direction from MVU subject matter experts (SMEs). Vendor will also develop user and technical documentation for any configurations, customizations and interfaces. The configurations, customizations, and interfaces shall be subject to unit and system-wide testing.

MVU expects the output from these sessions (business, technical, and process documents) to be living documents. MVU will look to the Vendor to keep these documents up to date throughout the project.

7.3.6 SOFTWARE CONFIGURATION

The Vendor will be required to take the lead in software configuration sessions involving the appropriate MVU SMEs to determine and implement the optimum configuration setup of the solution based on the functional requirements analysis. MVU expects to work side by side with the Vendor during this phase to ensure knowledge transfer. After the fact training on configuration is not an acceptable approach.

7.3.7 TRAINING

At a minimum, the Vendor will be required to provide both technical and functional training with regard to the proposed software application. Vendors must provide a detailed outline of all proposed training and associated costs, including detail on training delivery options.

7.3.7.1 TECHNICAL TRAINING

It's expected that MVU's technical team may be required to be re-educated regarding base technical platforms. Based on this fact, vendor shall offer a curriculum of technology courses that may be necessary to maintain the new platform. Vendor will be required to staff technical training with its senior technical resources.

Product courses that MVU will be required to take should be made available based on the project timeline that has been identified within this RFP.

Expected technical training points may include, but are not limited to:

- Technical architecture of the solution
- Database architecture and schema
- Database specifics to facilitate ad-hoc reporting
- Data back-up and restore
- Security configuration
- Configuration

- High availability configuration
- Conversion process
- Business Intelligence
- Portal development
- Support tools
- Debugging tools and procedures
- Report writing and querying
- System monitoring tools
- Data encryption
- Scheduler jobs

7.3.7.2 FUNCTIONAL TRAINING

Any baseline system must be free from significant defects before training begins. MVU will require the Vendor to conduct Functional Training for both MVU and MVU's contractor.

All training will be conducted at an MVU designated facility. The Vendor must provide a training plan identifying the minimum number of training hours that will be provided as a part of the base package. The plan must:

- Identify the actual training staff hours and materials
- Describe the size and skill levels of each group
- Describe how training will be delivered
- Explain the functional responsibilities covered in each session

The Vendor will be required to staff training positions with senior functional and training resources. Resumes should be provided as outlined in the Response Template (Attachment M).

Expected functional training points include:

- Product functionality training
- Configuration training
- Data model training and walkthrough

Vendors are required to provide modifiable base system training materials electronically. MVU will, with Vendor assistance, update these materials for specific business practices.

7.3.8 DATA CONVERSION

MVU will work with the Vendor to populate conversion staging tables. The Vendor shall be responsible for converting all necessary CIS data from these tables for the criteria determined by MVU with the assistance of SME's. Activities will include detailed planning, data cleanup, data mapping, development of conversion specifications, construction and testing of automated conversion programming, conversion testing, bill comparison (with variance validation), mock conversions, manual conversions, stress testing, database sizing, production conversion, go-live activities, and post implementation cleanup activities.

MVU will be responsible for providing reasonably clean source data to the Vendor for conversion. Vendors will not have to become an expert in the legacy data structures.

MVU will provide knowledgeable resources to support the Vendor’s staff as necessary to convert data from the legacy applications. To promote knowledge transfer, MVU will have an active role in the conversion process.

MVU intends to work with Vendor to either manually or systematically correct any incorrect data prior to conversion. All data cleanup activities will be completed by the time conversion processes take place. MVU acknowledges that some data corrections may need to be performed post go-live.

MVU will provide knowledgeable resources to support the Vendor’s staff as necessary to convert data from the current applications. In addition, MVU will have an active role in the conversion in order to further facilitate the knowledge transfer process to the new application. Vendor will provide detailed information, instructions, and guidance on the functionality of the associated fields in the application allowing MVU to make informed data conversion decisions.

7.3.9 DATA CONVERSION FUNCTIONAL AREAS

At a high level, the following table lists the expected areas of conversion. This is intended to provide guidance only, and the Vendor should also include any other areas they feel are necessary for a successful conversion.

New Module	Data	Amount	Criteria
CIS	Customer History	37 months	Active Inactive w. Balance Write-off
CIS	Premise History	All	All
CIS	Billing History	37 months	All
CIS	Payment History	37 months	All
CIS/MDMS	Meter Reading History	37 months	All
CIS	Service Orders	16 months	All
CIS	Notes	37 months	All

7.3.10 TESTING

The baseline system must be free from significant defects before the testing phase begins. The Vendor must test all configurations, modifications, interfaces, data conversion, or other work efforts performed by the Vendor’s staff that may cause errors to the software. It is the Vendor’s responsibility to ensure that configurations, customizations, or modifications to MVU’s version do not affect baseline software capability.

The Vendor’s implementation team is expected to utilize structured testing methodologies utilizing plans, scripts, scenarios, and any other tools deemed necessary to accurately and completely test the system before delivery to MVU.

Testing is expected to include, but is not limited to, the following items:

- The Vendor will assume responsibility for conducting a product volume test to ensure batch and on-line performance meet agreed-upon levels.

- The Vendor will assume responsibility for conducting multiple mock production conversions in preparation for production cutover.
- Vendor will provide MVU with a testing plan and detailed test cases
- MVU and the Vendor's staff will review all testing plans prior to User Acceptance Testing and review the results of the testing.

In addition to any of the Vendor's testing, MVU will perform tests to validate the system's readiness for go-live. MVU may utilize a third-party testing tool to build out automated testing scripts as part of the project. The Vendor will provide MVU with all of their testing templates and scenarios to review and incorporate into the MVU User Acceptance Testing process. MVU, with assistance from the Vendor, will develop test scenarios with expected results to validate all aspects of the configuration of the software. MVU will also perform final tests on the converted data to ensure the conversion phase has been completed accurately. The Vendor will provide resources for product fixes resulting from errors identified during this phase.

7.3.11 CONFIGURATION FINE TUNING & PREPARATION FOR GO-LIVE

The Vendor will be required to conduct the necessary activities to prepare the new system and MVU for go-live. An operational readiness test will be developed to plan and conduct prior to cutover and data conversion execution. The readiness test will include a true parallel of selected operations using converted data to allow analysis of both the conversion process and system readiness. Test results generated will support the final decision for a "go" or "no go" decision. Defects related to the "no go" decision will be corrected to MVU's satisfaction. The sole decision-maker for the "go" or "no go" decision is MVU.

7.3.12 SOLUTION GO-LIVE

The Vendor's project team must have extensive experience with CIS and MDMS and associated systems implementations. They must also possess the necessary resources available to assist with any potential operational issues that may occur during go-live activities.

After all deliverables are in production, the Vendor shall ensure a fully functioning system. MVU will designate a ninety-day window to measure performance of the system in accordance with the predefined performance criteria. At the end of a successful three (3) month period, MVU will sign-off on Final System Acceptance.

For the purpose of this RFP, fully functioning is defined as including, but not limited to, error-free bill processing, balanced financials, successful service order generation and processing, and functional and complete system development/customizations.

7.3.13 POST-IMPLEMENTATION SUPPORT

The Vendor will be required to provide three months of post go-live support virtually or on-site for the purpose of resolving issues where the system is not operating as designed and to transition knowledge of the system to MVU. The Vendor is expected to present how the post-implementation support will be executed based on the overall implementation approach.

MVU will provide an implementation team consisting of personnel with expertise in managerial, functional, and technical areas. Other MVU personnel, as needed, will be available throughout the project and post implementation.

The Vendor will perform the following tasks:

- Complete a post-production audit to identify performance issues
- Record and track all support issues
- Develop and implement plans to correct outstanding issues

- Provide on-call assistance and SLAs for any potential operational issues
- Identify all issues based on an agreed upon scale of severity

8.0 Support and Maintenance

The Vendor must include information and costs associated with all aspects of on-going product support and maintenance activities. After the initial post implementation support period, MVU will provide the first level of support. The successful Vendor will be required to provide on-going system support including, but not limited to:

- System architecture, programming and security
- Help desk support
- Product upgrades / updates including detailed release notes
- On-going training and support services, i.e. videos, manual and online
- Regular product releases, based on a defined on-going maintenance fee
- Baseline functionality, setup and transaction inquiries
- Practices and procedures for debugging issues
- Service Level agreements

8.1 Base Warranty

MVU expects the Vendor to provide active, base product support, including all regulatory updates for at least two major releases prior to the current operating release.

The selected Vendor will be required to provide a warranty for the software and its support, for the major release MVU implements and subsequent minor upgrades, for a period of two years from the date MVU begins "Live" processing after Final Acceptance. As defects are found, MVU will require the Vendor to correct those defects in MVU's version of the software and to provide those corrections to MVU.

Any costs related to warranty, including material costs, travel, staff resources, etc., shall be the responsibility of the Vendor and should be identified within the Cost Matrix, Attachment C – Cost Matrix.

8.2 Modification and Interface Warranty

MVU will require all software modifications and interfaces provided by the Vendor to be warranted free from defects.

8.3 Product Support

MVU requires an easy to understand support process. The process should be fully documented, including tiers of service, hours of operation, escalation procedures, costs/rates (if applicable), and a single or defined point of contact.

9.0 Upgrade Information

MVU will require that the Vendor provide a process for upgrading the solution after the initial software implementation. The process must be well defined with a well-scripted upgrade path. Please discuss your Upgrade Process in detail as part of your Response in A.1.

10.0 Attachments

Attachments are provided as additional information to assist Vendor in their understanding of MVU.

- 1.0 Master Professional Services Agreement
- 2.0 Service Territory Map
- 3.0 Current Rate Schedule
- 4.0 Sample Bill Prints
- 5.0 Energy Efficiency Programs
- 6.0 Reports Listing

11.0 Response Template

Vendors must respond to the RFP utilizing the provided Response Template. A complete Response Proposal will include Response Template Attachments (A – O) as defined in the Response Template. MVU has provided templates for some of the required attachments as indicated below.

- A.0 Response Template
- A.1 Cloud Solution Template
- B Functional Matrix – CIS, MDMS
- C Cost Matrix
- D Staffing Matrix
- E Interface Approach
- F Intent to Respond or Decline
- N Special Provisions
- O Collusion Affidavit

**** END OF RFP ****



Request for Proposal

Customer Information System, Meter Data Management
System, and Implementation Services

RFP-2020-015

Addendum #1

1.0 Updates to RFP Sections

Clarifications to the below RFP Sections have been highlighted in Red

2.2 Optional Modules

The following modules are optional and are exploratory in nature. Any optional modules provided as part of a proposal will not be included as part of the evaluation of this RFP. All pricing for optional modules must be separate.

- Field Mobile Work Management (MWM)
- Customer Web Self-Service (CWSS)

4.2 Key Statistics for Cost Calculations

4.2.1 SYSTEM USERS

MVU currently has 20 concurrent users of the system today.

Field Mobile Work Management (MWM) would require no more than 5 users if being proposed

2.0 RFP Clarifications

1.0 INTRODUCTION

MVU desires to receive proposals that include subscription based pricing.

Clarification:

MVU requires that all licensing be subscription based.

4.4.1 BILLABLE SERVICES

MVU produces bills for the following services and the proposed CIS must be able to bill for these services:

4.4.1.1 ELECTRIC BILLING

Large General Service TOU customers are expected to have a maximum demand exceed 500 kW or has exceeded 500 kW in any of the 3 months during the preceding 12 months. Customers are further segmented based on primary and secondary voltage

Clarification:

Exceeding 500kW applies to *any* 3 months of the preceding 12 months. It is not required to be a consecutive 3 months. To determine if demand has been exceeded, accounts are manually reviewed each month prior to bill calculation.

4.4.7 CREDIT AND COLLECTIONS

4.4.7.1 IDENTITY VERIFICATION AND DEPOSIT PROCESS

Deposits

If the applicant has been an MVU customer for similar service within the past two (2) years, the prior service history is used as a basis for determining the deposit required. Prior accounts with 12 consecutive months of service with no more than two (2) past due bills, no NSF's, and no disconnection of service for nonpayment do not require a deposit.

Clarification:

All deposit criteria must be met.

4.4.7.3 INACTIVE DELINQUENCY PROCESS

Closing (Final) bills are due and payable upon receipt and are considered past due if the payment is not received within 15 days of the bill being mailed. If MVU determines that a customer has another active account the unpaid balance is transferred to the active account and the normal collections process is followed. MVU will not transfer any nonresidential services to a residential account. MVU desires to streamline and automate the balance transfer process as part of this implementation.

Clarification:

If a past due balance is transferred to an active account that account now becomes past due and will follow the same collection process outlined in section 4.4.7.2.

4.4.7.4 PAYMENT ARRANGEMENTS

MVU currently offers payment arrangements to customers who request additional time to pay past due balances. The conditions of the arrangement are manually reviewed by the collections supervisor before being entered into BillMaster for tracking. Reports are run regularly to review existing payment arrangements and their status. MVU desires

automation of this process including the initiation of a payment arrangement request through the review process.

Clarification:

MVU desires automation of the payment arrangement process including defined criteria that does not require manual intervention to administer and complete.

7.3.8 DATA CONVERSION

Interval data for the Large General Service TOU Rate customers is downloaded monthly and stored in Excel workbooks by MVU's contractor. MVU expects to convert this interval data into the MDMS as part of this project.

PROJECT TIMELINE

MVU expects to begin the CIS/MDMS project in February 2021 and is looking to Vendors to propose an appropriate timeline based on both Client and Vendor resource availability. MVU expects to be operational on the new solution before the end of Q3 2022.

PRE-PAID METERING

MVU has not yet defined their pre-paid metering program rules and regulations, however they desire a CIS solution with pre-paid metering capability to accommodate future needs. Pre-paid metering requirements are documented in Attachment B, however MVU does not expect to implement pre-paid metering as part of this project.

3.0 Questions

Question: Does MVU receive a file from the meter vendor to upload new meters into CIS or are the meters created manually?

Answer: MVU's contractor does not currently utilize a meter file provided, however going forward MVU would expect the new CIS solution to accommodate a file upload of the meter inventory.

Question: Can MVU provide a categorization of the types of calls received in the call center as well as the volume of calls?

Answer: The call center volume is stated in section 4.4 of the RFP. MVU does not have any additional data for the categorization of calls.

Question: What is the process for outage information being provided to SEW?

Answer: The outage management system provides a real time integration to SEW

4.0 Attachment E Interface Worksheet Clarifications

Online Utility Exchange

MVU does not require a real time integration with Online Utility Exchange at this time. CSR's currently use a hyperlink from the CIS solution to access Online Utility Exchange at which time they enter customer information. For the purposes of this implementation, MVU will continue with the current business process.

ESRI/ArcInfo

Attachment E – Interface Worksheet has been updated to reflect a correction regarding the Interface Type and Integration Technology for the GIS integration. Please see clarification below:

Functionality	Vendor/System A	Vendor/System B	Description	Direction	Interface Type	Integration Technology
Geographic Information	ESRI/ArcInfo	New CIS	Provide GIS information regarding premise and address information.	Uni-directional	API	Real Time Integration



A.0 Response Template

Customer Information System, Meter Data Management,
and Implementation Services

RFP# 2020-015

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Instructions: How to Complete the RFP Response

By completing this document, the Vendor acknowledges they have read the RFP and associated attachments, and Vendor understands MVU's requirements. In addition, Vendor acknowledges they have had an opportunity to ask the necessary questions needed to complete this response.

MVU's methodology is to identify, process, and select the Vendor finalist through an open and competitive solicitation process. This methodology establishes the framework for the selection while allowing the MVU Core Team to gather facts, make decisions, and ultimately select the Vendor finalist. The first steps to becoming a short-listed Vendor are to accurately and factually complete the RFP documents.

The Vendor **MUST** use this **Response Template** for inserting answers. Vendors **MUST NOT** change the numbering schema. Vendors must include the original questions. **DO NOT** embed any attachments as part of this response. **Multiple Response Attachments (A-O) are required as indicated at the end of this document to provide a complete proposal.**

General Guidelines

RFP Response Guidelines can be found in Section 3.0 of the RFP. The following items are provided as additional helpful information to assist with the planning effort required in completing the RFP response:

- Vendors are highly encouraged to include screen shots of the proposed solutions. The captures should be of material size to assist with viewing.
- All areas of the responses should contain as little technical or corporate jargon as possible. Don't assume the Core Team understands your "System speak-ese." Concise and complete answers may be scored higher than verbose answers.
- Avoid "Yes or No" or canned answers. The general format of the RFP Response Template is essay-type answers.
- At any stage Vendors may be asked to demonstrate an answer on the Functional Matrix. The Functional Matrix is also subjected to traceability throughout the project.
- Run spell-/grammar-check, double check that no internal highlighting remains, track changes are off, ensure all functional matrix items are complete, all pricing is accurate and adds correctly on the Summary Sheet, etc.
- Questions concerning the project must be submitted on the City's Bid and Vendor Management system by the deadline as indicated in Section 3.15 of the RFP.
- Avoid using hyperlinks as an answer to your questions. If a paper copy is being used for evaluation, your answers may not get the necessary credit.

**** End of Instructions ****

1.0 Executive Summary

The Vendor shall provide an Executive Summary that functions as a stand-alone document which should effectively and succinctly summarize the entire Proposal. This summary must list and describe each potential Third-party or other project partner the Vendor plans to utilize to deliver the product(s) and/or services outlined in the Proposal.

The Executive Summary should:

- Contain a brief description of the major contents of the Proposal, including an overview of the Vendor's response to MVU's current and anticipated needs.
- Communicate the proposed solution's primary benefits to MVU.
- DO NOT include a cost summary.
- Describe the product(s) and/or services proposed.
- Cover the main features and benefits in non-technical terms.
- Identify the primary point of contact and the individual who has the authority to negotiate all aspects of the scope of services.
- The Vendor shall certify all information in the Proposal is true, accurate, and complete.

Executive Summary

On behalf of all of us at ESC, we hope everyone at Moreno Valley is safe and healthy. Our first concern is everyone’s wellness during this challenging time. We know that safety is critical in today’s environment and as we move forward together over the coming months, please know that our priority will continue to be the safety of the people of ESC and MVU.

We’re pleased to have the opportunity to work with MVU on an opportunity that will fundamentally transform the business processes, people, and technology landscape that runs your customer, meter data, and field service operations; the face of MVU to your customers. ESC has worked across all facets of the utility business for over a decade and we understand how to work within such organizations to deliver on your project vision and commitments.

We understand the RFP provided by MVU and have carefully considered how we can provide the best service possible to meet your needs. While MVU is making investments to modernize and improve customer experience through implementation of a CIS and MDM solution with the option to specifically address Customer Self Service needs and Field Service Management support, we would like to provide a counter proposal that we believe will actually provide a better overall result without straining the budget.

As you review our proposal, you will see that what we propose will bolster the long-term MVU vision. We know that early alignment across key stakeholders within your business and IT is critical to a digital customer transformation, and that business outcomes must be clearly defined at the onset. With that in mind, we propose a program focused on the following:

Aligning the Strategic Vision	Defining Business Outcomes and Prioritization	Develop and Deliver the Combined Solution
We will align MVU stakeholder expectations and communicate with transparency the strategic vision throughout the project timeline	<p>Our team has successfully applied our Project Management, Office of Change Management and Utilities Evolution Excellence model across many projects we have delivered, and this project will be no different.</p> <p>We will define the business outcomes that define success for this program, while utilizing a value prioritization framework to define the release strategy that maximizes business value early</p>	Working collaboratively with MVU we will define the ideal “to-be” state for not only CIS & MDM, but also for Customer Self Service and Field Service Management for the MVU solution, which will serve as the future vision of the transformation

UTILITIES EVOLUTION EXCELLENCE



The difference here, you see is that ESC proposes a single platform, Oracle Customer Cloud Service, to address MVU's primary needs as well as address the optional functions discussed. This single platform affords MVU numerous benefits.

Oracle Utilities Customer Cloud Service (CCS) combines the power of utility meter-to-cash solutions with the scale, agility, and simplicity of the Oracle Cloud. Built on the foundation of the market-leading Oracle Utilities Customer Care and Billing and Oracle Utilities Meter Data Management, CCS delivers a cloud-optimized customer platform with expert cloud services post-go live. With CCS, utilities gain a trusted technology partner to keep their technology current and their customer platform ready for the challenges ahead – freeing up utility leaders' valuable time and resources to focus on business innovation. And, since it is a single holistic CIS & MDM platform, there are no integrations required minimizing implementation risks and reducing costs.

In terms of Customer Service, MVU can expect to cut costs while improving the customer experience. CCS streamlines customer service activities, increasing customer satisfaction while significantly contributing to reducing costs. Among other benefits, the service enables:

- Reducing call times and significantly cutting down on callbacks by giving contact center staff members complete and immediate access to customer account histories.
- Leveraging account and contract management capabilities to support even the most complex billing hierarchy structures to help utilities easily handle their valuable, large revenue generating commercial and industrial customers
- Minimizing employee training time through an intuitive user interface, online help, and configurable 'Business Process Assistant' scripts to handle the most common customer service scenarios
- Steering customers to alternate sources of help by providing a library of APIs for integration with IVR and self-service tools
- Flexibility in defining bill cycles for bill generation to spread out call volumes or timed to coordinate with the availability of a customer's financial resources

ESC is uniquely positioned to support Oracle CCS because, beyond being an Oracle Gold Partner, we are as one of the first to complete the requirements to become an Oracle CCS Specialized provider.

In addition, as MVU is currently a Smart Energy Water (SEW) customer, upgrading the Smart Customer Mobile (SCM[®]) platform is a natural progression. As you know, SCM[®] is the #1 digital customer experience platform for energy, water & gas providers, worldwide, that harnesses the power of digital to better address customer needs and build future-ready businesses. By upgrading and extending your SEW product suite to include Smart Mobile

Workforce (SMW®) MVU can effectively achieve their stretch goal of moving to all these services concurrently with the CIS/MDM project at no additional costs for the solution; simply a minimal implementation fee. This all-in solution affords MVU the best value for the dollar and accomplishes the feat of fully upgraded systems.

All the proposed projects are planned to take place within a 14-month timeframe and as followed by 3-months of support.

ESC is well qualified to guide you on this journey — we are energized about what it means for you, your customers, and the Power and Utility industry — and to us. We want to help you drive this innovation in the industry and believe our understanding of how you operate will deliver a competitive and compelling solution. We believe this is the right approach to ensure the objective of optimizing program success while leveraging your current investments minimizing delivery risk, and ensuring you realize the value to your business. Finally, ESC certifies all information in this Proposal is true, accurate, and complete.

If you have any questions, please reach out to us. We look forward to discussing this program in more detail with you.

2.0 Vendor Minimum Requirements

Please confirm that you meet or exceed the City’s Minimum Requirements as outlined in Section 2.4 of the RFP with an affirmative or negative answer. Information to support these requirements is requested in the document below.

2.1 Provide a single point of contact for the project and throughout post-implementation.

Valerie Ross, VP of Global Sales at Enterprise Solutions Consulting, she will serve as the single point of contact to City of Moreno Valley for the project and throughout the post-implementation activities. Ms. Ross is authorized to make all commitments described in this proposal on behalf of Enterprise Solutions Consulting. She will also serve as the Account Manager to City of Moreno Valley during this important project.

ESC is proposing one of its Senior Executive Member from ESC, Rejith Kumar, as the Project Manager for this implementation engagement. Mr. Kumar will be the single point of contact for the project and throughout the post implementation phase. Mr. Kumar has over 20 years of experience implementing Oracle Utilities Product Suites across United States and abroad as can be evidenced from the resume provided with this proposal.

As an Oracle Utilities CIS veteran, Mr. Kumar brings a unique understanding of the impact of large scale Oracle Utilities Product Suites implementations across an enterprise and the need for highly coordinated, cross-functional team cooperation required to bring projects in on time and on budget. His Oracle Utilities Product Suite experience will also help the project as Solution Architect who can guide the team and validate solution being implemented. He also brings the experience of working up and down an organization’s hierarchy translating project status, risks, issues, and budgetary expectations across team lines.

His position within ESC means the entire organization’s resources are at his disposal to address project milestones, potential project changes, and deadlines. Mr. Kumar sets and lives ESC’s market positioning and branding and understands the nature of being competitive in deregulated industries. Client success and reference-ability are tantamount to ESC continued success and growth in the utility CIS systems integrator market.

Mr. Kumar has also managed project efforts from both an executive sponsor and project management perspective with AAC Utility Partners and other leading project management consulting firms acting on a client’s behalf.

2.2 Document any system integration project-related legal entanglements that have occurred within the last three years for the Vendor and all sub-consultants.

Enterprise Solutions Consulting, LLC has not had any project related legal entanglements within the last three years for ESC or all sub-consultants.

2.3 Demonstrate vendor has a proven track record of delivering and implementing Electric Utility CIS systems. A proven track record consists of at least one ongoing CIS implementation and two additional completed CIS implementations over the last three years for organizations of similar complexity.

San Francisco Public Utility Commission	
Industry	Utility – Electric, Solar, Gas, Water, Wastewater, Stormwater
Product	Oracle Utilities Customer to Meter (C2M)
Description of Project including whether an implementation or upgrade	Configuration and Implementation Water and Electric Billing to Oracle C2M
Dates	2018 - Ongoing
Veolia North America	
Industry	Utility - Electric
Product	Oracle Utilities Customer Care and Billing version 2.5

Description of Project including whether an implementation or upgrade	Enterprise Solutions Consulting primed the contract Implementing and Integrating Oracle CC&B 2.5
Dates	2018 - Ongoing
Electric Holding Company (EHC)	
Site Location	Muscat, Oman
Industry	Utility – Electric
Product	Oracle Utilities Customer Care and Billing version 2.5 and Oracle Meter Data Management Support
Description of Project including whether an implementation or upgrade	Enterprise Solutions Consulting provided technology services including, data conversion, functional design, technical design, code development, testing and go-live
Dates	2018 - 2019

2.4 Demonstrate vendor or sub-consultant has a proven track record of delivering and implementing Electric Utility MDMS systems. A proven track record consists of at least one ongoing MDMS implementation and two additional completed MDMS implementations over the last three years for organizations of similar complexity.

San Francisco Public Utility Commission	
Industry	Utility – Electric, Solar, Gas, Water, Wastewater, Stormwater
Product	Oracle Utilities Customer to Meter (C2M)
Description of Project including whether an implementation or upgrade	Configuration and Implementation Water and Electric Billing to Oracle C2M (CIS+MDM)
Dates	2018 - Ongoing
Veolia North America	
Industry	Utility - Electric
Product	Oracle Utilities Customer Care and Billing version 2.5 and Oracle Meter Data Management
Description of Project including whether an implementation or upgrade	Enterprise Solutions Consulting primed the contract Implementing and Integrating Oracle CC&B 2.5
Dates	2018 - Ongoing
Electric Holding Company (EHC)	
Site Location	Muscat, Oman
Industry	Utility – Electric
Product	Oracle Utilities Customer Care and Billing version 2.5 and Oracle Meter Data Management Support
Description of Project including whether an implementation or upgrade	Enterprise Solutions Consulting provided technology services including, data conversion, functional design, technical design, code development, testing and go-live
Dates	2018 - 2019

2.5 Demonstrate vendor has a proven track record of delivering and implementing CIS and MDMS systems in the cloud.

Enterprise Solutions Consulting has delivered and implemented Oracle Utilities product suites in the cloud for San Francisco Public Utilities (SFPUC) and Veolia North America in the cloud on a Platform as a Service (PaaS) solution.

2.6 Solution must provide MVU with full access to extract all data. Any license restrictions must be clearly defined and priced within Attachment C – Cost Matrix.

Please refer to Attachment C – Cost Matrix.

2.7 All solution costs must be provided for the preferred implementation timeline as presented in Section 7.0 (Implementation Information) of the RFP.

Enterprise Solutions Consulting have included all the solutions costs provided for the preferred implementation timeline as presented in Section 7.0.

2.8 All solution costs, including travel and fees, must be fixed price.

Enterprise Solutions Consulting has included all solution costs as a fixed price.

2.9 Vendors shall meet any applicable California state or federal laws at the time of submission.

Enterprise Solutions Consulting meets all applicable California State/Federal Laws at the time of the submission.

3.0 Qualifications and Profile

This section will highlight the Vendor’s experience in work of a similar nature and magnitude to that being proposed to MVU. Experience should be associated with projects completed not more than three (3) years prior to the date of this RFP.

If the Primary Vendor responsible for implementing the project intends to use Third parties to deliver the products or services to be performed, additional information about those entities shall also be provided in Section 3.2 below.

3.1 Primary Vendor Profile

Please provide the following information:

3.1.1 A brief corporate history.

For the past 11 years, ESC has performed as an Oracle Partner providing an unmatched customer experience to utilities in transformation. A Rochester, New York-based Minority Owned Business founded in 2009, Enterprise Solutions Consulting (ESC) has evolved into a leading Oracle Utilities Systems Implementation, Integration and Application Managed Services provider. We combine our industry expertise, end-to-end services, and global delivery capabilities to produce cost-effective solutions that solve our customers’ business problems.

Our commitment to remaining one of the most successful systems integration and implementation firms for Oracle products is showcased by a recent accomplishment. Earlier this month, ESC became the first organization to complete competency requirements for the highest certification available for their product – “Oracle Utilities Customer Cloud Service (CSS) Specialized”.

Backed by a rich heritage and a strong financial position, ESC has an enviable track record of client satisfaction, refereneability, successful projects, on-time/on-budget delivery and high-value repeat performance.



VALUE - ADDED SERVICES:

- System Implementation, Integration, upgrades & support (specific to Oracle Utilities' Applications)
- Oracle Customer Cloud Service (CCS)
- Oracle Customer to Meter (C2M)
- Oracle Utilities' Customer Care and Billing (CC&B)
- Oracle Utilities' Work and Asset Management (WAM, EAM)
- Oracle Mobile Workforce Management (MWM)
- Oracle Meter Data Management (MDM)
- Oracle Market Transaction Messaging (MTM)
- Oracle Revenue Management and Billing (ORMB)
- Project Management/Governance
- Business Process Reengineering
- Organizational Change Management
- Oracle Application Managed Services



We attribute success to our quality and management processes, which balance the needs of our three key stakeholders: clients, employees, and the management team. We approach every customer relationship with one objective in mind—to help you be successful and grow together.

Deep Experience with Oracle’s CIS & Comprehensive Utility Billing Systems Experience

ESC’s primary business is implementing and supporting Oracle Utilities’ CIS products, including all versions of Customer Care & Billing (CC&B), Customer to Meter (C2M), and Customer Cloud Service (CCS).

We are recognized as specialists in successful implementations of Utility Customer Information and Billing solutions. To date, ESC has helped to implement, upgrade, and support CIS systems at over 30 different client sites.

3.1.2 Information regarding mergers or acquisitions that the organization has been involved in within the last five years. Explain the impacts to Vendor’s organization.

Enterprise Solutions Consulting, LLC has never participated in a merger or acquisitions.

3.1.3 Implementation or Operational Services related litigation (pending, active, or resolved) that has been filed against the Vendor within the last two years. Describe the nature of each litigation event and any other pertinent information relating to the litigation event.

Enterprise Solutions Consulting, LLC does not have any litigations pending, active or have ever been filed.

3.1.4 Describe the Vendor’s office locations. Indicate where the proposed staff members are located.

ESC is headquartered in Rochester, New York. ESC’s business model is based on a virtual global work environment allowing the economies of an agile team on-site at a client location to focus on the priorities at hand while having the benefit of a world-wide group of team members working from various global delivery locations in the US, India, Oman, Dubai and the Philippines. This means for our clients that there is always someone working at ESC.

ESC’s head office is located at:

1120 Crosspointe Lane, Suite 10
Webster, New York 14580
Telephone: (585) 413-4302
Fax: (585) 413- 4302
Website: www.esc-partners.com

ESC India Delivery Center (IDC) office is located at:

No 98, B3 Ibrahim Residency,
Residency Road. Bangalore 560025
Telephone: (306) 761-4000
Fax: (306) 761-4329
Website: www.esc-partners.com



ESC Philippines Delivery Center (PDC) office is located at:

4 Orestes Lane, Mariposa Avenue
Cubao, Quezon City
Metro Manila
Telephone: (585) 464-8035 or (800) 253-3449
Fax: (800) 464-9901
Website: www.esc-partners.com

- 3.1.5 Describe the Vendor’s involvement, if any, in strategic relationships with other organizations including:
- Products (MDMS, CWSS, MWM, etc.)
 - Outsourcing Providers (bill print, payment processors, etc.)
 - Call Centers and/or Billing Operation Management Companies

Enterprise Solutions Consulting has established business partnership with many different organizations and our firms have collaborated on numerous customer opportunities during the past two years. ESC has a very strong strategic relationship with Oracle Corporation as we are a Gold Partner and a primary systems integrator of Oracle. In the past few years, ESC has achieved / Accomplished the highest certification given by Oracle Corporation to the most successful system implementation and Integration consulting firm – “Oracle Specialized Gold Partner in Oracle Utilities Customer Care and Billing (CC&B)”. In addition, ESC has become the first organization to complete competency requirements for the highest certification available for their product – “Oracle Utilities Customer Cloud Service (CCS) Specialized”.

- 3.1.6 Describe the involvement of Vendor’s senior management
- Throughout the implementation phase(s)
 - Post go-live

ESC’s senior management has been involved throughout the RFP response and procurement process. Beginning with the commencement of the implementation project, members of our senior management team and the Account Executive will attend any scheduled status meetings and monthly Executive Steering Committee meetings throughout the project duration, including post go-live. Our Account Executive and key members of our senior management team will also be available any time at City of Moreno Valley’s request. ESC’s senior management will also receive weekly updates from the project

manager and will be informed immediately should issues arise that require escalation. Finally, ESC's Account Executive will be actively engaged through all the post go-live warranty period to ensure City of Moreno Valley's successful adoption of the system.

3.1.7 Describe the long-term commitment to the CIS and MDMS marketplace as it relates to the utility market. This should highlight Vendor's sustainability in these verticals.

ESC has been working with public utility clients for over a decade. Our experience in this industry, and the energy market in general, gives our team a unique understanding of what is important to these organizations and how we can help them meet their strategic goals and missions. We know these organizations play a critical part of our public infrastructure and an important role in servicing our communities.

3.1.8 Provide the following information for all CIS and MDMS projects completed in the last five years as well as all active CIS and MDMS implementations and major upgrades:

- Utility Name
- Scope of Project including whether an implementation or upgrade
- Implementation Timeline
- Contract Date
- Go-Live Date (anticipated or actual)
- # of Change Orders
- Provide details on change orders that affected contract cost or project schedule.
- Initial Contract Cost
- Total Cost
- Primary team members
- Highlight team members that are proposed as part of this response

Below are the ongoing projects:

San Francisco Public Utility Commission	
Site Location	San Francisco, CA
Industry	Utility – Electric, Solar, Gas, Water, Wastewater, Stormwater
Product	Oracle Utilities Customer to Meter (C2M)
Description of Project including whether an implementation or upgrade	Configuration and Implementation Water and Electric Billing to Oracle C2M
Contract Date	December 1, 2018
Go-Live Date	Ongoing
# of Change Orders	0 Change Orders
Initial Contract Cost	\$1.2 Million
Total Cost	\$1.2 Million

Primary Team Members	RJ Kumar, Sheila Dandal, Marilou Birog, Jamie Rose Lumbre, Matthew Mota, Stephen Miranda, Michelle Nicolas, Raymond Makasay, Nina Comia, Holley Hyler
Contact information	Out of courtesy to our clients, please contact ESC to arrange for a reference call.
Kansas City Cooling	
Site Location	Kansas City, MO
Industry	Utility – Electric, Gas, Sewer
Product	Oracle Utilities Customer Care and Billing version 2.5
Description of Project including whether an implementation or upgrade	Enterprise Solutions Consulting primed the contract Implementing and Integrating Oracle CC&B 2.5
Contract Date	Jan-18
Go-Live Date	Jun-18
# of Change Orders	0 Change Orders
Initial Contract Cost	\$600,000
Total Cost	\$600,000
Primary Team Members	RJ Kumar, Sheila Dandal, Marilou Birog, Jamie Rose Lumbre, Matthew Mota, Stephen Miranda, Michelle Nicolas, Raymond Makasay, Nina Comia, Holley Hyler
Contact information	Out of courtesy to our clients, please contact ESC to arrange for a reference call.
Electric Holding Company (EHC)	
Site Location	Muscat, Oman
Industry	Utility – Electric
Product	Oracle Utilities Customer Care and Billing version 2.5 and Support
Description of Project including whether an implementation or upgrade	Enterprise Solutions Consulting provided technology services including, data conversion, functional design, technical design, code development, testing and go-live
Contract Date	2016
Go-Live Date	2017
# of Change Orders	0 change orders
Initial Contract Cost	\$2 Million
Total Cost	\$2 Million
Primary Team Members	RJ Kumar, Marilou Birog, Jamie Rose Lumbre, Matthew Mota, Stephen Miranda, Raymond Makasay, Nina Comia, Holley Hyler
Contact information	Out of courtesy to our clients, please contact ESC to arrange for a reference call.
Trip Advisor Phase 2	
Site Location	Boston, MA
Industry	Financial - ORMB

Product	Oracle Revenue Management Billing (ORMB)
Description of Project including whether an implementation or upgrade	Instant Booking and Ongoing Support
Contract Date	2018
Go-Live Date	Ongoing
# of Change Orders	0 Change Orders
Initial Contract Cost	\$500,000
Total Cost	\$500,000
Primary Team Members	Ruthie Amigo, Nina Comia, Marilou Birog, Matthew Mota
Contact information	Out of courtesy to our clients, please contact ESC to arrange for a reference call.

Below are the projects completed in the past 5 years:

Kansas City Steam/Baltimore Steam	
Site Location	Kansas City, MO
Industry	Utility – Steam, Chilled Water, Hot Water, Chilled Air, Electric, Water, Wastewater
Product	Oracle Utilities Customer Care and Billing version 2.5
Description of Project including whether an implementation or upgrade	Enterprise Solutions Consulting primed the contract Implementing and Integrating Oracle CC&B 2.5
Contract Date	2015
Go-Live Date	2016
# of Change Orders	0 Change Orders
Initial Contract Cost	\$1 Million
Total Cost	\$1 Million
Primary Team Members	RJ Kumar, Holley Hylar, Charis de Pecsoy, Nina Comia, Ruthie Amigo, Matthew Mota, Marilou Birog
Contact information	Out of courtesy to our clients, please contact ESC to arrange for a reference call.
Philadelphia Energy	
Site Location	Philadelphia, PA
Industry	Utility – Steam, Chilled Water, Hot Water, Cold Water, Electric, Water, Wastewater
Product	Oracle Utilities Customer Care and Billing version 2.5
Description of Project including whether an implementation or upgrade	Enterprise Solutions Consulting primed the contract Implementing and Integrating Oracle CC&B 2.5
Contract Date	2016
Go-Live Date	2017
# of Change Orders	0 Change Orders

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Attachment: PSA ESC 04062021 [Revision 1] (4252 : APPROVE AGREEMENTS FOR THE PURCHASE AND IMPLEMENTATION OF THE AMI

Initial Contract Cost	\$2 Million
Total Cost	\$2 Million
Primary Team Members	RJ Kumar, Holley Hyler, Charis de Pecsoy, Nina Comia, Ruthie Amigo, Matthew Mota, Marilou Birog
Contact information	Out of courtesy to our clients, please contact ESC to arrange for a reference call.

PowerStream	
Site Location	Ontario, Canada
Industry	Utility – Electric, Water, Wastewater, Market Transaction Messaging (MTM)
Product	Oracle Utilities Customer Care and Billing version 2.3.1
Description of Project including whether an implementation or upgrade	Enterprise Solutions Consulting primed the contract Implementing and Integrating Oracle CC&B 2.3.1
Contract Date	2014
Go-Live Date	2015
# of Change Orders	1 – Extension of project schedule by 2 months because of external vendor not ready for integration testing - \$50,000
Initial Contract Cost	\$9 Million
Total Cost	\$9 Million
Primary Team Members	RJ Kumar, Ruthie Amigo, Nina Comia, Marilou Birog, Matthew Mota
Contact information	Out of courtesy to our clients, please contact ESC to arrange for a reference call.









Modesto Irrigation District (MID)	
Site Location	Modesto, CA
Industry	Utility -
Product	Oracle Utilities Customer Care and Billing version 2.5
Description of Project including whether an implementation or upgrade	Enterprise Solutions Consulting was responsible for custom reports development for CC&B
Contract Date	2016
Go-Live Date	2016
# of Change Orders	0 Change Orders
Initial Contract Cost	\$500,000
Total Cost	\$500,000
Primary Team Members	Ruthie Amigo, Nina Comia, Marilou Birog, Matthew Mota
Contact information	Out of courtesy to our clients, please contact ESC to arrange for a reference call.

Trip Advisor

Site Location	Boston, MA
Industry	Financial - ORMB
Product	Oracle Revenue Management Billing (ORMB)
Description of Project including whether an implementation or upgrade	Implementation ORMB
Contract Date	2016
Go-Live Date	Ongoing
# of Change Orders	0 Change Orders
Initial Contract Cost	\$2 Million
Total Cost	\$2 Million
Primary Team Members	Ruthie Amigo, Nina Comia, Marilou Birog, Matthew Mota
Contact information	Out of courtesy to our clients, please contact ESC to arrange for a reference call.
Veolia North America	
Site Location	Boston, MA
Industry	Utility -
Product	Oracle Utilities Customer Care and Billing version 2.5
Description of Project including whether an implementation or upgrade	Enterprise Solutions Consulting primed the contract Implementing Oracle CC&B 2.5 and Ongoing Support
Contract Date	2009
Go-Live Date	Ongoing
# of Change Orders	0 Change Orders
Initial Contract Cost	\$3.5 Million
Total Cost	\$3.5 Million
Primary Team Members	RJ Kumar, Holley Hyler, Charis de Pecsoy, Ruthie Amigo, Nina Comia, Marilou Birog, Matthew Mota
Contact information	Out of courtesy to our clients, please contact ESC to arrange for a reference call.

PROJECT TEAM

Role	Name	Certification	Experience	Responsibilities
Executive Sponsor	Valerie Ross	Oracle Utilities Customer Cloud Services Sales Certified	10 Years	To ensure that the project remains on schedule and to monitor the resource allocation throughout the various phases of the project from ESC Consulting and MVU, we will utilize one of our project directors as a project advisor. The project director has experience with similar upgrades and implementations and along with the account executive, is ultimately responsible and held accountable for the success of this project.

Project Manager	RJ Kumar	 Project Management Professional	21 Years	The Project Manager manages the day to day operations of the project. Working collaboratively with MVU's Project Manager this role will be responsible for managing at the task level and coordinating the respective delivery team leads to meet milestone and task timelines.
Solution Architect	Sheila Dandal	 Oracle Utilities Customer Cloud Service 2019 Certified Implementation Specialist	18 Years	The Solution Architect role will be responsible for the overall CIS solution design, configuration, and integrations. She will lead functional business process workshops and ensure solution aligns to MVU's business operations.
Functional Architect	Marilou Birog	 Oracle Utilities Customer Cloud Service 2019 Certified Implementation Specialist	12 Years	The Functional Architect's role will be responsible for the business requirements of specific areas working alongside with MVU's business users. Marilou Birog will be responsible for the rates configuration, billing, payments, collection process.
Functional Architect	Jamie Rose Lumbre	 Oracle Utilities Customer Cloud Service 2019 Certified Implementation Specialist	9 Years	The Functional Architect's role will be responsible for the business requirements of specific areas working alongside with MVU's business users. Jamie Rose will be responsible for Account Management, Service Agreements, Metering, MDM, Service Orders.
Technical Architect / Application/ DBA	Matthew Mota	 Oracle Cloud Architect	9 Years	Technical Architect will be responsible for the environment's management, release management, application upgrades, cloud code deployments and go-live
Development Lead	Stephen Miranda	 Oracle Utilities Customer Cloud Service 2019 Certified Implementation Specialist	14 Years	Development lead will work closely with Solution Architect and Functional architects with the development of Reports, Interfaces, Customizations, Enhancements, Forms and Workflows (RICEFW).
Data Conversion Architect	Michelle Nicolas	 Oracle Utilities Customer Cloud Service 2019 Certified Implementation Specialist	7 Years	The data conversion lead will be the focal point for all data analysis and migration activities and deliverables. The role is used in accordance with the project schedule and staffing plan to perform technical design, development, and maintenance tasks. They have knowledge of the legacy system interfaces based on previous implementations, and will work with MVU's staff to understand custom interfaces that exist.
Designer/Developer	Raymond Makasay	 Oracle Utilities Customer Cloud Service 2019 Certified	5 Years	The Designer creates high level and detailed specifications for use by developers. After the specifications have been written, standard practice ensures that they are reviewed and approved prior to development beginning. Technical

		Implementation Specialist		Lead/Developers, design, develop, and unit test interfaces, reports, algorithms, and user exit as assigned
Sr. Designer/ Developer	Nina Comia		12 Years	The Senior Designer creates high level and detailed specifications for use by developers. After the specifications have been written, standard practice ensures that they are reviewed and approved prior to development beginning. Technical Lead/Developers design, develop, and unit test interfaces, reports, algorithms, and user exit as assigned
Functional and Testing Lead	Holley Hyler		7 Years	The Test and Quality Assurance roles provide quality control functions related to monitoring project results to ensure that they comply with the relevant quality standards identified in the Statement of Work. The key accountability is to validate that project deliverables meet acceptable standards. The Test/QA role is responsible to: <ul style="list-style-type: none"> • Focus on quality control, monitoring the deliverables and project processes to ensure they meet standards • Participate with the client's internal audit team members in performing scheduled reviews of specific project results as well as monitoring on-going activities in accordance with the Project Management Plan • Develop and execute the Quality Management Plan.

3.1.9 Discuss your commitment to the Cloud market including SaaS services.

ESC is a leading Oracle Utilities Suite application implementation, integration, and application managed services provider. Our commitment to the Electric utility customers and their business can be well evidenced from our client references/list.

ESC is 100% dedicated and committed to the cloud market including SaaS Services and have a dedicated sales and delivery team working directly with Oracle on our marketing initiatives. We are the first organization to complete competency requirements for the highest certification available for their product – “Oracle Utilities Customer Cloud Service (CSS) Specialized”.

Our client success is our commitment to this marketplace.

3.1.10 List and describe other Utilities that have implemented and currently operate the proposed solution in the municipal marketplace.

ESC has delivered innovative Oracle Utilities CIS small – mid size energy/water providers and public owned utilities and retailers. ESC’s experience with other utility clients allows us to significantly reduce the implementation risk and project cost, accelerate project schedule, and reduce overall project risk to the MVU.

Utility	Solution
San Francisco Public Utilities Commission (SFPUC)	Oracle C2M
Veolia North America	Oracle CC&B
Fayetteville Public Works Commission	Oracle C2M
Hillsborough	Oracle CC2
Lubbock Power and Light	Oracle CCS
Moalajah FZC	Oracle C2M

3.0.1 Describe how you would provide your most experienced team in the event you win the MVU contract and ensure resource availability throughout the entire contract period including implementation.

ESC’s Account Manager and resource managers will work closely to ensure that the key resources identified for this project will be available to perform their project duties as defined in the scope of services and the project schedule.

3.2 Third-party Profile

For any third-party (subcontractors, integrators, or software providers) participating in this response please provide the following information:

3.2.1 A brief corporate history.

SMART ENERGY WATER

Established in 2012, Smart Energy Systems, Inc DBA Smart Energy Water (SEW) is the leading Energy & Water Cloud Platform (SaaS) solution provider delivering Digital Customer Experience (CX), Digital Mobile Workforce Experience (WX), and AI/ML/IOT Analytics (IX) to the Energy and Utility sector. SEW is a technology driven business product company focused on delivering high performance and scalable digital platforms including Smart Customer Mobile (SCM®), Smart Mobile Workforce (SMW®), and Smart iQ (SiQ®) to the Water, Power and Gas Utilities and Retailers.



SEW has been dedicatedly working for utility sector for past 9 years with 650+ rich and talented resources. SEW has delivered innovative mobile and desktop application solutions to 250+ large scale and mid-size energy/water providers and public owned utilities and retailers. Our company’s efforts have been recognized by industry insiders. SEW has received industry accolades not only for successful deployments but also for our innovation and product excellence.

Company Leadership and Global Workforce

Carrying forward on our vision, SEW employs a global workforce across a wide range of locations. SEW’s global employee population is divided into four main segments – product engineering and development, sales, services, customer success and other supporting functions. This workforce profile reflects SEW’s intense focus on delivering the right technology solutions to deliver onto our customers’ expectations. SEW has been at the heart of many technology innovations in the energy and utility space, and that continues to be true to this day. At a time when the utilities’ industry is going through a period of dramatic change, **SEW is the market leader in digital transformation** and, is at the center of fundamental changes in the way the utility-customer communicates.



SEW Quick Facts

- Headquartered in Irvine, California
- 9+ years of working dedicatedly for the energy and water utility industry
- 310+ clients, 20 countries
- Our platforms connect over 400 Mn end-customers and 1 Mn field-crew
- 650+ employees
- 75+ accolades

Awards and Accolades

SEW has received industry accolades not only for its successful deployments but also for our innovation and product excellence. The foundation of our CX and WX platforms strengthens the communication between the organization and its customers and delivers all digital self-service channels to ensure faster resolution of customer queries. Our organization has been recognized back-to-back for excellence and innovation in AI and ML, while delivering a WOW experience to millions of customers. Recently, we have received the ‘SAP Partner of the Year award’ for driving co-innovation with SAP. We have also been awarded as Winner in the “Best Cloud Platform for AI” category by 4th Global Annual Achievement Awards for Artificial Intelligence.



Our Global Clients and Success

Over 310 leading energy, water, and gas utilities are leveraging our platform, globally. Today and every day, we are committed to our clients and are proud to be a partner in their digital transformation journey. We provide excellent customer service and rich experiences through our digital customer and workforce platforms. We have helped our clients grow globally by reaching their customers online through digital communication channels. What sets us apart in the marketplace is our faith, success, and the ability to meet customer expectations in the growing world. A unique portion of success is the honor our clients receive for delivering exemplary service to their customers, by adopting our digital platforms. For instance, Southwest Gas, which provides gas services to over 2M customers has been recognized for Innovation in Digital Customer Engagement at CS Week Expanding Excellence Awards. And, Moulton Niguel Water won the CS Week’s Expanding Excellence Awards in the Best Analytics Project category. Another largest public power utility in South Carolina, Santee Cooper, had the absolute honor of being recognized for Smart Customer Mobile (SCM®) by The Global Power & Energy Elites 2020 in the Best Customer Engagement category.

Listed below are few of our clients:

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3.2.2 Information regarding mergers or acquisitions that the Third-party has been involved in within the last five years. Explain the impacts to Third-party's organization.

SMART ENERGY WATER

We have no recent or pending mergers & acquisitions, IPO's, ownership changes to disclose. For any future development in this regard, SEW will share all relevant information with MVU as per mutually agreed contract guidelines.

3.2.3 Has any implementation related litigation (pending, active, or resolved) been filed against the Third-party within the last two years? If yes, describe the nature of each litigation event and any other pertinent information relating to the litigation event.

SMART ENERGY WATER

No, litigation (pending, active or resolved) has been filed against SEW

3.2.4 Describe the Third-party's office locations. Indicate where the proposed staffmembers are located.

SMART ENERGY WATER

SEW geographic presence includes **US, Australia, Europe, India, Canada, MEA, Hong-Kong, New Zealand, and Jamaica**. SEW has been actively developing innovative, customer-centric solutions that not only help global utilities and energy retailers engage and empower their customers but also help in achieving energy and water sustainability goals for their targeted customer groups and geographies. Our award-winning integrated suite of smart solutions leverage technologies like AI (Artificial Intelligence), Machine Learning, Predictive Modeling, Principles of Gamification, and Big Data Analytics to provide a best-in-class solution.

Corporate Headquarters - 19900 MacArthur Blvd, Suite #370, Irvine, CA 92612



SEW Global Presence Snapshot

SEW Quick Facts

- Headquartered in Irvine, California
- 9+ years of working dedicatedly for the energy and water utility industry
- 310+ clients, 20 countries
- Our platforms connect over 400 Mn end-customers and 1 Mn field-crew
- 650+ employees
- 75+ accolades

For each project, the core teams and the managers are in US and the offshore teams provide support to our US resources. This allows us to maintain oversight and control of the project activities in the central US office. SEW' US based team has primary responsibility and accountable for all project delivery. The US based Project Manager will be accountable to ensure the success and delivery of the end to end solution without any impact to quality or delay in timelines. Both teams (US and Offshore) hold daily (at a minimum) stand up calls to coordinate activities, manage schedule progress, and raise issues or provide clarification. SEW employs industry veterans with knowledge of agile development best practices within our iterative project management model to get the best of both worlds.

3.2.5 Describe the Third-party's involvement, if any, in strategic relationships with other organizations including:

- Products (MDMS, CWSS, MWM, etc.)
- Outsourcing Providers (bill print, payment processors, etc.)
- Call Centers and/or Billing Operation Management Companies

SMART ENERGY WATER

Smart Energy Water has partnered with some of the world's leading technology companies and solution providers with a common goal to connect with global energy and water utilities to engage, educate and empower billions of people on our digital platform. We have joined forces with reputed businesses ESC, - SAP, Microsoft, IBM, Itron, Tech Mahindra, Wipro, and PwC to help us achieve our goals, and gain critical competitive advantage. The collaboration allows for the exchange of ideas to drive innovation, and forge alliances on business opportunities, for us to better manage uncertainty, reduce risks, and drive business growth.

3.2.6 Describe the involvement of Third-party's senior management

- Through the implementation phase(s)
- Post go-live

SMART ENERGY WATER

For each project, the core teams and the managers are in US and the offshore teams provide support to our US resources. This allows us to maintain oversight and control of the project activities in the central US office.

SEW' US based team has primary responsibility and accountable for all project delivery. The **US based Project Manager** will be accountable to ensure the success and delivery of the end to end solution without any impact to quality or delay in timelines. Both teams (US and Offshore) hold daily (at a minimum) stand up calls to coordinate activities, manage schedule progress, and raise issues or provide clarification. SEW employs industry veterans with knowledge of agile development best practices within our iterative project management model to get the best of both worlds.

The system maintenance and on-going technical helpdesk support is core to how we deliver excellence. **We will provide 24 hours support throughout the duration of the implementation and post go-live support period along with training manuals for the end-users.** SEW leverages a web-based ticket tracking portal to document, log, and manage pre- and post-production support incidents/defects. We have a complete online ticketing system, online chat / video support available for our clients to address incident management. Our SEW customer success director is available for any immediate attention if an emergency arises to address any client related issues. SEW helpdesk team will manage/monitor and respond to any production incidents, communication and advanced notification of maintenance or service windows, management of bug/defect resolution or enhancement releases. The MVU team will always have full access to all service requests along with resolution and status via web application. SEW will respond to each incident based on the incident priority level. If for any reason, MVU staff is not satisfied with the resolution, your staff may request the issue to be re-opened

3.2.7 Describe the long-term commitment to the marketplace as it relates to the utility marketplace and the proposed services. This should highlight the Third-party's sustainability in these verticals.

SMART ENERGY WATER

SEW was established in 2012 and has been dedicatedly working for utility sector for past 9 years with 650+ talented resources. SEW has delivered innovative mobile and desktop application solutions to 250+ large scale and mid-size energy/water providers and public owned utilities over the years. Our company's efforts have been recognized by industry insiders. SEW has received industry accolades not only for successful deployments but also for our innovation and product excellence. We continue to stay committed and focused to the utility marketplace for the proposed services.

3.2.8 Provide the following information for **all** implementation projects completed in the last five years as well as **all** active implementations and major upgrades for the proposed solution(s):

- Utility Name
- Scope of Project including whether an implementation or upgrade
- Implementation Timeline
- Contract Date
- Go-Live Date (anticipated or actual)
- # of Change Orders
- ± Provide details on change orders that affected contract cost or project schedule.
- Initial Contract Cost
- Total Cost
- Primary team members
- ± Highlight team members that are proposed as part of this response

SMART ENERGY WATER

Utility Name	San Francisco Public Utility Commission
Scope of Project including whether an implementation or upgrade	SEW deployed SCM® integrated with Oracle C2M providing PUC customers the ability to manage customer accounts, view and pay bills, track usage, compare against similar households, zip, and connect with customers in real time.

Implementation Timeline	4 Months
Contract Date	Jan 2020
Go-Live Date (anticipated or actual)	Sept 2020
# of Change Orders Provide details on change orders that affected <u>contract cost or project schedule.</u>	SEW keeps this information confidential. Details can be shared during the later stages of consideration.
Initial Contract Cost	SEW keeps this information confidential. Details can be shared during the later stages of consideration
Total Cost	SEW keeps this information confidential. Details can be shared during the later stages of consideration
Primary team members	Thuy-An, VP of Delivery

Utility Name	UGI Utilities
Scope of Project including whether an implementation or upgrade	SEW deployed SCM® integrated with SAP providing UGI customers the ability to manage customer accounts, view and pay bills, track usage, compare against similar households, zip, and connect with customers in real time. The platform allows real time communication between UGI and its customers anytime, anywhere and on any device. SEW provided UGI the analytical platform allowing them to predict their customer behavior, track last login activity, track usage and payment history. SCM® integrated with SAP enables UGI to cover the majority of customer engagement scenarios and aim to provide a rich customer experience through digital mobile channels thereby increasing the user adoption
Implementation Timeline	6-7 months
Contract Date	Feb 2016
Go-Live Date (anticipated or actual)	September 2016
# of Change Orders ▪ Provide details on change orders that affected <u>contract cost or project schedule.</u>	SEW keeps this information confidential. Details can be shared during the later stages of consideration
Initial Contract Cost	SEW keeps this information confidential. Details can be shared during the later stages of consideration
Total Cost	SEW keeps this information confidential. Details can be shared during the later stages of consideration
Primary team members	Kevin Hwang, Manoj Singh

Utility Name	City of Monterey Park
Scope of Project including whether an implementation or upgrade	SEW implemented an off-the-shelf, workforce management system that remotely tracks City workforce. A pilot program was implemented for the water division of City. SEW deployed SMW® for managing the work orders, assets, service requests, online content and reporting needs of the city. SEW provided pre-implementation & post-implementation services to City including implementation consulting, configuration and installation of the SMW® software, migration of reference data into the new proposed software environment, required process documentations, integration with required external systems, acceptance testing, user training and project management of mutually agreed responsibilities and activities.
Implementation Timeline	8-9 months
Contract Date	Jan 2018
Go-Live Date (anticipated or actual)	Oct 2018
# of Change Orders ▪ Provide details on change orders that affected <u>contract cost or project schedule.</u>	SEW keeps this information confidential. Details can be shared during the later stages of consideration
Initial Contract Cost	SEW keeps this information confidential. Details can be shared during the later stages of consideration
Total Cost	SEW keeps this information confidential. Details can be shared during the later stages of consideration
Primary team members	Tony Williams, Manoj Singh

Utility Name	Burbank Water and Power
Scope of Project including whether an implementation or upgrade	SEW understood the BWP's challenges and deployed the industry's #1 Mobile Workforce Engagement Platform SMW® that made the entire work order management seamless and instantaneous. SMW® provided the functionality that eradicated the need of pen and paper for technicians as all data collection and work order-related information was captured on the mobile device, rather than spending time creating and executing paperwork orders, saving both time and money for the utility. The data on SMW® was collected from their existing Oracle CC&B system and pushed back after completion of field operations.

	Assets module provided a repository for thousands of their assets which can be linked with the work orders. It provided seamless integration between supply chain and mobile workforce. Field Worker could view Asset details, characteristics, pending assets etc., track and report an asset throughout their lifecycle, gain insights into assets with graphical overviews. SMW® solution provided inventory management functionality like maintaining inventory list, inventory movement, notifications and alerts to various stakeholders, vendor management, barcode scanning, etc. Additionally, ad-hoc requests could be created by field worker while on field which were routed to concerned staff for approval and creation of work orders. SMW solution helped BWP in automating the entire process, reducing the complexity and scaling up the revenue.
Implementation Timeline	4-5 months
Contract Date	June – 2017
Go-Live Date (anticipated or actual)	Nov – 2017
# of Change Orders ▪ Provide details on change orders that affected <u>contract cost or project schedule.</u>	SEW keeps this information confidential. Details can be shared during the later stages of consideration
Initial Contract Cost	SEW keeps this information confidential. Details can be shared during the later stages of consideration
Total Cost	SEW keeps this information confidential. Details can be shared during the later stages of consideration
Primary team members	Tony Williams, Manoj Singh

The Key team members who will be working on Customer Self-Service i.e. Smart Customer Mobile (SCM®) & Mobile Work Management i.e. Smart Mobile Workforce (SMW®) implementation are:

SEW Team Member	Title	Role	Solution
Kevin Hwang	Director - Product Implementation	Responsible for executive oversight of overall delivery of the solution and provides guidance and direction to resolving technical and functional issues to drive project to completion.	SCM®
Tony Williams	Vice President – Mobile Workforce Solution	Responsible for defining the overall solution, integration standards, application standards and providing direction to the development	SMW®

		teams as needed.	
Manoj Singh	Chief Product Officer/ VP-Product Engineering	Responsible for defining the overall solution, integration standards, application standards and providing direction to the development teams as needed.	SCM® & SMW
Kevin Dang	Project Manager	Responsible for ensuring the team successfully delivers the project per schedule, scope, and budget. Coordinates approvals communications as necessary	SMW®
Klaudia Bibashani	Business Analyst	Responsible for documenting existing and new business processes, fit gap requirements, and validation of those requirements in the final solution. Acts as a lead for all business process and documentation responsibilities.	SCM®
Jyoti Kataria	Business Analyst	Responsible for documenting existing and new business processes, fit gap requirements, and validation of those requirements in the final solution. Acts as a lead for all business process and documentation responsibilities.	SMW®
Atul Someshwar	Data Architect Lead	Responsible for designing architectures and develops strategies for data acquisitions, archive recovery, and implementation of a database.	SCM® & SMW®
Ranjit Kumar Biswal	Quality Assurance Lead	Responsible for overall Quality Assurance and Testing of the solution including integration, end to end, user acceptance, performance, and scalability testing.	SCM® & SMW®

3.2.9 List and describe other Utilities that have implemented and currently operate the proposed solution in the municipal marketplace.

SMART ENERGY WATER

SEW has delivered innovative mobile and desktop application solutions to 310+ large scale and mid-size energy/water providers and public owned utilities and retailers. SEW's experience with other utility clients allows us to significantly reduce the implementation risk and project cost, accelerate project schedule, and reduce overall project risk to the MVU.

- An Award-Winning Solution - SMW® is the winner of 'Mobility Tech Zone Mobile Power Excellence Award' and SEW has been selected among the 20 Most Promising Field Service Solution Providers 2018.
- Examples of **SMW® production deployments** include: City of Burbank, City of Monterey Park, Pacific Gas and Electric Company (PG&E), Los Angeles Department of Water and Power (LADWP), Glendale Water and Power (GWP), Alabama Power, and San Diego Gas & Electric (SDG&E), just to name a few.
- We are domain experts exclusively focused on the energy and utility industry. SEW team includes industry veterans who bring extensive experience in deploying technology solutions at utility companies.

Utility Clients		
City of San Diego	Southwest Gas	Duke Energy
UGI Utilities	Los Angeles Department of Water and Power (LADWP)	Oklahoma Gas and Electric
Imperial Irrigation District (IID)	San Francisco Public Utilities Commission	Santee Cooper
San Diego Gas & Electric (SDG&E)	Moulton Niguel Water District (MNWD)	Burbank Water and Power
Hong Kong Electric	Alabama Power	Corix Group
Center Point Energy	Pacific Gas and Electric (PG&E)	Enmax
Dominion Energy	Manitoba Hydro	Simply Energy
Liberty Utilities	People Natural Gas+	City of Monterey Park

3.2.10 Describe how you would provide your most experienced team in the event you win the MVU's contract and ensure resource availability throughout all phases of the project given the proposed timelines.

SMART ENERGY WATER

SEW understands the importance of expertise of personnel assigned and their availability for entire project term. It is our utmost focus and preference to deploy individuals who are most familiar with the current business processes, systems, and landscape of Utilities and have minimum 4-5 years of association with SEW. We provide a meritocratic and equal opportunity environment to our employees that fosters creativity and eagerness to learn and grow together. Thus, we as a team continue to strive for the best and ensure we work towards a common goal to make the environment and communities around us better places. Our average attrition rate for past 3 years has been below 5% which shows employee satisfaction including the project team proposed for this engagement.

The SEW Project team will work with the MVU Project Manager in the event there is a resource challenge for any reason. SEW will work with the intent of resolving any challenges and moving the project forward. If a replacement is required, SEW will execute a knowledge transfer period between team members to minimize

any impact to the timeline and ongoing activities.

For each project, the core teams and the managers are located in US and the offshore teams provide support to our US resources. This allows us to maintain oversight and control of the project activities in the central US office.

SEW' US based team has primary responsibility and accountable for all project delivery. The US based Project Manager will be accountable to ensure the success and delivery of the end to end solution without any impact to quality or delay in timelines. Both teams (US and Offshore) hold daily (at a minimum) stand up calls to coordinate activities, manage schedule progress, and raise issues or provide clarification. SEW employs industry veterans with knowledge of agile development best practices within our iterative project management model to get the best of both worlds.

3.2.11 Describe the projects where you have worked with the Primary Vendor.

SMART ENERGY WATER

SEW and ESC have partnered to provide an end to end mobile solution for San Francisco Public Utilities Commission (SFPUC) in 2017. Through that journey, SEW and ESC realized the cohesion in company mission. The two organizations have partnered and pre-integrated the solutions to provide one offering to their current and future clients.

3.3 Software Account Management

MVU is interested in a long-term, successful contractual relationship with the selected software Vendor(s). To that end, provide information that will support the Vendor's desire to establish such a relationship(s). Please fill out this section for each software proposed if separate.

3.3.1 Describe the designated person(s) that will manage the long-term business relationship with MVU. Include the same individuals' information in Attachment M (Résumé).

Enterprise Solutions Consulting, LLC as the prime systems integrator will provide one of its founding members, Rejith Kumar, as the long-term business relationship manager for MVU.

3.3.2 Where do the individual(s) reside within the organizational structure?

Mr. Kumar is a managing member and one of the founders of Enterprise Solutions Consulting, LLC.

3.3.3 When, where, and how do account management personnel become involved with the project?

ESC's relationship management personnel work at multiple levels of our client project teams throughout the duration of the project. We establish and maintain relationships at the executive, steering committee, core team, business unit leadership, and project team levels. Involvement at each of these levels encourages a single vision and focus on the success of the project while maximizing MVU's return on investment.

A post go-live relationship is maintained to support both the warranty period and any additional follow on activities / implementation phases approved by MVU.

3.3.4 Do the individual(s) have a sales quota?

ESC Members are driven by customer satisfaction and client referrals and not based on a sales quota.

3.3.5 How many other customers do the individual(s) manage?

ESC anticipates this resource will be on the order of 1-5 customers for the duration of the project.

3.3.6 How often will you engage with MVU via regular meetings either virtual or on-site?

ESC's relationship manager will at a minimum participate in monthly executive steering committee meetings for the duration of the project.

3.3.7 Are travel and on-site visits MVU-funded? If so, describe the costs associated with on-site visits.

ESC will not charge MVU for Ms. Ross's travel related to any on-site visits and meetings with MVU. We consider these costs to be an important element of our firm's cost of conducting business and a critical investment in establishing our long-term client relationship with MVU.

3.3.8 Describe your methodology for proactively communicating known system deficiencies and errors. How do you ensure these are addressed in a timely manner?

Defects/deficiencies can arise from several circumstances, hardware defects, software defects, configuration gaps, programming defects, and testing defects. In all cases, defects are formally documented and tracked on a defect tracking log managed by the project manager. Generally, defects uncovered because of hardware or software errors are documented and escalated to the appropriate vendor for resolution, including a due date for a response and a due date for resolution.



Programming defects are uncovered during unit testing first, then potentially integration testing later. Those defects are handled in the same way that testing defects are handled, which is documented below. In all cases, the correction of defects is managed by fully documenting the defect on the defect log and assigning an owner and due date for resolution. Defects are formally signed off by the impacted party before the resolution is accepted and the defect closed.

TESTING DEFECT TRACKING PROCEDURES

Throughout the course of testing script execution, a Test Tracking Log is updated with the defects and issues detected that day, regardless of whether a defect was re-run and corrected during the same day test cycle.

Daily Reporting

Daily, results of the day's testing are provided on a summary report with the following information:

- The number of expected test scripts to execute
- The number of actual test scripts executed
- The number of passed test scripts by priority
- The number of failed test scripts by priority
- The number of failed test scripts re-run
- Issues requiring management attention

Daily Review Meeting

A daily status meeting is held to review the status and issues related to the day's test execution. This status meeting occurs first thing in the day before any testing is started. The summary report is included in that meeting and shared with testing participants.

Weekly Reporting

On a weekly basis, a summary report on the following is provided for management review and status.

- Summary of test scripts executed to date

- Summary of outstanding test scripts and reason for delay
- Summary of number of defects to date
- Issues requiring management attention
- Final Reporting

Once testing has been completed, a report on the all the results of the testing is completed and organized by testing category (technical, functional, other) and severity with a summary of results and risk. The extent to which exit criteria are met is also documented.

3.3.9 How do you measure customer satisfaction?

ESC enhances customer satisfaction by ensuring commitments made to customers are met and that customer are always informed about the status of their project.

Customer satisfaction is gauged based on feedback to Oracle and Product Support as well as through the support portal, which is then passed on to development teams. In addition, periodic customer satisfaction surveys are conducted by Oracle and the results of these surveys are integrated into Product Development planning.

3.4 Other Participants Account Management [Optional]

MVU is interested in a long-term, successful contractual relationship if applicable with the system integrator and Third-party providers. To that end, provide information that will support the Vendor(s) desire to establish such a relationship.

3.4.1 Describe the designated person(s) that will manage the long-term businessrelationship with MVU's. Include the same individuals' information in Attachment M (Résumé).

3.4.2 Where do the individual(s) reside within the organizational structure?

3.4.3 When, where, and how do account management personnel become involved with the project?

3.4.4 Do the individual(s) have a sales quota?

3.4.5 How many other customers do the individual(s) manage?

3.4.6 How often will you engage with MVU via regular meetings either virtual or on-site?

3.4.7 Are travel and on-site visits MVU-funded? If so, describe the costs associated with on- site visits.

3.4.8 How do you measure customer satisfaction?

N/A

4.0 Software Summary

4.1 CIS

4.1.1 CIS SOLUTION OVERVIEW

4.1.1.1 Provide an overview of the Customer Information System (CIS) including the standard and Ad- Hoc reporting capabilities of the system.

A market-leading customer platform, optimized for the cloud to increase utility agility, free up resources and reduce total cost of ownership.

ESC proposes Oracle Utilities Customer Cloud Service (CCS) to address the CIS and MDM RFP. With CCS, the project headaches of the past can stay in the past. A modern and industry proven, agile Cloud CIS+MDM is here. CCS is the first truly Software as a Service (SaaS), end-to-end utility customer platform, built with industry-leading DNA, optimized for the cloud. As a SaaS solution, CCS delivers the leading capabilities, strength, and security you need now, with consistent, seamless enhancements to stay ahead of your needs in the future, all the while reducing the total cost of ownership.

Built on the foundation of the market-leading Oracle Utilities Customer Care and Billing (CC&B) and Oracle Utilities Meter Data Management (MDM), CCS delivers robust meter to cash to customer capabilities in a single, streamlined platform. CCS is a powerful CIS and MDM solution that includes customer account and rate management capabilities and a completely integrated customer suite than can be utilized modularly. This provides customer service representatives (CSRs) with the tools and information they need to address customer questions quickly, engage customers through multiple channels, and strengthen the customer experience.

CCS provides the ability to easily manage multiple customer communication channels and notification preferences, automatically communicating to customers the information they need and want to know. The Rating and Billing module is designed to be used by business users to configure, validate, and implement new rates and programs, giving MVU greater flexibility to accommodate future industry trends and customer demands (for example, electric vehicles, solar systems, battery storage, and micro grids). More than 10 California utilities - including many of your Southern California peers and the largest, most complex utility in the state - rely upon these rating and billing capabilities.

As a SaaS platform, CCS positions MVU to leverage a tier-one, industry-leading solution while realizing a lower total cost of ownership as compared to managed hosted or on-premise models by eliminating:

- Typical hardware costs,
- Ongoing annual support costs,
- Upgrade project costs (the SaaS platform is continuously upgraded via regular releases by Oracle),
- Costly customizations, and
- Lengthy and expensive integrations.

CCS also allows MVU to reduce IT resource and staffing needs as our platform relieves you of the typical IT maintenance burden associated with managed hosted or on-premise models.

In addition to these cost savings, MVU will benefit from:

- Ongoing product innovation with no additional investment. Unlike other approaches to software deployment, CCS will not cause MVU to be left with an outdated technology that needs to be upgraded in 5 - 10 years. We continuously modernize and innovate upon our platform so that your technology is always current and ahead of industry trends. New functionality is released as soon as it is available.

- The strength of the Oracle Cloud. Our cloud solutions leverage the most robust security technology to constantly adapt to stay ahead of evolving security threats. Oracle runs 600 SaaS applications with clients today, with 70 million users accessing the platform per day, and 50 billion transactions occurring per day.

As MVU looks to a future of Advanced Metering Infrastructure (AMI) and a new Meter Data Management (MDM) system, you can be confident that your current CCS investment can address those developments. CCS incorporates a SaaS MDM offering and, as such, is designed to facilitate seamless expansion of AMI programs with a simple add-on to CCS. CCS includes pre-built integration with head-end and AMI systems and robust, automated validation, estimation and editing (VEE) processes.

MVU needs a customer platform that both reduces cost and operational headache and increases agility. Oracle greatly appreciates the opportunity to provide the proposal to lead MVU to its desired business drivers as outlined here:

- Reduced total cost of ownership of MVU's customer platform, and an ability to focus on delivering service for your customers rather than IT upgrades
- Robust and flexible CIS and MDM that increases MVU agility and readiness for industry changes
- Modernized technology landscape to avoid expensive integrations and customizations
- Operational excellence including tighter controls and data security
- Minimized risk of being tied to a single managed service vendor by utilizing a true SaaS platform
- Optimized customer experience and self-service through leading digital platform - SCM

4.1.1.2 Provide CIS *utility market* share information related to the proposed primary CIS products.

Oracle is the pre-eminent CIS provider with a rich history of providing market-leading software and services to utilities around the world. As a unit of Oracle Corporation, Oracle Utilities delivers unparalleled utility specific applications to our clients, who range in size from 40,000 customers to over 1 million customers, across North America and around the globe.

What does that mean to MVU, your ratepayers, subject matter experts, and all aspects of your day-to-day operational staff? You will have access to Oracle's dedicated employees, each of whom has years of industry experience. In addition, you will be able to participate in Oracle's user groups and Customer Advisory Board (CAB). Oracle senior leadership team members are active participants in project milestones, go-live events, and any areas where they can participate with our customers to see your project address your goals. Oracle's approach provides you with a proven map toward reducing risk and allows you to focus on your strategic vision.

ESC is a highly skilled systems integrator with specific experience implementing Oracle Utilities Product Suites in competitive market environments. Since we market no product(s), we do not track market share.

Please contact your ESC Account Executive for specific information regarding the proposed CCS.

4.1.1.3 Describe your unique business value based on the CIS solution.

Oracle Utilities CCS delivers the robust, flexible capabilities to address utilities' most complex needs as well as the agility to adapt as the utility industry continues to transform. Oracle Utilities CCS delivers a market-leading CIS with robust usage management capabilities. Our technology platform is built to enable MVUs to address rapidly changing market trends while lowering total cost of ownership.

With Oracle Utilities CCS, MVUs gets not only a powerful CIS but a completely integrated customer suite than can be utilized modularly. This provides CSRs with the tools and information they need to address customer questions quickly, engage customers through multiple channels, and strengthen customer experience. The platform provides the ability to easily manage multiple customer communication channels and notification preferences, automatically communicating to customers the information they need and want to know.

The Rating and Billing module is designed to be used by business users to configure, test, and implement new rates and programs, giving MVUs greater flexibility to accommodate future industry trends and customer demands.

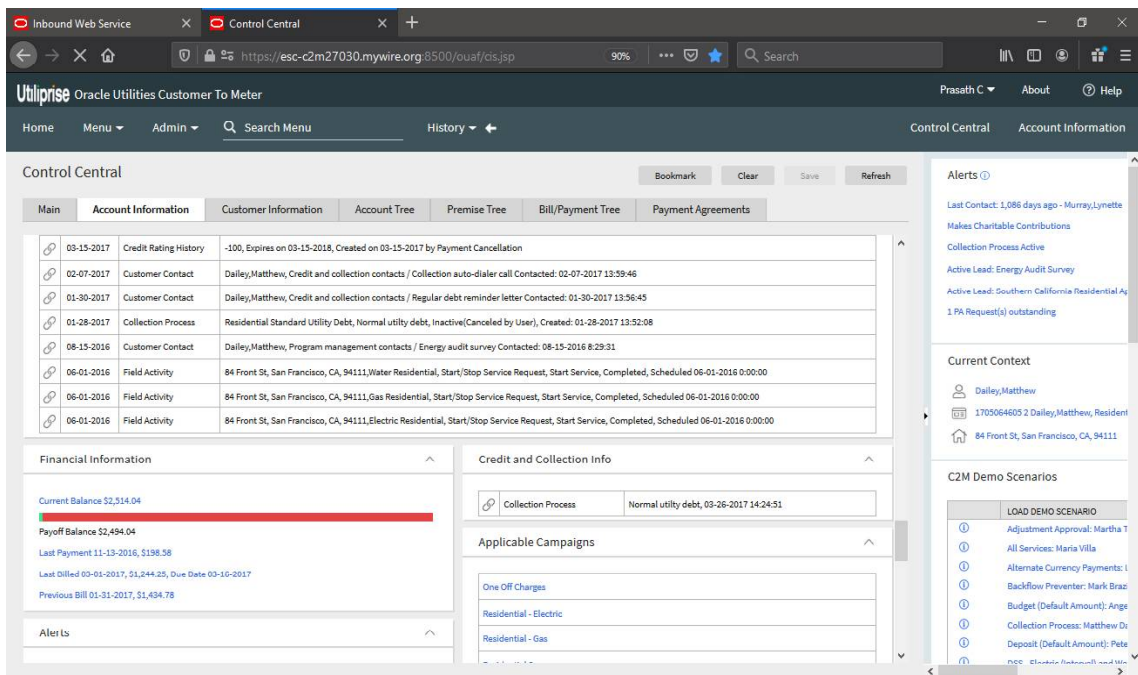
Oracle Utilities CCS positions MVUs to adapt as the industry continues to change, proactively leveraging innovative business models to promote growth and longevity, while lowering the costs typically associated with large-scale system modernization.

4.1.2 CIS SOLUTION USER INTERFACE

Please provide the following required screen shots / examples detailing the interaction between CIS and the related systems (please do not annotate the screen shots). Note: Screen shots must be current.

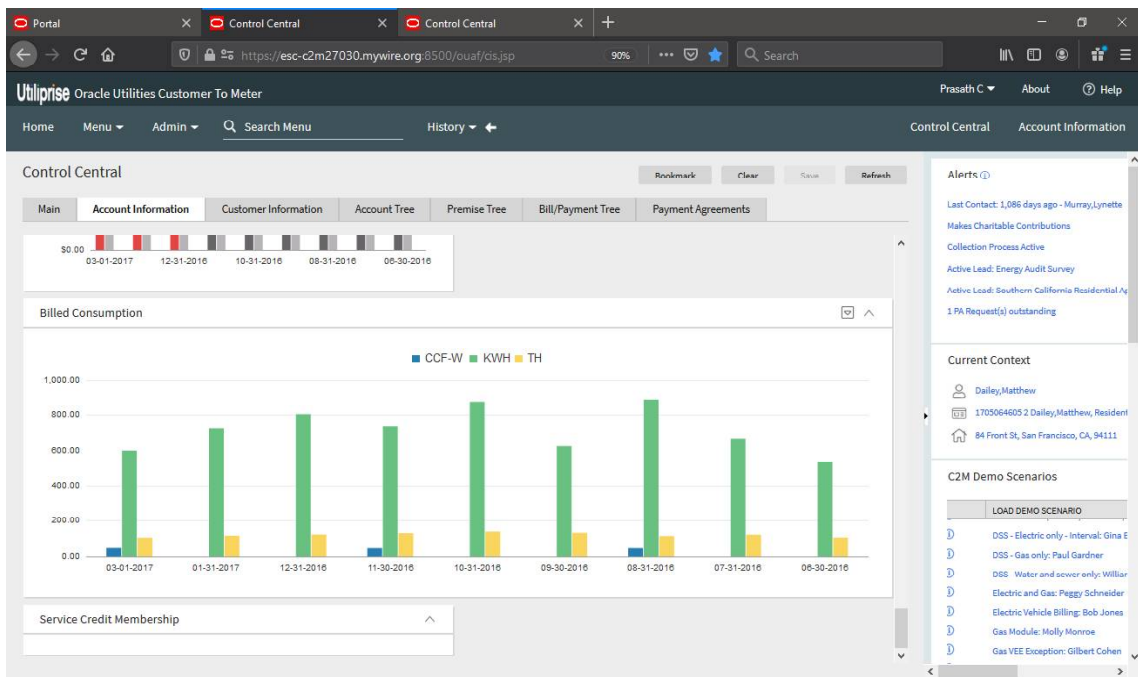
4.1.2.1 CSR typical views (multiple portal views are required) including but not limited to:

- Customer CSR Landing with collection activity



Control Central – Account Information (Credit and Collection Info Tab)

• Customer usage history



Consumption History

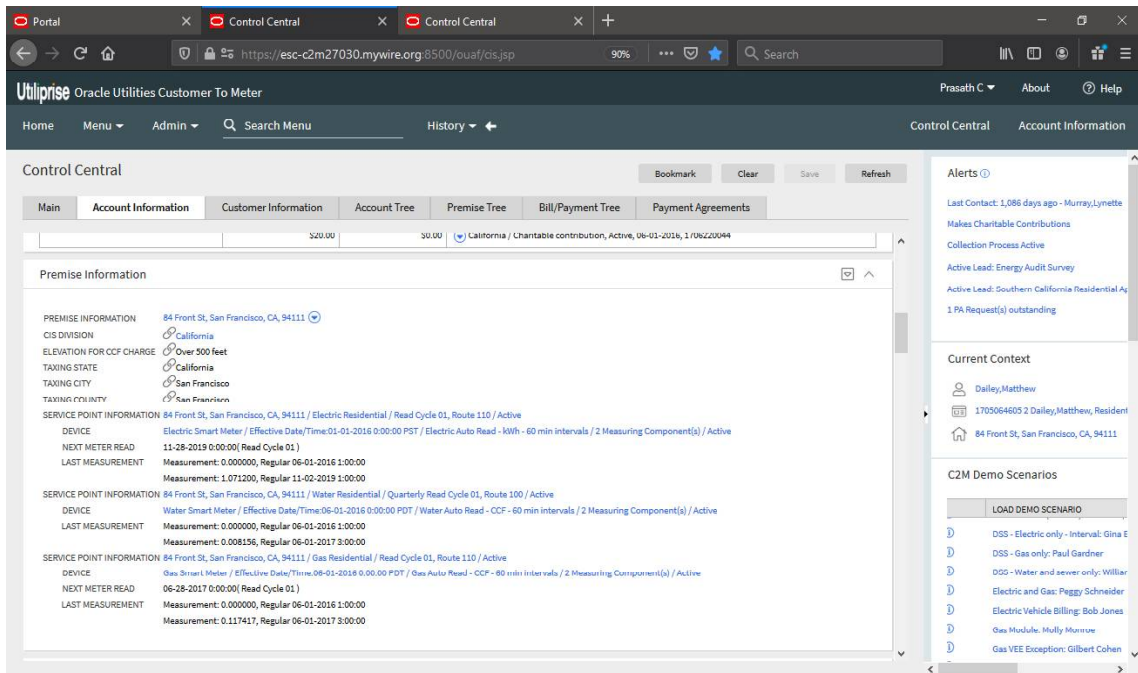
• Customer payment history

	Arrears Date	Financial Transaction Type	Current Amount	Current Balance	Payoff Amount	Payoff Balance
1	03-12-2017	Pay Segment Cancellation	\$1,244.25	\$2,472.43	\$1,224.25	\$2,452.43
2	02-10-2017	Pay Segment Cancellation	\$1,228.18	\$1,434.78	\$1,228.18	\$1,419.78
3	03-12-2017	Pay Segment	\$-1,244.25	\$1,228.18	\$-1,224.25	\$1,228.18
4	02-10-2017	Pay Segment	\$-1,228.18	\$206.60	\$-1,228.18	\$191.60
5	11-13-2016	Pay Segment	\$-198.58	\$0.00	\$-193.58	\$0.00
6	10-20-2016	Pay Segment	\$-178.43	\$0.00	\$-173.43	\$0.00
7	09-15-2016	Pay Segment	\$-1,103.99	\$0.00	\$-1,098.99	\$0.00
8	08-30-2016	Pay Segment	\$-176.65	\$0.00	\$-171.65	\$0.00
9	07-12-2016	Pay Segment	\$-155.47	\$0.00	\$-150.47	\$0.00
10		Non-sufficient funds	\$20.00	\$2,492.43	\$20.00	\$2,472.43
11		Late payment charge	\$21.61	\$2,514.04	\$21.61	\$2,494.04
12	12-31-2016	Late payment charge	\$15.89	\$1,080.46	\$15.89	\$1,075.46
13	08-31-2016	Late payment charge	\$2.58	\$2.58	\$2.58	\$2.58
14	03-01-2017	Bill Segment	\$1,037.65	\$2,472.43	\$1,032.65	\$2,452.43
15	01-31-2017	Bill Segment	\$171.60	\$1,662.78	\$166.60	\$1,414.78

Payment History

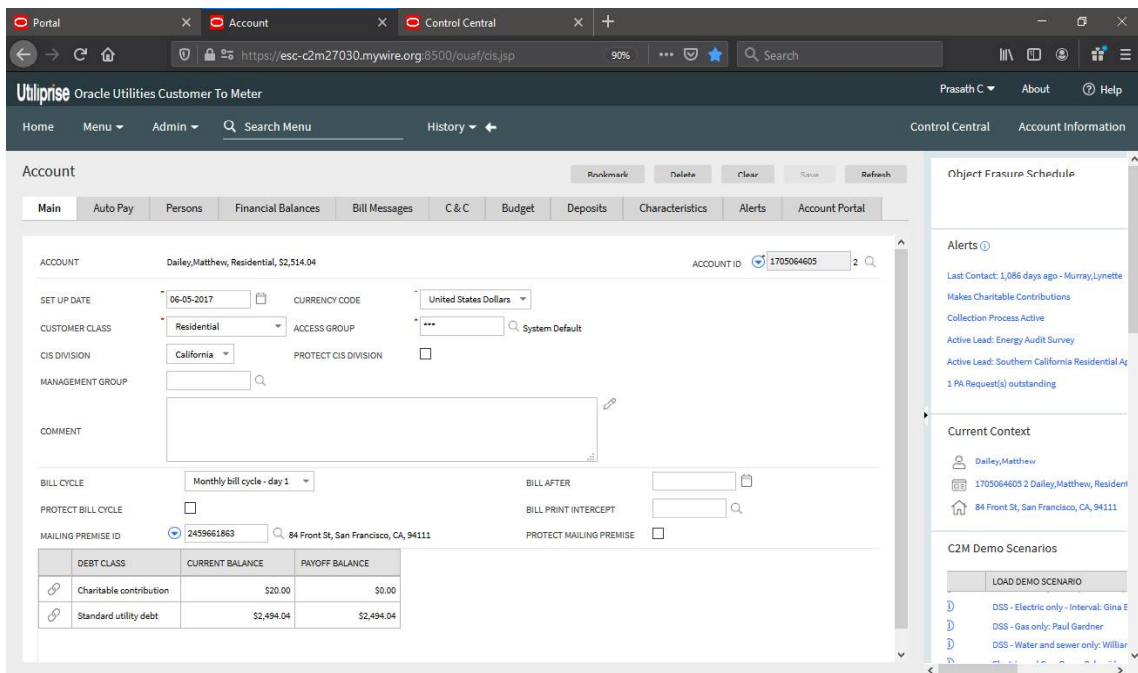
Attachment: PSA ESC 04062021 [Revision 1] (4252 : APPROVE AGREEMENTS FOR THE PURCHASE AND IMPLEMENTATION OF THE AMI)

• One customer with multiple service locations



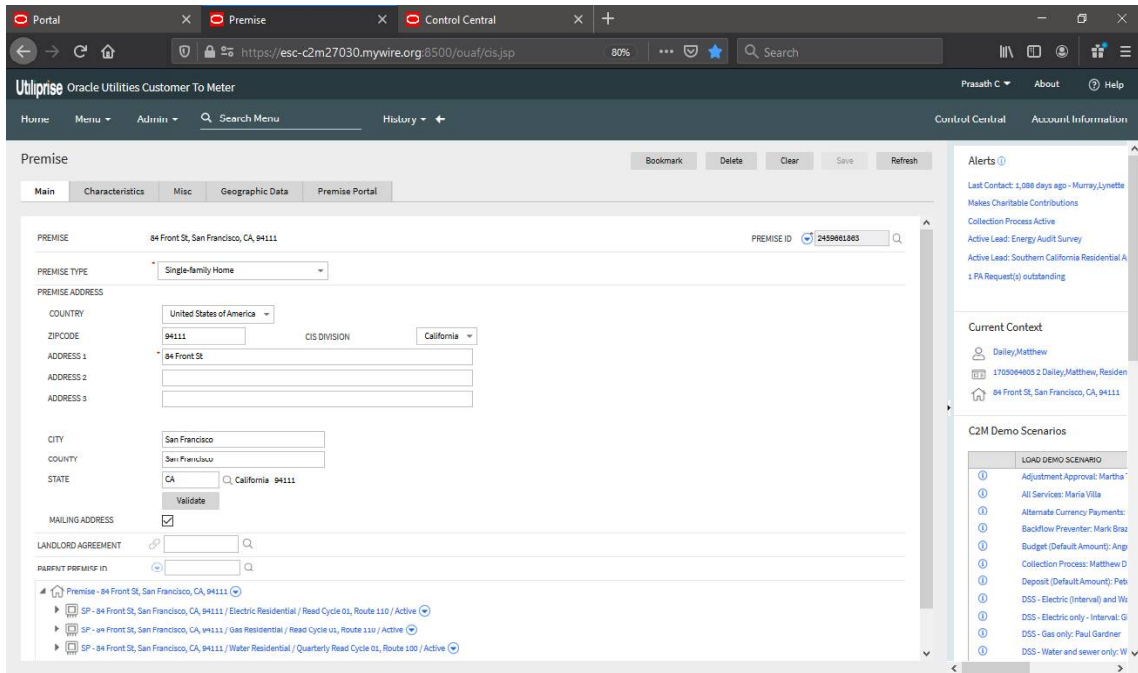
Multiple Services

4.1.2.2 Account Maintenance screen



Account Maintenance

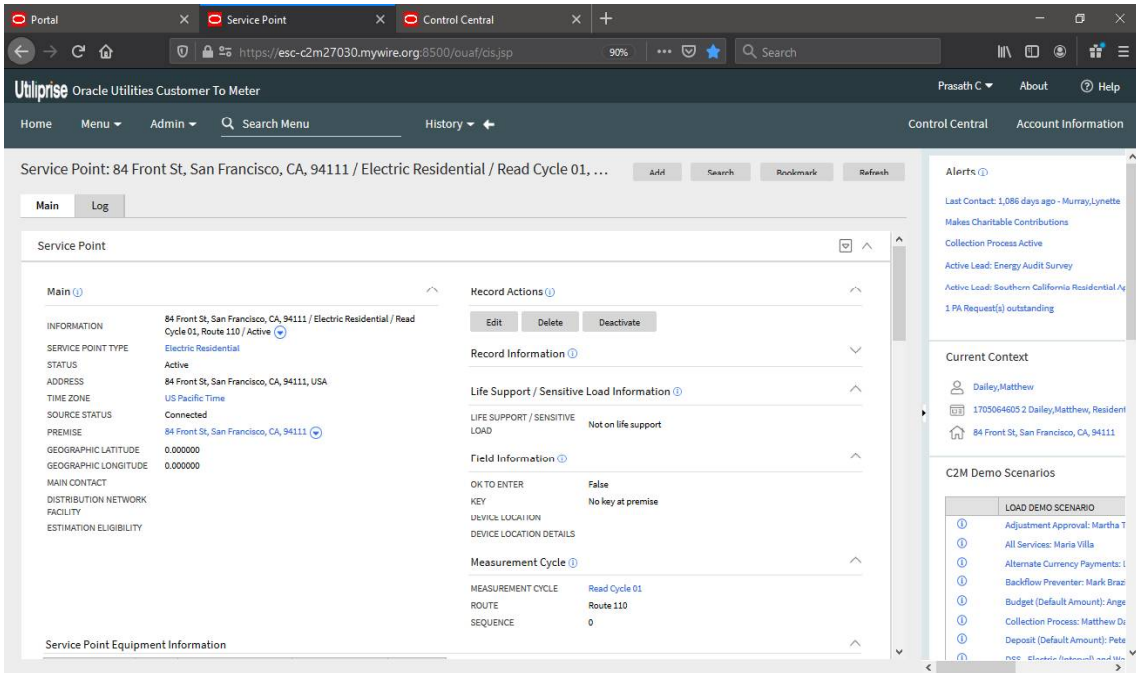
4.1.2.3 Premise/Service Maintenance screen



Premise Maintenance

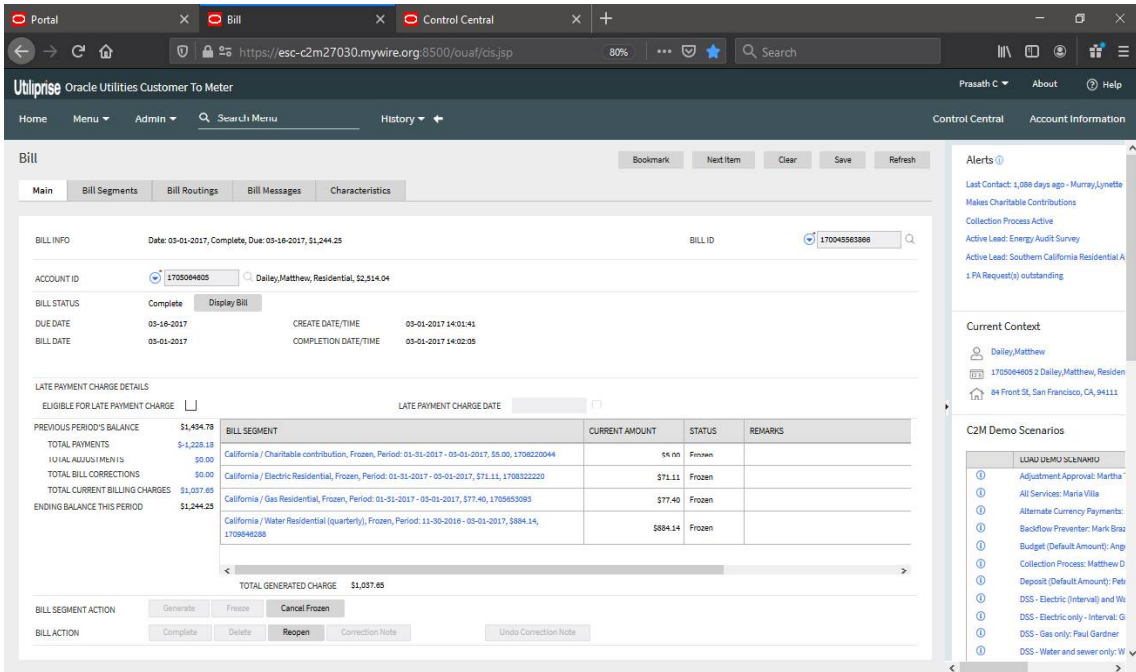
Attachment: PSA ESC 04062021 [Revision 1] (4252 : APPROVE AGREEMENTS FOR THE PURCHASE AND IMPLEMENTATION OF THE AMI

4.1.2.4 Cashiering screen



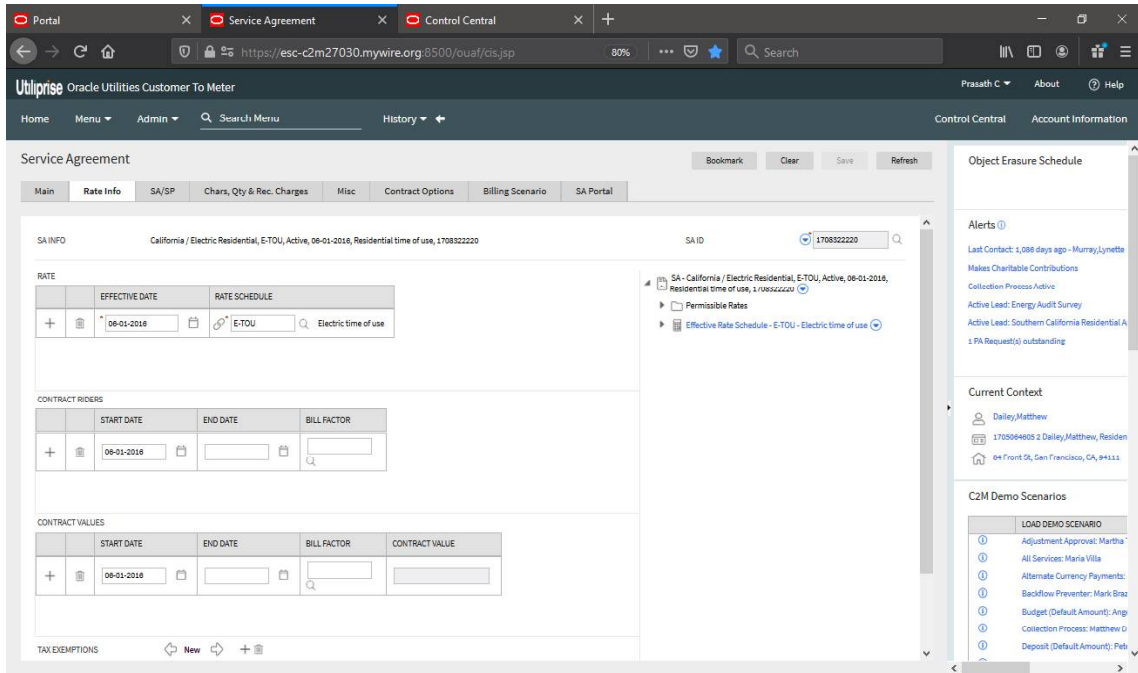
Cashiering Screen

4.1.2.5 Billing screen

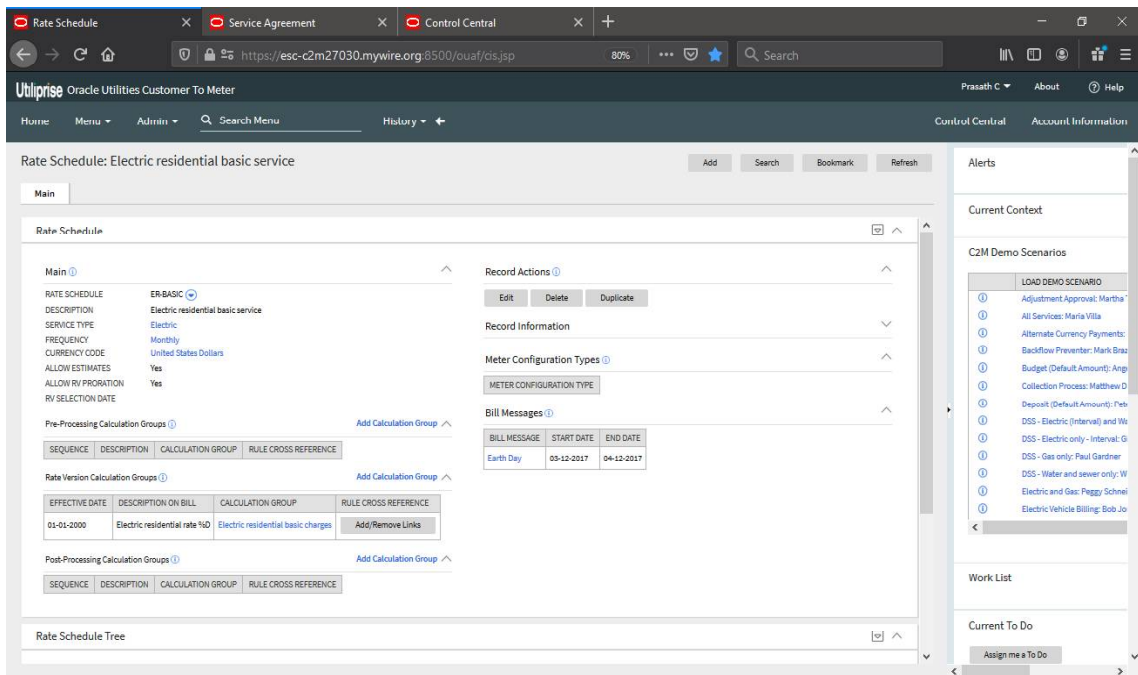


Billing Screen

4.1.2.6 Rate Setup screen



Rate Setup in Service Agreement



Rate Schedule

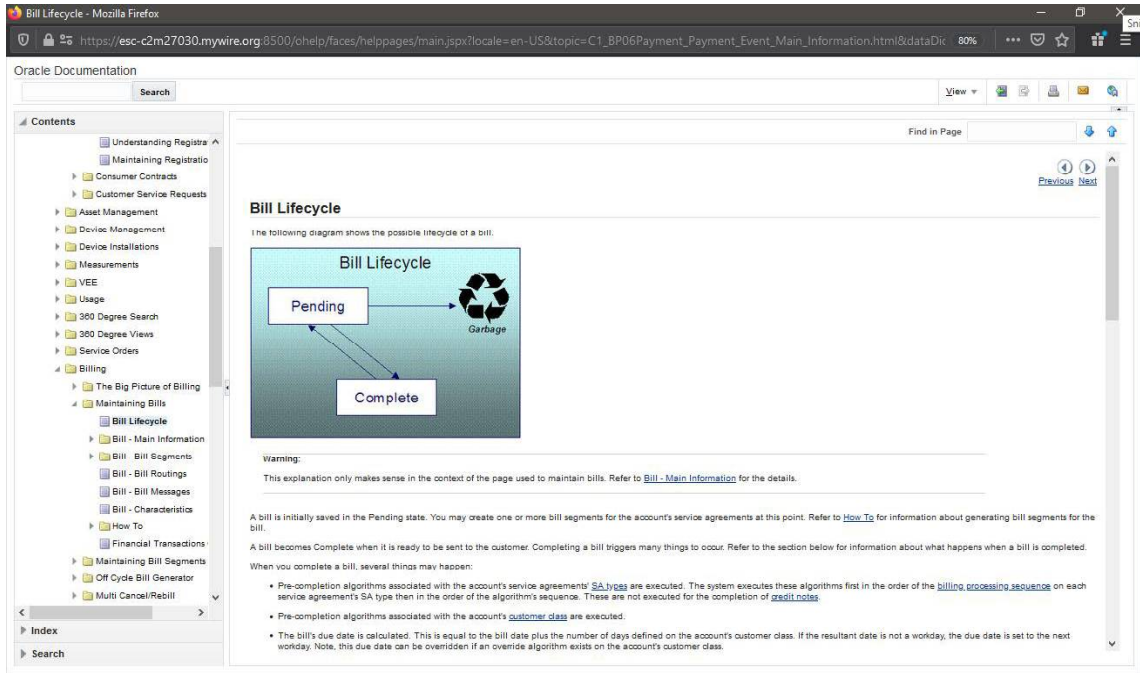
4.1.2.7 Account Ledger screen

General Ledger on FTs

4.1.2.8 A view of the proposed dashboards/KPI Views

Dashboards

4.1.2.9 A view of help documentation and search capabilities



Help and Documentation

4.1.3 CIS PRODUCT RESEARCH AND DEVELOPMENT

4.1.3.1 Provide the functional and technical product roadmap and development plan for the proposed software solution(s) as Attachment K to the Proposal.

Rapid technological advances in hardware and software development, evolving standards in computer hardware and software technology, changing customer needs and frequent new product introductions, offerings and enhancements characterize the cloud and on-premise software and hardware markets in which we compete. That's why Oracle has invested more than \$40 billion in R&D since 2004, focusing in product innovation and integration with a goal of ensuring that each of Oracle's products is best-of-breed in the industry.

That said, while Oracle understands and appreciates your interest in Oracle's product paths, Oracle's response is regarding the current, generally available version of the relevant Oracle product(s) only. By so limiting Oracle's response, Oracle can be more confident that, in determining whether to enter into a business relationship with Oracle, you are not relying on the availability of any product features or functionality not currently generally available in the relevant Oracle product(s).

Instead, we encourage you to consider our proposal here and look at our work with more than 420,000 customers—including 100 of the Fortune 100—and with deployments across a wide variety of industries in more than 145 countries. Combined, this illustrates how Oracle offers a comprehensive and fully integrated stack of cloud applications, platform services, and engineered systems.

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4.1.3.2 Provide a summary of future product plans that may be pertinent to the MVU's project.

Rapid technological advances in hardware and software development, evolving standards in computer hardware and software technology, changing customer needs and frequent new product introductions, offerings and enhancements characterize the cloud and on premise software and hardware markets in which we compete. That's why Oracle has invested more than \$40 billion in R&D since 2004, focusing in product innovation and integration with a goal of ensuring that each of Oracle's products is best-of-breed in the industry.

That said, while Oracle understands and appreciates your interest in Oracle's product paths, Oracle's response is regarding the current, generally available version of the relevant Oracle product(s) only. By so limiting Oracle's response, Oracle can be more confident that, in determining whether to enter into a business relationship with Oracle, you are not relying on the availability of any product features or functionality not currently generally available in the relevant Oracle product(s).

Instead, we encourage you to consider our proposal here and look at our work with more than 420,000 customers—including 100 of the Fortune 100—and with deployments across a wide variety of industries in more than 145 countries. Combined, this illustrates how Oracle offers a comprehensive and fully integrated stack of cloud applications, platform services, and engineered systems.

4.1.3.3 What is the amount/percentage of funded research and development for the CIS application?

Oracle has invested more than \$40 billion in R&D since 2004, investing in product innovation and integration with a goal of ensuring that each of Oracle's products is best-of-breed in the industry. Oracle does not further break down this information in an RFP response.

4.1.3.4 What amount/percentage of licensing and maintenance is dedicated to research and development for the CIS application?

Oracle is a software package provider and all of the licensing and maintenance fees will be utilized for further enhancement of products.

4.1.4 CIS USER CONFERENCES AND GROUPS

4.1.4.1 Does the Vendor sponsor a user conference and/or regional user groups?

Oracle hosts a variety of user conferences for customers and allies around the world. For the most current list, refer to: www.oracle.com/events

ORACLE OPENWORLD AND JAVAONE

Oracle OpenWorld and JavaOne are the most important educational and networking events of the year for Oracle technologists, customers, and allies. These information technology events are dedicated to helping businesses optimize existing platforms and understand upcoming technology breakthroughs. The conferences—which in 2020 drew more than 100,000 attendees from 141 countries along with 2.1 million online attendees—offered more than 2,500 educational sessions, over 400 product demos, and exhibitions from over 400 allies and customers showcasing applications, middleware, database, Java technologies, server and storage systems, industries, management and infrastructure.

ORACLE UTILITIES-SPECIFIC INFORMATION

Every February, Oracle Utilities hosts the annual Product CAB conference for utility clients only. Sessions are run by the Oracle Utilities Product Development and allow our customers to provide direct feedback and insight into the product direction.

Following the Product CAB, Oracle customers host the CC&B, Oracle Utilities Work and Asset Management, Oracle Utilities Network Management System, Oracle OPower and Oracle Utilities Meter Data Management User Group conference. This two-day event provides client-, Oracle-, and ally-led sessions.

At Oracle OpenWorld, Oracle Utilities runs a conference within a conference for our utility clients. Conference sessions are led by clients, Oracle, and allies; the Oracle OpenWorld venue allows our customers to leverage the other organizations of Oracle, including database management, hardware, financial applications, and managed cloud tracks.

ORACLE INDUSTRY CONNECT

Oracle Industry Connect is an exclusive, invitation-only event that brings together top executives from multiple industries to encourage discussions on recommended practices across energy & utilities, financial services, health sciences, communications, construction & engineering, retail and hospitality. Attendees experience cross-industry thought leadership sessions, as well as a dedicated energy & utilities program, which covers timely topics across water, gas, and electric sectors worldwide.

The content-rich agenda provides a unique combination of intimate roundtables, interactive panel sessions, and visionary keynotes—all focused on technology innovation and the digital transformation necessary to grow in a changing world.

Conference highlights for water, gas, and electric utility executives include:

- The Utility Blueprint for Dual Innovation
- Best Practices for Grid Modernization & Innovation
- 6 Degrees of Innovation: Connecting to Customer Behavior
- The New York State of Energy – A Unique Regional Perspective
- Utility executive-led roundtables focused on cyber security, customer experience, cloud analytics, and cutting-edge technology
- Opportunities to network and share knowledge at The Connect Zone—an exclusive utilities hospitality reception

4.1.4.2 What are the primary types of activities at the user conference?

The primary activities for Oracle user conferences are customer and partner networking, product collaboration, training, and industry-focused sessions.

4.1.4.3 Are there costs in addition to the annual maintenance fees for attendance at the user conference? If so, please define all costs.

Yes, additional costs include registration fees and travel.

- Oracle OpenWorld costs: www.oracle.com/openworld/index.html.
- Oracle's CAB (now known as EDGE) costs:
<https://eventreg.oracle.com/profile/web/index.cfm?PKwebID=0x4878078e35&varPage=home>
- Oracle Industry Connect: <https://www.oracle.com/oracleindustryconnect/index.html>

4.1.4.4 How many and what type of utility companies were represented at the Vendor's last user conference?

In 2019, 468 representatives of 103 different customers attended Oracle's CAB. The customers are a wide variety of gas, electric, and water utilities of varying sizes.

At Oracle OpenWorld 2019, approximately 2,000 attendees were representing from 175 countries in the utilities industry.

ORACLE INDUSTRY CONNECT

Oracle Industry Connect is an exclusive, invitation-only event that brings together top executives from multiple industries to encourage discussions on recommended practices across energy & utilities, financial services, health sciences, communications, construction & engineering, retail and hospitality. Attendees experience cross-industry thought leadership sessions, as well as a dedicated energy & utilities program, which covers timely topics across water, gas, and electric sectors worldwide.

The content-rich agenda provides a unique combination of intimate roundtables, interactive panel sessions, and visionary keynotes—all focused on technology innovation and the digital transformation necessary to grow in a changing world.

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- 6 Degrees of Innovation: Connecting to Customer Behaviour
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- Utility executive-led roundtables focused on cyber security, customer experience, cloud analytics, and cutting-edge technology
- Opportunities to network and share knowledge at The Connect Zone—an exclusive utilities hospitality reception

4.1.4.5 Provide a copy of the program from the Vendor's most recent user conference.

Here are the tracks available to attend at the EDGE conference March 2-3, 2020 in Austin, Texas, which is 100% dedicated to utilities:

- Analytics
- Asset
- Cloud and Technology
- Grid and Network
- Customer Operations
- Meter Operations
- Mobility
- Opower – Energy Management

Because of the wide variety of events and magnitude of Oracle OpenWorld, there are too many items to list here. The full agenda for the 2019 Oracle OpenWorld is available at:

<https://www.oracle.com/database/technologies/spatialandgraph/openworld-codeone-2019.html>

4.1.4.6 What conference processes or activities guarantee MVU will have influence and feedback into future

product functionality and releases?

In general, Oracle communicates with customers to learn needs and priorities and gather recommendations for new features and capabilities. These ideas are combined with internally developed research. The results are tested, evaluated, and compared to priorities and target quality metrics. The features that address quality standards and are of highest priorities in addressing customer needs are then released. Time frames are determined by individual product development organizations and release dates.

The following list represents some of the ways enhancements and product development functionality are considered and included within releases of Oracle products.

- **User groups:** Oracle incorporates input from a number of independent user groups. Focused on products, technologies, applications, and industries, the users groups offer an environment for all customers to network, share information and industry-recommended practices, as well as provide a forum for customer feedback and product enhancement requests.
- **Oracle Customer Advisory Board (CAB):** Oracle conducts highly targeted surveys to specific customer segments as part of Oracle's CAB, enabling customers to share their experiences and influence the direction of products. Feedback is provided to Oracle executives, product development teams, and various lines of business.
- **Oracle Services:** Customer relationships are gauged based on feedback to Oracle Utilities and product support as well as through the support portal, which is then passed on to development teams. In addition, periodic customer surveys are conducted by Oracle and the results of these surveys are integrated into product development planning.
- **Enhancement requests:** Oracle customers may use the online enhancement request process, which offers the opportunity to submit enhancement requests to Oracle. The requests are submitted through the support portal are routed directly to the product development teams. Enhancement requests can also be generated internally from Oracle's sales force.

4.1.4.7 Is there an online and/or regional user group community?

Yes, the Oracle Utilities CC&B, Oracle Utilities Meter Data Management (MDM) and Oracle Work and Asset Management (WAM) user groups meet monthly via online conferencing.

4.1.4.8 If so, please provide the organizations that participate in the California regional group.

Oracle maintains contractual confidentiality and/or "no publicity" standards with all of our customers that may prohibit our disclosing customer information.

4.1.4.9 Please describe your user advisory board and the typical activities conducted on a monthly, quarterly, and yearly basis.

Oracle conducts focus groups, surveys, and polls across its customer base as part of Oracle's Customer Advisory Panel program, which provides feedback to executives, product development teams, and various lines of business. The Customer Advisory Panel program enables customers to participate in highly targeted surveys and panels in the areas of most relevance to them. The Customer Advisory Panel program integrates feedback to provide a holistic view of customer's experiences. This approach provides actionable insight needed to drive improvements across lines of business and focus investments in the areas that deliver the most value to Oracle customers.

For more information, go to <http://www.oracle.com/us/corporate/customers/customer-feedback/index.html>

4.1.4.10 How many customers participate in your user advisory board and describe their role in their organization?

Oracle cannot not disclose information about members or the makeup of the advisory board. The advisory board is very active.

4.1.5 CIS SUPPORT AND MAINTENANCE SERVICES

4.1.5.1 Discuss your overall support structure from a business user's perspective. If there are multiple support options available please detail the proposed structure and provide an overview of the alternative options.

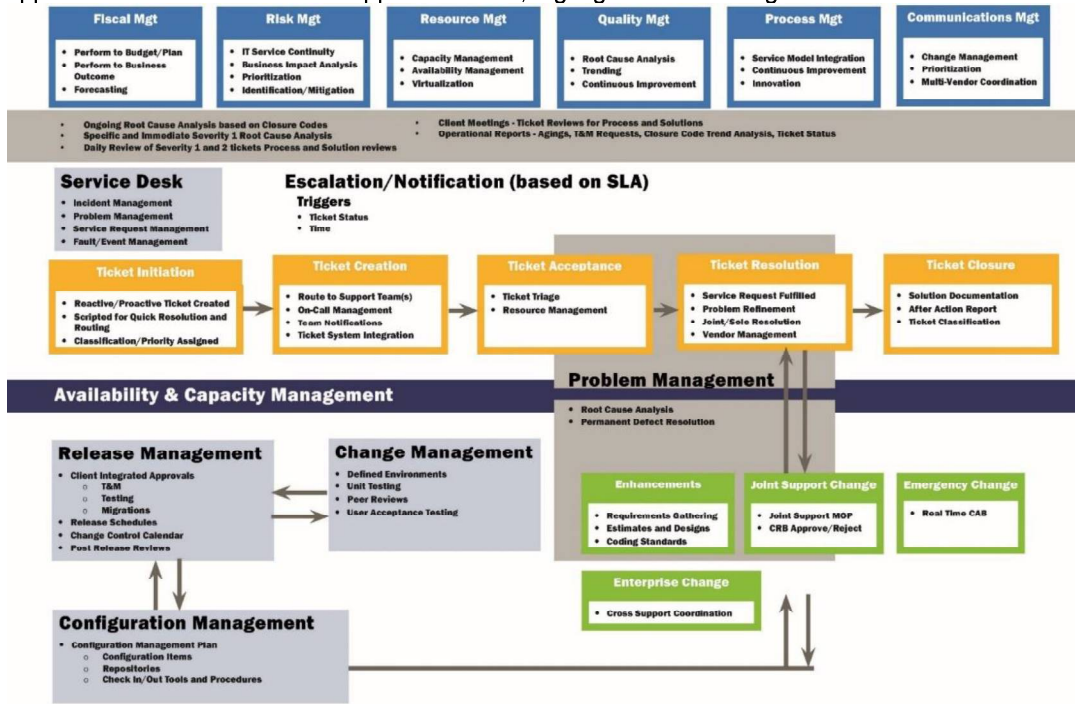
ESC's Application Management Services are based on industry best practices as well as incorporating our collective experience in providing IT services for over 33 years. ESC's Application Management processes are rigorous, not rigid, and adaptable to the unique requirements of each client. We have a proven ability to engage stakeholders and obtain their buy-in through strong communication and effective change management. Our goal is to work together to develop long-term, true collaborative business partnerships.

Application Management Services processes provided to ESC clients depend on each individual client's needs and are built on ESC's frameworks and methodologies. The following provides a high-level description of the processes that can be leveraged for each client engagement:

- **EISS** – The ESC Integrated Support Services Framework (EISS) is our approach for defining, developing, and implementing managed applications. The EISS institutionalizes our best practices and is fully conformant with ITIL's Best Practice IT Service Management models.
- **TCO** – True CIS Optimization (TCO®) is ESC's Systems Development Life Cycle (SDLC) methodology will be employed for the development of enhancements or new applications.
- **Operational Framework** – The Operational Framework details the interface/touchpoints and workflows involved in the day-to-day activities. The Operational Framework also describes the processes used for Incident and Problem Management, Change and Release Management, and Configuration Management.
- **Transition Approach** – ESC's transition approach takes a suite of applications from its current state to the target state as quickly as possible without compromising Service Level Agreements (SLAs) and quality of service.

Our team provides a full suite of application services, from strategic planning and business process outsourcing, to application integration, development, maintenance, support, and service desk. ESC adheres to ISO 9001, SEI CMM Level 3, and ITIL's Best Practice IT Service Management models to ensure that we provide our clients with the highest level of quality. The information that follows will focus specifically on the

Application Maintenance and Support services, highlighted in the diagram.



Application Management Services Model

4.1.5.2 Describe your customer support process and response times including the escalation path.

Support Services for Oracle Cloud consists of:

- Diagnosis of problems or issues with the Oracle Cloud Services.
- Reasonable commercial efforts to resolve reported and verifiable errors in the Oracle Cloud Services so that they perform in all material respects as described in the associated Program Documentation.
- Support during Change Management activities described in the Oracle Cloud Change Management Policy.
- Assistance with technical service requests 24 hours per day, 7 days a week.
- 24 x 7 access to a Cloud Customer Support Portal designated by Oracle (e.g., My Oracle Support) and Live Telephone Support to log service requests.

4.1.5.3 Describe your methodology for proactively communicating known system deficiencies and errors. How do you ensure these are addressed in a timely manner?

Defects/deficiencies can arise from several circumstances, hardware defects, software defects, configuration gaps, programming defects, and testing defects. In all cases, defects are formally documented and tracked on a defect tracking log managed by the project manager. Generally, defects uncovered because of hardware or software errors are documented and escalated to the appropriate vendor for resolution, including a due date for a response and a due day for resolution.

Programming defects are uncovered during unit testing first, then potentially integration testing later. Those defects are handled in the same way that testing defects are handled, which is documented below. In all cases, the correction of defects is managed by fully documenting the defect on the defect log and assigning an owner and

due date for resolution. Defects are formally signed off by the impacted party before the resolution is accepted and the defect closed.

TESTING DEFECT TRACKING PROCEDURES

Throughout the course of testing script execution, a Test Tracking Log is updated with the defects and issues detected that day, regardless of whether a defect was re-run and corrected during the same day test cycle.

Daily Reporting

On a daily basis, results of the day's testing are provided on a summary report with the following information:

- The number of expected test scripts to execute
- The number of actual test scripts executed
- The number of passed test scripts by priority
- The number of failed test scripts by priority
- The number of failed test scripts re-run
- Issues requiring management attention



Daily Review Meeting

A daily status meeting is held to review the status and issues related to the day's test execution. This status meeting occurs first thing in the day before any testing is started. The summary report is included in that meeting and shared with testing participants.

Weekly Reporting

On a weekly basis, a summary report on the following is provided for management review and status.

- Summary of test scripts executed to date
- Summary of outstanding test scripts and reason for delay
- Summary of number of defects to date
- Issues requiring management attention
- Final Reporting

Once testing has been completed, a report on all the results of the testing is completed and organized by testing category (technical, functional, other) and severity with a summary of results and risk. The extent to which exit criteria are met is also documented.

4.1.5.4 Describe your methodology for fielding and managing client-initiated notifications of system deficiencies and errors as well as other concerns. How do you ensure these are addressed and resolved in a timely manner?

We include a list of known/outstanding issues at the time of product release in Release Notes. If a customer reports a potential defect or bug in the software, the assigned technical support engineer attempts to reproduce that issue. As soon as the issue has been reproduced, the technical support engineer documents the request. Possible workarounds are discussed with the customer at this time. Oracle may provide the bug using the web portal. The Oracle product manager and development team regularly reviews all reported bugs and if selected, they prioritize and schedule a fix for a forthcoming release.

4.1.5.5 How often are defect corrections and upgrades provided? How are they managed and applied?

We include a list of known/outstanding issues at the time of product release in Release Notes. If a customer reports a potential defect or bug in the software, the assigned technical support engineer attempts to reproduce that issue. As soon as the issue has been reproduced, the technical support engineer documents the request. Possible workarounds are discussed with the customer at this time. Oracle may provide the bug using the web portal. The Oracle product manager and development team regularly reviews all reported bugs and if selected, they prioritize and schedule a fix for a forthcoming release.

4.1.5.6 Discuss your overall upgrade process, including client participation level, and how you ensure success.

Enterprise Solutions Consulting is proposing Oracle Utilities Customer Cloud Service (CCS) for MVU. New features and functions are released three times a year. All the new features and functions released by Oracle are requirement and request gather from Oracle Customer User Groups and Advisory Boards.

4.1.5.7 Describe the support facilities available to users of this application given the MVU's geographic location, including the number of staff and hours of operation. If support is in a different time zone, describe how it will accommodate MVU's support needs.

Oracle supports customers in 145 countries, in any time zone, in 29 local languages. Additional information can be found at: www.oracle.com/us/support/contact/index.html

Self-Service support is available 24/7/365 through Oracle's online support portal. Technical Support Contacts may log service requests at any time. Premier Support provides 24/7 coverage on Severity 1 issues until the issue is resolved or as long as useful progress can be made, provided certain conditions are met.

Telephone support in English is provided 24/7. Telephone support in an additional 28 languages is provided during local business hours for most products.

4.1.5.8 Demonstrate your commitment to excellent customer service by sharing your customer support metrics. Provide standard SLA's as attachment H.

This falls within Attachment H - [Cloud Hosting and Delivery Policies](#). Please reference section 3 Oracle Service Level Objective Policy. The Oracle Cloud Services are designed to be available 24 hours a day, 7 days a week, 365 days a year, except during maintenance periods, technology upgrades and as otherwise set forth in the Oracle agreement, Your order and the Oracle Cloud Service Level Objective Policy.

4.1.5.9 What is your customer retention rate?

ESC strives for a co-managed team with their customers to ensure successful projects and support services. ESC has a 95% customer retention rate.

4.1.5.10 What online forums or searchable knowledge bases are available for this application?

As an Oracle Premier Support customer, MVU's will have access to a wealth of advanced support tools, community resources, and Oracle recommended practices. Unlike other vendors that view preventive services as outside the scope of "standard support," Oracle continues to push the boundaries and lead technology innovation in this key area.

Oracle offers customers an on demand repository of answers to questions and approaches to complex technical problems. Oracle's knowledgebase of over 1 million answers for more than 3,000 products, enables users to leverage the knowledge captured from technical support engineers and empower customers with immediate on demand, web-based support. The knowledgebase is accessible 24/7 through the support portal and provides hints, tips, techniques, recommended practices, and answers to frequently asked questions.

My Oracle Support, Oracle's unified online support application provides a single source of support resources and software updates. Now Oracle's unique "Get Proactive!" initiative helps your organization understand and implement recommended practices based on the available tools. Recommendations are available for all major Oracle products to aid in prevention, resolution, and upgrading.

In addition to product support, consulting services, managed cloud services, and education services, Oracle offers an array of resources to help customers manage their information systems. Available resources include the following:

- **Oracle Technology Network (OTN)** – Millions of members strong, OTN is the world's largest interactive community of Oracle developers, administrators, and architects. Members can download free software and code, read technical articles and documentation, share with peers, and get up to speed on Oracle technology.
- **Oracle C-Central** – C-Central is focused on the interests of Chief Information Officers (CIOs) and Chief Financial Officers (CFOs). C-Central provides in-depth leadership discussions with peer executives, analyst and research reports, resources, and information about upcoming executive events.
- **Oracle Blogs** – Oracle's unique blogging community enables executives, employees, and nonemployees alike to exchange views about customer requirements and best practices, helping Oracle. Stay in touch with the needs of the overall community.
- **Oracle Discussion Forums** – Millions of technical implementers share best practices and technical tips on Oracle products and industry-standard technologies like Linux, Java, and PHP in a wide range of lively forums on Oracle applications and technology.
- **Oracle Wiki** – The forum where Oracle customers speak for themselves about their experiences using Oracle products and the benefits of simplification, standardization, automation, and innovation.
- **Oracle ACE Program** – To foster the growing Oracle community, Oracle has launched the Oracle ACE program, which formally recognizes Oracle advocates with strong credentials as evangelists and educators in their communities.
- **Oracle User Groups** – Oracle is committed to fostering strong and independent user group communities around the world. Members make their voices heard by talking to Oracle management about customer concerns and offering input for future products and practices.
- **Oracle Mix** – Enables customers to mix it up with other customers and users. Oracle Mix gives everyone a voice and provides an opportunity to share ideas, ask questions, challenge, share, and learn. Customers can network and join groups or start a new one.
- **My Oracle Support** – A dedicated place for Oracle Support customers and partners to address product related questions and share best practices ranging from setup to ongoing maintenance. Join the only Oracle community staffed and moderated by Oracle Support experts.
- **Oracle Publications** – Publications include, Oracle Magazine, Profit, and Java Magazine. Oracle Press publishes books on all things Oracle written experts inside and outside the company. For more information visit

<http://www.oracle.com/us/corporate/publishing/index.html>.

Further information is provided at

<http://www.oracle.com/us/community/index.htm>.

4.1.5.11 Describe the dedicated group that will be responsible for supporting MVU.

In general, a dedicated support representative is not necessary. However, there may be unique circumstances within an organization that require this arrangement. In such cases, optional services are available through Oracle's Advanced Customer Services, which delivers a highly strategic service relationship dedicated to the business success of customers. Oracle Advanced Customer Services provides several different optional service offerings to help customers strike the right balance between performance, value, and cost, including dedicated support representatives.

4.1.5.12 Discuss how you will transition from the implementation team to the support team.

During the Post-Implementation Support phase ESC acknowledges that issues may arise after cutting over to the new system and plan accordingly for the need of remote and on-site functional and technical support during the initial period on the new system. Steps include routine maintenance and support, assistance with the resolution of issues and problems as detected, revision of procedures as needed, communication of updated procedures to the user community, and providing help-line support and workshops for users as mutually agreed upon by the Implementation team and MVU.

STEPS:

- Provide on-site Support for three calendar months following signoff of the last phase. This support will be provided by the project team on-site and remotely. Since the schedules will be staggered, there will be continuous on-site support during the two-month period

KEY ACTIVITIES AND DELIVERABLES

- Post-Implementation Support activities and deliverables are focused on initiating production operations in accordance with the Project Management plan and enabling effective utilization of the Oracle application with minimal disruption to business operations. MVU will provide reasonable assistance to the Implementation team for these activities. A project close report is produced at the end of the post Go-Live support period. This report documents MVU's acceptance criteria for final signoff and represents the official close of the implementation project.

4.1.5.13 Describe the maintenance process for reporting defects, from the time of reporting a defect through the delivery and application of the correction.

SERVICE LEVEL AGREEMENTS AND REPORTING

The ESC team utilizes the following definitions within this SLA section:

ESC TERM	DEFINITION
Event	System generated alert to the ESC support team from agents monitoring equipment and/or applications within the production environment.
Severity	Classification assigned to a Service Request. Used to determine response time and priority by ESC when a service request is issued.
Defect Severity Level 1	An event or service request within the production environment(s)

(HIGH)	that prevents, or otherwise severely impacts, the client's ability to conduct business, requiring the quickest response time and resolution.
Defect Severity Level 2 & 3 (MEDIUM)	An event or service request within the production environment(s) that impairs the client's ability to conduct business, but has a workaround and does not require immediate resolution
Defect Severity Level 4 (LOW)	A request for service that does not require immediate resolution. May be a long-term enhancement request or placeholder for later review.
Target	Defined standard for a specific SLA measurement.
Goal	Percentage of time the target is met in ideal circumstances.
Success	Percentage of time the target is met over the course of the agreement to be considered successful.
Service Request	A request for support issued by the client via the client's Helpdesk Support Utility (Mantis Ticketing System)

Our team will achieve the requirement defined in the RFP for responding to maintenance requests as follows:

MVU Service Level Description	MVU Service Level Calculation (Target Response Time)	ESC Measurement and Target	ESC Goal	ESC Success
Defect Severity Level 1: Requires immediate attention—Critical production functionality is not available, or many users cannot access the Application. Causes a major business impact where service is lost or degraded, and no workaround is available, therefore preventing operation of the business.	Request Response Time: 30 minutes. Request Resolution Time Target: < 2 hours. Maximum Permitted Request Resolution Time: < 48 hours	15 minutes from receipt of alert, during business hours (8am-5pm, weekdays and non-holidays) with subsequent updates at intervals of no greater than 60 minutes from the latest update, until Confirmation/Close Request Resolution Time Target: < 2 hours. Maximum Request Resolution Time: < 48 hours	Average resolution in twenty-four (24) hours	95%

<p>Defect Severity Level 2: Requires priority attention - Some important production functionality is not available, or a small number of users cannot access the system. Causes significant business impact where service is lost or degraded, and no workaround is available, however the business can continue to operate in a limited fashion.</p>	<p>Request Response Time: 1 hr.</p> <p>Request Resolution Time Target: < 4 hours</p> <p>Maximum Permitted Request Resolution Time: < 96 hours</p>	<p>30 minutes from receipt of alert, during business hours (8am-5pm, weekdays and non-holidays) with subsequent updates at each business day, by 5pm, EST, until Confirmation/Close</p> <p>Request Resolution Time Target: < 4 hours</p> <p>Maximum Permitted Request Resolution Time: < 96 hours</p>	<p>Average resolution in three (3) Business Days</p>	<p>95%</p>
<p>Defect Severity Level 3: Requires attention –There is a problem or inconvenience. Causes a business impact where there is minimal loss of service and a workaround is available such that the system can continue to operate fully, and users are able to continue business operations.</p>	<p>Request Response Time: 1 hr.</p> <p>Request Resolution Time Target: < 6 hours</p> <p>Maximum Permitted Request Resolution Time: < 7 days</p>	<p>30 minutes from receipt of alert, during business hours (8am-5pm, weekdays and non-holidays) with subsequent updates at each business day, by 5pm, EST, until Confirmation/Close</p> <p>Request Resolution Time Target: < 4 hours</p> <p>Maximum Permitted Request Resolution Time: < 96 hours</p>	<p>Average resolution in eight (8) business days</p>	<p>95%</p>
<p>Defect Severity Level 4: There is a problem or issue with no loss of service and no business impact.</p>	<p>Request Response Time: 1 hr.</p> <p>Request Resolution Time Target: < 24 hours</p> <p>Maximum Permitted Request Resolution Time: < 7 days</p>	<p>60 minutes from time of receipt of alert, during business hours (8am-5pm, weekdays and non-holidays) and once each subsequent week, until Confirmation/Close</p>	<p>Average resolution in fifteen (15) business days</p>	

4.1.5.14 Describe the classification process for defects and how you prioritize these corrections. Provide typical timeframes to correct defects and deliver back to the customer. Describe any contractual commitments you are willing to provide related to software corrections.

Our team will achieve the requirement defined in the RFP for responding to maintenance requests as follows:

MVU Service Level Description	MVU Service Level Calculation (Target Response Time)	ESC Measurement and Target	ESC Goal	ESC Success
<p>Defect Severity Level 1: Requires immediate attention—Critical production functionality is not available, or many users cannot access the Application. Causes a major business impact where service is lost or degraded, and no workaround is available, therefore preventing operation of the business.</p>	<p>Request Response Time: 30 minutes.</p> <p>Request Resolution Time Target: < 2 hours.</p> <p>Maximum Permitted Request Resolution Time: < 48 hours</p>	<p>15 minutes from receipt of alert, during business hours (8am-5pm, weekdays and non-holidays) with subsequent updates at intervals of no greater than 60 minutes from the latest update, until Confirmation/Close</p> <p>Request Resolution Time Target: < 2 hours.</p> <p>Maximum Request Resolution Time: < 48 hours</p>	<p>Average resolution in twenty-four (24) hours</p>	<p>95%</p>
<p>Defect Severity Level 2: Requires priority attention - Some important production functionality is not available, or a small number of users cannot access the system. Causes significant business impact where service is lost or degraded, and no workaround is available, however the business can continue to operate in a limited fashion.</p>	<p>Request Response Time: 1 hr.</p> <p>Request Resolution Time Target: < 4 hours</p> <p>Maximum Permitted Request Resolution Time: < 96 hours</p>	<p>30 minutes from receipt of alert, during business hours (8am-5pm, weekdays and non-holidays) with subsequent updates at each business day, by 5pm, EST, until Confirmation/Close</p> <p>Request Resolution Time Target: < 4 hours</p> <p>Maximum Permitted Request Resolution Time: < 96 hours</p>	<p>Average resolution in three (3) Business Days</p>	<p>95%</p>

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<p>Defect Severity Level 3: Requires attention –There is a problem or inconvenience. Causes a business impact where there is minimal loss of service and a workaround is available such that the system can continue to operate fully, and users are able to continue business operations.</p>	<p>Request Response Time: 1 hr. Request Resolution Time Target: < 6 hours Maximum Permitted Request Resolution Time: < 7 days</p>	<p>30 minutes from receipt of alert, during business hours (8am-5pm, weekdays and non-holidays) with subsequent updates at each business day, by 5pm, EST, until Confirmation/Close Request Resolution Time Target: < 4 hours Maximum Permitted Request Resolution Time: < 96 hours</p>	<p>Average resolution in eight (8) business days</p>	<p>95%</p>
<p>Defect Severity Level 4: There is a problem or issue with no loss of service and no business impact.</p>	<p>Request Response Time: 1 hr. Request Resolution Time Target: < 24 hours Maximum Permitted Request Resolution Time: < 7 days</p>	<p>60 minutes from time of receipt of alert, during business hours (8am-5pm, weekdays and non-holidays) and once each subsequent week, until Confirmation/Close</p>	<p>Average resolution in fifteen (15) business days</p>	

4.1.5.15 How do you manage corrections for modified code and interfaces?

ESC provides 24/7 Technical Support for all Modifications and Interfaces (i.e., configuration changes, customizations, etc.) implemented during implementation and support.

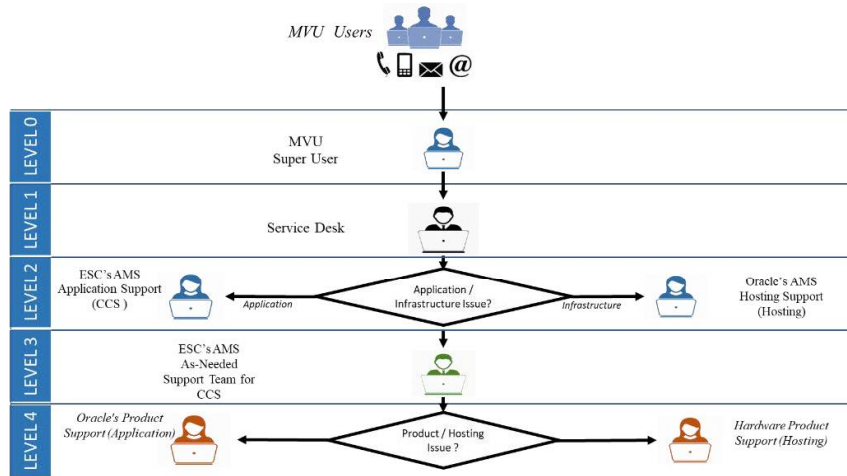
4.1.5.16 How are requests for configuration changes submitted and managed?

ESC provides 24/7 Technical Support for all Modifications and Interfaces (i.e., configuration changes, customizations, etc.) implemented during implementation and support.

4.1.5.17 Describe the process to request enhancements.

Our team will utilize our standard Application Management Services support methods to achieve the items identified within scope. Our escalation of Oracle Utilities Customer Cloud Service (CCS) application support is shown below with all issues being handled by the appropriate support group to resolve issues communicated via email/phone by MVU users.

The following chart shows the level of support involved in the Application Management Services and their responsibilities:



Level of Support	Responsible Group	Description of Support Services
Level 0	MVU Super User / Authorized Contact	Initial problem resolution support provided from super users to end users of the CCS application. Where MVU super users cannot resolve the problem, they will contact and report the problem to ESC's Service Desk.
Level 1	ESC's Service Desk (Application or Hosting)	Problem resolution support for end users, which may include call triage and prioritization, navigation, password resets, "How to," or other support which can be done quickly without having to perform root cause analysis. May not be CCS questions or issues.
Level 2	ESC's AMS Application Support (CCS) AMS Hosting Support (Hosting)	Break-fix resolution and root cause analysis support to address CCS application problems assigned to ESC. Level 2 problems could include incidents/events, detailed how-to questions, configuration changes or minor enhancements. Managed hosting break-fix resolution and root cause analysis support. Support includes hardware, network, security, access related issues.
Level 3	ESC's AMS As-Needed Support Team	Major enhancements that require an estimate consisting of a full SDLC to implement, requiring scoping, planning, and management as standalone projects (e.g., major upgrades, introduction of a new module or sub-module). May also include the application of patches or support for enhancements. Escalation of break-fix issues from level 2.

Level of Support	Responsible Group	Description of Support Services
Level 4	Oracle's Product Support (Application)	Break-fix resolution and root cause analysis support to address CCS and/or application problems which may require liaising with Oracle to resolve.
	Hardware Product Support (Hosting)	Break-fix resolution and root cause analysis support to address hardware, Network or operating system related problems which may require liaising with product vendor to resolve.

4.1.5.18 Describe the Quality Assurance (QA) process for system fixes and enhancements.

During the implementation phase, if patches, critical fixes or enhancements are released ESC will jointly review the release notes with MVU team to evaluate what is included in the release and its impact. This will then initiate MVU's environment change management process. Release will be initially installed on development or patch testing environment where all system, regression, functional and integration testing will be completed and then propagated to other environments for end user testing. Based on the change management process and necessary approvals release scheduled for production.

4.1.5.19 Is documentation maintained and updated that reflects the changes made?

All functional and technical design documentations are reviewed and approved by MVU team prior to the start of development. Once the code is completed, a detailed code walk through and design review will be conducted to ensure smooth transition of knowledge. If designs are changed all documentation is updated to reflect the changes.

4.2 Meter Data Management System (MDMS)

4.2.1 MDMS SOLUTION OVERVIEW

4.2.1.1 Provide an overview of the MDMS including the standard and ad hoc reporting capabilities of the system.

Oracle is aligned with the MVU vision to optimize the meter-to-customer value chain to drive service excellence. Based on our understanding of your business drivers, we see a strong case for implementing CCS. We can provide insight into how our industry-leading capabilities can address the MVU's immediate and longer-term business priorities.

Here is a look at the MVU's specific business drivers, and how CCS can address them.

Accurate billing read determinants including the ability to obtain on-demand readings.

CCS provides support for bill determinants. The calculation of billing determinants is a key feature of CCS because it allows the billing engine to focus on managing rates and tariffs—not storage of meter data. Like the VEE feature, the billing determinant calculation allows for the configuration of any number of reusable calculation groups and sub-groups. It also allows calculation rules to include mathematical and conditional expressions. These capabilities allow business users to configure simple to very complex billing determinants such as TOU rates and totalized metering. Regardless of type of rates required support (e.g., residential, commercial, and industrial), the bill determinant process follows standard process. There is no need for a lengthy programming effort to add/modify billing rules or required manual intervention at the time of billing calculation.

And because CCS includes the integration to various head-end system vendors, a business user with the proper

security would be able to issue an on-demand read and generate bill determinants in real time if a bill needed to be calculated immediately.

For the City, CCS will integrate with your Honeywell/Elster AMI head-end system. This allows for CCS to initiate and receive meter commands to include getting an on-demand read, which strengthens the capability of the City to do off-cycle billing with the most accurate data, and to get a current reading when investigating a customer complaint and/or possible billing exception.

For an electric and water utility on the West Coast that also uses the Honeywell/Elster AMI head-end system, the ability to obtain on-demand reads is integrated into their bill complaint business process. This provides the CSR with the current read data while on the phone with the customer, strengthening the overall customer experience.

Robust VEE capabilities.

The MDMS functionality within CCS includes a robust VEE capability that includes over 30 productized VEE rules. These rules can be configured to address the City's specific requirements. The VEE rules are assigned to measuring components (meter channels), which allows for specific rules depending on the type of meter and what the channel is measuring. As an example, this will allow you to have different, configurable percentages for the High/Low Check for water, gas and electric, and even between types of meter within a service.

The solution at MVU includes using different VEE rules, providing estimations tailored to the meter type and how it is being used.

Eliminate manual workarounds.

Given the fact that CCS is more than a repository for meter data, the MVU can look forward to eliminating numerous workarounds by partnering with Oracle. The VEE engine and usage calculation process were designed with automation in mind.

The SOM functionality in CCS delivers a modern, scalable approach to service order processes and a predictive integration engine that automates processes required for service order creation and orchestration. For the MVU, this will create and manage your service orders automatically, removing the need for manual intervention on workflows like Start/Stop Service, Disconnects for Non-Payment.

At MVU, this allowed them to reduce the number of field activities, which help reduce the number of truck rolls.

One other area to highlight here is the stronger outage processing functionality included with CCS that could also help to eliminate manual work for the MVU in the future. Being in Florida, you are often subject to natural disasters that cause disruptions to metering/smart grid networks. Outage events can be related to tornadoes, ice storms, earthquakes, tsunamis, and, in your case, hurricanes. During these severe outages, meter systems do not always provide outage and restoration events. Without these outage and restoration events, the application could estimate measurements that would be billed by the CIS. This would lead to unhappy customers, bad press, and manual work. CCS prevents situations like these from happening.

While this is a problem for major outage events, this can also occur with smaller outages (rolling blackouts, planned outages). This can potentially become an issue any time the network has a significant number of device failures.

CCS includes stronger outage processing to strengthen estimation accuracy during major outages. The system will automatically stop estimations when the number of meter readings coming is less than a user-defined tolerance. Estimations will be automatically "turned" back on when the meter resumes normal operations.

Offering the flexibility to collect user-defined data.

CCS provides a single point of connection that links devices to all applications that use their data, with standardized integrations with head-end and leading metering vendors as well as the ability to work with meters across all types of service. Our proposed solution will be able to facilitate integration with the MVU's various metering read/head-end systems, working with Elster, Aclara, and Honeywell. CCS's integration platform supports message orchestration to standardize automated processing of meter transactions, such as reads, metering events/alerts, and two-way meter communication while providing a common navigation experience to the user. This allows CCS to be integrated with multiple metering read systems in one installation regardless of the

non-AMI/AMI vendor. CCS can track any type of data, not just meter data. The system is device agnostic, unit of measure agnostic, and supports all frequency to allow flexibility for the MVU when it comes to collecting data.

One other point to mention is that, through configuration, the solution can be extended using characteristics to add new data elements. As an example, characteristics can be defined and added to service points to define data that is specific to the service point that is needed for VEE, billing determinants calc and other business processes.

Using the VEE functionality included in the solution, rules can be configured to identify exceptions like leaks and/or high usage. Then, depending on how you configure the solution, one of several things can occur:

CCS can automatically create a field activity, so a crew can be dispatched to investigate/address the issue.

- A To Do can be created, notifying the proper person/team of the potential issue, so they can investigate it; or
- A customer contact can be created notifying the customer of the issue.

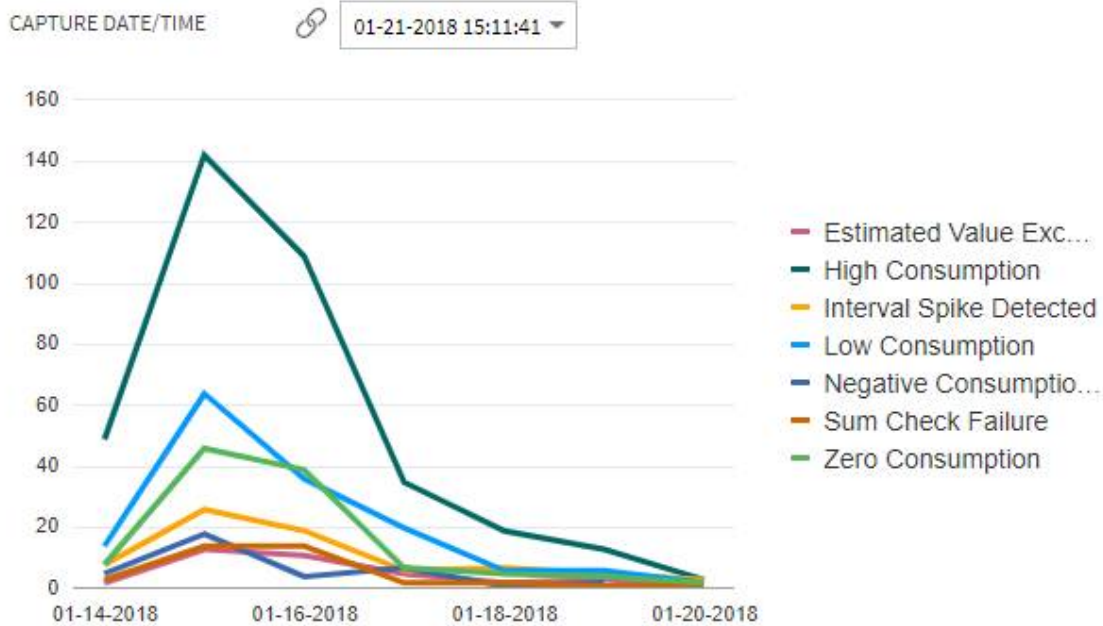
These requests are not limited to investigations but may be more proactive—such as a request to replace a “bad battery” based on an AMI event code or using a combination of VEE exceptions and tamper meter event for a revenue protection investigation.

One example where this could be used is perhaps the MVU decides that two (2) low-usage exceptions and one (1) tamper alert during the last seven (7) days should trigger an SIO. Another example is where an SIO could get generated if there is consecutive usage over forty-eight (48) hours for a residential smart water meter. It should be assumed that at some point a residential customer would have zero usage over a two (2)-day period, so this could highlight possible leaks and proactively act.

CCS also includes standard support for aggregations. This powerful feature will allow the MVU to prepare aggregated data for down-stream applications but also use the data for other processes within CCS such as demand response planning. For example, if the MVU wants to know how impactful a demand response event was, you could aggregate consumption before and after for a post-event analysis.

CCS also includes OQAV—an analytics tool to easily create calculations, visualizations, and filters that reveal trends in the City's data. Visualizations include statistical data on items like smart meter events and commands, VEE exceptions, To Dos, and timeliness and quality of interval read data.

VEE To Dos Trend



A West Coast electric and water utility is using VEE exceptions to automatically generate field activities for exceptions like high usage (possible leak for water and safety issues for electric), low usage (possible theft), and to determine communication issues with AMI meters.

Delivering usable AMI data to MVU departments and customers.

CCS includes DataConnect, which is an extract tool designed for exporting of AMI measurement data. DataConnect can be configured to run automatically at scheduled times.

An electric utility in the Southeast is using DataConnect to extract billing, accounts, customer rates, service points, meters, and interval meter read data to different external applications. The data is extracted for use by GIS, outage management, and customer web presentment.

Providing the ability to create predictive maintenance business processes from an Asset Management perspective.

CCS can be configured to manage scheduled and unscheduled inspections and maintenance of assets. Each different type of asset the City has can have specific inspections, and schedules, assigned to them. CCS can then automatically create field activities for the inspections, eliminating the need for manual monitoring and scheduling of them.

Prior to implementing our current solution, MVU did not have an asset management system for meter services to manage their metering infrastructure. The solution pulls all the metering infrastructure into one system so MVU can gain a holistic view of the service history of the devices, including on demand test, to respond to customer complaints and planned maintenance. The solution also allows MVU to regularly schedule maintenance via activity generation, which means all meters can be on a regular cycle of inspection.

Clear identification and reporting of meter health issues:

CCS will import smart meter events via the City's Honeywell/Elster AMI head-end system. These events can then be used for reporting purposes, or the solution can be configured to automatically generate a field activity, which will dispatch a crew to investigate/fix the meter issue or a To Do notifying a user of the exception.

WSSC is using indications of a remotely read meter not responding to generate a field activity for the meter to be inspected and possibly replaced. This has helped them reduce the number of non-responsive meters by identifying them at an earlier stage.

Additional Benefits

Additional business benefits of the MDMS functionality within CCS includes the following.

Smart Device Integration

CCS provides a single point of connection that links devices to all applications that use their data, with standardized integrations with head-end and leading metering vendors as well as the ability to work with meters across all types of service. Our proposed solution will be able to facilitate integration with the MVU's various metering read/head-end systems, working with Honeywell/Elster. CCS's integration platform allows for message orchestration to standardize automated processing of meter transactions, such as reads, metering events/alerts, and two-way meter communication while providing a common navigation experience to the user. This allows one MDMS to be integrated with multiple metering read systems in one installation regardless of the non-AMI/AMI vendor.

Device Management

CCS provides comprehensive asset lifecycle tracking of smart-grid devices through change and configuration management, as well as strict inventory management of secured devices. This approach checks that your smart-field device investments are performing at optimal levels by providing comprehensive operational knowledge of each device's location, characteristics, health, firmware updates, configuration, compatibility, scheduled battery replacements, audit compliance, and associated tasks.

Usage Management

CCS will enable the MVU to manage all its metering systems in a "single system of truth." This allows for single environment to manage all meters, meter configurations, and/or rates, whether for your existing meter AMR/AMI infrastructure, or for head-end system/replacements you may install in the future. The productized functionality includes a flexible and configurable approach the MVU could benefit from. For example:

Our advanced VEE process uses standardized rules from a robust library to check that all data passed through CCS is validated to represent business quality and accuracy based on the MVU's standards. The validation rules included in this approach are parameter- and effective-date-driven, which minimizes or eliminates the need for customization. Utilities use Oracle's standard VEE rules and process without the need for customization.

Our approach provides support for creation of SIO based on meter data (or the lack of data). These SIOs alert service personnel to possible problems in the field and reduce manual review of issues that result in false positives. These requests are not limited to investigative orders but may be more proactive—such as a request to replace a "bad battery" based on an AMI event, or using a combination of VEE exceptions and tamper meter event for a revenue protection investigation.

Our platform provides support for bill determinants. The calculation of billing determinants is a key feature of our approach because it allows the billing engine to focus on managing the MVU's rates and tariffs—not storage of meter data. Like the VEE feature, the billing determinant calculation allows for the configuration of any number of reusable calculation groups and sub-groups. It also allows calculation rules to include mathematical and conditional expressions. These capabilities allow business users to configure simple to very complex billing determinants such as TOU rates and totalized metering. Regardless of type of rates required support (e.g., residential, commercial, and industrial), the bill determinant process follows standard process. There is no need for a lengthy programming effort to add/modify billing rules or required manual intervention at the time of billing calculation.

Ad hoc or periodic consumption usage extraction is available with our platform. CCS includes DataConnect functionality, which allows the MVU to efficiently export mass quantities of usage data to downstream systems, such as energy management tools, market hubs, and/or data warehouses.

Service Order Management

CCS delivers a modern, scalable approach to service order processes and a predictive integration engine that automates processes required service order creation and orchestration. CCS enables multi-directional communication across CCS and to external systems (such as your outage management and workforce management applications) for accurate, real-time service order updates. With service order management, standard process templates for common use cases (such as cut for non-payment and re-connect for payment) are allowing embedded orchestration for two-way AMI meter communication, plus supporting seamless disconnect and reconnect processing across systems.

Metering Related Analytics

CCS provides flexible and robust reporting dashboards—both for analytical and ad hoc needs—are provided as standard features for many KPIs as part of the software application itself. This includes online data viewing, graphing, and analysis via a standard business and operational dashboards that allow for direct access to transactional data. Pre-packaged integration also links CCS with an AV platform via OAC; the result is a sophisticated analysis that accesses the live data source while also providing for more traditional business intelligence reporting capabilities via Oracle BI Publisher. Using this reporting tool, clients can implement custom business and operational reports.

4.2.1.2 Provide MDMS *municipal utility market* share information

Oracle is the pre-eminent CIS and MDM provider with a rich history of providing market-leading software and services to utilities around the world. As a unit of Oracle Corporation, Oracle Utilities delivers unparalleled utility specific applications to our clients, who range in size from 40,000 customers to over 1 million customers, across North America and around the globe.

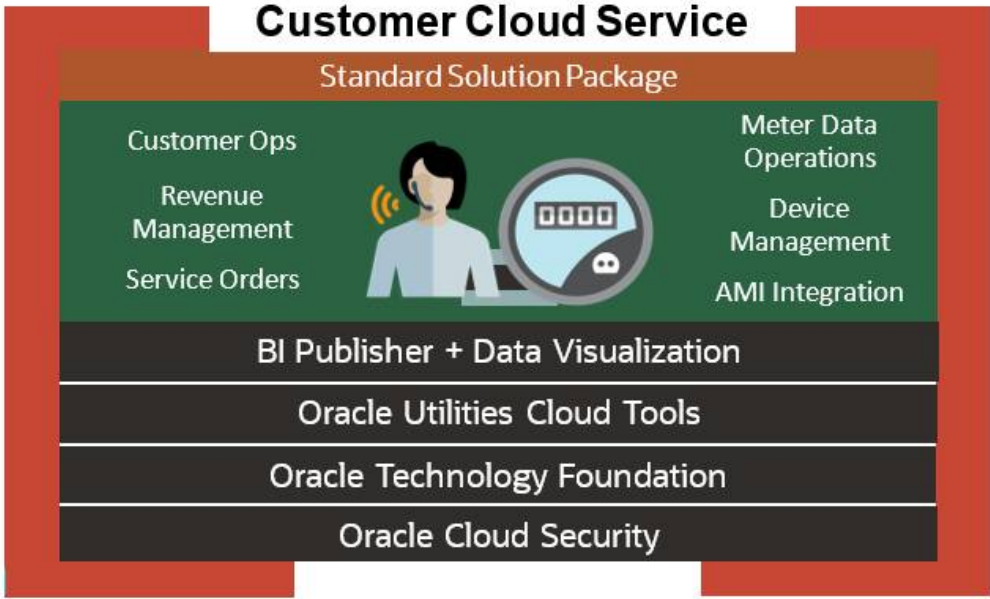
What does that mean to MVU, your ratepayers, subject matter experts, and all aspects of your day-to-day operational staff? You will have access to Oracle's dedicated employees, each of whom has years of industry experience. In addition, you will be able to participate in Oracle's user groups and Customer Advisory Board (CAB). Oracle senior leadership team members are active participants in project milestones, go-live events, and any areas where they can participate with our customers to see your project address your goals. Oracle's approach provides you with a proven map toward reducing risk and allows you to focus on your strategic vision.

ESC is a highly skilled systems integrator with specific experience implementing Oracle Utilities Product Suites in competitive market environments. Since we market no product(s), we do not track market share.

Please contact your Oracle sales representative for specific information regarding the proposed CCS Solution.

4.2.1.3 Describe your unique business value based on the MDMS solution.

CCS incorporates meter data management in the same interface, and uses a shared database between CIS and MDM. Therefore, these functions are pre-integrated by design. MVU provides an example of the benefits of this approach. Just like the City, MVU had separate CIS and MDMS systems. By implementing the on-premise version of CCS and bringing both of those into one application, MVU realized the benefits of no longer having to maintain several custom interfaces between the two (2) applications and eliminated having to train staff on multiple applications and UIs. The reading and billing information is available on one main screen, with links to take users directly to more detailed information.



To realize the value of having a single CIS plus meter data management application, consider the increasing complexities of AMI data and modern rate programs. Take, for example, the introduction of net energy metering rate schedules involving a single account with multiple service points receiving a portion of the generated energy according to percentage of load. A standalone CIS simply cannot calculate the complex usage aggregation and dynamic allocation of generated power. Advanced meter data management is required to do this, and yet there is still the additional burden of interfacing the billing determinants to the rating engine. CCS—being a single system that provides streamlined meter-to-cash processes—relieves the City of this complexity and, at the same time, provides full visibility to the processed data and any underlying exceptions that may arise.

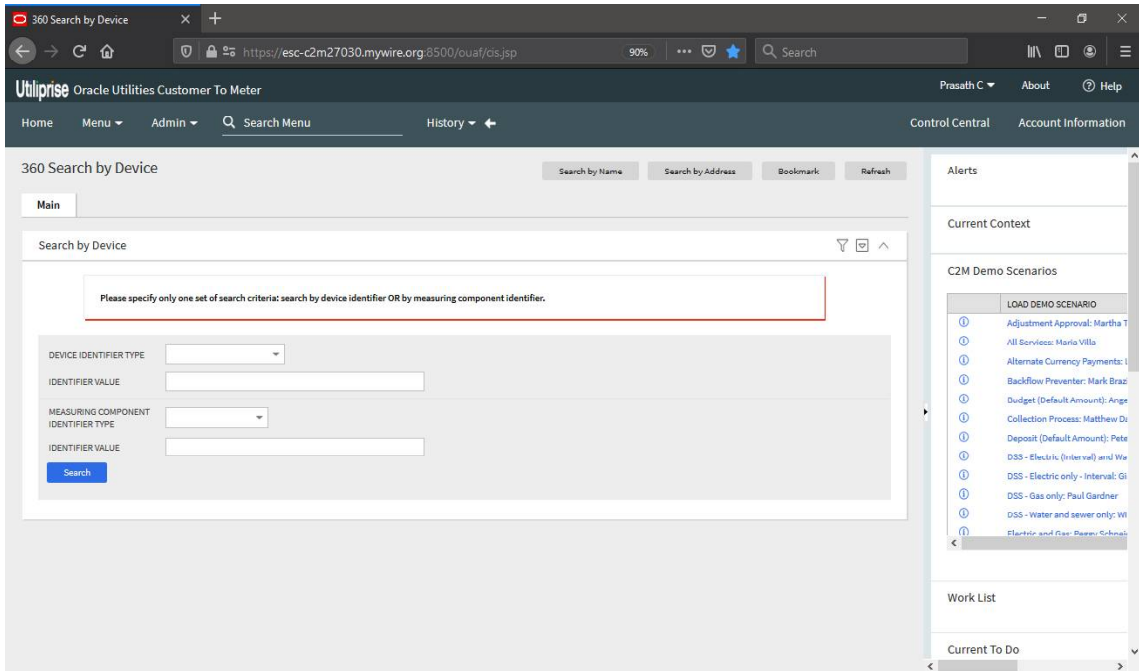
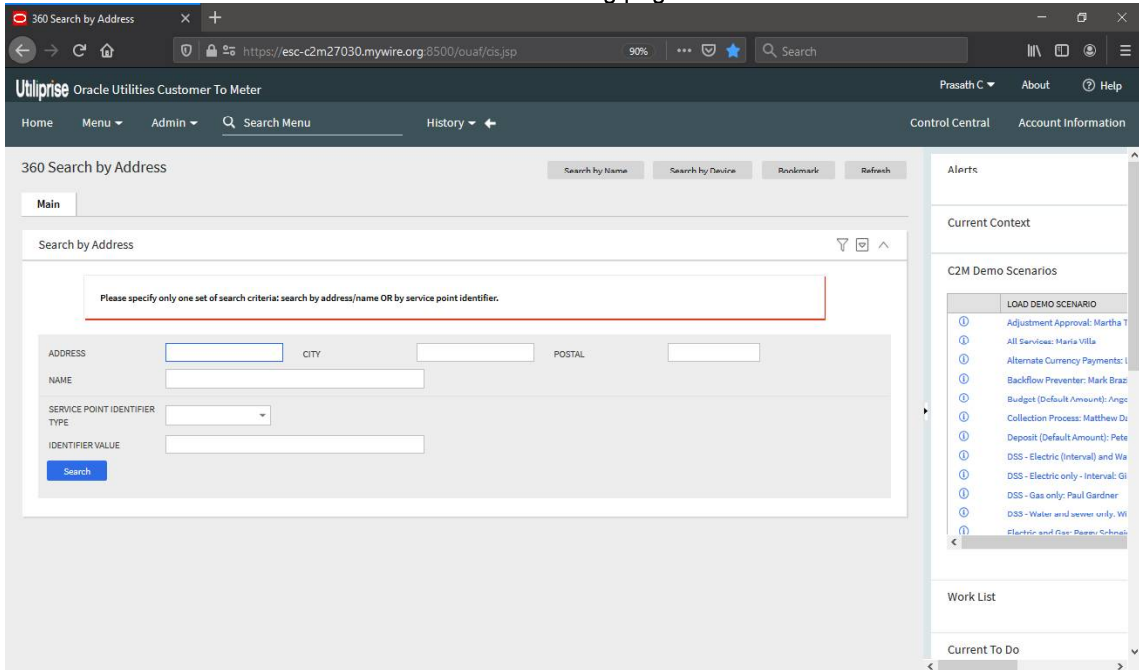
4.2.2 MDMS SOLUTION USER INTERFACE

Please provide the following required screen shots. **Note:** Screen shots must be current. (please do not annotate the screen shots)

4.2.2.1 A view of the user landing page

Attachment: PSA ESC 04062021 [Revision 1] (4252 : APPROVE AGREEMENTS FOR THE PURCHASE AND IMPLEMENTATION OF THE AMI

User Landing page



Attachment: PSA ESC 04062021 [Revision 1] (4252 : APPROVE AGREEMENTS FOR THE PURCHASE AND IMPLEMENTATION OF THE AMI

4.2.2.2 Usage and other history

Usage History

START DATE/TIME	END DATE/TIME	INFORMATION	NUMBER OF DAYS
06-01-2017 1:00:00 PDT	08-01-2017 0:00:00 PDT	Sent / 06-01-2017 1:00:00 PDT - 08-01-2017 0:00:00 PDT / Electric - Simple	60
05-01-2017 1:00:00 PDT	06-01-2017 1:00:00 PDT	Sent / 05-01-2017 1:00:00 PDT - 06-01-2017 1:00:00 PDT / Electric - Simple	31
05-01-2017 1:00:00 PDT	06-01-2017 1:00:00 PDT	Sent / 05-01-2017 1:00:00 PDT - 06-01-2017 1:00:00 PDT / Electric - Simple	31
05-01-2017 1:00:00 PDT	06-01-2017 1:00:00 PDT	Sent / 05-01-2017 1:00:00 PDT - 06-01-2017 1:00:00 PDT / Electric - Simple	31
05-01-2017 1:00:00 PDT	06-01-2017 1:00:00 PDT	Sent / 05-01-2017 1:00:00 PDT - 06-01-2017 1:00:00 PDT / Electric - Simple	31
04-01-2017 1:00:00 PDT	05-01-2017 1:00:00 PDT	Sent / 04-01-2017 1:00:00 PDT - 05-01-2017 1:00:00 PDT / Electric - Simple	30

4.2.2.3 Meter Health Information

Meter Health Information

TYPE	INFORMATION	360
1 Manual Meter	ER-1000010 / Electric Manual Read Meter - Digital / Install Date/Time: 01-01-2016 0:00:00 PST / On / Active	
2 Device Configuration	Electric Manual Read Meter - Digital / Effective Date/Time: 01-01-2016 0:00:00 PST / Electric Manual Read - kWh - Scalar / 1 Measuring Component(s) / Active	New Reading
3 Register	ER-1000010 / Electric Scalar kWh - Manual Read	360

4.2.2.4 Any other screens Vendor feels highlights the uniqueness of their product

The screenshot displays the Oracle Utilities Customer To Meter web application. The browser address bar shows the URL: https://esc-c2m27030.mywire.org:5500/ouaf/cis.jsp. The application header includes the Oracle Utilities logo and navigation menus for Home, Menu, Admin, History, Control Central, and Account Information. The main content area is titled "Device: ER-1000010 / Electric Manual Read Meter - Digital / Install Date/Time: 01-01-2016 0...".

The interface is divided into several sections:

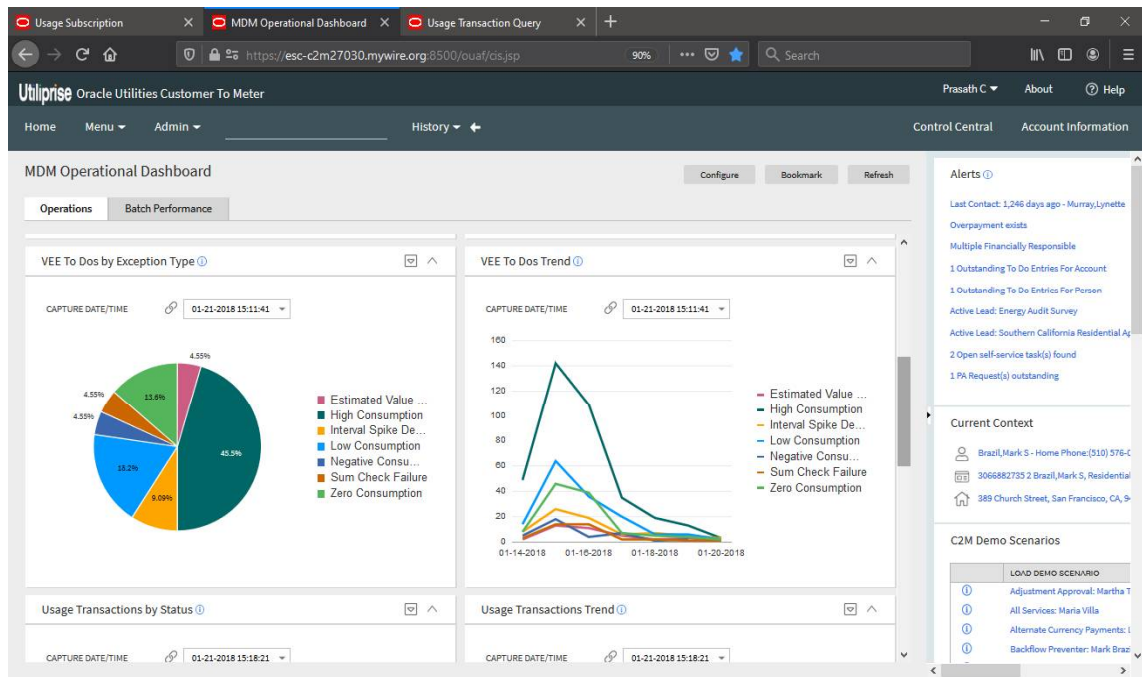
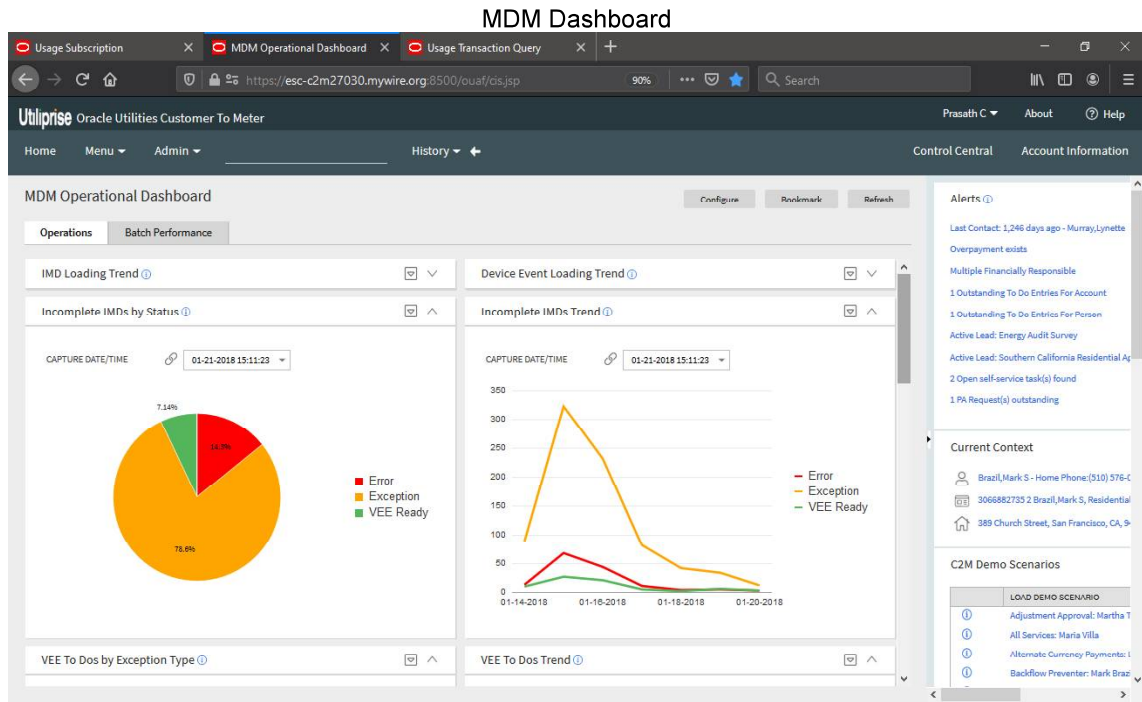
- Device Information:** A table listing details for the device ER-1000010, including its type (Electric Manual Read Meter - Digital), serial number, badge number, asset ID (560514050899), status (Active), manufacturer (7KL1800B), model (REL-E-MANUAL-DIG), and configuration (E-MANUAL-KWH-S).
- Record Actions:** Buttons for "Edit" and "Delete".
- Record Information:** A section for additional device data.
- Device Configuration List:** A table showing configuration details for the device as of 2016-01-01-00:00:00.
- Device Activities:** A table showing activities for the device, filtered by device ID 560514050899, with one activity recorded on 02-01-2016 21:30:54 PST.
- Device Exceptions:** A section for reporting exceptions, filtered by device ID 560514050899.
- Device Events:** A section for reporting events, filtered by device ID 560514050899.

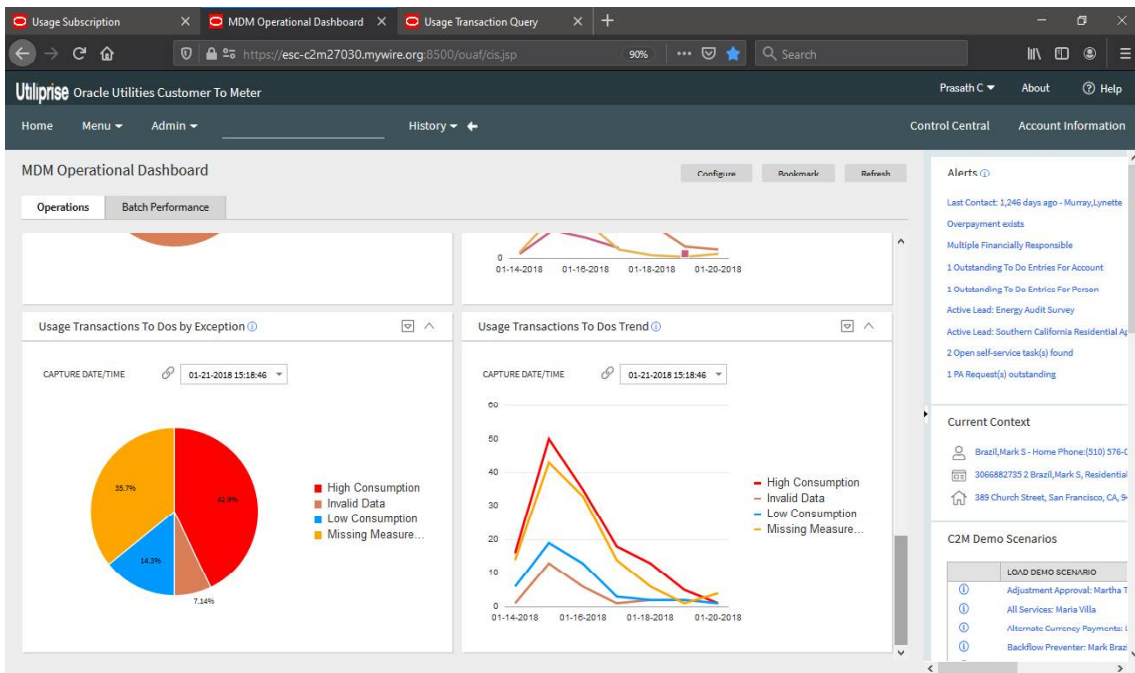
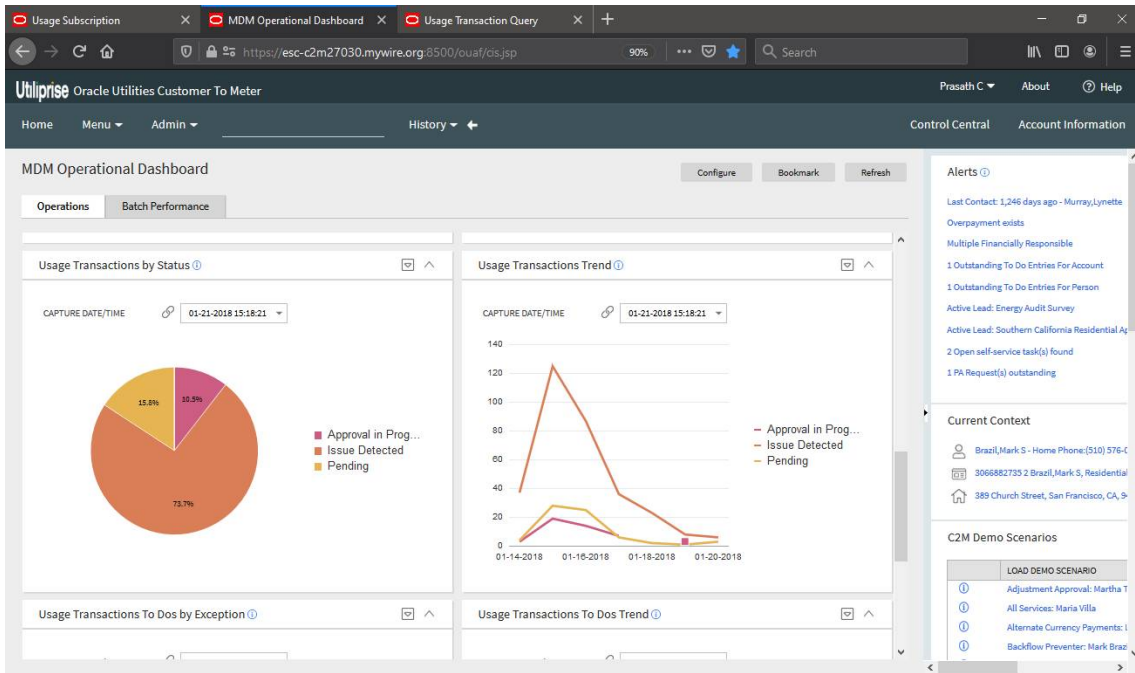
On the right side, there is a sidebar with several panels:

- Alerts:** A list of alerts including "Last Contact: 1,246 days ago - Murray,Lynette", "Overpayment exists", and "Multiple Financially Responsible".
- Current Context:** Information about the user (Brazil,Mark S) and their location (389 Church Street, San Francisco, CA).
- C2M Demo Scenarios:** A list of demo scenarios such as "Adjustment Approval: Martha T", "All Services: Maria Villa", and "Backflow Preventer: Mark Braz".

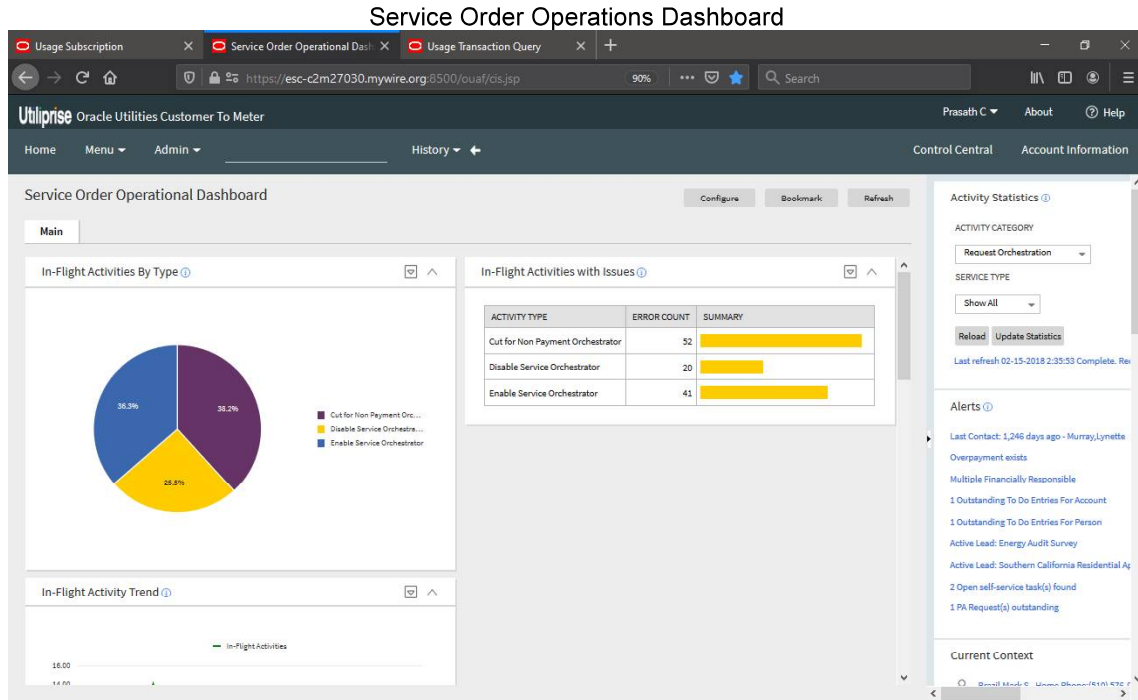
Attachment: PSA ESC 04062021 [Revision 1] (4252 : APPROVE AGREEMENTS FOR THE PURCHASE AND IMPLEMENTATION OF THE AMI

4.2.2.5 A view of the proposed dashboards/KPI Views

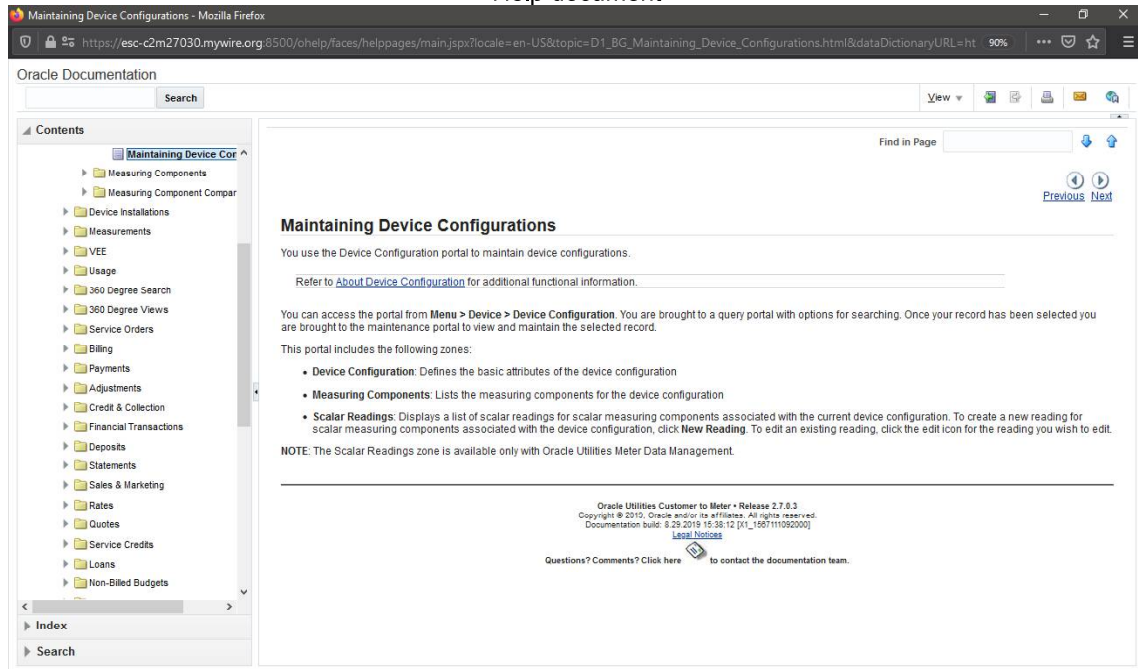




4.2.2.6A view of help documentation and search capabilities



Help document



4.2.3 MDMS PRODUCT RESEARCH AND DEVELOPMENT

4.2.3.1 Provide the functional and technical product roadmap and development plan for the proposed software solution(s) as Attachment K to the Proposal.

Rapid technological advances in hardware and software development, evolving standards in computer hardware and software technology, changing customer needs and frequent new product introductions, offerings and enhancements characterize the cloud and on-premise software and hardware markets in which we compete. That's why Oracle has invested more than \$40 billion in research and development (R&D) since 2004, focusing in product innovation and integration with a goal of ensuring that each of Oracle's products is best-of-breed in the industry.

That said, while Oracle understands and appreciates your interest in Oracle's product paths, Oracle's response is regarding the current, generally available version of the relevant Oracle product(s) only. By so limiting Oracle's response, Oracle can be more confident that, in determining whether to enter into a business relationship with Oracle, you are not relying on the availability of any product features or functionality not currently generally available in the relevant Oracle product(s).

Instead, we encourage you to consider our proposal here and look at our work with more than 420,000 customers—including 100 of the Fortune 100—and with deployments across a wide variety of industries in more than 145 countries. Combined, this illustrates how Oracle offers a comprehensive and fully integrated stack of cloud applications, platform services, and engineered systems.

4.2.3.2 Provide a summary of future product plans that may be pertinent to the City's project.

Rapid technological advances in hardware and software development, evolving standards in computer hardware and software technology, changing customer needs and frequent new product introductions, offerings and enhancements characterize the cloud and on-premise software and hardware markets in which we compete. That's why Oracle has invested more than \$40 billion in research and development (R&D) since 2004, focusing in product innovation and integration with a goal of ensuring that each of Oracle's products is best-of-breed in the industry.

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4.2.3.3 What is the amount/percentage of funded research and development for the MDMS application?

Oracle has invested more than \$40 billion in R&D since 2004, investing in product innovation and integration with a goal of ensuring that each of Oracle's products is best-of-breed in the industry. Oracle does not further break down this information in an RFP response.

4.2.3.4 What amount/percentage of licensing and maintenance is dedicated to research and development for the MDMS application?

Oracle is a software package provider and all the licensing and maintenance fees will be utilized for further enhancement of products.

4.2.5 MDMS SUPPORT AND MAINTENANCE SERVICES

4.2.5.1 Discuss your overall support structure from a business user's perspective.

4.2.5.2 Describe your customer support process and response times.

4.2.5.3 Describe your methodology for proactively communicating known system deficiencies and errors. How do you ensure these are addressed in a timely manner?

4.2.5.4 Describe your methodology for fielding and managing client-initiated notifications of system deficiencies and errors as well as other concerns. How do you ensure these are addressed and resolved in a timely manner?

4.2.5.5 How often are defect corrections and upgrades provided? How are they managed and applied?

4.2.5.6 Discuss your overall upgrade process, including client participation level, and how you ensure success.

4.2.5.7 Describe the support facilities available to users of this application given the MVU's geographic location, including the number of staff and hours of operation. If support is in a different time zone, describe how it will accommodate the MVU's support needs.

4.2.5.8 Demonstrate your commitment to excellent customer service by sharing your customer support metrics. Provide standard SLA's as attachment H.

4.2.5.9 What is your customer retention rate?

4.2.5.10 What online forums or searchable knowledge bases are available for this application?

4.2.5.11 Describe the dedicated group that will be responsible for supporting the MVU.

4.2.5.12 Discuss how you will transition from the project team to the support team.

4.2.5.13 Describe the maintenance process for reporting defects, from the time of reporting a defect through the delivery and application of the correction.

4.2.5.14 Describe the classification process for defects and how you prioritize these corrections. Provide typical timeframes to correct defects and deliver back to the customer. Describe any contractual commitments you are willing to provide related to software corrections.

4.2.5.15 How do you manage corrections for modified code and interfaces?

4.2.5.16 How are requests for configuration changes submitted and managed?

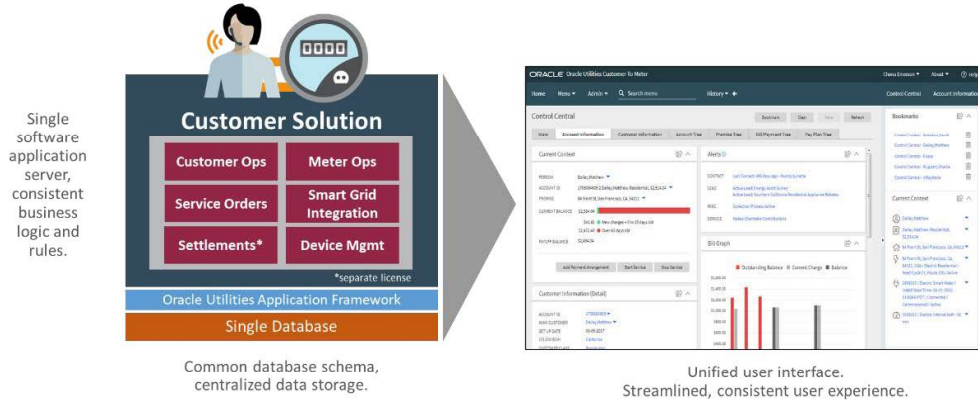
4.2.5.17 Describe the process to request enhancements.

4.2.5.18 Describe the Quality Assurance (QA) process for system fixes and enhancements.

4.2.5.19 Is documentation maintained and updated that reflects the changes made?

Enterprise Solutions Consulting is proposing Oracle Utilities Customer Cloud Service (CCS). Built on the foundation of the market-leading Oracle Utilities Customer Care and Billing and Oracle Utilities Meter Data Management, CCS delivers a cloud-optimized customer platform.

single platform + single database + single interface



Please reference section 4.1.5.

4.3 Field Mobile Work Management (FMWM) - Optional

4.3.1 MWM SOLUTION OVERVIEW

4.3.1.1 Provide an overview of the Field Mobile Work Management System including the standard and Ad-Hoc reporting capabilities of the system.

SMART ENERGY WATER

SMW® is a **complete turnkey solution** that enables the utility’s staff to track and manage end to end field activities pertaining to **work orders, assets, service requests** by streamlining **work order management, asset management, scheduling and dispatch processes** into one view. It significantly improves operational efficiency and effectiveness of staff performing work in the field, while reducing cost and asset maintenance operations for the utility. SMW® solution enables complete **mobile workforce management capabilities** using any portable device such as an **iOS & Android smartphones and tablets** etc. It provides an easy to use **GIS-enabled map interface** specially designed keeping workforce end users in mind.

SMW® solution provides **wireless internet connectivity** on the field that eradicates the need of pen and paper for field technicians as all work order-related information can be captured on the mobile device (tablet, smartphone), rather than spending time creating and executing paper work orders, saving both time and money for the client utility.

Proposed SMW® platform is based on **BYOD model** i.e. MVU field staff can use their personally owned mobile devices or MVU provided devices (Corporate). The field workers get the details of the work order anywhere anytime on his mobile/ tablet including date of job assign, service description, asset involved, location, map directions, photos, videos, etc. This allows the field workers to complete the work order and post the status on the mobile device which can be reviewed by the back-office staff again and can finally close the work order from the MVU’s end. SMW® enables the field workers to access the application even in **offline mode in non-cellular coverage areas** providing them the flexibility to interact with the staff anywhere anytime using any device such

as mobile phone, tablet.

SMW® platform is **pre-integrated with ESRI's ArcGIS server technology** enabling application users with **geo-mapping functionality** for Organizational requirements. It utilizes pre-built connectors to easily integrate with geo-database for bidirectional updating between the organization's applications and the GIS database. SMW® integration with GIS viewer will allow map UI features to control the location view within the application. The user can center the map, zoom, and pinch, swipe to pan and make the items easy to use. The platform also enables MVU staff to locate specific service addresses, affected geographies, infrastructure set-up, work orders, asset locations etc. where reports can be created by clicking data on the map providing easy user interface for the users.



SMW®, web and mobile portal, is designed keeping in mind varied educational & professional background of utility staff and offer easy to use interface, with self-explanatory field labels, terminologies used, which require minimal steps for users to navigate within the modules and provides the most intuitive user experience. Our solution will adhere to all branding guidelines of MVU. SMW® platform has configurable modules that can be customized according to the specific requirements of electric, water and gas utilities. Moreover, for any utility client, we give them the option to choose the features/ modules that they need. The SMW® solution can be purchased as a-la-carte. The Utility can choose relevant modules that address your current requirements. For future utility-facing requirements, the Utility will have the flexibility to scale up and leverage additional modules of SMW® application.

Work Order Management

The SMW® platform supports end-to-end work order process, starting from service request creation by customers or utility staff to work order completion by the field technician. Work Order Management functionality provides the ability to add work order operations/activities to enable workflow and planning of resources including assigning people, equipment/inventory, and other resources to the tasks. The SMW® platform provides the ability to attach document, pictures, multi-media files, video, and other attachments to work orders. For example, the supervisor or the back-office staff can add various attachments documents, photos or CCTV video in real time while creating and assigning work orders to field technicians or while creating an asset. Also, the field worker will have the ability to attach various pictures, videos & other attachments after or while completing the job in the field. The SMW® platform has built-in validations that prevents duplicate/redundant work orders creation and effectively address the situations where work orders are created for the same service location. SEW will implement all business rules for linking similar work orders, removing duplicate work orders etc. Our solution establishes a Parent/Child relationship among work orders to interrelate them to each other.

At the lowest level is a child, followed by parent with each level encompassing more and more work order records, until reaching the top or most overarching entity or system. This method allows SMW® to relate records in a way that all the costs roll-up to the top-level parent. The SMW® platform can escalate/override/modify the existing work order sequence when emergency or priority work orders are added to the system. Documents, notes or comments can be attached with the work orders.

Asset Management

“Asset management” module of SMW® portal maintains the entire asset life cycle that starts from procurement of the asset, installing, maintaining, evaluating and disposal. The asset lifecycle within SMW® maintains information like purchase dates, maintenance dates, assignments, asset components, material costs, structure, features, asset type, asset classes, warranty, maintenance required, intervals, costing, BOM, inventory, valuation, analysis, etc. Labor cost can also be associated with desired assets. At any point in time, MVU staff can track desired asset attributes, work and maintenance history, cost of asset maintenance, and asset lifecycle. The ‘Asset’ module stores information regarding original cost, date placed in service, condition assessment, useful life predictions, replacement cost, depreciation and other related information. This acts as input for regular maintenance processes for assets as well as inspections that are unplanned due to its conditions in accordance with the warranty data. The solution maintains and notifies the specific users responsible about the pending inspections or maintenance of the assets.

Preventative Maintenance

The SMW® solution provides an automated preventative maintenance processes to trigger repair, corrective, and preventive maintenance, recurring and ad hoc work orders and Inspections according to a schedule. MVU users will have the ability to set up different rules to trigger maintenance schedules and auto-generated work orders based on defined parameters such as warranty expiration of asset, usage hours, volumes, asset age, environmental conditions, average expected life, time milestones (e.g. every 5 years), etc. The admin can map and create rules to set up work order maintenance by selecting fields such a # work orders, work order type, assigned to etc.

Inventory Management

The ‘Inventory management’ module of SMW® solution supports inventory tracking with minimal screen navigation. The SMW® portal maintains inventory data for multiple warehouse (storage) locations and provides one-view (single source of truth) to track check-in and check-out of desired stock. SMW® portal allows MVU users to perform various inventory management functions including recording and maintaining a catalog of inventory or service items/tools/materials used in field, warehouse/shed management, inventory movement, report on inventory or service item cost at the field order level, notifications and alerts to various stakeholders, vendor management, barcode scanning.

Mobile / Field Access

The SMW® mobile interface provides wireless internet connectivity on the field that eradicates the need of pen and paper for field technicians as all work order-related information can be captured on the mobile device (tablet, smartphone), rather than spending time creating and executing paper work orders, saving both time and money for the utility. The proposed SMW® platform is based on BYOD model i.e. MVU field staff can use their personally owned mobile devices or MVU provided devices (Corporate). The field technician gets the details of the work order anywhere anytime on his mobile/ tablet including date of job assign, service description, asset involved, location, map directions, photos, videos, etc. This allows the field user to complete the work order and post the status on the mobile device which can be reviewed by the back-office staff again and can finally close the work order from the utility end. SMW® enables the field workers to access the application even in offline mode in non-cellular coverage areas providing them the flexibility to interact with the utility anywhere anytime using any device such as mobile phone, tablet.

Smart forms for Data collection

The ‘Smart Forms’ module of SMW® mobile application provides customizable web-forms for field technicians to capture field data, asset inspection data, capture asset data attribute, take customer feedback and other on

spot field data. The Smart forms module of SMW® allows the user to customize the various forms and functionality. The user can add/edit/delete required fields to a specific form and set the different types of controls (radio buttons, check boxes, etc) they want to show as an output value. The user also has the option of setting different formats (for example: dd/mm/yy format for date). this empowers the user with a great degree of customization ability for the data collection process.

Schedule & Dispatch

SMW® platform has existing work scheduling functionality that considers planned holidays, weekends, employee absence while scheduling work orders. SEW will establish business rules to re-assign/ re-route a work order based on resource availability, geographical area, work type, skill-based routing, complexity level, priority, due date etc. This will be configured as per the MVU requirements. It enables admin/back-office staff to leverage Gantt chart view and map view of work orders and availability of field technicians. From these views, the supervisor/ dispatch manager can view, track, and easily prioritize, assign, modify service request/work order as per requirements.

Reporting

SMW® solution has built-in analytics engine with full reporting and dashboard capability where MVU authorized staff can run multiple reports on pre-defined business rules to monitor desired KPI's/metrics. These reports can be exported to various user-friendly formats such as MS Excel, PDF, XML. During the requirement gathering and implementation phase, SEW will work with MVU to identify all basic and advanced reporting needs. No programming, SQL, DBA etc. technical skills required by the MVU staff for generating business reports.

SMW® admin portal provides reporting, logging, and analytical capability. The solution is highly flexible and is easily configurable to generate standard and ad-hoc reports in user-friendly formats. The highly configurable dashboards of SMW® platform can be set up to view the summarized and detailed real-time information of MVU data. Our solution enables MVU staff to run multiple reports on defined pre-build parameters and generate customized ad-hoc business reports. Some of the standard pre-generated report families include the following:

- Employee utilization reports
- Workforce performance reports
- Work Order Completion reports
- Inventory reports
- Asset life cycle analysis
- Asset breakdown reports
- Inventory Management reports
- Admin reports
- Other ad-hoc reports

These standard & ad-hoc reports can be exported to various user-friendly formats such as Excel, CSV, and PDF. No programming, SQL, DBA etc. technical skills required by the MVU staff for generating business reports.

4.3.1.2 Provide MWM *utility market* share information

SMART ENERGY WATER

SMW® is a **complete** Proposed SMW ® solution has 30+% MWM utility market share

4.3.1.3 Provide the functional and technical product roadmap and development plan for the proposed software solution(s) as Attachment K to the Proposal.

SMART ENERGY WATER

SMW® is a **complete** Please refer 'Attachment K – MWM Roadmap and Development plan.' For details.

4.3.1.4 Describe your unique business value based on the MWM solution.

SMART ENERGY WATER

Following are the potential benefits that can be realized because of our SMW® solution maximizing ROI to Utility investments:

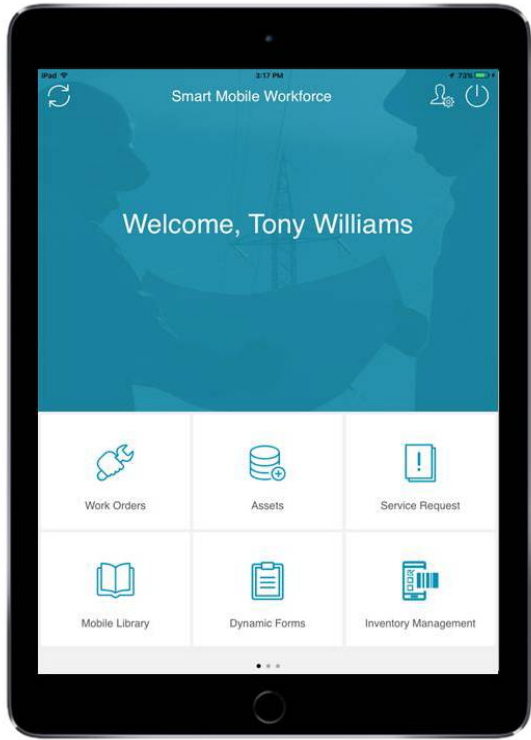
- Elimination of paperwork
- Automation of Work Order Processing
- Increase in the worker efficiency
- Time savings in assessment, documentation, and reporting
- Proactive inspection and maintenance of assets
- Effective inventory and asset management
- Reduction in the complexity to access information
- Increase in the overall operational efficiency
- Increase in number of work order completed in a day
- Decrease in response time
- Improved worker satisfaction

4.3.2 MWM SOLUTION USER INTERFACE

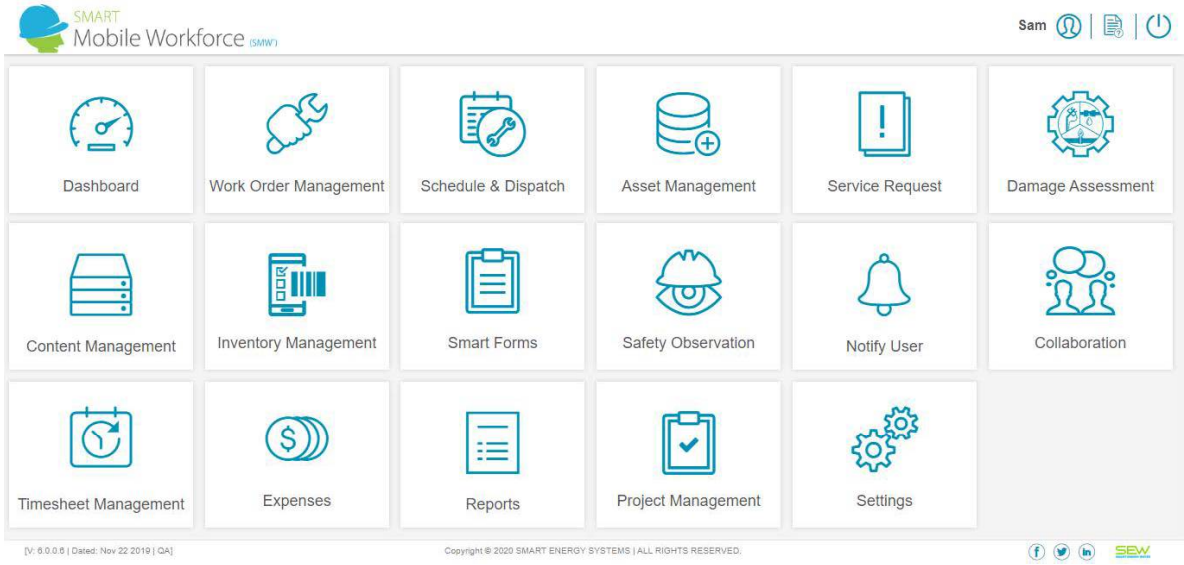
Please provide the following required screen shots (please do not annotate the screen shots). Note: Screen shots must be current.

4.3.2.1 A view of the user landing page

Field Officer landing page on a tab/mobile device

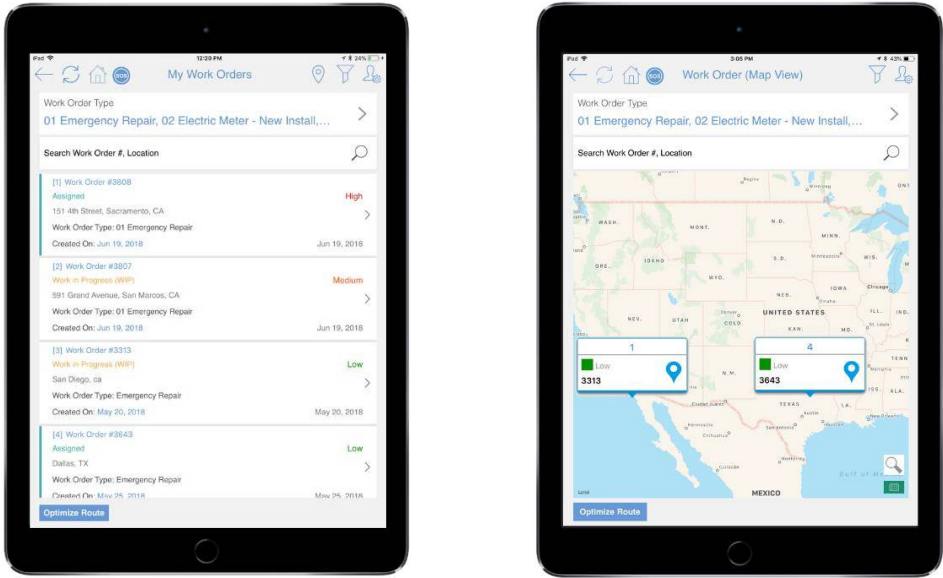


Field Officer landing page on a tab/mobile device

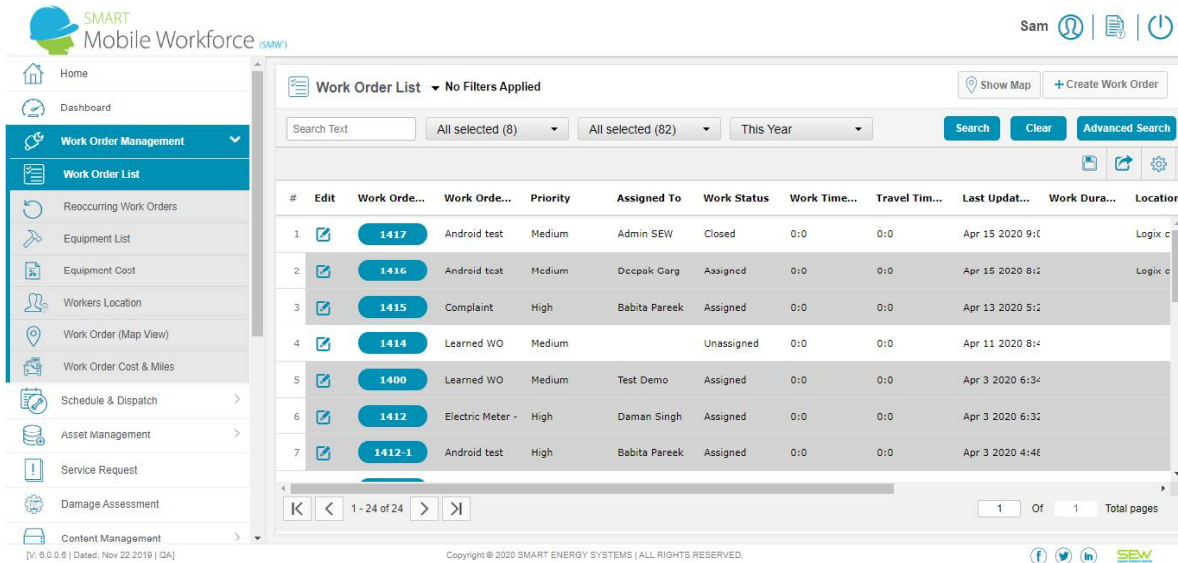


Admin landing page

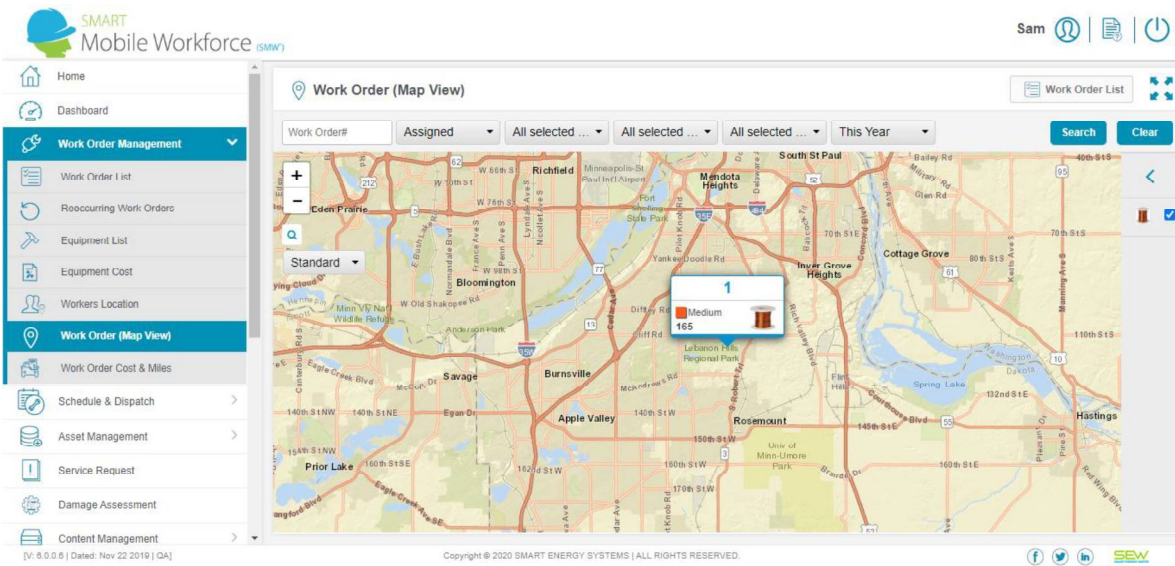
4.3.2.2 Order information and other history



My Work order screen showing work order information and map view of work orders, for field worker/officer. Mobile/Tab view.



My Work order screen showing work order information of work orders, for desktop/admin user.



My Work order screen showing map view of work orders, for desktop/admin user.

4.3.2.3 Any other screens Vendor feels highlights the uniqueness of their product

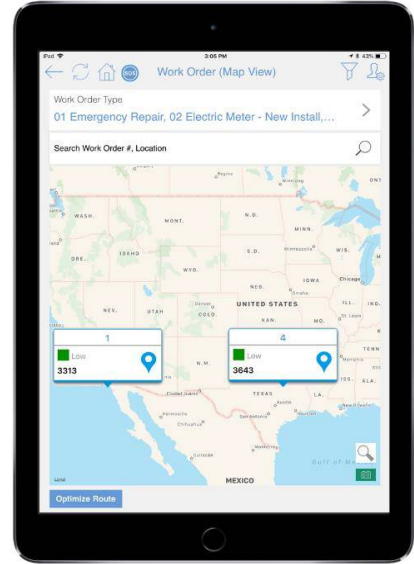
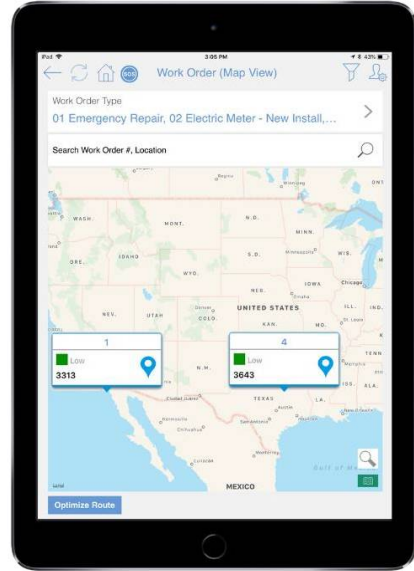
SMART ENERGY WATER

#	Modules	Tablet UI
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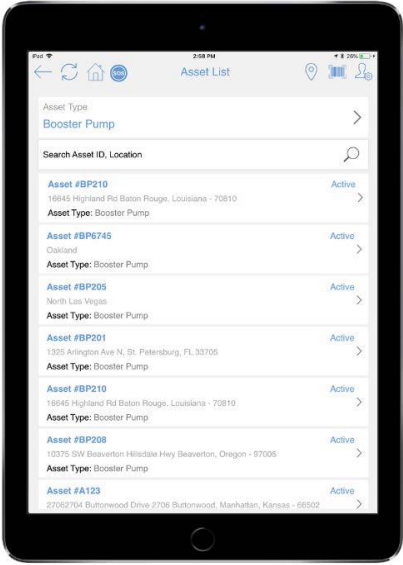

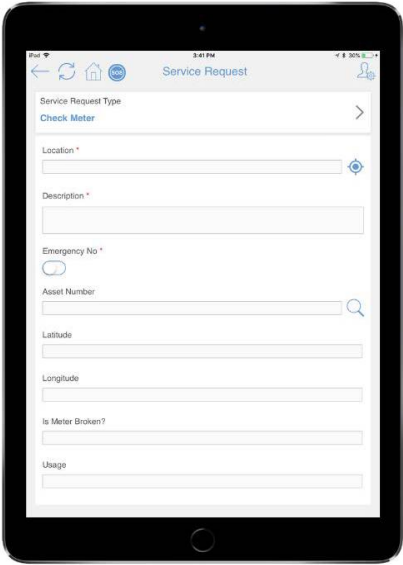


My Work Orders


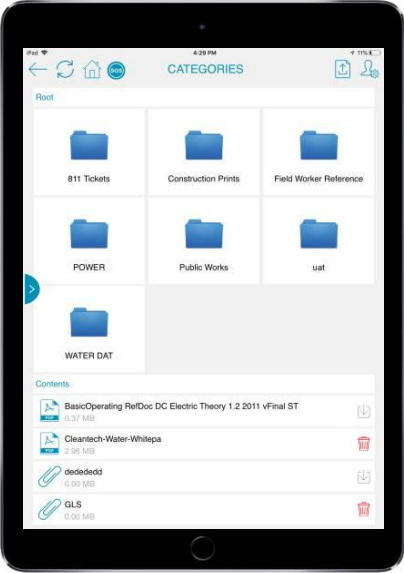

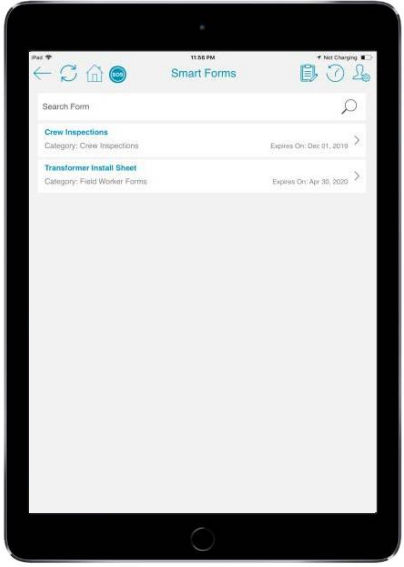
1. My Work Order module allows you to maintain end to end information on a work order. The solution helps to create a work order, perform actions on the assigned work orders, and view or edit the work order. Additional features allow optimized route, driving directions, assets information and required training material & forms.



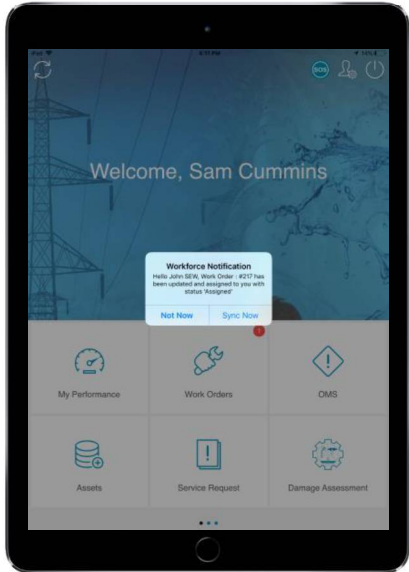

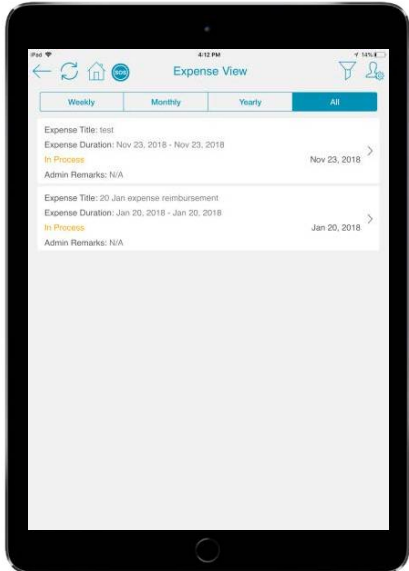
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<p>2.</p>	<div style="text-align: center;">  <p>Assets</p> </div> <p>This module displays all the asset information in a list/map view. It captures entire asset lifecycle and history information with multiple comments and images on the field. Track and report an asset throughout their lifecycle. Gain insight into assets with graphical overviews.</p>	
<p>3.</p>	<div style="text-align: center;">  <p>Service Request</p> </div> <p>Service Request module manages pro-active creation of service request to complete work before reported and track the status. It enables to report on-field issues that may need attention or may lead to the generation of another field activity or work order.</p>	


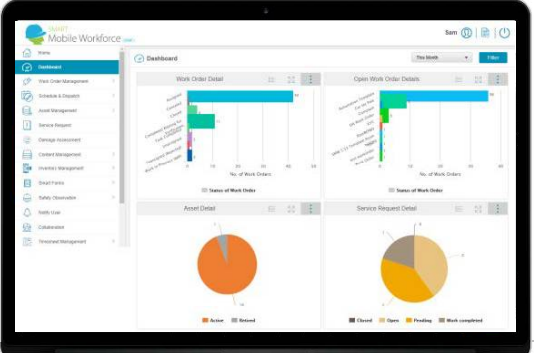

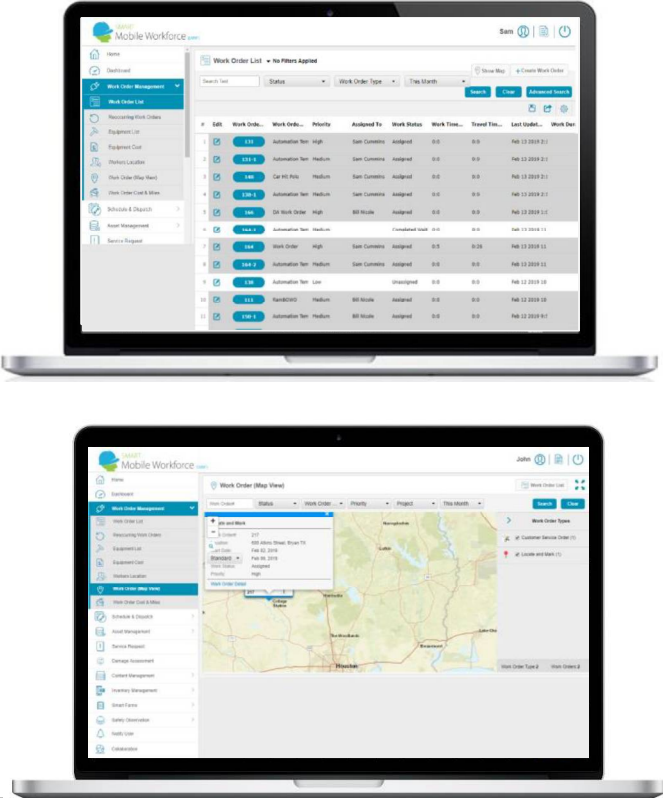

Attachment: PSA ESC 04062021 [Revision 1] (4252 : APPROVE AGREEMENTS FOR THE PURCHASE AND IMPLEMENTATION OF THE AMI

<p>4.</p>	<div style="text-align: center;">  <p>Mobile Library</p> </div> <p>Mobile Library Module is an e-learning platform for co-field workers and supervisors. It allows to access the work-related documents (training manuals and documentation) and allows to add comments, make notes, review/rate and more.</p>	
<p>5.</p>	<div style="text-align: center;">  <p>Smart Forms</p> </div> <p>Smart Form is a set of customizable smart forms for utility purpose to fill dynamic surveys, feedback forms, compliance and many other types required for day to day operations of the utility.</p>	

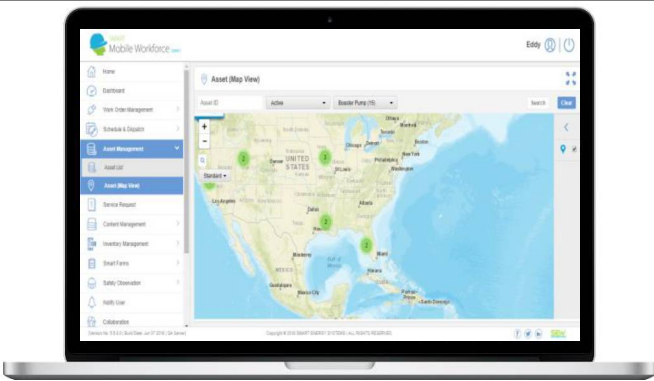
Attachment: PSA ESC 04062021 [Revision 1] (4252 : APPROVE AGREEMENTS FOR THE PURCHASE AND IMPLEMENTATION OF THE AMI


<p>8.</p>	<p style="text-align: center;"> Notification</p> <p>Acts as a real time communication platform by generating real time updates and alerts for easy communication. Decreases response time and allow quicker resolutions.</p>	
<p>9.</p>	<p style="text-align: center;"> Expenses</p> <p>Expenses Module assists on improvement for reimbursements and fast invoice turnaround. The module support workers to submit day to day expenses with multiple attachments of bills & receipts and tracks the submission status.</p>	

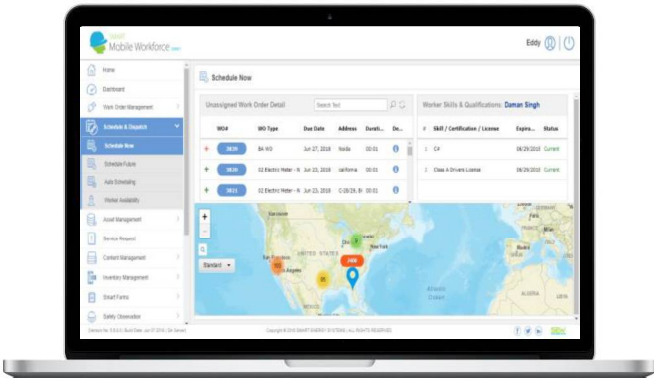
Smart Mobile Workforce (SMW®) – Utility Admin Portal


#	Modules	Portal UI
1.	<p style="text-align: center;"> Dashboard</p> <p>This module is a visualization tool that displays the status and KPIs across different reports generated by the utility. It enables the utility to view summarized information regarding high-level processes of the utility.</p>	
2.	<p style="text-align: center;"> Work Order Management</p> <p>The module simplifies and automates the process of managing work orders. Admin can create work orders under utility configurable templates and record every task under one screen. With details like priorities, location, training documents, compliance & safety forms, the work order module maps the application end-to-end for the utility to fieldworker. Further, the work order cost analysis and plan & actual route shall assist the Admin.</p>	
3.	<p style="text-align: center;"> Asset Management</p> <p>Seamless integration of assets with the overall operations of the utility and provides a platform to view, inspect, and meter asset. The module covers various</p>	

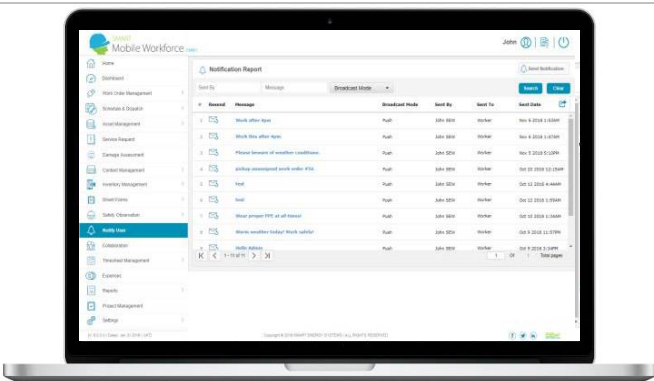
analysis reports like asset health report etc.



4.  **Schedule and Dispatch**
 A complete end to end scheduling & dispatching functionality with Auto Scheduling ability on a vast set of parameters like worker's availability & skill, location, priority etc. Easy drag & drop feature of work orders allows effective management and maximize utilization.



5.  **Notify User**
 Real-time flow of information to the field workers through multiple platforms. Allows admin to send push and text notifications to a single or all field workers or groups

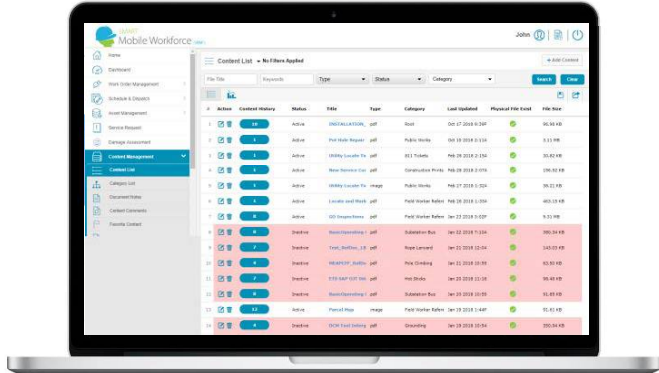


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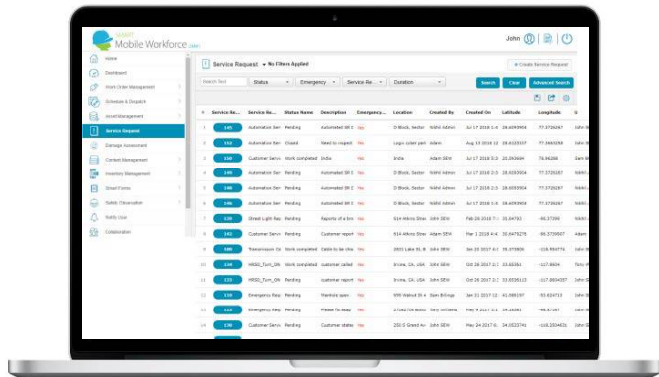
Content Management

6. Allows the admin to manage e-learning platform by adding training materials and add/delete/edit documents, images, videos, records or any other content for co-field workers and supervisors.



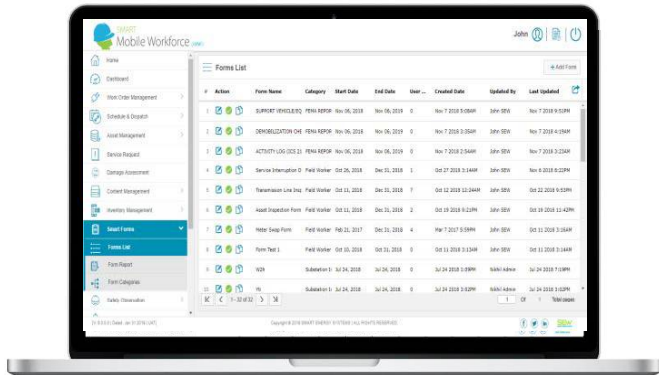
Service Request

7. Allows the user to create and manage pro-active service requests that may need attention or may lead to the generation of another field activity or work order.




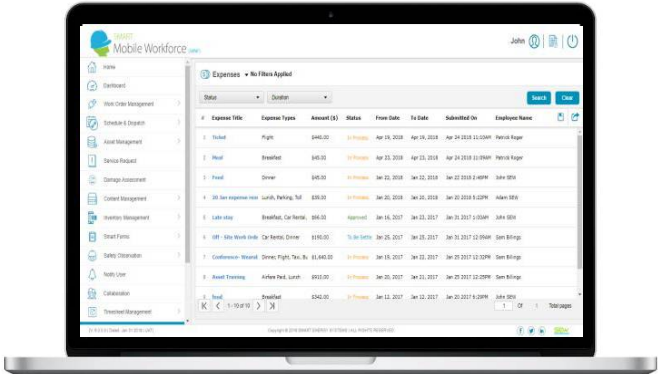
Smart Forms


8. Allow users to configure different forms and templates for safety, inspection, compliance, feedback or any other business purpose.

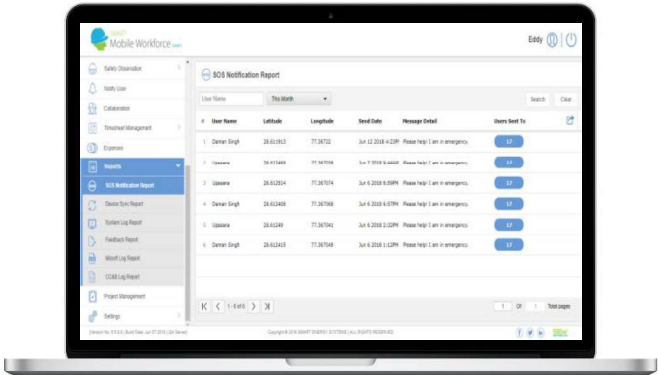



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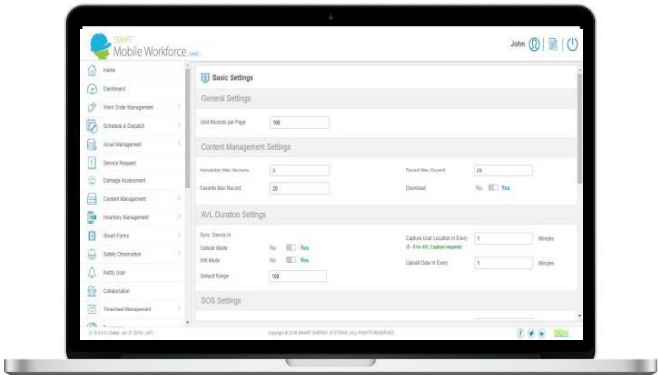
9. 
Expenses
 Allows supervisor to approve/reject reimbursements of the expenses raised by the workers incurred as part of their work.



10. 
Reports
 Provides the admin with several types of reports which will improve decision making.




11. 
Settings/User Management
 Enable authorized utility staff to configure data fields, set-up users, role map, configure web-forms, GUI controls, manage language options, and set themes.



Add-on module

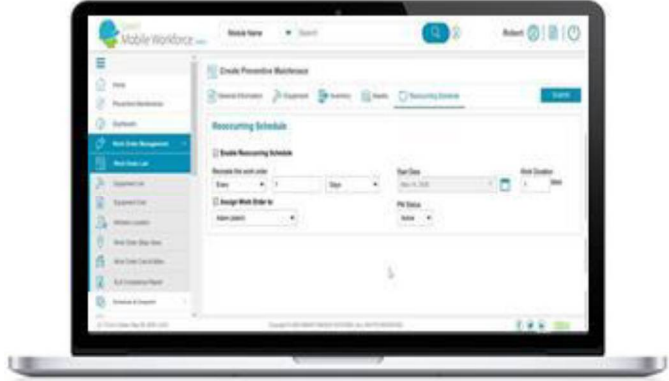
UI



Preventive Maintenance

Preventive Maintenance

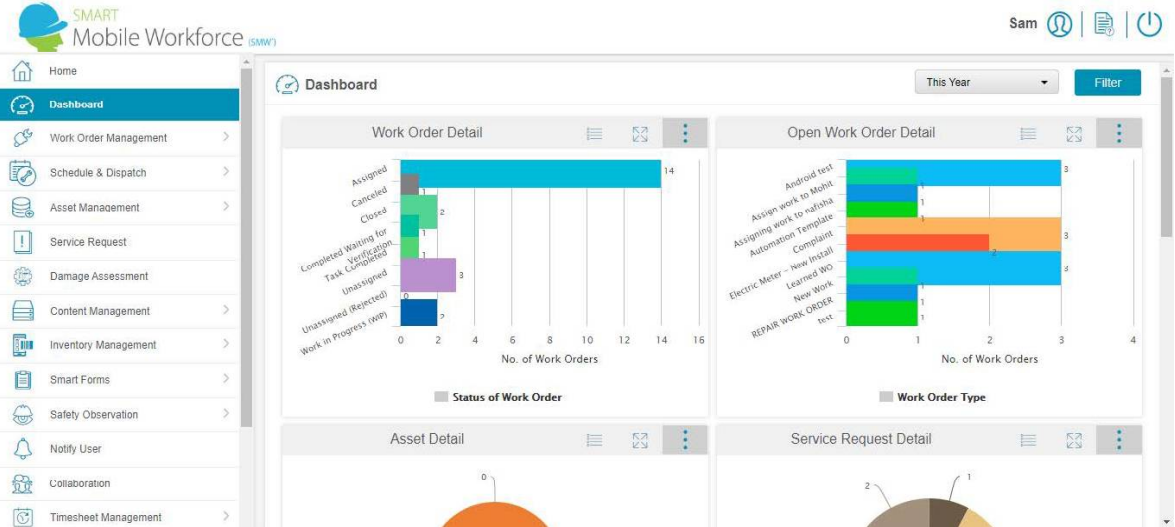
Preventive Maintenance module allows users to set up preventive maintenance work orders. The module also allows users to view history of all work orders created so far under one preventive maintenance event. Using this, the users can track the maintenance history of an asset. Users can modify the frequency, mark preventive maintenance as inactive on temporary basis and can cancel it any time.



4.3.2.4 A view of the proposed dashboards/KPI Views

SMART ENERGY WATER

Proposed solution provides built-in analytics engine with reporting and dashboard capability where MVU employees can run multiple reports on defined pre-build business rules or can configure these reports and data to align their business requirement for monitoring desired KPIs. Proposed Reporting & Analytics module is highly flexible and is easily configurable to generate standard and ad-hoc reports in user-friendly formats for different user groups. The configurable dashboards can be set up for the summarized and drill-down view of detailed real-time information of client's data.

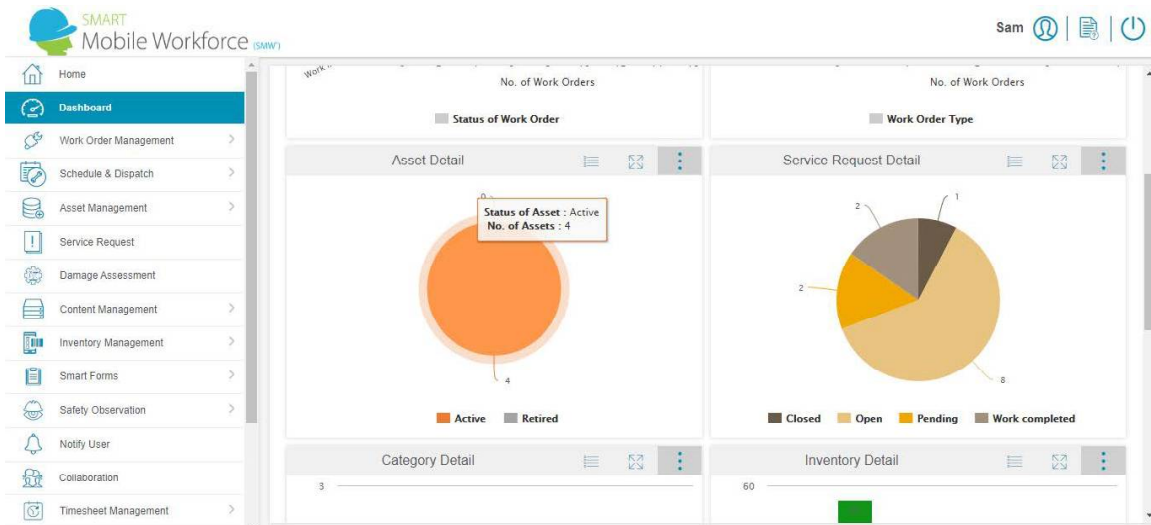


The SEW solution possess built-in analytics engine with reporting and dashboard capability that provides visual dashboards, trending information, key KPIs across work orders and asset groups. During the requirement

gathering and implementation phase, SEW will work with MVU to identify all basic and advanced reporting needs. Proposed solution provides reporting, logging, and analytical capability. The solution is highly flexible and is easily configurable to generate standard and ad-hoc reports in user-friendly formats. The highly configurable dashboards of SMW® platform can be set up to view the summarized and detailed real-time information of MVU data. Our solution enables MVU staff to run multiple reports on defined pre-build parameters and generate customized ad-hoc business reports. Some of the standard pre-generated report families include the following:

- Employee utilization reports
- Workforce performance reports
- Work Order Completion reports
- Inventory reports
- Asset life cycle analysis
- Asset breakdown reports
- Inventory Management reports
- Admin reports
- Other ad-hoc reports

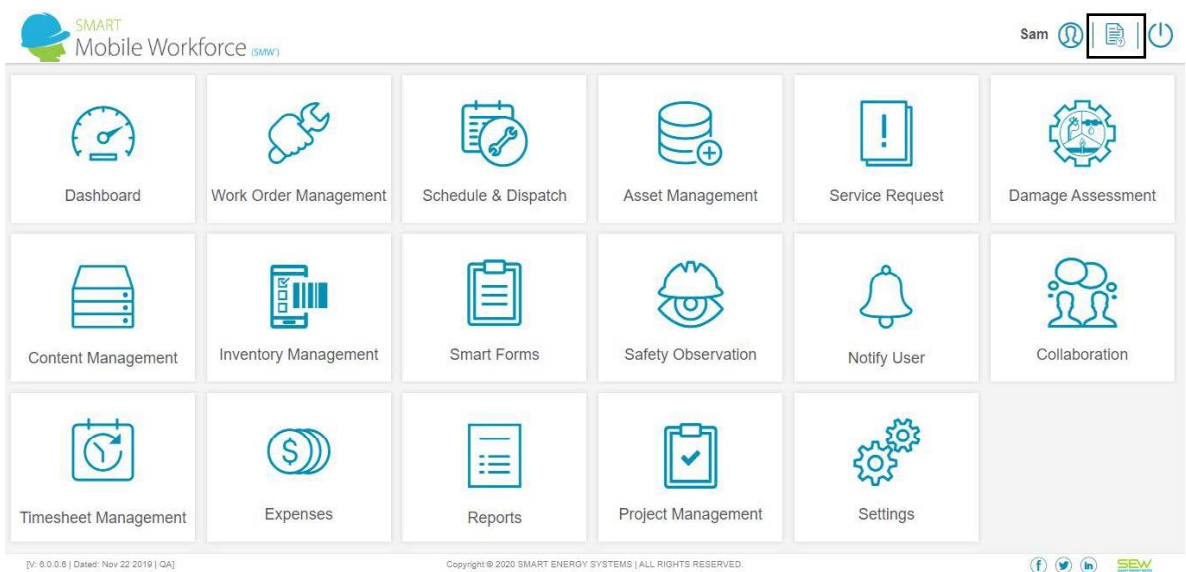
These standard & ad-hoc reports can be exported to various user-friendly formats such as Excel, CSV, and PDF. No programming, SQL, DBA etc. technical skills required by the MVU staff for generating business reports.



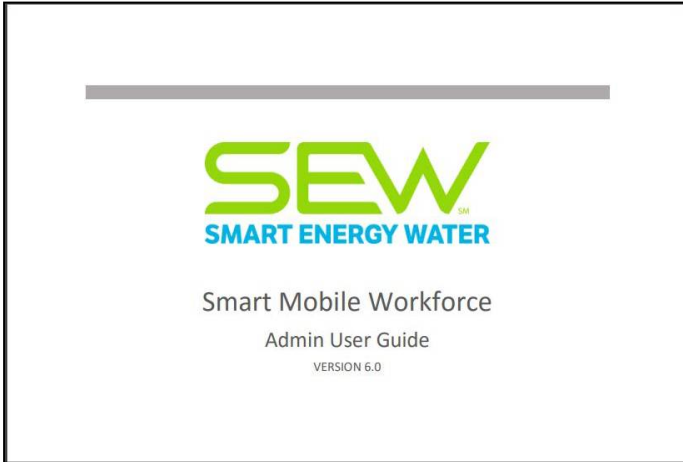
SMW® Dashboard and Reporting Module



4.3.2.5 A view of help documentation and search capabilities



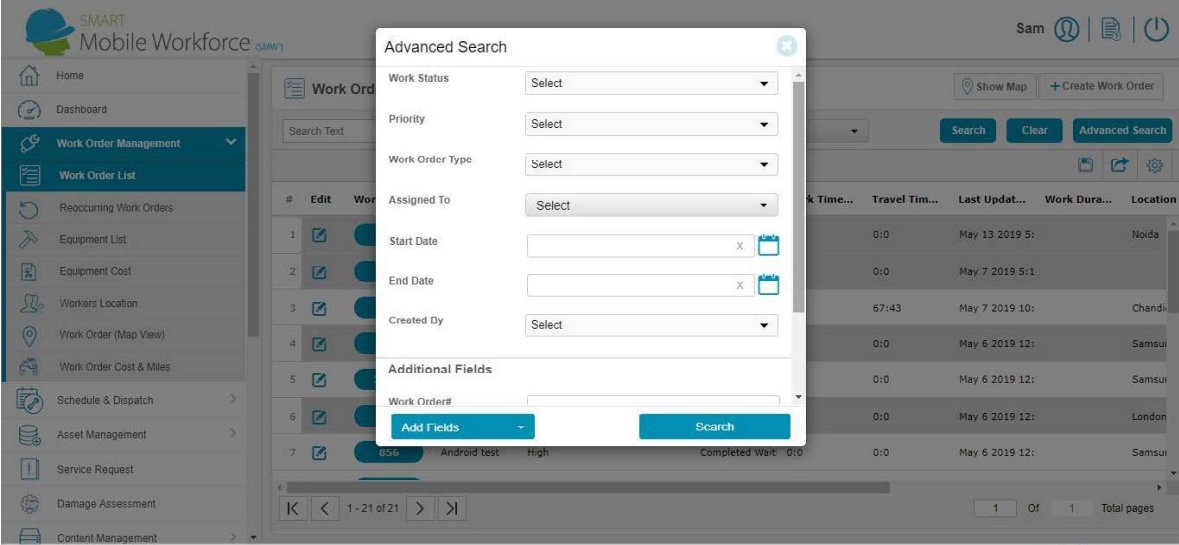
SMW® displaying option to view User Guide



SMW® Admin User Guide

SMW® application has simple data retrieval interface to search/query/lookup various records based on various parameters such as work type, role, status, assigned to, date, location, color coding's etc.

Our Advanced Search functionality is also available allowing for multiple search criteria, enabling more concise and faster search results. It allows to click on search results and directly open the record to view or edit. These reports can be exported to various easily readable formats such as PDF, Excel, Word, CSV or HTML. It provides a way to filter the view, so the user only sees related work orders associated with their role.



SMW® Module displaying Advanced Search Capability

4.4 Customer Web Self Service (CWSS) - Optional

4.4.1 CWSS SOLUTION OVERVIEW

4.4.1.1 Provide an overview of the CWSS System including the standard and ad hoc reporting capabilities of the system.

Attachment: PSA ESC 04062021 [Revision 1] (4252 : APPROVE AGREEMENTS FOR THE PURCHASE AND IMPLEMENTATION OF THE AMI

SMART ENERGY WATER

SEW is **Smart Customer Mobile (SCM®)** is our award-winning customer engagement solution for residential commercial and industrial customers. The SCM® platform is a multi-commodity web and mobile platform which **provides 24x7 accessible self-help tools** and integrates all customer interactions with the utility into one single view. The SCM® platform has excellent user-friendly and responsive design with consistency maintained across Web, Mobile and Tablet version. It creates an Omni-channel experience for customers via IVR, e-mail, SMS, push notifications etc.

SCM® enables the Utility customers to **access power, water usage, billing and payment information, receive notifications and messages from the Utility on their preferred communication channel, perform self – service functions such as selection of language, create payment arrangements, register for power, water conservation programs, raise service requests, report outages, compare usage with neighbors, receive personalized efficiency tips and programs, etc. making it a complete solution for customer web self-service.**

Our proposed solution is based on a Service Oriented Architecture (SOA) and supports XML, SOAP, and RESTful web services for API integration with all Utility in-house & external applications.

Consumption Data - SCM® customer portal solution supports both **AMI & non-AMI meter users**. The "Usage" module of SCM® portal provide customers a **360-degree view of their power / water usage** (AMI data), **high/low monthly averages, and annual averages, trending statistics** for each service address in both tabular & graphical representation enabling customer to analyze their water consumption, hourly, daily, monthly & yearly consumption, historical comparisons, and current rates. Customers can view their historical usage and cost by selecting different registered property addresses, multiple accounts, or meters. It provides the **flexibility to support hourly, daily, weekly monthly/bi-monthly, yearly, or seasonal billing reads in US dollars and water usage units**. The portal also displays current usage as well as the projected/estimated consumption units in KWH/CCF/HCF and bill reading (\$) to provide complete information to the end-customers.

The weather overlay information is integrated to monitor correlation between the power / water usage with the weather conditions to analyze the reasons for high or low usage. It enables customer to see the **weather overlay usage data** alongside a detailed breakdown of his power / water use. The customers can see trends and track how temperature/rainfall/precipitation impact their power/ water use.

Billing & Payments

The foundation of SCM® platform is to strengthen communication between the Utility and its customers and deliver all possible self-help options to customers for faster resolution including viewing their online bill, making online payments, manage their accounts, etc. The "Billing" module of SCM® portal allows online viewing and payment of customer bills for single and multiple accounts for both residential and commercial customers. It incorporates all the billing and payment related attributes for customer convenience. The "My Account" module of SCM® portal allow user to opt-in or opt-out from e-billing services. SCM® 'Billing' module provide summarized and detailed 'Statement of Account' issued by their Utility. The 'Billing' module enable customers to select the month and year for which they would like to view the billing/invoice statements. With our SCM® billing module, SEW aims to minimize the time it takes to turn customer usage into billing statements, and billing statements into payments. SCM® Billing modules incorporate all the necessary information of customer bills. It displays all the billing and payment related attributes for customer convenience. It provides the ability to view all types of bills (e.g., summary bill, or a corrected bill, one-time payment bill). A customer can view their payment dates, due date, due amount, summary bill, corrected bill, current bill, and historical bill as well as their payment details. They can also get access to their bill detail bill via a PDF hyperlink. The SCM® application streamlines all billing and payment transactions between the utility and the customers online, your customers will be allowed to view their monthly bills, billing / payment history and make payment in three simple & easy steps.

Our Technology

- Accept Any Payment Type
 - ± All major credit and debit cards (MasterCard, Visa, Discover, American Express)

- ± Electronic Checks and ACH
- Accept Payments Anytime
 - ± Recurring payments
 - ± Automated payments
- Accept Payments Anywhere
 - ± Online
 - ± Mobile (iOS and Android)
 - ± Text-to-Pay
 - ± Kiosk
 - ± IVR
 - ± In-person

Compare

The SCM® platform has been carefully designed keeping in mind that energy and water conservation are imperative for the future sustainability. The 'Compare' module of SCM® portal enables customer to see how they compare with prior year consumption as well as with their neighbors and with the overall utility average

Our 'Compare' module will provide MVU customers the ability to view:

- Comparison of customer's 13-month year-to-date power usage and cost to the same period last year.
- Comparison of customer's 13-month power usage and cost to the average usage of customers in zip code over the last year.
- Comparison of 13-month power usage and cost to the average usage of customers in the utility over the last year.

The comparison can be seen in USD, HCF, Gallons, KWH and other MVU defined UoMs (unit of measure). The utility customers are compared to similar homes that are nearby and have characteristics that typically lead to similar needs such as home size, etc. This comparison gives a good understanding of the typical usage of the customer.

Service Request (Move-in/ Move-out) - The Service module of SCM® application enables the residents to raise service request for new connection, Move-in and other customer concerns. With our solution, MVU can significantly reduce the amount of time it takes to fulfil customer requests. More importantly, our solution minimizes the risk of human error through the auto-populated information and automated service request categorization. Throughout every step, high levels of security ensure sensitive information is properly stored and only accessible to authorized users.

The "Service" module gives user the ability to enter and log service requests, schedule time slot for field personnel visit, monitor status in real-time and upload relevant documents for reference. Through this Service module, MVU customers can initiate the process of new connection, water service for the desired service address. The Service module web-form will take all desired information from the customers. Our highly configurable solution supports all service categories that includes new meter connection, repair service, and start/move in/out, inspections, meter exchanges, service transfer, outage, etc. providing a real time communication platform to interact with the utility for any service.

Outbound Customer Notification – SCM® web solution has built-in alert mechanism that supports all notification types desired by MVU. This notification is received by customer via his preferred mode of communication such as E-mail, Text, IVR or push notification. The proposed Utility portal enables MVU staff

to send individual messages, broadcast messages, mass notifications to target customer groups related to billing alerts, payment reminders, outage events etc. The SCM® solution creates Omni-channel experience via IVR, E-mail, SMS, Push notifications, social media. These notifications are accessible on both desktop and mobile interface (tablets, smartphones). Our solution supports both manual and event-triggered automated notifications.

Outage

The outage information is shared with the customers on the "Outage module" of SCM® portal (web & mobile interface) and through multi-channel notifications via text, e-mail, IVR alerts as per the preference of the customer. The solution notifies customer regarding any planned / unplanned and future outages in an area. The module provides detailed information about the outage event such as restoration time, count of impacted users, status of the outage etc. in map as well as list view. The built-in Outage notification mechanism prevents the customers from getting effected by outages near them by displaying current and planned outages. The solution offers 'Report Outage' functionality where customers can report an outage from anywhere anytime using any device such as Web, Tablet, Smartphones.

Efficiency Module

The Efficiency module of SCM® allows customers to view and enroll for utility's power efficiency and conservation programs, rebates, saving tips, and educational tips. This module helps to promote sustainability by allowing the customer to set annual goals, view your neighborhood savings comparisons, conduct online home energy/water audit, apply for energy assistance, and gain insights on energy-efficient products via marketplace, etc. The following are the key functions provided by the Efficiency module:

- Rebates
- Programs
- Demand Response
- Saving Tips and Educational Tips
- My Applications
- Annual Goals
- Efficiency Rank
- My Home Report
- About My Home / Business Audit / Survey
- Energy Assistance
- Marketplace

Reporting

For utility business reporting requirements, SEW has its Utility portal that provides visual dashboards, key KPIs across different customer interactions and customer engagement functions. The highly configurable dashboards of MVU can be set up to view the summarized and detailed information of MVU data. Our solution possess built-in analytics engine with comprehensive reporting and dashboard capability where MVU staff can run multiple reports on defined pre-build parameters and also generate ad-hoc business reports.

SEW will configure all key process indicators (KPI's), business reports that will provide utility with all data for audit & reporting purpose. The MVU user can search/query/lookup various data records, generate standard & ad-hoc reports based on various parameters such as customer name, service address, account number etc. SEW will closely work with MVU's project team during the requirement gathering and implementation phase to identify all basic and advanced reporting needs covering business-aligned attributes and metrics.

Listed below are some pre-build customer service reports for reference and SEW can additionally accommodate any MVU specified customizations. These reports can be available online as well as in printed form.

- Billing analysis
- Usage analysis
- Outage report
- User behavior report
- Notification reports
- Energy efficiency reports

4.4.1.2 Provide CWSS *municipal utility market* share information

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Proposed SCM® solution has 85+% CWSS municipal utility market share

4.4.1.3 Provide the functional and technical product roadmap and development plan for the proposed software solution(s) as Attachment K to the Proposal.

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Please refer the Please refer 'Attachment K – CWSS Roadmap and Development plan.' for details

4.4.1.4 Describe your unique business value based on the CWSS solution.

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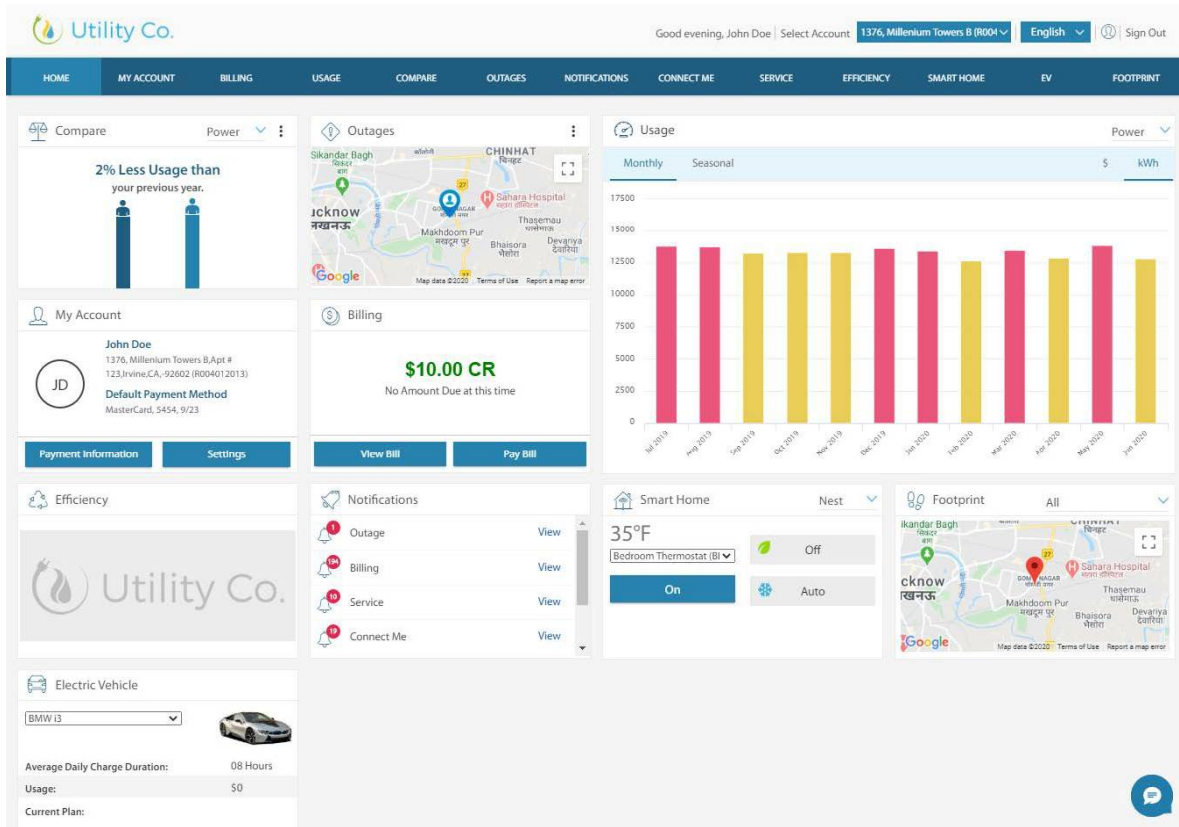
Our proposed CWSS solution – SCM® helps the utilities in realizing the below mentioned potential benefits

- One-stop customer interface for AMI & Non-AMI users, Registered & Guest users, Residential & Commercial customers.
- Scalability of platform (cloud-hosted) to accommodate growing user-base, future software functionalities.
- Flexibility for customers to opt for Electronic & Paper Bills in SCM® application
- Excellent user-friendly interface with tabular and graphical representation
- Use of Exact rates, TOU rates as provided by Utilities
- Real-time synchronization
- Ability to download in other readable formats- Excel, PDF, Word, CSV etc. for further analysis
- Billing adjustments for energy generation data
- Multiple payment options for customers- Credit/debit/net banking/ACH
- Scheduling of payments: one time, scheduled, and automatic
- Integration capability with your accounts receivable systems
- Improved Customer Experience, operational efficiency
- Enable customer feedback opportunities at multiple touch points through the process

4.4.2 CWSS SOLUTION USER INTERFACE

Please provide the following required screen shots. **Note:** Screen shots must be current. (please do not annotate the screen shots).

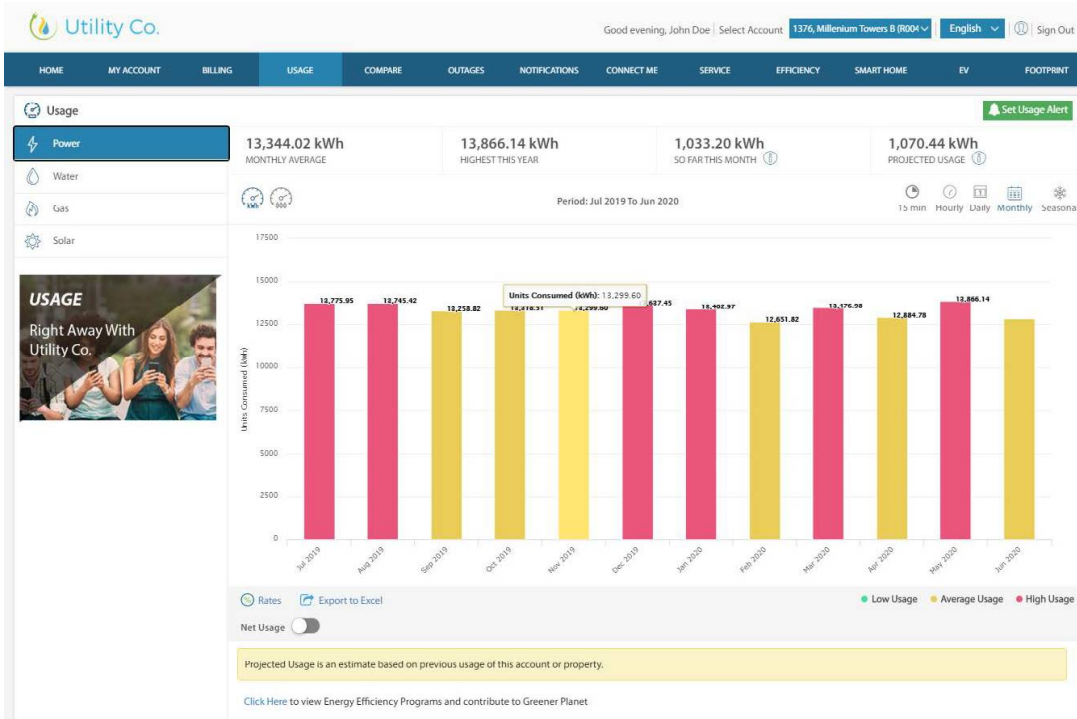
4.4.2.1 A view of the customer landing page



SCM® Customer Landing Page (i.e. Customer Dashboard)

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4.4.2.2 Usage history showing interval MDMS data




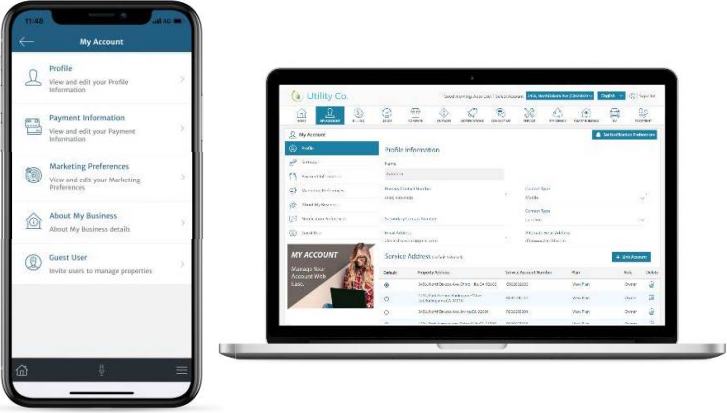

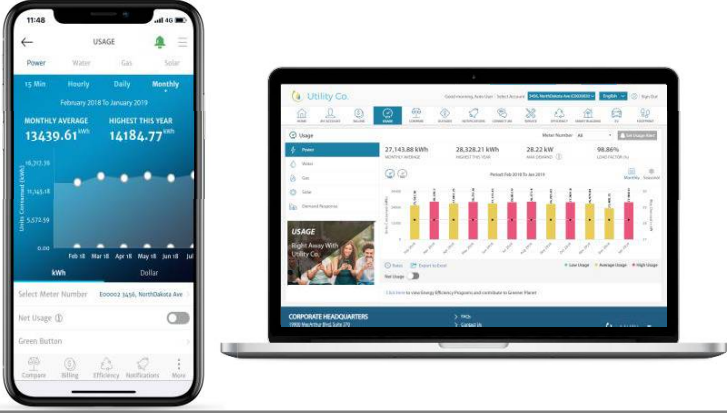
SCM® Usage Module displaying usage history

4.4.2.3 Any other screens Vendor feels highlights the uniqueness of their product


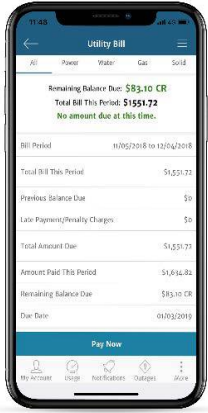
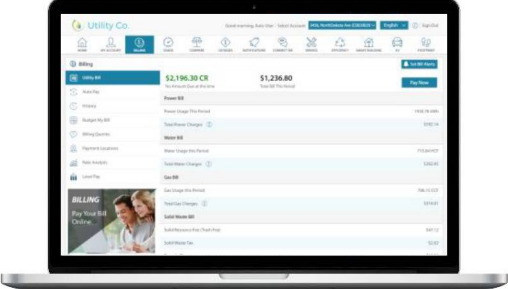

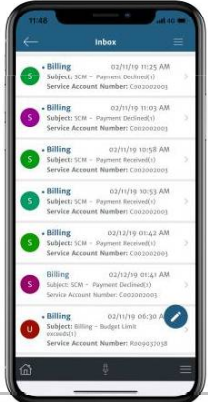
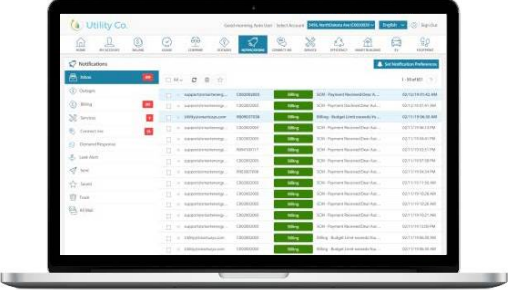

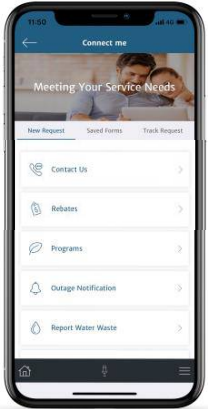
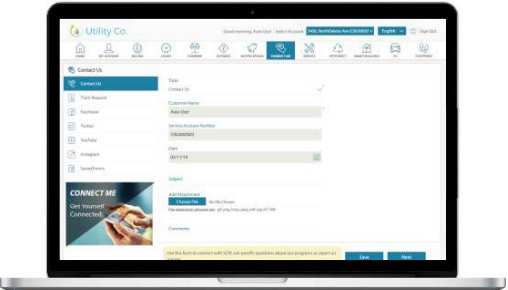
SMART ENERGY WATER

A. Smart Customer Mobile (SCM®) - Customer Self Service Portal


#	Modules	Mobile and Portal UI
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<p>1.</p>	<div style="text-align: center;">  <p>My Account</p> </div> <p>The 'My Account' module allows the utility customer to manage their profile, communication preferences, and contact information in the web portal and the mobile app.</p>		
<p>2.</p>	<div style="text-align: center;">  <p>Usage</p> </div> <p>Provides customer the ability to view their electric, water and gas usage for different periods and allow customers to download green button data in xml format. Customers can also view the solar net usage in KWH and \$\$\$.</p>		

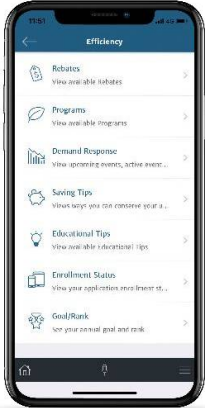
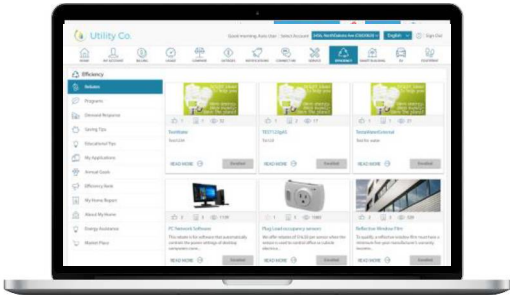
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<p>3.</p>	<p style="text-align: center;">  Billing </p> <p>The Billing Module helps customers to manage the complete billing payment online. It also provides information enabling customer to view their current bill, historical bill and past payment details. Customer can also access their detailed bill in PDF view and set alerts for pending payments.</p>	 
<p>4.</p>	<p style="text-align: center;">  Notification </p> <p>The Notification module provides the customer a single view for all notifications from the utility and customer including high bill, payments, service, outage, and usage alerts.</p>	 
<p>5.</p>	<p style="text-align: center;">  Connect Me </p> <p>The Connect Me module provides the utility customer service contact options for the customer service via the mobile app, text message, phone, and email as well as integration with social media accounts.</p>	 


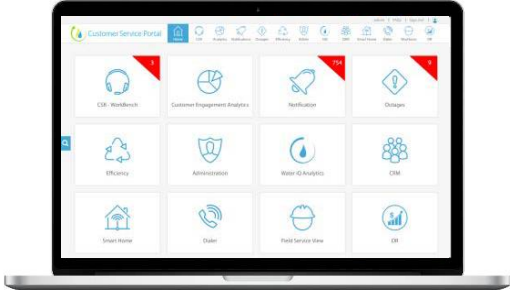

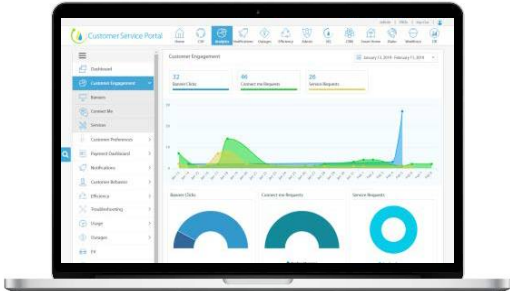
<p>6.</p>	 <p>Service</p> <p>The service module provides customer the ability to submit service requests including move-in, move-out, service transfer etc. Customers can schedule the date and time for the service requests to be executed.</p>	
<p>7.</p>	 <p>Outages</p> <p>The Outages module provides the ability for the customer to view current and planned outages on a map as well as receive notifications for outage status updates. The customers can also report outages to the utility customer service and set outage alerts.</p>	
<p>8.</p>	 <p>Compare</p> <p>Allows customers to compare their electric, water and gas usage of past 12 months with their historical use pattern and compare with similar households/businesses.</p>	

9.  **Efficiency/Conservation**

The Efficiency module displays the utility energy efficiency/ water conservation programs, rebates and savings tips with ability for the customer to view and enroll into these programs using web and mobile devices.


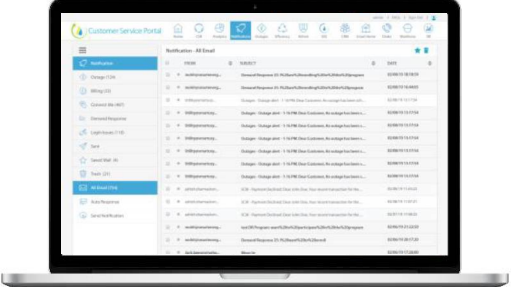

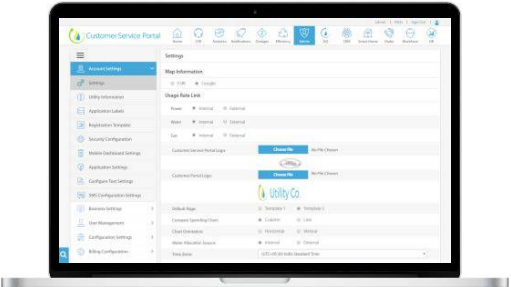

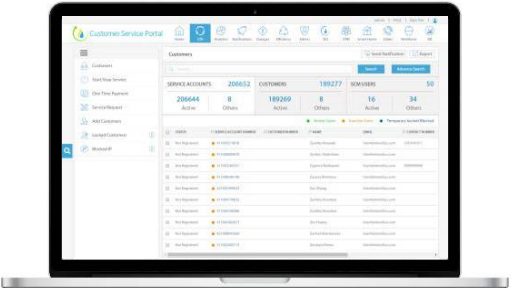

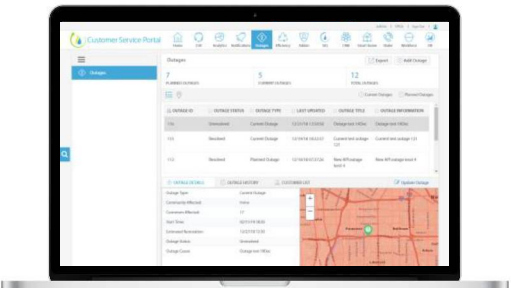



B. Admin Portal (Utility-facing admin portal for Reporting & Analytics)

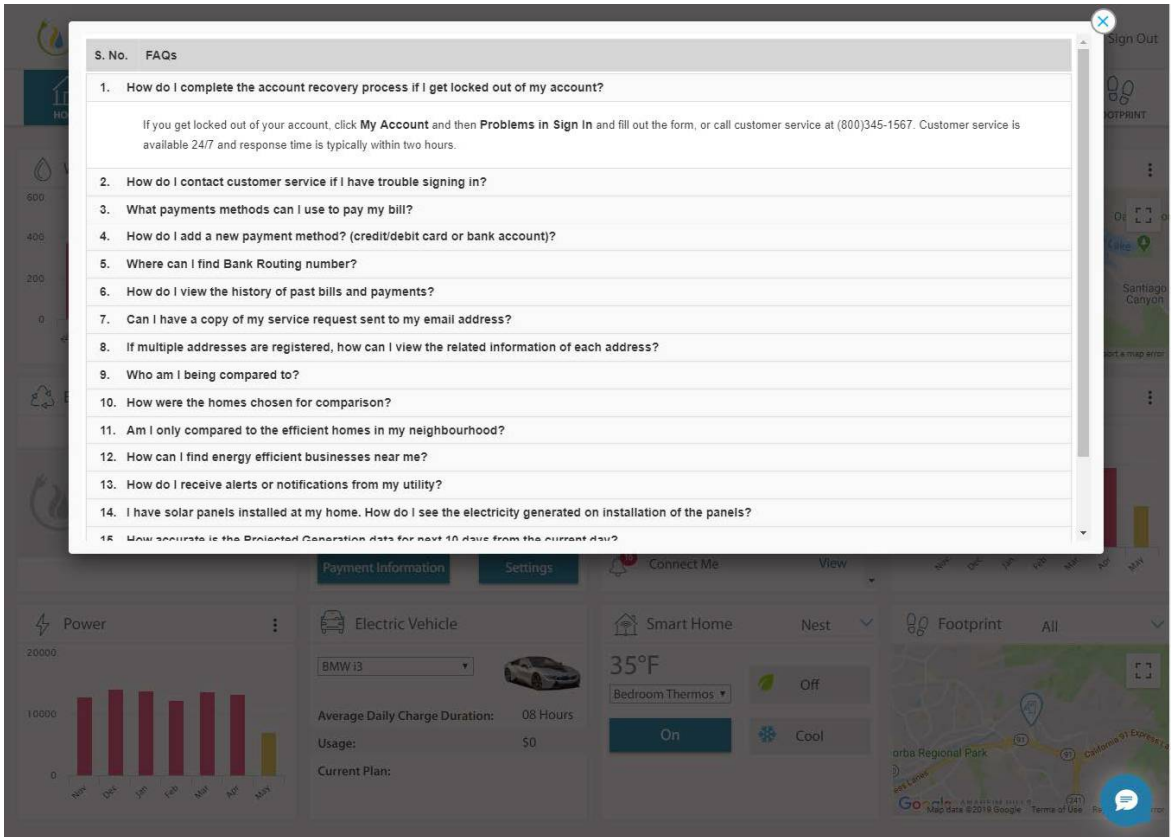
#	Modules	Description
1.	 <p>Dashboard</p>	
2.	 <p>Customer Engagement Analytics</p>	

This module is a visualization tool that displays the current customer engagement metrics.

Provides the ability to extract reports for online customer interactions. Utility administrators can view reports pertaining to customer behavior, administrative reports for daily, monthly, or date range activity for payment activity, tracks of customer

	<p>payments, identify registered users, active/ non-active users.</p>	
<p>3.</p>	<div style="text-align: center;">  <p>Notification</p> </div> <p>This module provides insights on the type of notifications received by the utility along with the status of each notification providing an ability of traceability. The utility admin can compose a new notification and send to target customers.</p>	
<p>4.</p>	<div style="text-align: center;">  <p>Administration</p> </div> <p>The module provides the ability to keep track of specific configurations and to customize customer portal. The granularity of each module in the customer portal is specific to the actions performed through the configuration module.</p>	
<p>5.</p>	<div style="text-align: center;">  <p>CSR – Work Bench</p> </div> <p>The module provides 360-degree view of customer information including customer accounts, usage analytics, notifications, login activity etc.</p>	
<p>6.</p>	<div style="text-align: center;">  <p>Outages</p> </div> <p>The module provides the ability to create, view, add and update outage events</p>	

4.4.2.4 A view of help documentation and search capabilities



SCM® displaying FAQs Screen

5.0 Business Outcomes

Note: The purpose of this section is to highlight how the proposed software solutions will be implemented to address MVU’s business needs. Responses must highlight the opinions, approaches, and experience of the implementation team/department only. **In the event that the proposed system utilizes a system integrator this section must be answered by the integrator not the software provider.** Vendor must include the cost to implement their proposed answers below in Attachment C – Cost Matrix and explicitly call out if modifications are required.

5.0.1 Provide an overview of your experience implementing the Proposed CIS solution. Please include any experience you have in providing functional leadership to lead a best practice implementation.

Oracle Utilities Customer Cloud Service (CCS) combines the power of utility meter-to-cash solutions with the scale, agility, and simplicity of the Oracle Cloud. Built on the foundation of the market-leading Oracle Utilities Customer Care and Billing and Oracle Utilities Meter Data Management, CCS delivers a cloud-optimized customer platform with expert cloud services post-go live. With CCS, utilities gain a trusted technology partner to keep their technology current and their customer platform ready for the challenges ahead – freeing up utility leaders’ valuable time and resources to focus on business innovation.

ESC is uniquely positioned to support Oracle CCS because, beyond being an Oracle Gold Partner, we as one of the first to complete the requirements to become an Oracle CCS Specialized provider.

ESC has extensive experience implementing the proposed CCS Solution. Recent experience includes San Francisco Public Utilities Commission (SFPUC), Veolia North America, Electric Holding Company (EHC), Fayetteville Public Works Commission (PWC)

5.0.2 Provide an overview of your experience implementing the Proposed MDMS solution. Please include any experience you have in providing functional leadership to lead a best practice implementation.

ESC has extensive experience implementing the proposed MDMS Solution. Recent experience includes San Francisco Public Utilities Commission (SFPUC), Veolia North America, Electric Holding Company (EHC), Fayetteville Public Works Commission (PWC).

San Francisco Public Utility Commission	
Industry	Utility – Electric, Solar, Gas, Water, Wastewater, Stormwater
Product	Oracle Utilities Customer to Meter (C2M)
Description of Project including whether an implementation or upgrade	Configuration and Implementation Water and Electric Billing to Oracle C2M
Dates	2018 - Ongoing
Veolia North America	
Industry	Utility - Electric
Product	Oracle Utilities Customer Care and Billing version 2.5
Description of Project including whether an implementation or upgrade	Enterprise Solutions Consulting primed the contract Implementing and Integrating Oracle CC&B 2.5
Dates	2018 - Ongoing
Electric Holding Company (EHC)	
Site Location	Muscat, Oman
Industry	Utility – Electric
Product	Oracle Utilities Customer Care and Billing version 2.5 and Support

Description of Project including whether an implementation or upgrade	Enterprise Solutions Consulting provided technology services including, data conversion, functional design, technical design, code development, testing and go-live
Dates	2018 - Ongoing

5.1 General CIS

5.1.1 Describe how you have used intelligent workflows and cases to automate and improve customer service and billing processes for the following: start/stop service, cancel/rebill over multiple periods, payment arrangements/installment plans, billing validations, billing editing, and correction of cross/stop meters. Please be specific and reference specific implementations.

The application includes the Business Process Assistant (BPA) tool, which is an interactive tool that both documents business processes and navigates users through the steps involved in business processes. Each BPA script covers a single, specific process (such as start new service or correct bill) and is completely configurable by business analysts. Users execute these scripts via the BPA. Users can also define their favorite BPA scripts in their user preferences. By doing this, a user can execute a script by pressing an accelerator key (Ctrl + Shift + a number).

Do not think of these scripts as merely a training tool. BPA scripts can also reduce the time it takes to perform common tasks. For example, users can write a script that reduces the “number of clicks” required to add a new person to an existing account. BPA scripts are also extremely useful for tasks performed frequently and when many steps are required in a particular order. This ensures that the process is followed correctly each time.

5.1.2 Describe your experience with NEM billing as it relates to both NEM 1.0 and NEM 2.0 referenced in section 4.4.3.1 of the RFP. Please be specific about any experience with supporting multiple NEM billing methods.

ESC implemented NEM billing for multiple customers including San Francisco Public Utility Commission and Pacific Gas and Electric.

5.1.3 MVU plans to implement Time of Use Rates and will look to the Vendor for guidance on best business practice while following MVU guidelines. Please discuss your experience implementing TOU rates.

CCS provides support for bill determinants. The calculation of billing determinants is a key feature of CCS because it allows the billing engine to focus on managing rates and tariffs—not storage of meter data. Similar to the VEE feature, the billing determinant calculation allows for the configuration of any number of reusable calculation groups and sub-groups. It also allows calculation rules to include mathematical and conditional expressions. These capabilities allow business users to configure simple to very complex billing determinants such as TOU rates and totalized metering. Regardless of type of rates required support (e.g., residential, commercial, and industrial), the bill determinant process follows standard process. There is no need for a lengthy programming effort to add/modify billing rules or required manual intervention at the time of billing calculation.

All of ESC’s Electric Implementations included complex TOU rates configurations.

5.1.4 Looking to the future, MVU would like to understand the proposed solutions Real Time Pricing capabilities. Please discuss your experience implementing complex and dynamic rate structures.

Oracle Utilities offers a complete platform designed to optimize even the most complex meter-to-cash processes, as well as address flexibility as customer expectations, smart device technology, and regulatory requirements, continue to transform the market.

Our team is proposing Oracle Utilities Customer Cloud Service (CCS) which comprises market leading Oracle Utilities Customer Care & Billing (CC&B) and Oracle Utilities Meter Data Management (MDM) in one platform and one technology stack. CCS packs all of the benefits of a complete meter solution into our modern customer platform. Oracle Utilities CCS offers a complete set of functions that address the actions utility companies and service organizations take with regard to their customers. These functions are created in a modular fashion, so the modules can be used in various combinations to address objectives. These modules include:

Oracle Utilities CCS Base, which focuses on customer and financial data management, practical CRM functionality, and field operations capabilities; all of which contribute to the foundation of a CIS.

Oracle Utilities CCS Base consists of:

Customer and Account Management, which provides the utility the ability to view and manage all aspects of the customer's account. This includes a full online real-time view of a customer's financial history, with all billing and payment transactions and adjustments.

Premise Management, which provides a complete history of premises, services, and rates for each customer is also maintained and available to online viewing. Oracle Utilities CCS provides the ability to maintain an unlimited number of communication channels for each customer along with their preferences of which channels to receive specific notification and communication types.

Rating and Billing, which provides powerful engines that can perform complex calculations to produce bills with various sets of charges (for example, internally rated charges, pass-through charges, etc.). Multiple product definitions and pricing options make this a very powerful offering.

Credit and Collections, which addresses collection activity by helping to properly segment the customer base and respond appropriately when payment is not forthcoming. This includes the Oracle Utilities CCS Overdue Processing functionality that is flexible enough to independently collect on virtually any individual item.

Cashiering, which offers advanced online payment features to streamline the process of accepting different types of payments—from CIS to non-CIS payments, including payments in alternate or multiple currencies.

Customer Program Management, which provides the ability to implement a variety of initiatives to encourage targeted customers to participate in a specific program or programs. It allows a structured marketing effort for each initiative to be configured, an initiative's individual leads to be assigned and managed by a dedicated group of specialized users, and specific business processing to be applied based on the customer's specific response to an initiative.

Task Optimization Tools, which is a set of browser-based tools used to create custom user interfaces as well as extend the application without the need for database changes or heavy-duty programming. Task Optimization Tools allow for configurable approaches to optimize business processes. Users work with Oracle Utilities CCS via a standard web browser—Microsoft Internet Explorer and Mozilla Firefox. This makes the application easy to use as well as reduces the training time necessary to learn a new type of user interface. Many familiar browser concepts—such as favorites, drill-down hyperlinks, back/forward, pop-up windows, and history buttons—are maintained within Oracle Utilities CCS.

Advanced Meter Solution, which provides full meter-to-cash capabilities, usage management, and device management for utilities with interval/daily scalar meters. Along with comprehensive customer operations capabilities, CCS delivers a world-class meter repository and robust usage management capabilities, allows utilities to optimize meter-to-cash business processes and data management across all scalar and interval meters. This complete solution allows seamless, cost-effective growth of smart meter programs.

While MVU would be utilizing Oracle CCS CIS capabilities with this proposal, CCS also includes advanced metering capabilities.

Below are the key features of CCS:

- Market-leading CIS and market leading MDMS in one solution
- Pre-built integration with head-end and AMI systems
- Consolidated interface for data management
- Data capture from multiple sources
- Automated VEE processes
- 360-degree view of the customer
- Intuitive user-interface
- Robust rating and billing engine
- Multi-channel communication and customer communication preference management
- Customer Program Management for value-add programs and services
- Online account management and service requests
- Supports utilities of any smart meter program maturity

5.1.5 Discuss the proposed systems credit and collections capabilities including features around NSF payments.

CCS includes capabilities for storing and managing your collection criteria business rules to manage automated credit and collection activities. Credit and Collections configuration is flexible and allows the customer base to be segmented for appropriate response when payment is not received. Different collection paths can be defined based upon customer segmentation. For example, residential customers can follow a different path than commercial customers. If a customer has a medical alert defined, then a unique severance path can be followed. CCS maintains an internal credit rating that the City can incorporate into the collection process assignment as it currently does when assigning their customers into Gold and Platinum status.

Debt collection usually starts with a Collection Process, which is a set of various reminders (letters, phone calls). If the customer still does not pay, a Severance Process is initiated. Severance Process activities include heavy actions like cut service and stop service. If the customer still owes money, a Collection Agency might be used as a last attempt to collect the debt. After all these processes have been exhausted, the past-due debt is written off. These activities are typical Write Off Process activities.

- **Collection events:** When a customer falls in arrears a collection process is automatically created, based upon internal credit score, collection class and debt class. A collection process is a series of events meant to encourage the customer to pay the outstanding debt. A classic collection event is one that creates a customer contact that, in turn, causes a letter to be sent to the customer requesting payment. As mentioned above, the City can configure multiple collection paths with a different combination of events based upon customer segmentation. These would be templates configured to match the rules for each class (i.e., gold, premium, and/or medical.)
- **Severance events:** The last event in a collection process typically creates a severance process for each service agreement that is in arrears. A severance process is a series of events that leads to service being severed. A classic severance event is one that creates a field activity to disconnect the service for non-pay or reconnect automatically once collection thresholds are met. CCS provides the capability of nominating a specific service to be terminated before other services at the property. For example, the electric service can be terminated first, as the City currently does, then issue a disconnect for water and gas later if payment still has not been made.
- **Write-off events:** After a customer has been final-billed, a write-off process is created. A write-off process is a series of events that leads to the debt being written off. A classic write-off event is one that refers debt to a collection agency. For the City, we anticipate another write-off event to calculate a service fee for the account being sent to a collection agency. Another event may transfer the debt to a separate write off service

agreement.

In addition to monitoring the collection and severance activities, NSF are tracked. If a payment is reversed due to NSF, an adjustment can automatically be placed on the account to charge a fee. OCS has a pre-built enhancement that creates a customer contact when a payment is canceled because of an NSF. Oracle's implementation team can offer another OCS enhancement available that will allow a unique collections path to be assigned to the account when an NSF occurs. For example, a collections path with only one event to create a severance path can be assigned to an account. Both can be made available to the City if desired. OCS has included in the estimate a batch process to automatically cancel a payment when an NSF is passed from Wells Fargo.

5.1.6 Discuss your experience in automating the reconnect/disconnect process through an MDMS integration.

ESC currently has experience automating the reconnect/disconnect process at San Francisco Public Utilities Commission (SFPUC).

5.1.7 Describe how your system handles multiple levels of approval (especially for adjustments) automatically through intelligent work queues.

CCS offers various types of intelligent work queues where approvals are automatically triggered so the work is being handled accurately and in a timely fashion. Several examples are provided below.

Adjustment Approval profiles are offered in CCS. Some implementations require adjustments to be approved by one or more managers before they impact a customer's debt and the GL. For example, an adjustment used to rebate a credit balance may require managerial approval before the rebate is sent to the customer. When an approval request detects an adjustment requires approval, it notifies the first approver by creating a To Do entry. A To Do entry is an online work queue notification that is routed to a user or user group with the appropriate skills to work the task. The City can utilize this functionality in conjunction with their extensive rebate offerings. During implementation, OCS will work with the City to determine which adjustment types require levels of approval and will configure these for you. Below is an example of an approval profile setup for miscellaneous fees:

Approval Profile

MAIN

APPROVAL PROFILE: MISCFEES
 DESCRIPTION: Miscellaneous fees
 BUSINESS OBJECT: Adjustment Approval Profile
 TO DO TYPE: Adjustments Requiring Approval
 TRANSFER ADJUSTMENT PRECEDENCE: Debit

DEBIT HIERARCHY

THRESHOLD AMOUNT	TO DO ROLE
\$100.00	Approval - Level 1
\$1,000.00	Approval - Level 2
\$10,000.00	Approval - Level 3

CREDIT HIERARCHY

THRESHOLD AMOUNT	TO DO ROLE
\$100.00	Approval - Level 1
\$1,000.00	Approval - Level 2
\$10,000.00	Approval - Level 3

Buttons: Edit, Delete, Duplicate

Approval Profile's Adjustment Types

FILTERS: APPROVAL PROFILE MISCFEES

	ADJUSTMENT TYPE
1	Additional charge plus tax
2	Connection charge
3	Customer relationship expense
4	Late payment charge
5	Non-sufficient funds

Speaking of rebates, the Conservation Program functionality assists with initiatives in which customers may obtain rebates for purchasing specific equipment or hardware that are, for example, used for energy efficiency purposes. Your rebate programs for HVAC upgrades, solar water heaters, and the others can be tracked here. This module in CCS includes a work queue with an approval process to manage the rebate applications to verify that the equipment or hardware is valid for the program, and the item has indeed been purchased. A refund for the customer can be created once the verification process is completed. The Conservation Program functionality maintains the above by automating much of the process and providing approval and auditing capability.

While many customer issues can be addressed during the span of a short phone call, there are other situations that call for a longer-duration, cross-departmental investigation. Case Management provides the feature to cater for tracking and managing these issues, capturing data as the case is worked to track service levels and create statistics related to addressing the case. Cases include business rules to automatically transition through a pre-defined lifecycle, so the appropriate business users are notified at the necessary times when their attention is required. For case transition functionality, case logs document the creation and updates including the user ID. Case types can be configured with security options. For example, any user role may be able to view a case, however only assigned user roles may be able to update a case.

5.1.8 Describe how the proposed solution will help MVU reduce the cost and time needed for training new CSRs and functional staff.

Users work with Oracle Utilities Customer Cloud Service (CCS) via a standard web browser, such as Microsoft Internet Explorer or Mozilla Firefox. This makes the application easy to use and reduces the training time necessary to learn a new type of user interface.

As mentioned in 6.2.3, the application includes the BPA tool, which is an interactive tool that documents business processes and navigates users through the steps involved in business processes. The tool is particularly useful outside of formal training to allow consistent processing across the CSRs and functional staff.

Oracle University offers an extensive curriculum of implementation and end-user training courses. For more information on training documentation, please visit: <http://education.oracle.com>

5.1.9 Describe how the solution will improve access to information within the customer interaction screens and reports. Explain how your system is configured to provide pertinent role-based information.

Because Oracle Utilities CCS has a web-browser user interface—many familiar browser concepts such as favorites, drill-down hyperlinks, back/forward, pop-up windows, and history buttons are maintained within the application.

In the customer interaction screen is the always-available dashboard. The dashboard is a “common” area of the screen populated with basic customer information. The dashboard can be minimized to give more space to the working pane, but it always remains available while the user is navigating through pages. The dashboard allows users to navigate through the application while keeping a steady reference point on the current customer.

Portals give extra configurability in the data presentation, so users can see the most useful information possible in the order that is easiest to use. The portal pages contain many content zones. Each zone can present information in a format that best suits the data: billing graphs, statistics charts, financial summaries, activity histories, a timeline of all customer activity, or anything else that can be configured as a search query or information zone.

A functional business user, with the proper access rights, can easily update all portal pages to determine which zones are displayed, the order they are displayed, and whether they are initially expanded or collapsed.

Because the dashboard is a portal, it has these same qualities and abilities. Additionally, the portal design was intended so different users and user groups have different views. The main customer interaction screen for a CSR looks different than the same page for a billing analyst or collections supervisor, for example.

5.1.10 Describe the system safeguards that are available to help prevent billing errors and how billing accuracy can be monitored within the proposed solution.

There are numerous safeguards in CCS to check billing accuracy and to help prevent billing errors. During the usage calculation process, the system will do a high/low check on the bill determinants that are calculated. If an exception occurs, a To Do is generated to notify a user of the exception. A To Do is an online, email-like notification that is automatically routed to either a specific user or a user group who will need to work the item. If the usage seems to be within an acceptable range and the system tries to bill the usage, there is another check during billing to see if the dollar amount is below a maximum threshold. This dollar threshold is at the service agreement-type level. For example, for residential gas, this value may be \$300. In addition, there may be specific services for an account in your territory where typical usage is higher (or lower) than average; in those situations, the City can override the default maximum threshold for that particular service agreement. Anything that is calculated and is greater than this amount will generate an exception via a To Do for a user to review. During either of these checks, a user can complete the To Do and check the value calculated was accurate. In addition to seeing that the bill amount is within an acceptable range, other billing exception types are delivered with the application. If a bill cannot be calculated (due perhaps to missing meter reads or lack of a routing address), a To Do Entry is created to advise the appropriate users of the problem.

As the end of the billing window approaches for a bill cycle, it becomes more expedient to resolve outstanding To Dos for that cycle. CCS has an option to automatically adjust the priority of To Do Entries based on the proximity to the end date of the account's bill cycle window. This helps prioritize billing exceptions to address based on when bills are scheduled to go out to customers. The City can utilize this option to aid in addressing all billing exceptions within the three (3)-day billing window.

5.1.11 Explain how your system can recover from incorrect billing or data entry.

Cancel/rebill permits recalculation of charges once source data is corrected. Corrections on individual bills may be made online; there is no need to wait for the nightly bill run to correct a customer's bill. If several consecutive bills are cancelled, they may be recalculated individually or consolidated in a single bill. Oracle Utilities CCS allows for the optional generation of a credit note that can be issued when a bill or bill segment is cancelled.

Oracle Utilities CCS also allows for the optional generation of a correction note to present cancellation and rebilling details separately on a new bill.

During the rebill operation, Oracle Utilities CCS can:

- Find reads according to the original meter-read schedule or use the same end-dates as the bills being cancelled
- Reuse the originally derived reads and items
- Provide a view that shows all cancelled bill segments together with the new rebill amount

Automatic rebilling is available when previous meter-read estimates are found to fall above or below a user-defined threshold.

Oracle Utilities CCS allows cancel/rebill for:

- Individual bill segments at the service level
- Multiple bill segments at the account level
- Mass cancel in batch mode.

Mass reopen is also available. A mass bill reopen process reopens an entire batch of bills completed and closed, but not mailed. Reopening a bill does not recalculate it, but does allow subsequent financial activity to be reflected on the bill. This process can be used, for example, to allow a missed batch of payments to be linked to completed bills.

Note that Oracle Utilities CCS does not permit the modification of an existing bill if it has already been sent to the customer or posted to the general ledger. Cancel/rebill does **not** change old bills. The procedure reverses the previous bill and generates an entirely new bill, providing a full audit trail of bill changes.

5.1.12 Describe how you have successfully integrated with the identified GIS application to update meter information, coordinates, and provide CSR support information.

ESC has experience integrating with ESRI GIS to the exact scope requested in this RFP. Past integration with ESRI GIS was through file uploads and recently also through API integration for real time.

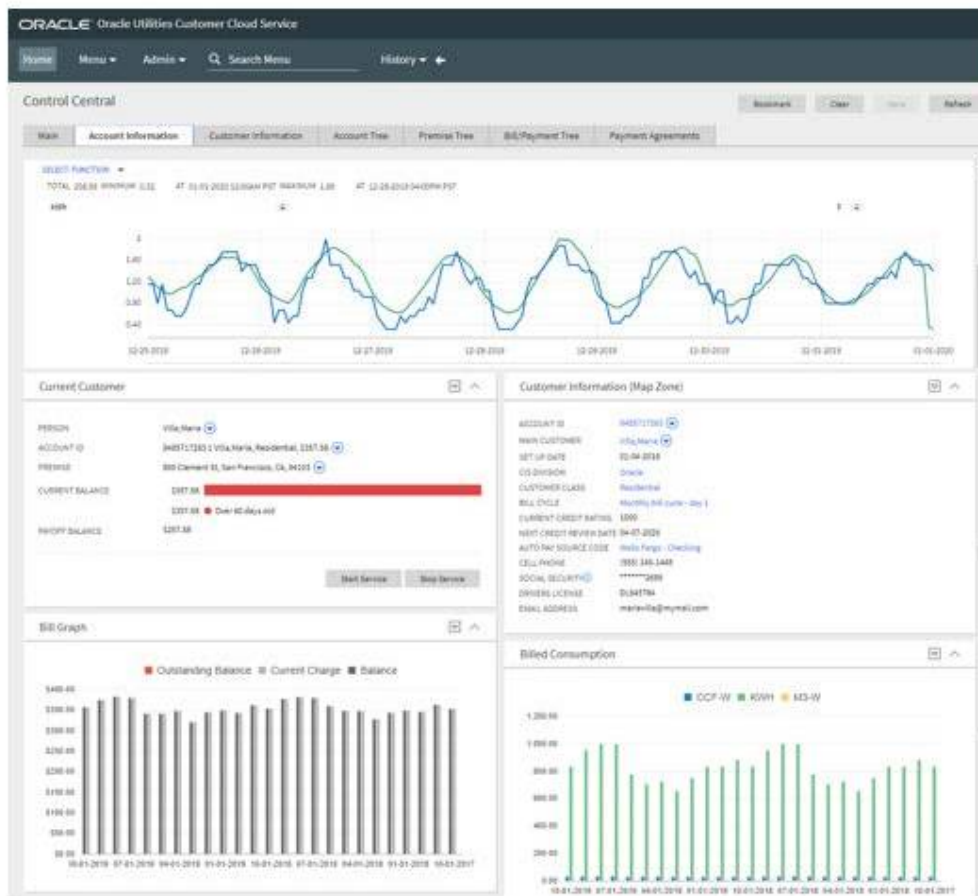
5.1.13 Describe how consumption and billing data can be analyzed and used for financial comparisons and to provide customers with meaningful information.

CCS is unique in that it is the only cloud service that delivers both a market-leading CIS and a market-leading MDMS in one offering. By consolidating consumption and billing data into a single interface, the City will be equipped to best serve your customers. CSRs will be able to address customer questions and issues faster with a clear, intuitive user-interface and a 360-degree view of the customer. For example, if a customer calls in about a high bill complaint, a CSR will easily be able to look from the main customer interaction screen and not only view bill history, but also see usage data and important overlays such as weather and average usage profiles to help determine if the bill in question is indeed high.

One useful tool on the CSR's main viewing page for analyzing billing and consumption data is the Billed Consumption graph. It displays usage in a graphical form for all billed services for multiple billing periods. The CSR can select one usage bar and drill down to see the billing details linked to it. The City's CSRs will be able to view billed consumption/data for the water, electric, gas, stormwater, wastewater, fire, and solid waste services on this view.

Without having to jump between multiple applications, users leverage robust usage data from the call center page to drive insightful customer service and advice. CCS simplifies the meter to cash process while allowing utilities to deliver outstanding service in every customer interaction.

Below is a sample screenshot of CCS's Control Central where CSRs can easily shift from gleaning customer/financial related information to analyzing usage and device event-related data.



In addition to billing and usage data, the CSR has access to a multitude of meaningful customer information on the main viewing page. Credit and collection information is readily available so the CSR can inform the customer of any delinquent actions that are about to occur. Applicable campaigns that the customer may be eligible for are presented to the CSR. Oracle’s implementation team will work with the City to configure the display of portals and zones that provide the most valuable information for the CSR’s main viewing page.

5.1.14 Discuss how your implementation will drive MVU to adopt best practices and eliminate manual or redundant work.

Since CCS is pre-built based on Oracle’s Modern Best Practices, its foundation is based upon industry-leading practices in utility customer service, billing, and meter management that we have observed over many implementations of our products. The transformation begins there. From the initial phase of project implementation, your core team will be immersed in these business processes. During workshops, the core team is guided through the application of these pre-defined business processes that represent best practice business rules. Starting with Fundamentals training and on to Familiarization workshops, your team will gain in-depth knowledge of how CCS is configured for each business process from customer to meter, where they will make informed decisions to adopt these business processes as their own. Oracle’s TCM engages your core team from the start through the transition from a legacy system to a new operating model. This approach provides the guidance needed to help the City obtain value fast, allowing the City to embrace the future—now.

To address some specific areas for change for the City, let’s start with the CCS Data Model—the CCS data model provides the City both flexibility and control to manage your multi-service accounts using industry best

practices. For flexibility, the data model accommodates multiple account and service relationships, including multi-premise and master/summary accounts. The CCS data model also allows for user-defined extensions, without programming, by using characteristics and geographic codes. Manually repurposing fields for unintended information will no longer be needed. For data integrity and audit controls, CCS provides built-in validation to prevent erroneous data setup such as a gas service agreement being linked to an electric service point. This sort of data integrity is embedded throughout the application configuration. Even the user-defined characteristics and geographic codes mentioned above can have data validation built in by pre-defining values for those that should be limited to specific values.

Another specific and overall example where CCS can eliminate redundant work is the synchronization of meter and service point information as well as the usage-to-billing integrations between a standalone CIS and a standalone MDMS. With CCS, the City can take advantage of advanced CIS and MDMS capabilities as standard functionality in a single application and single database. This means that raw reads, whether register or interval, are loaded into CCS for VEE and usage calculation, which in turn gets handed over to the rating engine for billing. Using a single application, the CSRs will have access to both robust usage data and billing data in one screen. In addition, the same configuration skills for setting up rate schedules can be leveraged to configure business rules for bill determinant calculation. Your implementation team can take advantage of this and other features of CCS to align the CIS Replacement Project decisions to industry-recommended business practices that have been built into the product over the years. This alignment between the application and the implementation will help address the City's operational efficiency goals of being able to optimize modern business processes while simplifying advanced CIS/MDMS functions.

Another area where the CCS implementation will eliminate manual work is the integration with Cityworks. With the automation of field work dispatching and completion that is provided within CCS, many of the manual functions the City performs today will be eliminated. For example, the integration between Cityworks and CCS will enable field work to be automatically completed rather than having to enter meter reads and other completion information manually. This applies to the Community Beautification and Waste Management field work as well, including Roll Off and Multi-Lift container billing that can be automated by applying charges to an account during field work completion, rather than manually applying adjustments afterward.

The integration between Cityworks and CCS will also provide the ability to automatically cancel field work if the account's balance falls below the user-defined threshold. It will also have the ability to create a reconnect order (or automatically create a remote turn-on command) if a payment was made on a disconnected service prior to expiring the service.

One more area to discuss is rebate tracking. CCS has a rebate module that can track the status, approval, and payment of a rebate, along with other details related to the rebate claim. In addition to energy rebates, the Cash for Trash rebates can be tracked and the account credit automated.

These are a few examples of business processes where the CCS implementation can automate and streamline where the City currently has manual workarounds and processes.

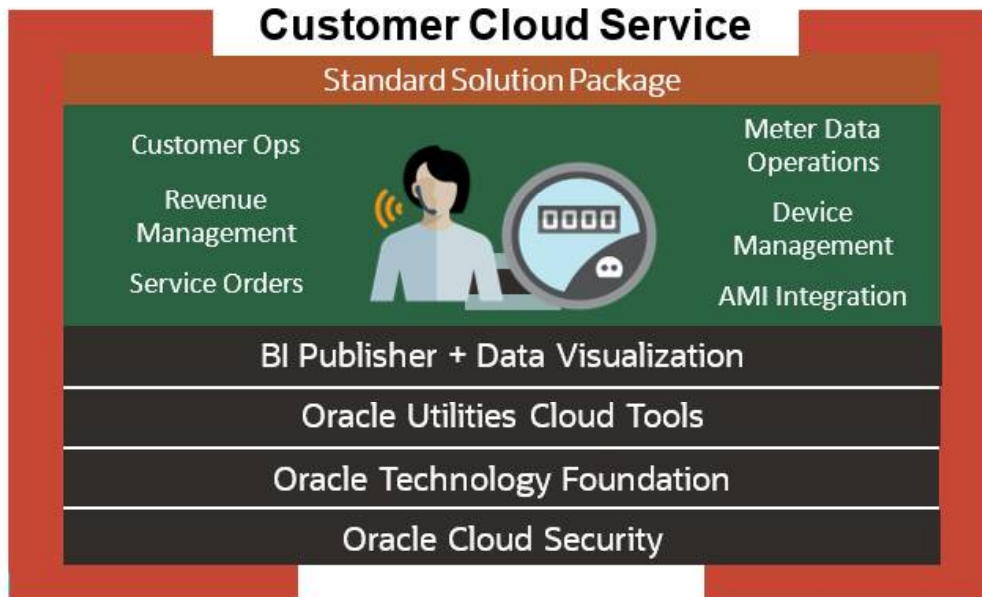
5.1.15 MVU would like to develop a cohesive financial integration with CIS. Discuss your experience in developing best practices around CIS/FMIS integrations and driving customers to utilize their CIS system to correctly account for and report on revenue. Highlight any specific CIS to New World (Tyler/Munis) financial integration experience.

All the CIS implementations executed by ESC has GL/Financial system integration. With the rich financial tracking capabilities within CCS the need to adjust or to report on service financials out of FMIS are minimal. The initial phase of the project includes the walk through of Oracle CCS financial module allowing for MVU's finance team to have full view into the financial tracking capabilities of CCS. In terms of integration, Oracle CCS can integrate with FMIS using API (real time) or nightly file transfers.

5.1.16 Discuss your experience integrating to the proposed MDMS solution including any past challenges and lessons learned.

CCS incorporates meter data management in the same interface, and uses a shared database between CIS and MDM. Therefore, these functions are pre-integrated by design. By implementing CCS and bringing both of those into one application, MVU realized the benefits of no longer having to maintain several custom interfaces

between the two (2) applications and eliminated having to train staff on multiple applications and UIs. The reading and billing information is available on one main screen, with links to take users directly to more detailed information.



To realize the value of having a single CIS plus meter data management application, consider the increasing complexities of AMI data and modern rate programs. Take, for example, the introduction of net energy metering rate schedules involving a single account with multiple service points receiving a portion of the generated energy according to percentage of load. A standalone CIS simply cannot calculate the complex usage aggregation and dynamic allocation of generated power. Advanced meter data management is required to do this, and yet there is still the additional burden of interfacing the billing determinants to the rating engine. CCS—being a single system that provides streamlined meter-to-cash processes—relieves the City of this complexity and, at the same time, provides full visibility to the processed data and any underlying exceptions that may arise.

5.1.17 Discuss your experience integrating to Smart Energy Water (SEW) including any past challenges and lessons learned.

SEW and ESC have partnered to provide an end to end mobile solution for San Francisco Public Utilities Commission (SFPUC) in 2017. Through that journey, SEW and ESC realized the cohesion in company mission. The two organizations have partnered and pre-integrated the solutions to provide one offering to their current and future clients.

5.2 Meter Data Management

5.2.1 In the RFP, Section 6.4 Meter Data Management Business Drivers, MVU has identified several business objectives for a new MDMS. Discuss in detail how the proposed solution will address each identified area. Highlight past implementation experience surrounding these and the benefits incurred because of the implementation of the Vendor’s solution. Also, discuss any limitations the proposed solution has with accommodating any of these business objectives.

Meter data is the cornerstone of any energy enterprise, affecting billing, settlement, load research, pricing, forecasting, and revenue management. Meter data must be virtually error free or each subsequent business function will be adversely affected. Bad data can translate into a loss in revenue, incorrect settlement statements,

and subsequently improper decision-making. An effective MDMS identifies and corrects these problems to reduce an utility's risk exposure. An MDMS also efficiently provides validated usage data across the enterprise.

Oracle Utilities Advanced Meter Solution is a commercially available application, which contains productized functionality to facilitate the loading, validation, estimation, and editing of measurements associated with advanced metering infrastructure (AMI)/smart meters and traditional one-way meters. Oracle Utilities Advanced Meter Solution helps improve operational efficiency, accelerates revenue, and reduces customer service costs.

Oracle Utilities Meter Data Management is designed for the highest levels of automation and scalability to address a utility's current and future requirements. Oracle Utilities Meter Data Management processes inbound meter data, from any meter manufacturer or type meter, and then automatically validates and corrects (if required) the data. Both the raw and corrected data are immediately available for use and review by users. Oracle Utilities Meter Data Management is designed to be the single database-of-record to provide timely and accurate meter data for downstream platforms. This application is a native part of Oracle Utilities CCS that can be turned on to manage as needed to manage any interval of usage data for any service type.

MVU's can recognize even greater value at a reduced total cost of ownership by leveraging the natively integrated and single database architecture of Oracle Utilities CCS's, full market-leading CIS and meter data management applications. Included in Oracle Utilities CCS is **Oracle Utilities Smart Grid Gateway**, which provides a unified format for measurement and device event data, leveraging vendor-specific adapters to retrieve, parse, and transform incoming data as required. Its meter command processes assist with complex message orchestration, leveraging vendor-specific adapters to provide a common set of commands that can be called by external applications using the same request format regardless of the vendor.

This means that users of Oracle Utilities CCS with Oracle Utilities Advanced Meter Solution benefit from having the most up-to-date information on the state of the device at a given service point based on commands executed over time to automatically update the installation details for the device at the relevant service point. The integration also allows Oracle Utilities CCS users to correlate visually the measurement data for a device with the events received and commands executed.

Also included in the proposal, as an optional application for MVU's, is Oracle Utilities Analytics (OUA). OUA consists of prebuilt analytics as well as a collection of extractors and schema products. OUA helps customers extract, transform, load, and analyze data generated in Oracle Utilities applications, such as Oracle Utilities Customer Care and Billing, Oracle Utilities Meter Data Management, Oracle Utilities Network Management System, Oracle Utilities Work and Asset Management, and Oracle Utilities Mobile Workforce Management.

Built on world class Oracle Business Intelligence Enterprise Edition (OBIEE) 11g platform with integrated spatial features, OUA supports end to end analytic workflows including ability to drill back into the source applications. The extractors and schema products are designed with prebuilt mapping between source and target and supports schema extensibility with built in user-defined fields, dimensions, and measures.

The Oracle Utilities Customer Care and Billing Business Intelligence family of analytic products delivers prebuilt analytics that helps companies strengthen decision making, customer service, and revenue management. The products include:

- Oracle Utilities Customer Analytics
- Oracle Utilities Revenue Analytics
- Oracle Utilities Credit and Collection Analytics
- Exception Analytics

Each of the Oracle Utilities Customer Care and Billing Business Intelligence analytics products delivers prebuilt analytics and key performance indicators using intuitive dashboards and map displays.

5.2.2 Discuss how you have utilized the proposed system to achieve seamless integration of workflows to manage the CIS and MDMS lifecycle and highlight specific samples. Discuss your ideas for MVU's implementation surrounding workflows for reading and meter alarm/event exception management. Please be specific and reference other projects where workflow improvements were made using your solution.

CCS includes standardized process flows between what would otherwise be separate CIS and MDMS systems. With CCS, the need for integration is eliminated by combining the two (2) systems into a single solution and providing a seamless UX for the City. CCS will handle common aspects of your customer-to-meter interaction; examples include service connection/status, filed work/appointments, meter reads, billing, and customer self-service. CCS shares a single repository for exception management—these are known in CCS as “To Dos.” This approach allows a user to have a holistic view of all types of the account's relevant exceptions from both a customer and metering perspective.

The following are some of the standard workflows that are aligned with the City's key business drivers.

- Meter-to-Cash Process.
 - **One of the main benefits of CCS is the integration of the meter-to-cash process from integration with your Honeywell/Elster AMI head-end system, and other meter read systems, through the output to bill presentment to City's customers.** CCS can collect reads from multiple read systems and process the reads (and other meter data) regardless of the meter type or type of reads used for billing. With both CIS and MDMS integrated within one application, all of the exception management is also in one place. This is a benefit because all billing exceptions (regardless if they are a read exception or a calculation exception, for example) are in one system, reducing the need to move between systems to determine and fix the exception.

Just like the City, MVU had separate CIS and MDMS systems. By bringing both of those into our unified application, they realized the benefit of having their meter-to-cash process residing within one application and eliminating having to train staff on multiple applications and UIs.

- Meter Maintenance/Service Meter Health/Maintenance, Service Investigation.
 - **SIO can be configured to monitor for smart meter events, VEE exceptions, and meter reader remarks (or a combination of any of these), and then analyze and determine if a field activity is needed. Examples include receiving in CCS an electric smart meter tamper alert the same day the meter fails a low validation check could indicate possible theft. The solution can be configured to look for both and if they exist, then create a field activity to roll a truck and investigate. For a water meter, failing a very high validation, and/or a meter reader remark indicated a possible leak, could be used to generate a field activity to investigate the leak.**

A West Coast electric and water utility has configured the SIO functionality to monitor for a very high consumption exception on their residential electric meters. If an exception exists, then SIO is automatically generating a field activity to investigate to determine if the customer's use is beyond the installed capability, reducing possible safety issues for their customers.

- Service Order.
 - **SOM includes pre-built service order workflows such as enable service, disconnect for non-payment, reconnect for payment. SOM also includes automated orchestration logic** of when the metering service has AMI two-way remote communication capabilities and the ability to initiate service via remote communication versus rolling a truck to obtain a meter read and/or connect service.

Using SOM, WSSC was able to reduce their backlog of work orders by eliminating duplicate orders, streamlining the number of field activities, and prioritizing the work.

These are just some examples of standard customer to meter work flows available with CCS. Another benefit or consideration is that specific use cases and workflows can be implemented over time to address the City's specific business transformation needs.

5.2.3 Discuss how the included Business Intelligence dashboards, queries/reports immediately promote critical thinking and fact-based decision-making across the solution by providing best practiced information to improve utility operations.

CCS provides flexible and robust reporting dashboards—both for analytical and ad hoc needs—as standard for many KPIs. These include online data viewing, graphing, and analysis via a standard business and operational dashboards that allow for direct access to transactional data. Pre-packaged integration also links CCS with an OUAV solution via OAC. The result is the ability to perform sophisticated analysis accessing the live data source while providing for more traditional business intelligence reporting capabilities with Oracle BI Publisher.

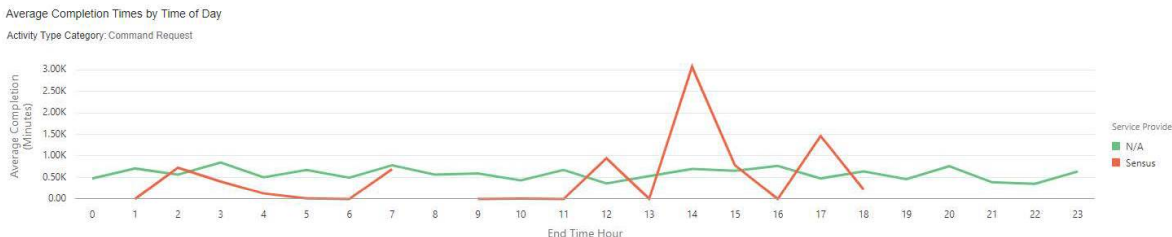
Utilities like the City need analytics that can help run their business now while also exploring where they need to go into the future. This is where OUAV provides the shift from traditional static business intelligence reporting to a more modernized agile and real-time approach. OUAV is a powerful self-service tool that easily creates calculation, visualizations, and filters to reveal real-time trends in data. OUAV is the tool to allow the City to understand your metering data more effectively through important business insights.

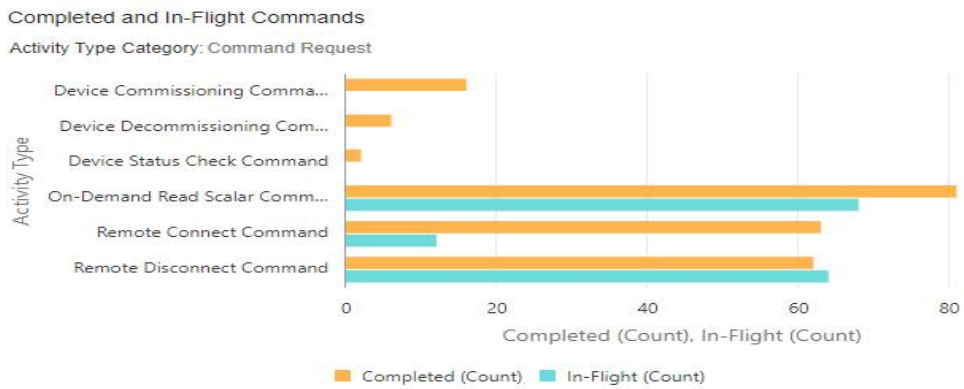
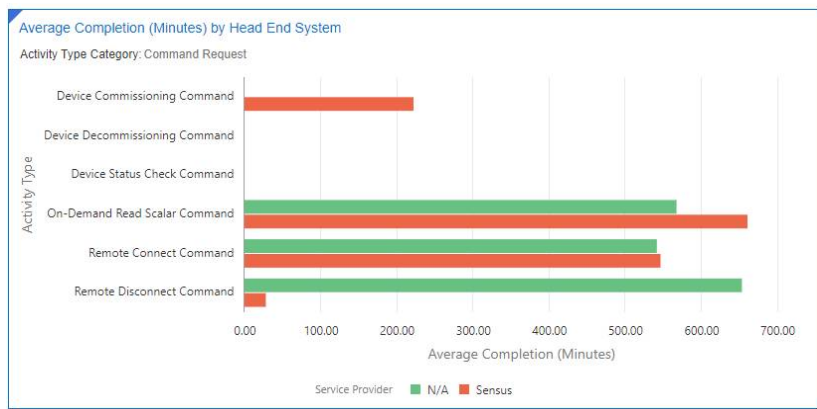
These business insights lead to an ongoing fine-tuning of your business rules in areas of data validation, exception handling, and service investigation. OUAV will strengthen the City’s utility operations by providing near real-time analytic data, which will assist the City’s staff in making business decisions more quickly than in a traditional generate/distribute report type of environment. As a result, you can fully realize operational efficiencies and optimize the use of the complete CCS platform.

OUAV includes pre-built analytical metering that is related subject areas, measures, KPIs, visualizations, and projects that allow you to derive strategic insights from your data through exploration, discovery, visualization, and analysis. With the emergence of big data and massive computational power—a game changer for utilities—we realize analytics is a huge opportunity for the City. Utilities like yours need analytics that can help run their business now while also exploring where they need to go in the future. By using the proposed analytics solution with CCS, the City will be well on your way to a more modern, agile, and real-time analytics approach.

Just like at MVU, the City will see the benefits of these dashboards as they replace existing reports, putting the data at the fingertips of the end consumers of the data in a more real time basis as opposed to having to wait for daily/weekly/monthly reports to be generated and distributed.

Below is an example of some visualizations that highlight device commands. They can help identify AMI bandwidth issues and help answer regulatory questions. The specific analysis below shows if there is a time of day when the AMI network is over saturated and how many disconnects are being called.





5.2.4 Describe your diversion detection and reporting capabilities.

REPORTING CAPABILITIES IN ORACLE UTILITIES CUSTOMER CLOUD SERVICE

CCS includes a Customer Operational Dashboard, which provides an overview of batch performance and status of key business processes. It provides day-to-day statistics that are of interest to management and end users.

The dashboard can be used to:

- Track and view the duration of key batch processes or grouping of processes and how they relate to a defined performance target.
- View trends related to Bills, Payments and To Do Entries.

The Customer Operational Dashboard is described and shown in Section 6.1.

Oracle Business Intelligence Publisher (BI Publisher) is also a part of the platform, and provides a single, Web-based platform for authoring, managing, and delivering interactive reports and all types of highly formatted documents. End users can easily design report layouts directly in a Web browser or using familiar desktop tools, dramatically reducing the time and cost needed to create and maintain reports. Extremely efficient and highly scalable, BI Publisher can generate tens of thousands of documents per hour with minimal impact to transactional systems.

5.2.5 Discuss the data migration capabilities of your solution. For example, do you provide the ability to select a subset of customers, accounts, premises, services, and meters and copy the corresponding data to populate a testing, training and/or pre-production MDMS database instance.

CCS has tools designed specifically to migrate data between environments. CMA is included in the solution and is the tool to move configuration and administrative data between environments. CMA can be used to move full or partial sets of data, thus providing flexibility to extract exactly what is needed. For customer data, the solution includes the GDE tool for extracting data for customers, accounts, and/or premises from an environment, and then SQL Loader would be used to import the data into the new environment.

5.3 Customer Communications

5.4.1 Discuss the proposed implementation of customer communications including letters, notices, and bills. This response must clearly articulate what is included regarding customer communications as part of the proposed solution and implementation. At a minimum the response should include:

- An outline of all the tools required to accomplish document generation with existing in-house printing capabilities

CCS provides bill print/letter routines that work with a separate print engine software package such as Oracle Documaker, Pitney Bowes DOC1, or a reporting engine such as Oracle BI Publisher to facilitate both standard printing and/or online presentation. CCS provides both letter and bill extract processes that will provide data for inclusion in the City's provided letter templates.

For billing specifically, the routines generate a bill print extract file that will be used by, for example, a bill print vendor to generate the customer's bills. The bill print extract will provide the necessary data to print both customer bills and statements. The customer bills and statements can handle customers with a variety of situations such as multiple premises (i.e., summary) billing, budget bills, auto-payments, and other outputs for billing.

The online view of the customer's bill image is suggested to be an exact image of what was presented to the customer to facilitate a common frame of reference when the customer and utility representative are discussing billing questions. To complete this a plug-in is available within the system to allow for a real-time call to the bill image from the bill print provider. Alternatively, plug-ins are available for online display a reconstructed bill image using Oracle Documaker, Pitney Bowes DOC1, and Oracle BI Publisher.

For letter generation, the routines to generate a letter work like the bill print extract. The extract will provide the necessary data to print a customer letter but can be configured to provide additional details needed for specific letters that the City generates.

CCS's extract batch for letters and bills contains a file format parameter that supports XML, CSV, and fixed position extract formats. The extract process is configurable and will allow the utility to update the extract to address future needs for both billing and letter generation.

- Describe any capabilities for automatic letter and/or printable service order generation. Do the auto-generation capabilities depend upon (and can they take advantage of) any word processing applications, e.g., Microsoft Word?

CCS includes capabilities for automatically generating correspondence and service orders. Customer Contacts can be configured to both document customer interaction with the utility representative but can also be linked to specific letter templates. The letter templates will control the type of information that will be merged into the utility correspondence. The letter extract will generate a file for use by the bill print or letter print vendor to generate the letter(s). The letter extract can also be used to take advantages of word processing applications, such as Microsoft Word by merging details from the extract to the template document. Utilizing Microsoft Word has been done at prior implementations, however, more often we see that utilities will simplify their letter printing process by outsourcing to a third-party who would receive the letter extract and print and mail the letters to their customers.

While a user can create this type of Customer Contact (for example, if a customer requests a form to sign up for automatic payment or to participate in programs such as Helping Hands), the primary sources of Customer Contacts that can trigger letters are via system events and algorithms. Besides algorithms, the following CCS events may generate Customer Contacts automatically:

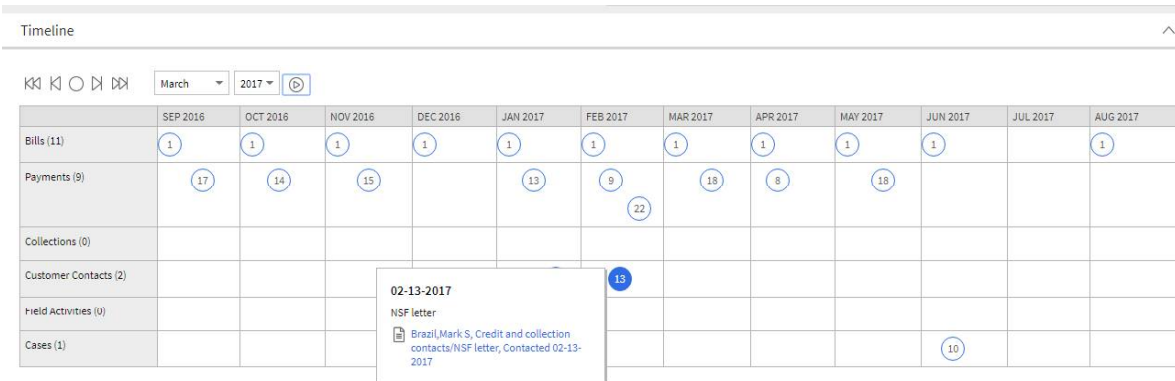
Collection events: A typical event in the collection process is to create a Customer Contact, which would automatically create a letter requesting payment for services.

Severance events: A typical event in the severance process is to create a Customer Contact, which would automatically create a letter that notifies the customer of impending cutoff or to tell the customer their service has been severed along with the terms to reinstate service with the utility.

Write-off events: A typical event in the write-off process is to create a Customer Contact, which would automatically create a letter that notifies the customer that the debt has been referred to a collection agency.

Welcome letter: A great way to begin building rapport with your customers is to send them a welcome letter when their service is activated. This can be automatically triggered by CCS.

NSF letter: CCS allows a payment cancellation to automatically trigger an adjustment, credit hit, and/or NSF letter, depending on the needs of the City. The screenshot below highlights how a CSR can easily view this detail from the main workspace.



CCS will enable the City to configure additional events to trigger a Customer Contact when the events take place. If the Customer Contact references a letter template, then a letter will automatically be generated during the nightly extract process.

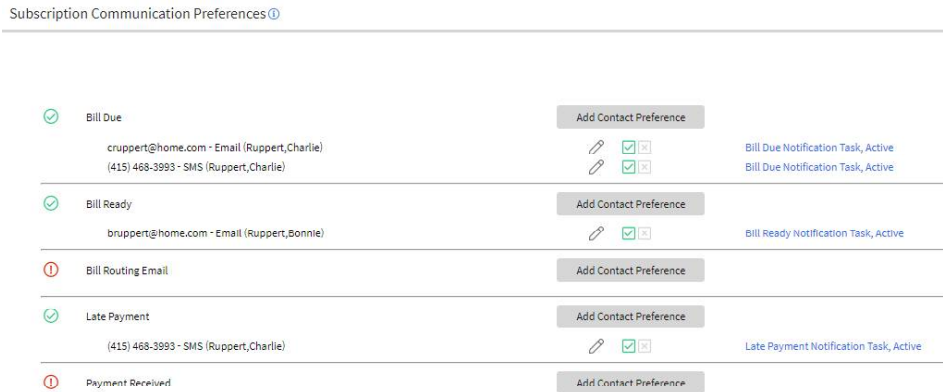
CCS also has capabilities to automatically create service orders or field activities. The next several bullet points outline this functionality.

- Discuss systems capabilities to provide communications via multiple channels such as print, email, text, etc.

In addition to Customer Contacts, CCS includes notification preferences which allows the City to capture the customers' preferences for communication of various types of notifications. Notifications to customer could include the following:

- Outage Notification
- Bill Due
- Bill Ready
- Late Payment
- Payment Received

Notification types are highly configurable and define both the type of message, allowable message channels (i.e., email, SMS text) along with who may receive the notification. The City may also allow their customers to opt out of receiving certain types of notifications or may force customer notifications such as outage events. This can be accomplished by configuring the notification types to disregard customer preferences such as Do Not Disturb time periods. A customer can choose to receive a single notification type to multiple channels. For example, five days before a bill is due, a customer might prefer an email notification. And then, two days prior to the bill being due, they may like an additional SMS reminder.



CCS allows for multiple persons to be on a single account—with all having their own notification preferences. As an example, if there are five (5) roommates associated to a single account, each roommate may have his/her own contact types (emails, phone numbers, social accounts) stored with his/her own notification preferences along with when they would like to be contacted. This functionality will further support the City's need to better align with the customer's ever-changing and increasing need to stay in contact.

The notification types will create an outbound message that can be sent to programs such as Everbridge to manage the mass communication of the notifications. CCS also has the capability to allow the utility representative to review the communications that have been sent to the customer in a single view in order to quickly address customer questions related to the communications sent to the customer.

- Can letters and service order formats and content be easily modified by system users with appropriate security? Please provide information about the product proposed.

For letters, CCS provides the letter extract to be handed over to Oracle BI Publisher or the City's printer of choice. The contents of the letter extract can be updated by adding logic to the letter extract algorithm, which would be considered configuration and can be done by the City. The formatting of the letter will be done on

Oracle BI Publisher or the City's printer of choice.

5.4.2 Describe the options for retention, archiving, viewing, and reprinting of bills, reports and/or letters.

Oracle BI Publisher provides a download feature that enables bundling and downloading of multi-component objects in an archive file. The City can then use the upload feature to unarchive the data to another location in the catalog. This process enables you to transfer objects across environments. For example, you can use this feature to transfer Oracle BI Publisher objects from a development environment to a production environment. For retention, the City can may use OnBase to manage the document storage of the objects from Oracle BI Publisher.

CCS also contains a set of processes to work with ILM for a number of high-volume transactional data objects. The processes identify eligible historical records to facilitate the migration of data to lower-cost storage or archived database without compromising the referential integrity in the production database. This tool will be something that OCS will work with the City to determine how long specific records should be retained and then how to archive them.

CCS has features to allow a business user to easily reprint a bill, report, and/or letter. Essentially, this will create another record to be included in the daily extract process. Once a bill or letter has been created, a user can display a PDF of the bill or letter from within CCS. CCS can be configured to work with different bill production software and comes configured with the ability to display an online version using Oracle BI Publisher or a document composition application. As mentioned above, plug-ins for both the bill display and letter display are included in our estimate.

5.4.3 What data elements are available for inclusion in the billing data extract file? Is programming required to add new elements to the bill that are not contained on the extract file?

Numerous types of records are interfaced to the document composition application. However, the records all share a common structure for bills:

- The first 4 bytes are called the **Printer Key**. This field is a record type used by the document composition application bill template.
- The next 244 bytes are called the **Sort Key**. This field is used to see that the various records used to construct a printed bill appear in the correct order in the interface file.
- The next 12 bytes are called the **Mailing Key**. This field is used to control the order in which the formatted bills are printed.
- The next 3 bytes are fillers available for future use.
- The remaining bytes contain the **Bill Information** that appears on the printed bill. The type of information differs for each type of record.

Below are the fields that are included with the bill print extract. This information is available through the CCS online help. If new elements need to be included with the extract file, additional configuration is required. A user can do this by adding additional data elements through scripting for inclusion in the XML bill print extract.

Field Name	Format	Source/Value/Description
Bill Record (0100)		
BILL_ID	A12	CI_BILL
ACCT_ID	A10	CI_BILL
BILL_DT	D (A10)	CI_BILL
DUE_DT	D (A10)	CI_BILL
COPY_NBR	N2	
NBR_BILL_COPIES	N2	CI_BILL_RTG
BILL_PRT_INTERCEPT	A8	CI_BILL_RTG
BILL_FORMAT_FLG	A2	CI_BILL_RTG
REPRINT_SW	A1	CI_BILL_RTG
CASH_ONLY_SW	A1	
CUR_BAL	S13.2	CI_BILL_SA
CUR_CHG_AMT	S13.2	CI_FT
CUR_CORR_AMT	S13.2	CI_FT
CUR_ADJ_AMT	S13.2	CI_FT
CUR_PAY_AMT	S13.2	CI_FT
CUR_PREV_BAL	S13.2	CI_FT
TOT_BAL	S13.2	CI_BILL_SA
TOT_CHG_AMT	S13.2	CI_FT
TOT_CORR_AMT	S13.2	CI_FT
TOT_ADJ_AMT	S13.2	CI_FT
TOT_PAY_AMT	S13.2	CI_FT
TOT_PREV_BAL	S13.2	Computed during extract.
CURRENCY_CD	A3	CI_BILL_SA
DELINQUENT_AMT	S13.2	Computed during extract.
CUST_PO_ID	A20	CI_BILL_RTG
ACCT_ENTITY_NAME	A254	CI_PER_NAME. Account Entity Name. Might include prefix/suffix from Account/Person if available.
ENTITY_NAME	A254	CI_BILL_RTG. Mailing Entity Name.
ADDRESS_SBR	A1241	CI_BILL_RTG. Refer to its components in a later section.
FINAL_BILL_SW	A1	Computed during extract. Contains a value of Y if this bill is considered to be a "final" bill.
SCHED_EXTRACT_DT	D (A10)	CI_APAY_CLR_STG. This is the date that the automatic payment will be downloaded.
ENTITY_NAME1	A254	CI_BILL_RTG. Mailing Entity Name1.
ENTITY_NAME2	A254	CI_BILL_RTG. Mailing Entity Name2.
ENTITY_NAME3	A254	CI_BILL_RTG. Mailing Entity Name3.
ACCT-CUR-SYMBOL	A4	Currency symbol for the account's currency code.

Account Balance Record (0150)		
SPECIAL-ROLE-CD	A2	SA Type Special Role flag
SPECIAL-ROLE-DESCR	A30	Special Role description
CUR-AMT	S13.2	Derived from CI_FT (Include ALL non-canceled/non-closed SAs for the account/debt class, even those that do not have current charges)
TOT- AMT	S13.2	Derived from CI_FT (Include ALL non-canceled/non-closed SAs for the account/debt class, even those that do not have current charges)
Current Charge Record (0300)		
DEBT-CLASS-CD	A4	Debt Class of SA Type
DEBT-CLASS-DESCR	A30	Debt Class Description
CUR-CHARGE-AMT	S13.2	Derived from CI_FT (Only the current charge bill segments.)
TOT-CHARGE-AMT	S13.2	Derived from CI_FT (Only the current charge bill segments.)
Payment Record (0600)		
FT TYPE	A2	Pay or Pay Cancel ('PS' or 'PX')
PAY-DT	D (A10)	Derived from CI_FT
CAN_RSN_CD	A4	Derived from CI_PAY, Only for cancellation
CAN-RSN-DESCR	A30	Derived from CI_PAY_CAN_RSN
CUR-PAY-AMT	S13.2	Derived from CI_FT.
TOT-PAY-AMT	S13.2	Derived from CI_FT.
Premise Record (0900)		
NON_PREM_SW	A1	Y/N switch to indicate (Y) special (non-premise) premise record. This is for non-premise service agreements such as charity or payment arrangement.
PREM_ID	A10	From CI_SA or CI_BSEG
ADDRESS_SBR	A1241	Service Address (Address of Char Premise) from CI_PREM. Refer to its components in a later section.
Service Agreement Record (1100)		
SA_ID	A10	CI_SA
OLD_ACCT_ID	A36	CI_SA
CUST_READ_FLG	A2	CI_SA
SIC_CD	A4	CI_SA
SIC_DESCR	A30	CI_SIC
BUSINESS_UNIT	A10	CI_SA
SA_TYPE_CD	A8	CI_SA
SA_TYPE_DESCR	A30	CI_SA_TYPE
SA_TYPE_DFLT_DESCR	A80	CI_SA_TYPE
SVC_TYPE_CD	A30	CI_SA_TYPE
SVC_TYPE_DESCR	A30	CI_SVC_TYPE
REV_CL_CD	A8	CI_SA_TYPE
CHAR_PREM_ID	A10	CI_SA
SA_REL_ID	A10	CI_SA_REL
SA_REL_TYPE_CD	A8	CI_SA_REL
SA_REL_TYPE_DESCR	A30	CI_SA_REL_TYPE
SPR_CD	A12	CI_SA_REL
SPR_DESCR	A50	CI_SPR
SPR_ENTITY_NAME	A254	CI_PER_NAME (this is the service provider's person's name)

Bill Segment Record (1300)		
Field Name	Format	Source/Value/Description
START_DT	D (A10)	CI_BSEG
END_DT	D (A10)	CI_BSEG
CLOSING_BSEG_SW	A1	CI_BSEG
EST_SW	A1	CI_BSEG
BILL_CYC_CD	A4	CI_BSEG
SQ_OVERRIDE_SW	A1	CI_BSEG
ITEM_OVERRIDE_SW	A1	CI_BSEG
BSEG_STAT_FLG	A2	CI_BSEG
CAN_RSN_CD	A4	CI_BSEG
CAN_RSN_DESCR	A30	CI_BILL_CAN_RSN
CUR_AMT	S13.2	CI_FT
TOT_AMT	S13.2	CI_FT
Bill Calc Header Record (1500)		
START_DT	D (A10)	CI_BSEG_CALC
END_DT	D (A10)	CI_BSEG_CALC
SETID	A10	CI_BSEG_CALC
RS_CD	A8	CI_BSEG_CALC
CALC_AMT	S13.2	CI_BSEG_CALC
DESCR_ON_BILL	A254	CI_BSEG_CALC
Bill Calc line Record (1700)		
APP_IN_SUMM_SW	A1	CI_BSEG_CALC_LN
CALC_AMT	S13.2	CI_BSEG_CALC_LN
EXEMPT_AMT	S13.2	CI_BSEG_CALC_LN
UOM_CD	A30	CI_BSEG_CALC_LN
TOU_CD	A30	CI_BSEG_CALC_LN
SQI_CD	A30	CI_BSEG_CALC_LN
BILL_SQ	S12.6	CI_BSEG_CALC_LN
DESCR_ON_BILL	A254	CI_BSEG_CALC_LN
End Bill Calc Header Record (1900)		
Dummy field		

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Bill Segment Read Record (2100)		
SP_ID	A10	CI_BSEG_READ
BADGE_NBR	A16	CI_MTR
UOM_CD	A30	CI_BSEG_READ
TOU_CD	A30	CI_BSEG_READ
RDG_DEC_POS	N1	CI_REG. Decimal positions of the reads.
START_REG_READING	S9.6	CI_BSEG_READ
START_READ_DTTM	T (A26)	CI_BSEG_READ
START_ESTIMATE_SW	A1	CI_REG_READ
END_REG_READING	S9.6	CI_BSEG_READ
END_READ_DTTM	T (A26)	CI_BSEG_READ
END_ESTIMATE_SW	A1	CI_REG_READ
MSR_QTY	S12.6	CI_BSEG_READ
USAGE_FLG	A2	CI_BSEG_READ
USE_PCT	N3	CI_BSEG_READ
HOW_TO_USE_FLG	A2	CI_BSEG_READ
CONSUM_SUB_FLG	A2	CI_REG
MSR_PEAK_QTY_SW	A1	CI_BSEG_READ
REGISTER_CONST	S6.6	CI_BSEG_READ
QTY_DEC_POS	N1	CI_UOM. Decimal positions of the final quantity.
FINAL_UOM	A4	CI_BSEG_READ
FINAL_TOU	A8	CI_BSEG_READ
FINAL_REG_QTY	S12.6	CI_BSEG_READ
SQI_CD	A30	CI_BSEG_READ
FINAL_SQI_CD	A8	CI_BSEG_READ
Bill Segment SQ Record (2400)		
UOM_CD	A30	CI_BSEG_SQ
TOU_CD	A30	CI_BSEG_SQ
SQI_CD	A30	CI_BSEG_SQ
SQ_DEC_POS	N1	CI_BSEG_SQ
BILL_SQ	S12.6	CI_BSEG_SQ
Bill Segment Item Record (2700)		
START_DT	D (A10)	CI_BSEG_ITEM
END_DT	D (A10)	CI_BSEG_ITEM
ITEM_CNT	S9.2	CI_BSEG_ITEM
ITEM_DESCR	A60	CI_ITEM_TYPE
Bill Segment Message Record (2840)		
BILL_MSG_CD	A4	CI_BSEG_MSG
MSG_ON_BILL	A254	CI_BILL_MSG_L
End Bill Segment Record (2900)		
Dummy field		

Histogram Record (3100)		
UOM_CD	A30	CI_SA_TYPE
TOU_CD	A30	
SQI_CD	A30	
SQ_DEC_POS	N1	CI_UOM. Decimal positions of SQ.
SQ_CNT	N2	Count of SQ (maximum of 13.)
MAX_BILL_SQ	S12.6	Maximum Bill SQ from list. This is derived from CI_BSEG_READ.
SQ_DT (1:13)	D (A10)	Date (for label of the SQ). This is derived from CI_BSEG.
BILL_SQ (1:13)	S12.6 (1:13)	13 occurrences of QTY, one for each period ending on the SQ_DT. This is derived from CI_BSEG_READ.
Adjustment Record (3400)		
ADJ_DT	D (A10)	CI_FT
FT_TYPE_FLG	A2	CI_FT
CUR_AMT	S13.2	CI_FT
TOT_AMT	S13.2	CI_FT
ADJ_TYPE_CD	A8	CI_ADJ
ADJ_TYPE_DESCR	A30	CI_ADJ_TYPE
DESCR_ON_BILL	A254	CI_ADJ_TYPE
CAN_RSN_CD	A4	CI_ADJ
CAN_RSN_DESCR	A30	CI_ADJ_CAN_RSN
Adjustment Calc Lines Record (3420)		
APP_IN_SUMM_SW	A1	Appears in Summary Y/N switch derived from CI_ADJ_CALC_LN
RS_CD	A8	Rate Schedule derived from CI_ADJ_CALC_LN
CALC_AMT	S13.2	Calculated Amount derived from CI_ADJ_CALC_LN
EXEMPT_AMT	S13.2	Exempt Amount derived from CI_ADJ_CALC_LN
UOM_CD	A30	Unit of Measure derived from CI_ADJ_CALC_LN
TOU_CD	A30	Time of Use derived from CI_ADJ_CALC_LN
SQI_CD	A30	SQI derived from CI_ADJ_CALC_LN
BILL_SQ	S12.6	Billable Service Quantity derived from CI_ADJ_CALC_LN
DESCR_ON_BILL	A254	Description on Bill derived from CI_ADJ_CALC_LN
APP_IN_SUMM_SW	A1	Appears in Summary Y/N switch derived from CI_ADJ_CALC_LN
End Service Agreement Record (3600)		
Dummy field		
End Premise Record (3700)		
Dummy field		
Message Record (3900)		
BILL_MSG_CD	A4	CI_BILL_MSGS
MSG_PRIORITY_FLG	A2	CI_BILL_MSG
INSERT_CD	A8	CI_BILL_MSG
MSG_ON_BILL	A254	CI_BILL_MSG
End Bill Record (9999)		
Dummy field		

5.4.4 Please describe the Electronic Bill Print and Presentment (EBPP) models available.

CCS can be configured with numerous bill route types. The bill route type will define the method to which the utility will route bills to customer's accounts (e.g., postal, email, fax). These bill route types are associated to the customer account based on that customer's selected preference. For customers who choose electronic delivery, a bill route type of email will be stored. The flag for the bill route type will be included in the bill print extract so that the print vendor knows how to distribute the customer's bill. Additional bill route types can be configured in CCS to accommodate the City's current and future needs.

5.4.5 Does the bill print extract file accommodate customized marketing messages to select customers? Describe.

Yes, CCS can add permanent or one-time messages including customized marketing message to your bill print extract file. CCS has dynamic substitution of parameters will allow for personalization of the bill messages for the customer. Each message is identified with a bill message code in CCS. There is a page in CCS that will allow authorized utility users to configure the message codes. When a customer's bill is completed, the system will sweep the bill messages from the account, customer class, service agreement, rate schedule, service provider, and meter read remark. CCS also has the ability to include ad hoc messages to the customer's bill.

Additionally, within CCS is a Sales and Marketing module that can target specific customers for new campaigns and programs. If a customer is eligible to participate, he/she could receive specific marketing messages within their bill.

5.4.6 Describe bill print options available e.g. summary, detail, quarterly?

Customers will have multiple choices when it comes to their billing options. The customer's billing options are maintained at the account level and are associated to each person linked to the account to accommodate their individual bill routing preferences. This includes whether or not additional persons associated to the account, besides the main customer, choose to receive a copy of the bill. Additionally, each person can choose if they prefer a detailed or summary format of the bill, how the bill should be routed (i.e., postal or ebills), and the number of copies they choose to receive.

ACCOUNT Ruppert,Charlie, Residential, \$0.00

ACCOUNT PERSONS "1" of "3" + [trash icon]

PERSON ID 5157646917 Ruppert,Charlie - Home Phone:(415) 357-4728

MAIN CUSTOMER PREFIX/SUFFIX [dropdown]

FINANCIALLY RESPONSIBLE PFX/SFX NAME [text box]

THIRD PARTY GUARANTOR

RELATIONSHIP TYPE Main customer [dropdown]

BILL ROUTING INFORMATION

RECEIVES COPY OF BILL BILL ROUTE TYPE Route via postal service [dropdown]

BILL FORMAT Detailed [dropdown] NUMBER OF BILL COPIES 1 CUSTOMER PO ID [text box]

QUOTE ROUTING INFORMATION

RECEIVES COPY OF QUOTE QUOTE ROUTE TYPE [dropdown]

COLLECTION/OVERDUE INFORMATION

RECEIVES COLLECTION AND OVERDUE NOTICES

ADDRESS INFORMATION

ADDRESS SOURCE Mailing Premise on Account [dropdown] 1012 Sundial Circle, Canyon, CA, 94516

NOTIFICATION PREFERENCES

ALLOW COMMUNICATION PREFERENCE

The type of bill formats configured in CCS are either Detailed or Summary; however, each implementation can add additional bill formats depending on what is supported by the individual bill print software and vendor.

CCS can generate customer bills and letters in the language of the customer's choice. Information such as line-item bill descriptions, bill messages, and other customer-specific labels can be entered in multiple languages. Additional flags, like braille, can be stored in CCS and included in the extract to then send to the print vendor, who will be responsible for formatting.

5.4 Batch Processing/Scheduling

5.4.1 Describe in detail the scheduling capabilities of the proposed Batch Scheduling solution.

The Oracle Database includes an enterprise wide scheduler to simplify the scheduling of background processes. At a high level, the integration with the Oracle DBMS Scheduler addresses the following entities:

- **DBMS Program:** A program should be defined for each Batch Control that needs to be scheduled by the DBMS Scheduler. A program would typically invoke a batch job, but it could be configured to set certain options instead.
- **DBMS Chain:** A chain defines a series of steps with dependency rules between them. A step references a program, with the program performing the actual work for that step. A rule is attached to each step to identify its dependent steps and the condition for when that step should be executed. We call this a Batch Job Stream and link it to a schedule.
- **DBMS Schedule:** A pre-defined frequency for jobs that need to be run periodically, for example, nightly starting at 10pm.
- **DBMS Job:** Defines a plan to perform a specific program or a chain periodically on a specific schedule or ad hoc.

In order to define and use the DBMS Scheduler objects, Cloud Service Foundation has built several new UIs:

- **Scheduler Program (maintenance)** can be used to manage the DBMS Programs, either for setting general program options or for setting individual Batch Control values.

- **Batch Job Stream (maintenance)** can be used to define a set of jobs that are to run as a group (i.e., DBMS Chain), with dependencies as needed (for example, run Job B only after Job A has completed) and referencing a frequency schedule (DBMS Schedule).
- Also, there's a Batch Operations Portal for viewing status of Batch Job streams.
- Additional functionality, along with basic maintenance of batch job streams includes:
 - Search and view completed Batch Job Stream
 - View details on a running Batch Job Stream
 - Search and view currently running Batch Job Stream
 - Run a Batch Job Stream manually
 - Restart one or more Batch Job Streams

Here is an example view of the Batch Job Stream Definitions page:

Batch Job Stream Definition

Main

Batch Job Stream: CM_SAMPLE
 Description: *Sample Batch Job Stream
 User: *CGARDNEF Gardner - Accelerator Playpen, Curt

Stream Steps

Step Name	Batch Control	Thread Count	Scheduler Program	Step Conditions
+ PAY_UP_1	C1-PEPL1 Payment Event Upload Stage 1	5		+ * [Step Name] [Step Status] [Step Condition]
+ PAY_UP_2	C1-PEPL2 Payment Event Upload Stage 2	5		+ * PAY_UP_1 [Step Status] [Step Condition]
+ PUPL	PUPL Payment upload	5		+ * PAY_UP_2 [Step Status] [Step Condition]
End of Stream				+ * PUPL [Step Status] [Step Condition]

Schedule

Frequency: Daily, By Time
 Excluded Day(s): Mo Tu We Th Fr Sa Su

Run Options

Run Times: Single
 Time: 20:00:00

Save Cancel

Batch Job Stream Definitions Page
Example of Batch Job Stream Definition Steps:

Batch Job Stream Definition

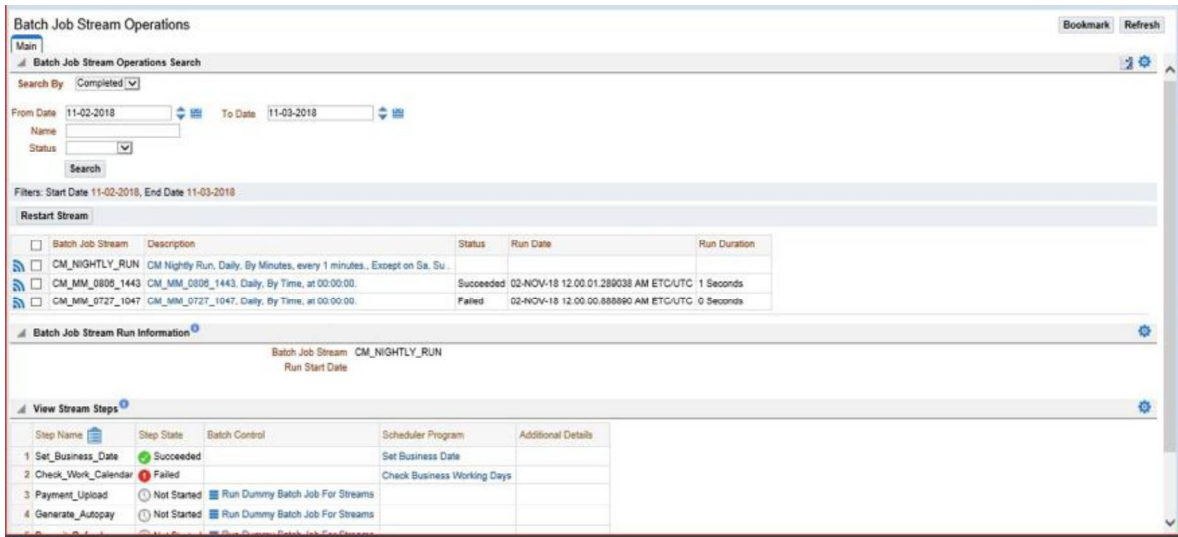
Main Steps Log

Stream Step List

Step Name	Batch Control	Thread Count	Scheduler Program	Step Conditions	Add	Edit	Delete
1 Set_Business_Date			Set Business Date				
2 Check_Work_Calendar			Check Business Working Days	Set_Business_Date Succeeded			
3 Payment_Upload	Payment upload			Check_Work_Calendar Succeeded			
4 Deposit_Refund	Deposit refund			Payment_Upload Succeeded			
5 Generate_Autopay	Generate autopay for pay plans			Check_Work_Calendar Succeeded			
6 Distribute_Autopay	Distribute and freeze autopay			Generate_Autopay Succeeded			
7 Pay_Plan_Monitor	Pay plan monitor			Distribute_Autopay Succeeded			
8 Start_Stream_2			Start Stream 2	Pay_Plan_Monitor Succeeded And, Deposit_Refund Succeeded			
9 End of Stream				Start_Stream_2 Succeeded			

In the above example, the scheduler program shows the use of how to set batch values and how to kick off the next job stream.

This is a view of the Batch Job Stream Operations portal, which provides query capability on running and/or recent batch job stream activity.



Batch Job Stream Operations Portal

Most batch jobs are submitted via two (2) methods; using an enterprise batch scheduler such as the DBMS Scheduler or by submitting the batch program ad hoc using the CCS application batch pages. In the absence of a scheduler, a batch control may be configured as “timed” triggering the framework to monitor and schedule these batch jobs as defined by the timer interval. The timer interval defines the desired interval between starts (in seconds). The application schedules new batch runs at each interval if the last instance of the job has completed.

Batch Control

Main Algorithms

Batch Control M1-DPTTW

Description: Depot Time Window Monitor

Detailed Description: This batch process invokes monitoring rules associated with the current state of depot time windows. All monitoring rules throughout the entity's business object's inheritance chain are considered. By default, the process periodically monitors entities whose current state is not associated with a batch code or associated with this batch code. Batch parameters govern whether the processing is further restricted by batch code, business object and status. This process is multi-threaded. Commit frequency should be set to 1.

Application Service: M1-DPTTW Depot Time Window Monitor

Batch Control Type: Timed Batch Category: Monitor

Timer Interval: 300 Timer Active: Yes

User ID: SYSUSER System, English Batch Language: English

Email Address: abc@abc.com

Program Type: Java

Program Name: com.splwg_base_domain.common.businessObject.batch.AutoTransitionBatchProcess

Level of Service: Error - It has been more than 450 seconds since the last normal execution.

Last Update Timestamp: 05-14-2018 10:05PM Last Update Instance: 0

Next Batch Nbr: 172993 Accumulate All Instances:

Thread Count: 1 Override Nbr Records to Commit: 1

Trace Program Start: Trace Program Exit:

Trace SQL: Trace Output:

Sample Timed Batch Control with Error

Batch processes can run concurrently with any other process or real-time update requests. When CCS deals with batch processes that have high volumes of data, it runs them in parallel to reduce processing time. This is also known as multi-threading.

The online batch submission page enables running a request for a specific background process. When submitting a background process online, standard parameters may be overridden, and additional parameters may be specified for the selected background process. After submitting the background process, this page displays the status of the submission.

The batch process pages show the execution status of batch processes. For a specified batch control ID and run ID, the batch run tree shows each thread, the run-instances of each thread, and any messages (informational, warnings, and errors) that occurred during the run.

5.4.2 Is the batch processing capability part of the System or a separate third-party application that is integrated with the proposed CIS solution?

Yes, batch processing capabilities are included in CCS. The batch processing capabilities includes the capability to run ad hoc batch jobs using the CCS application batch pages or scheduled jobs using the DBMS Scheduler.

The CCS application batch page is best suited for ad hoc batch runs. The City may choose to use an enterprise external batch scheduling tool, such as Oracle Scheduler, for regular scheduled requests that include multi-threaded job dependencies.

5.4.3 Describe the restart process if a batch program failure occurs. Describe the roll-back and commit processing of a batch program. Do these vary by program?

The Batch Job Stream Operations portal provides an overview of batch job streams that are currently running or completed (i.e., in Failed or Succeeded or Stopped status) within the last week. To navigate to Batch Job Streams Operations portal, from the Admin menu, select Batch Operations, and select Batch JobStream Operations. By default, the batch job streams ran and completed in the last one week are displayed. Broadcast any of the stream run for more information on status of each of its steps.

If a Batch Job Is Stuck

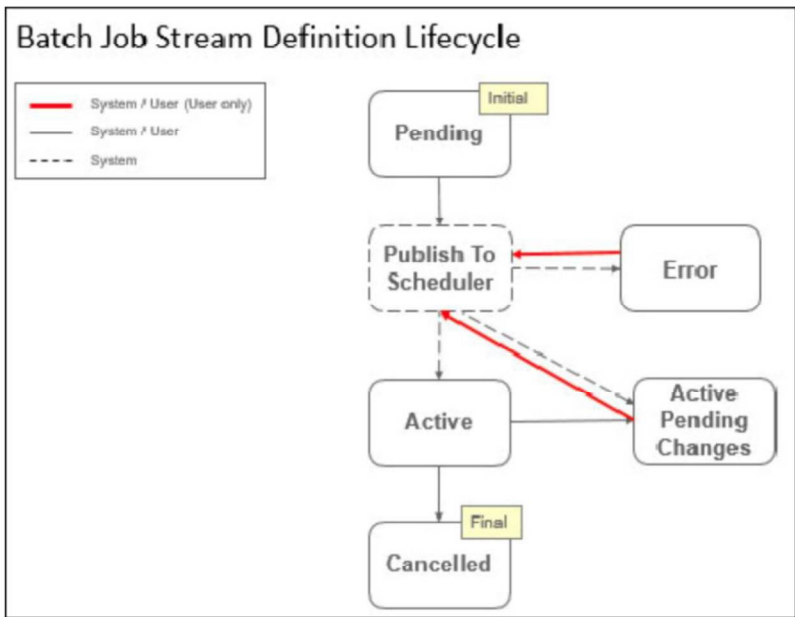
A Batch Job Stream can be stuck in running status as one of its steps is in running status for too long. For example, the corresponding batch job submission is stuck in pending status as the thread pool name set on the GLOBAL program options via a previous stream step is invalid.

In such case, the running Batch Job Stream can be cancelled via the multi-select Cancel option. The thread pool name can then be set to a valid value and the Batch Job Stream can be submitted manually via the Run Manually option on the Batch Job Stream Definition or wait until it's scheduled to run next.

Errors in the Batch Stream

A batch job submitted as part of a Batch Job Stream can run into error with one of its threads being in error. It could be because of business scenario or environment issue. In such a case, the corresponding Batch Job Stream stops execution and its step ends in failed state. The cause for the failure is noted on the Additional Details column on the stream step. You can fix the issue and restart the stream via the multi-select Restart Stream option on the batch job stream operations completed query option. Restarting a stream will result in the Batch Job Stream continuing execution from the step that failed and finish through to end.

CCS Batch programs maintain a restart point to provide processes that cannot be rerun a point to start from.



5.4.4 Do you provide a tool for monitoring and managing batch jobs? If so, please describe. If not, how are batch failures monitored, and is there a notification process (email/text)?

Yes, you can monitor the progress of a running Batch Job Stream by broadcasting it from the running query option search results. The broadcasted zone shows progress of the stream such as; what steps have already completed and their status, what is the currently running step(s) along with steps that have not yet started. You can monitor the progress of the stream by refreshing the page or by configuring the page to refresh automatically.

Batch alerts provide alerting and monitoring mechanisms for batch and batch job streams. Alerts are raised when desired batch jobs or batch job streams do not perform as expected.

Currently, there are a few level of service algorithms on batch controls to indicate how the corresponding batch jobs are doing. New level of service algorithms are now introduced on the batch controls. In addition, level of service algorithms are introduced on batch job streams to determine overall health of batch job streams. New installation options algorithms are introduced for health component batch and batch job stream. Each health component's algorithm will invoke their level of service algorithms and return the overall results. Overall results from these algorithms are displayed on the portal for monitoring purposes to view overall health of the system.

To receive alerts on overall health of the system, use the alert probe—bash script external utility that probes the system and sends email notifications to configurable set of email addresses. The alert probe can be run on windows or Linux machines. Alerts can be customized for errors and warnings. A paging alert is sent in case of errors. A non-paging alert is sent in case of warnings. The frequency at which alerts are raised is configurable.

5.4.5 Can MVU define run criteria; dependencies; pre-, co-, and post- requisites; incompatibilities; and prioritization rules?

Yes. A Batch Job Stream Definition includes specifying the batch jobs and the order in which they should be run as “Stream Steps,” the user to use to run these batch jobs, and a “Schedule” to state when and how often the batch job stream should run. Batch jobs can be setup to run in sequence or in parallel fashion or a combination of both.

A Stream step includes specifying the following details:

- **Step Name:** The name of the step.
- **Batch Control:** The batch control to run for that step.
- **Thread Count:** The number of threads to use to run this step's batch control.
- **Scheduler Program:** The scheduler program to use for that step. Either a batch control or scheduler program can be specified but not both.
- **Step Conditions:** Specifies when the current step should run. It includes the following details
 - **Step Name:** The step that should have run prior to current step.
 - **Step Status:** The status the prior step should be in when its finished.
 - **Step Condition:** This indicates how (and/or) prior step should combine with next subsequent step conditions. For example, if step C should execute after step B and A have succeeded, then step C's has two step conditions 1) A Succeeded and 2) B Succeeded.

A Batch Job Stream Definition's schedule can be specified using various frequencies:

- **Daily, By Minutes:** Run every 'x' minutes every day except on specified excluded days.
- **Daily, By Time:** Run at certain times every day except on specified excluded days.

- **Monthly, By Month Day Number:** Run on a specific day of the month, at specified time.
- **Monthly, By Week Days:** Run on days of a specific week in a month, at specified time.
- **Weekly:** Run every 'x' weeks on specific days, at specified time.
- **Yearly, By Month Day Number:** Run on a day of the month, at given time in specified months.
- **Yearly, By Week Days:** Run on days of a specific week, at given time in specified months.
- **Custom:** Run on a specific date at specified time.

A Batch Job Stream Definition can also be created without defining a schedule. In this case, it will execute immediately when it is sent to Oracle Scheduler.

5.4.6 Describe the documentation that Vendor provides surrounding batch processing and job dependencies including inputs and outputs. Provide a sample.

CCS documentation includes comprehensive information and instructional use on the batch processing functionality. This includes the following published documents:

- **Cloud Service Foundations Administrative Guide.** The chapter "Batch Operations Support for Cloud Implementations" provides information and requirements on batch operations in support of Oracle cloud implementations for utility applications.
- **CCS Administrative User Guide.** The chapter, Background Processes, covers various topics related to background processes. Besides providing an overview of background process functionality, the various tools available within the application to define, submit, and monitor background processes are covered.

± Administrative User Guide:

https://docs.oracle.com/cd/F27773_01/PDF/C2M_Administrative_User_Guide_v2_7_0_3_1.pdf

- **CCS Business User Guide.** The chapter "Batch Billing" covers various topics related to Billing and the bill cycle, validating, canceling and reopening of bills, and fixing bills that are in error.

± Business User Guide:

https://docs.oracle.com/cd/F27773_01/PDF/C2M_Business_User_Guide_v2_7_0_3_1.pdf

- **Oracle Whitepapers.** Batch Scheduler Integration for OUAF (Doc ID 2196486.1) whitepaper provides for more information about integration with Oracle Scheduler.

5.4.7 Describe any special periodic jobs (monthly, quarterly, yearly, cleanup and fixes, special requests) that may be run or that must be run in scheduler.

An example of a special periodic job that is run via the scheduler is the batch process that is part of Oracle's ILM for data archiving and storage. ILM is the process to address data management issues, with a combination of processes, policies, software, and hardware so that the appropriate technology can be used for each phase of the lifecycle of the data. The lifecycle of data typically refers to the fact that the most recent data is active in the system and as time passes the data is accessed less frequently or not at all. The costs of storing data that are accessed infrequently can be reduced by moving the data to lower cost mass storage media. Typically, this involves a trade-off between cost and increased access times. Based on business needs, data may eventually be archived and purged from the database and kept offline ready to be restored if required.

As part of ILM, a batch process known as the ILM Crawler Initiator job is set up to run daily and will run continuously until stopped manually.

5.4.8 Can batch processes be run with a basis date other than the current date?

Yes. CCS allows for specifying the batch business date when submitting the batch process manually. The batch business date is then used in all date-sensitive business logic.

5.4.9 Can users access the System during the batch processing? Describe. Explain read-only and update capabilities of user access during the batch processing. What level of database locking is utilized?

Yes, there are no CCS limitations to the batch processing including read-only and update capabilities—the online platform does not need to be taken down to run batch and remains available for inquiry and update. The amount of resources (CPU, memory) taken up by batch processing can be controlled by varying the number of batch threads that run concurrently to reach the target batch processing window and leave sufficient resources for the online platform.

The Oracle database automatically provides read consistency to a query so that all the data that the query sees comes from a single point in time (statement-level read consistency). Oracle database can also provide read consistency to all the queries in a transaction (transaction-level read consistency).

The Oracle database uses the information maintained in its rollback segments to provide these consistent views. The rollback segments contain the old values of data that have been changed by uncommitted or recently committed transactions.

5.4.10 Can the batch scheduler be updated to add new processes? Please describe.

Yes. A Batch Job Stream Definition can be changed in two (2) ways while Active and in Active Pending Changes states. While active, any changes made to the Batch Job Stream Definition are immediately published to the Oracle Scheduler to reflect on the next Batch Job Stream run. It is recommended that any simple changes to Batch Job Stream Definition be done in Active mode.

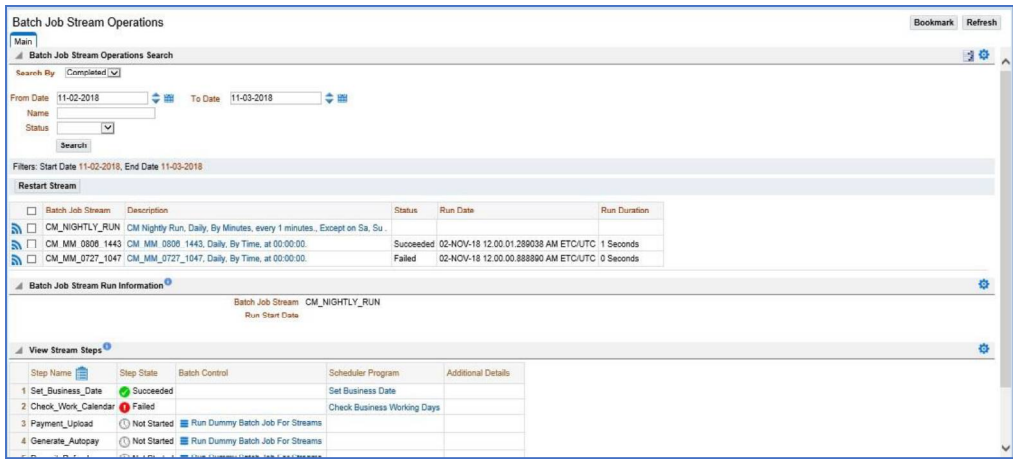
Changes that are complex or require thorough review can be made by transitioning the Batch Job Stream Definition to Active Pending Changes state. In this state, changes are saved in OUAF and not immediately published to Oracle Scheduler. Once changes are made and reviewed, the changes can be published to Oracle Scheduler by transitioning to Active state.

Changes to a Batch Job Stream Definition can be made by editing it or using the edit options in the Batch Job Stream Definition steps tab.

5.4.11 Can scheduled batch or internal processes have linked dependencies to other processes and can they be easily determined, identified, and viewed?

Yes. CCS has the capability to view the batch processes and view the status of a job. The batch process pages show the execution status of batch processes. For a specified batch control ID and run ID, the batch run tree shows each thread, the run-instances of each thread, and any messages (informational, warnings, and errors) that occurred during the run.

The Batch Job Stream Operations page is an example of where you can view the status of the batch job as well as the individual steps in the process and determine the status.



Sample Batch Job Stream Operations page

5.4.12 Describe the batch scheduler history data and any future scheduled jobs.

The batch process pages show the execution status of batch processes. For a specified batch control ID and run ID, the tree shows each thread, the run-instances of each thread, and any messages (informational, warnings, and errors) that occurred during the run.

For example, for each Batch run, logging of the progress and results of the run and threads can be viewed via the Batch Run Tree.

If To Do entries were created during the batch run, information about the To Do entries are displayed in the tree. This information is not displayed for each thread, but rather all the To Do entries created for the batch run are grouped together. The To Do entries are grouped by their status.

From this view there is access to 'stdout' and 'stderr' logs.

Future Scheduling Interface

In order to define and use the DBMS Scheduler objects, Cloud Service Foundation has built several new UIs:

Scheduler Program (maintenance) can be used to manage the DBMS Programs, either for setting general program options or for setting individual Batch Control values.

Batch Job Stream (maintenance) can be used to define a set of jobs that are to run as a group (i.e. DBMS Chain), with dependencies as needed (ex. run Job B only after Job A has completed) and referencing a frequency schedule (DBMS Schedule).

Batch Job Stream Definition

Main
 Batch Job Stream: CM_SAMPLE
 Description: Sample Batch Job Stream
 User: CGARDNEF, Gardner - Accelerator Playpen, Curt

Stream Steps

Step Name	Batch Control	Thread Count	Scheduler Program	Step Conditions
PAY_UP_1	C1-PEPL1 Payment Event Upload Stage 1	5		Step Name: [dropdown] Step Status: [dropdown] Step Condition: [dropdown]
PAY_UP_2	C1-PEPL2 Payment Event Upload Stage 2	5		Step Name: PAY_UP_1 Step Status: Succeeded Step Condition: [dropdown]
PUPL	PUPL Payment upload	5		Step Name: PAY_UP_2 Step Status: Succeeded Step Condition: [dropdown]
End of Stream				Step Name: PUPL Step Status: Succeeded Step Condition: [dropdown]

Schedule
 Frequency: Daily, By Time
 Excluded Day(s): Mo, Tu, We, Th, Fr, Sa, Su
 Run Options: Run Times: Single, Time: 20:00:00

Can run a Batch Control or a Scheduler Program

Can have multiple step dependencies on each step with AND/OR step condition

Batch Job Stream – edit mode
Sample Batch Job Stream Definition Page

Attachment: PSA ESC 04062021 [Revision 1] (4252 : APPROVE AGREEMENTS FOR THE PURCHASE AND IMPLEMENTATION OF THE AMI

5.5 Reporting and Data Accessibility

5.5.1 Describe in detail the proposed reporting capabilities included as part of this proposal and the methods each proposed solution allows for data exploration. (Describe in detail any license requirements or restrictions).

CCS provides multiple options to access the data:

Oracle BI Publisher: This tool is provided as a CSS application embedded feature that can access CCS data and can be used by the users for querying and exploring CCS data. This can also be used to generate reports.

OUAV: This tool is based on Oracle Analytics Visualizer and is also provided as part of CCS. The OUAV solution works on CCS production data using the in-memory capabilities of the data which will avoid any impacts to the CCS performance. This will help in accessing and exploring CCS production data in real time without impacting CCS application performance.

GDE: GDE enables the City to extract the data from CCS as data files. These data files can be used to build an in-house data ware house which can be used to explore and generate reports on CCS data.

ORDS: ORDS can be used to provide a means of connecting directly to the CCS database via query or development tools with RESTful API capabilities, such as SQL Developer. This tool provides database administrators the ability to write/run ad hoc queries for diagnostic purposes.

None of these above options have any additional license requirements—all are included in CCS.

5.5.2 Describe in detail methods each proposed solution provides for data retrieval and extraction. (Describe in detail any license requirements or restrictions).

CCS provides four (4) options that can be used to retrieve the data:

Oracle BI Publisher: This tool is provided as a CSS application embedded feature that can access CCS data and can be used by the users for querying and exploring CCS data. This can also be used to generate reports. Oracle BI Publisher allows standard SQL querying of data based on certain conditions and the data can be extracted in the form of reports, which can be exported into different file formats, like Microsoft Excel and/or CSV. With this tool, production data cannot be modified in the CCS data base to maintain sanctity of the data and for security reasons.

OUAV: This tool is based on Oracle Analytics Visualizer and is also provided as part of CCS to extract the data in the form of reports. The OUAV tool can be used to query the data using the visualization tools provided with in OUAV. Like Oracle BI Publisher reports, these reports can be extracted in the form of reports which can be exported into different file formats, like Microsoft Excel and/or CSV. Using OUAV, CCS production data cannot be modified in the CCS data base to maintain sanctity of the data and for security reasons.

GDE: The GDE feature in CCS provides data files in JSON format which the City can use to build an in-house data warehouse. The data extracted into in-house data warehouse can be used for multiple purposes as in a standard data warehouse like generating reports, adding custom aggregation tables, and generating reports. The data in this data warehouse can be modified for testing purposes as this modification will not impact CCS as it is detached from the application.

ORDS: ORDS can be used to provide a means of connecting directly to the CCS database via query or development tools with RESTful API capabilities, such as SQL Developer. This tool provides database administrators the ability to write/run ad hoc queries for diagnostic purposes.

None of these above options have any additional license requirements—all are included in CCS.

5.5.3 Describe in detail methods each proposed solution for connecting to the data directly. APIs, ODBC, JDBC, etc. (Describe in detail any license requirements or restrictions).

CCS provides multiple options to connect to data and access it. Embedded in CCS is Oracle BI Publisher which can be used to access the data. CCS also has data visualization tools to access and visualize the data in different visual formats like heat map, bar chart, histogram, pie chart, and/or scatter plot. Apart from the above two (2) features, CCS also has APIs for different data objects, and CCS data can be accessed and retrieved using these APIs.

In addition, ORDS can be used to provide a means of connecting directly to the CCS database via query or development tools with RESTful API capabilities, such as SQL Developer. This tool provides database administrators the ability to write/run ad hoc queries for diagnostic purposes.

As part of data security process, CCS does not allow the data to be accessed directly through ODBC (Open Database Connectivity) or JDBC (Java Database Connectivity) options.

5.5.4 Discuss any system impacts or limitations when daily reports (not required for time-sensitive critical operations during the day) are executed while users are accessing the online system.

Daily reports not required for time-sensitive critical utility operations shall be able to run during the day while users are accessing the on-line system (while meeting the response times identified earlier).

5.5.5 If a mirrored database is required to support reporting during business hours while users are online and key batch processes are executing, describe how and the frequency that the mirrored database is updated and refreshed.

If MVU will require a mirror database to accomplish this requirement, the process of refreshing this database shall be automated by the product application or a component of the technology proposed. The processing time to create this mirror database will be included in the four (4) hour batch window.

5.5.6 Provide examples of standard reporting tools and reports provided by the solutions. Including A/R, consumption, sales statistics, and billing history across multiple accounts.

CCS provides the reporting tools below as well as embedded reports as part of the application:

Oracle BI Publisher: This tool is provided as a CSS application embedded feature, which can access CCS data and can be used by the users for querying CCS data and generating reports.

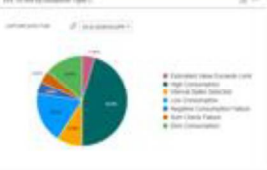


OUAV: This tool is based on Oracle Analytics Visualizer and is provided as part of CCS. The OUAV solution works on CCS production data using the in-memory capabilities of the data which will avoid any impacts to the CCS performance. This will help in real time reporting on CCS data.

GDE: As discussed in earlier responses, we have a GDE feature in CCS that will enable the City to extract the data from CCS as data files. These data files can be used to build an in-house data warehouse to address any additional comprehensive reporting needs pertaining to the City.

Embedded operational dashboards provide performance of key business processes with CCS.

Below are examples of the above-mentioned options.

Reporting and Analytics Capabilities and Tools

CCS	Analytics Visualization	BI Publisher
		
<ul style="list-style-type: none"> • Oracle Utilities CCS includes transactional reporting and querying. • Embedded dashboards included to provide performance of key business processes <ul style="list-style-type: none"> • Day to day statistics and exceptions in areas of VEE, device events, bill determinant and require processing attention. 	<ul style="list-style-type: none"> • Agile and real-time analytics <ul style="list-style-type: none"> • Data surfaced directly for visualization, dashboards, and ad hoc exploration via Oracle DB In-memory • Enabling analytics to be actioned back into Oracle Utilities CCS 	<ul style="list-style-type: none"> • Oracle Utilities CCS includes reporting capabilities via integration with Oracle BI publisher Reporting tool. • This method is the preferred method for Traditional Static Reporting e.g. business and operational legacy reports.

Active Severance Processes Report. This report is used to aid in the monitoring of active severance processes. The report details are used to review how the company is doing as far as the collection of outstanding debt as well as to monitor the progress of currently active severance processes.

Billed Revenues by Rate Report. This is an analysis report for the billed revenues for an accounting period according to the various rates, which were in effect in the platform. The information in this report helps to adjust rates to reach better financial results and comply with regulations and market trends.

Case Statistics by Case Type Report. This is a report on cases types that were created between a given date range. The report can be limited to a specific type and/or responsible user. For each case type, the report shows the following:

- Number of open cases by type
- Percentage of open cases by type
- Number of closed cases by type
- Percentage of closed cases by type

Case Statistics for a Given Status Report. This report shows cases of a given case type that transitioned to a given status during a given date range. Graphs are printed to show the number and percentage of cases grouped by the time it took to reach the status. The statistics are grouped by age buckets whose size is controlled by the last three parameters submitted to the report at runtime. Summary statistics are also printed showing the minimum, maximum, average, and median times for these cases.

Collection Summary Report. This report provides detailed monthly summary information of all collection activities. The report is typically used by a collection department for resource planning and performance review purposes.

Customer Contacts by Type Report. This is a detailed report listing all the customer contacts recorded in the platform within a given date range. You may optionally restrict the report to customer contacts for a given customer contact type.

Customers with Life-Support/Sensitive-Load Report. This report displays a detailed list of premises that are coded with life-support or sensitive-load information. This information is used by a utility to make sure that customers at these premises are dealt with appropriately in the case of an outage (planned and unplanned) or service cut due to non-payment. The report provides detailed information about the premise

and the related facility elements providing service to that premise (for example, substation, feeder, and node for electric service).

GL Accounting Summary Report. This is a financial audit report used to check the financial details in CCS for an accounting period against the GL platform. The report summarizes all CCS financial transaction information for a given accounting period, according to the different operating and GL divisions as well as to various levels of the account GL information.

Meter Reads Performance Report. This performance report tracks meter read activity. Typically, a utility wants to minimize estimated readings, which affect the overall quality of service and limit accurate and timely billing. This report helps a utility assess performance in this area and track progress over time. It measures the number of unread meters that were scheduled to be read by the utility, together with the number of meters that were read.

Open Cases by Type of Case Report. This is a report on open cases that were created between a given date range. The report can be limited to a specific type and/or responsible user. For each case type, the report shows the following:

- Number of open cases by age bucket (the last three (3) parameters control the size (in days) of each bucket)
- Percentage of open cases by age bucket
- Details of the open cases

Payments Balance Report. This report provides an overall view of all payments received within a date range. It is typically used for financial control and audit purposes. The report provides summary information about payments received and about canceled payment. Data is summarized by the tender source and the type of payment.

Receivables Aging Report. This report provides information about accounts receivable aging according to parameterized arrears buckets. The report groups information according to customer class and displays detailed account information for actual arrears review.

Tax Payables Analysis Report. This report displays a summary of the tax amounts that were levied by the company to customers within a given date range. It also includes the tax exemption information for that period. The information is summarized according to CIS division and GL account.

To Do Entries/Exception Report. The To Do report lists all To Do entries with grouping by To Do status and age. Optional parameters can be used to limit the report to a status and/or a particular To Do type. To Do entries track all data exceptions encountered in the platform, including batch-processing exceptions. This one report layout can report on one exception area at a time or provide information on all current data exceptions for over one hundred (100) To Do types shipped with CCS. If new To Do types are added as part of implementation, they will be reported by this report as well. Basically, this one report does the job of over one hundred (100) exception reports in traditional applications. Data on the To Do report, like all other reports created using Crystal Enterprise Professional, can easily be exported to common formats (such as Microsoft Excel) for further analysis.

Umbrella Agreement Summary Report. This report provides an overview of an umbrella agreement, its terms of service records, and its service agreements. It includes graphs showing billing history by accounting period for all service agreements at both the umbrella agreement level and the individual terms of service level.

Unbilled Revenue Report. This report calculates the estimated unbilled revenue for each month. In the normal course of business, revenue gets billed throughout the month (according to the bill cycle). At the end of the month, the revenue billed for that month covers only a part of the month, leaving the rest to be billed the next period. This report calculates the estimated portion of revenue that needs to be recognized but has not been billed yet.

Vacant Premises with Consumption Report. This report locates premises and service points that are considered vacant and checks for consumption. Any recorded consumption on those premises is reported here to enable the company to investigate.

Performance Consideration. Note that many utilities opt to create a reporting database that is a shadow of production to check that indexes defined to benefit reports may be created without any effect on the production environment. Should the City implement these reports in the production environment, please make sure to carefully weigh the benefit of strengthening report performance against the possible degradation to the performance of day-to-day processing because of defining a new index.

The design assumes Oracle BI Publisher as the reporting engine, but efforts have been made to keep this interface open for implementation using alternative reporting engines as required by Oracle's clients.

5.5.7 Describe in detail what data models will be provided with each solution and methods for consuming those, including third party tools and applications. (Describe in detail any license requirements or restrictions).

CCS comprises the functionality of customer and meter coupled with functionality of service orders, device management and smart grid gateway for meter head end application. As such the data model provided by CCS contains the combined data model for both customer and meter solutions along with the data model to address the other mentioned functionality. The data model also addresses the functionality of the DSS application.

The City can extract the CCS data for the complete data model using the methods described above—Oracle BI Publisher tool, OUAV, and GDE. For data extraction, exploration and visualization, the City can use any of the three methods. The City can also build an in-house data warehouse for a comprehensive reporting database using the GDE files and this in-house data warehouse can be used by any of the third-party tools by connecting directly to the data warehouse.

For security reasons, CCS does not allow connections by third-party applications to the CCS data model. None of the above options to access the CCS data model incur any additional license requirements or have any license restrictions.

6.0 Project Implementation Information

This section of the Response Template should be a narrative description that supports the Vendor's implementation methodology and Project Plan. A Gantt chart representative of the implementation plan schedule along with the MS project plan must be provided as an attachment (Attachment L – Implementation Schedule – Project Plan).

The Project Plan should reflect the implementation methodology described in Vendor's Proposal to this RFP. The Project Plan should outline the activities, project schedule, Vendor resources, MVU's resource requirements, interdependencies, and critical milestones for the project. The submitted Project Plan must contain a detailed System Acceptance Plan, including the phase entry and exit criteria that will lead to system final acceptance. Vendor shall provide the following in their Project Plan:

- A Three-month System Acceptance Period included in the Post Go-Live timeframe (See RFP Section 7.4.10)
- Three months of Post Go-Live Virtual or On-site Services (See RFP Section 7.4.11)

Please refer to Attachment L - Project Plan section

6.1 Implementation Overview

6.1.1 Explain why the Vendor believes they can provide the best service to MVU during implementation, post go-live through post-final acceptance and support services long term.

Enterprise Solutions Consulting, LLC is proposing one of its executive members, Rejith Kumar, as the Project Manager for this implementation engagement. Mr. Kumar has over two decades of experience

implementing Oracle Utilities Product Suites across United States and abroad as can be evidenced from the resume provided with this proposal.

As an Oracle CIS veteran, Mr. Kumar brings a unique understanding of the impact of large scale Oracle Utilities Product Suite implementations across an enterprise and the need for highly coordinated, cross-functional team cooperation required to bring projects in on time and on budget. His Oracle Utilities Product Suite experience will also help the project as Solution Architect who can guide the team and validate solution being implemented. He also brings the experience of working up and down an organization's hierarchy translating project status, risks, issues, and budgetary expectations across team lines. His position within ESC means the entire organization's resources are at his disposal to address project milestones, potential project changes, and deadlines. Mr. Kumar sets and lives ESC's market positioning and branding and understands the nature of being competitive in deregulated industries. Client success and reference-ability are tantamount to ESC continued success and growth in the utility CIS systems integrator market.

Common PM Failure

- An experience CCS functional consulting to manage the project with no project or program management experience
- An experienced project manager with no CCS experience.
- An experienced PM with some CCS experience who is incented to increase the project's budget (SI revenue) via change requests, scope increases, and project extensions.

With project management experience and consulting organizations large and small, he knows how to cut through the "fluff" of methodologies to implement processes, practices, and approaches that keep a program/project initiative focused on the goal – in this case the effective, efficient, successful implementation of a new CIS for MVU's. Mr. Kumar has also managed project efforts from both an executive sponsor and project management perspective with AAC acting on a client's behalf.

ESC is comfortable stating our approach is unique among system integrators.

Our project management assignment alleviates the issues associated with each.

6.1.2 Discuss any instances where you have worked with a 3rd party service provider as part of the implementation

ESC has experience with leading 3rd party service providers such as AAC Utility Partners, EY, PwC and West Monroe Partners.

6.1.3 Describe the implementation strategy that has been proposed and why.

As a responsible and Certified Oracle Utilities Customer Cloud Service (CCS) implementation provider, our proposal includes taking full advantage of the applications' out of the box functionality and flexibility designed specifically for the utility industry. We intend to develop a strong partnership with MVU during the project to assist your organization in re-evaluating its current business processes and to enable MVU to take advantage of the rich functionality and configurability of the Oracle applications. In the end, MVU will realize a fully integrated solution where all modules and external interfaces communicating with each other in real-time and via batch processes.

The following teams are referenced throughout this section:

- Implementation team – comprised of Enterprise Solutions Consulting, LLC (ESC) resources, this team is responsible for the implementation of the application and any customizations necessary to meet MVU's business and systems interface requirements
- MVU team – comprise of MVU's core business users responsible for the establishment and management of the CIS and MDM business processes for the future solution

The following Methodology and Approach will be utilized during the project with careful consideration of MVU personnel and processes. Our approach to cloud-based Oracle solutions has been proven very successful for past projects. This methodology also aligns with the Project Management Institute's (PMBOK) guidelines and Software Development Life Cycle (SDLC) processes, and knowledge areas. Our methodology ensures that the PMI's knowledge areas are efficiently and effectively addressed through our project management.

ESC's Utilities Evolution Excellence (UEE) 5 phased implementation approach will serve as the roadmap for this engagement. This approach is a deliverable-based and applies across processes and technologies. The overall process is supported by a set of Utility Reference Model templates, techniques, and deliverables necessary to effectively implement the proposed Oracle CCS (CIS+MDM) solution.

UTILITIES EVOLUTION EXCELLENCE



The following are the phases to be completed for the MVU's implementation project:

- Phase 1 – Initialize
- Phase 2 – Converge
- Phase 3 – Clarify
- Phase 4 – Enable
- Phase 5 – Live/Operate

This approach is recognized to be a differentiator in the market. By overlapping the start of these activities and fully utilizing the MVU's core team resources in support of initial data analysis, configuration, report needs-analysis, and interface definition we not only accelerate the project schedule, but initiate the knowledge transition of specific operational knowledge during the Converge and Clarify phase of the project. This represents a significant advantage to MVU in that their core team members get hands-on experience with the business operations of the Oracle CCS application utilizing their business processes while lessening the need for classroom training after subsequent testing phases.

Detailed description of these phases are discussed later in the proposal.

SMART ENERGY WATER

For our valued engagement with MVU, SEW aims to leverage the latest technology, advanced implementation tools, well-proven project management framework, risk mitigation plans, software & system testing, learnings from past implementations, modern training methods that has helped our existing clients to witness hassle free transition. We will bring our industry-leading project management best practices and adhere to a mutually agreed implementation plan which can be modified and adjusted based on your requirements. With our experience and domain expertise, SEW is confident we can provide the necessary expertise, guidance, and support required to help MVU be successful in its initiative to provide CWSS and MWM solution. SEW is known among its customers for quick implementation while taking complete ownership during pre-implementation and post-implementation phases. Within two weeks of receiving written authorization, the SEW team will begin scheduling the work sessions associated with the mutually agreed Project Plan.

SEW's Program Governance (SPG) framework is a mature and well-proven governance model, which serves as an accelerator to launching a successful program or initiative in a timely manner while still enabling the project to perform the proper amount of planning. Within each Key Area of the SPG Framework we address many of the lessons learned and key steps required for a successful implementation, which we would be happy to discuss with you in further detail.



SEW' implementation strategy is guided by our vision of becoming a leading Work Management and Mobile Work Management solution provider addressing all pain areas & business objectives of our clients. SEW's robust implementation approach & project management practices emphasize on smooth and timely coordination between SEW and client project team during execution and post go-live stage.

Following are the part of the standard methodology, these are highly configurable and can be customized as per the requirements of MVU:

A. INITIATION ACTIVITIES

SEW project initiation is focused on launching the project rapidly and gaining sustainable momentum early on for the entire team. Key tasks include:

- Introduction Meeting and Review of Scope

- Resource Onboarding (Security forms, access requests, etc.)
- Finalizing team roles and responsibilities
- Review project methodology and communications plan
- SCM®, SMW® base application deployment in demo site
- Conducting Fit/Gap workshops to finalize business requirements
- Documenting scope of work

B. SOFTWARE CONFIGURATION

During the Configuration (Construction) phase, SEW works in conjunction with the MVU project team for all integration and configuration activities leveraging our sprint-based methodology. SEW will work with MVU to finalize the configurations required and integration points. Standard configuration activities include:

- Technical Specification
- Integration Service Creation
- Product Configuration
- Data Ingestion
- Unit Testing
- Integration Testing
- Quality Testing

SEW will generate a Document of Understanding to cover the project scope and configurations in detail as part of the initiation phase. SEW will document the specific product use cases and configurations as part of our proprietary Document of Understanding. The DOU will be reviewed and approved by MVU before SEW commences work, to ensure all team members understand the scope and agree. SEW recommends the creation and maintaining of four environments which SEW will provide as part of our standard cloud hosting offering. SEW will provide a Development, Quality Assurance, User Acceptance Testing, and Production environments. SEW will leverage the Development and QA environments for SEW activities, while the MVU will utilize the UAT environment for both UAT and Training activities. After production deployment, the UAT environment can be designated for additional activities the MVU would like, such as continued training.

C. BUSINESS READINESS

Business Readiness activities will be conducted joint with the utility to focus on the key activities MVU currently supports for Business and Customer Readiness, along with recommendations and best practices provided by our team. Readiness includes:

- System Knowledge Transfer (Application and End User)
- Training – Including Train the Trainer sessions
- User Acceptance Testing Readiness
- Organization Change Management and Communication
- Customer Service Readiness

- Marketing Planning/Approach

D. CUTOVER PLANNING/ GO-LIVE

Go Live is conducted on a pre-scheduled date and time once all formal approvals are received including UAT closure and Stakeholder approval. SEW will work with MVU to determine the best timeframe with the least impact and traffic on your existing sites. Deployment activities are managed through an approved deployment plan with both MVU and SEW activities defined down to a time frame and specific tasks. Deployment activities include:

- Deployment plan
- Deployment task list review
- Deployment Preparation meeting
- Product Deployment
- SEW Production Verification Testing
- MVU Production Verification Testing
- End to End Validation

E. POST GO- LIVE

For a period of 30-days Post Go-Live, SEW's implementation, functional and technical teams will continue to work with the Client/Partner to ensure a smooth transition from implementation phase to Production-support phase. During the User Acceptance Testing phase, SEW will introduce our Client Success team which will transition to full time support after the stabilization phase. During Stabilization, the SEW Project Team will work with our leading Success Team to conduct knowledge transition to both the Success Team and MVU Support staff. Ongoing support, maintenance and client training will be provided by the SEW Client Success team. SEW Success Team will provide a ticketing system to manage/monitor and respond to any production incidents, communication and advanced notification of maintenance or service windows, management of bug/defect resolution or enhancement releases, and continuous customer engagement training and guidance for increased adoption and customer and client satisfaction.

6.1.4 Explain the training methodology that will be utilized and the advantages.

Once the system is designed and build has begun, the Training Manager will plan for end user training. There are several critical training design, development, and planning activities that occur during this project phase:

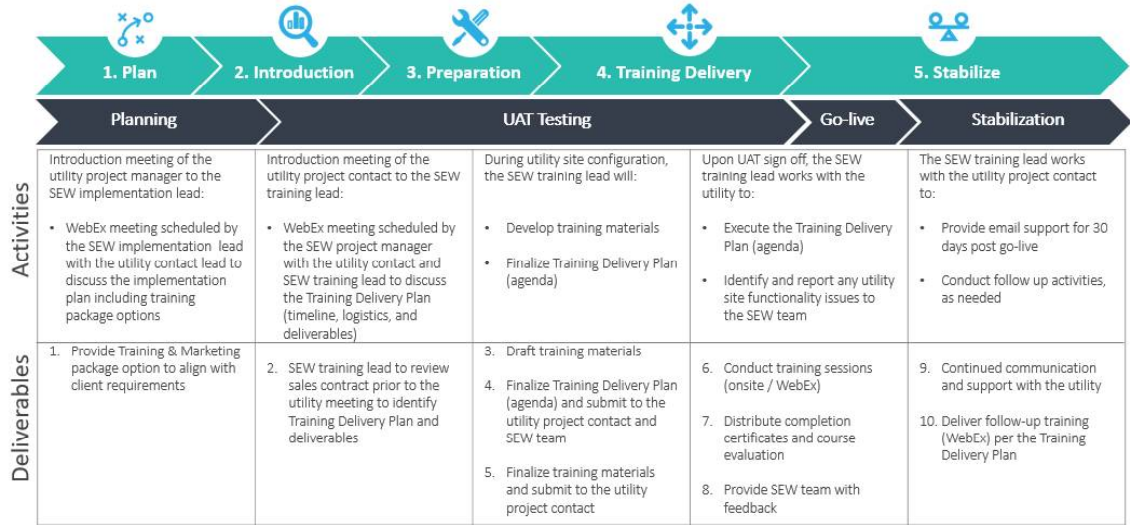
End User Training Deliverables	Description and Objective	Team ESC Accelerators	MVU Considerations
<p>End-User Training Needs Analysis</p>	<p>The End-User Learning Needs Analysis and Strategy has two key components:</p> <ul style="list-style-type: none"> • The training infrastructure and target audience assessments • The training approach and work plan documents that are developed based on assessment results <p>The Needs Analysis is an information gathering activity. Surveys are distributed and interviews are performed to gain a focused understanding of the organization’s education landscape.</p>	<ul style="list-style-type: none"> • Training Infrastructure Assessment Template • End-User Learning Needs Template • End-User Learning Scope Statement • End-User Learning Work Plan 	<p>Some of this work will occur as part of the Change Management effort described in Component B of our response. We will validate the findings and revise the end user training strategy before curriculum design and material development begins.</p>
<p>End-User Training Strategy/Curriculum</p>	<p>The End-User Training Strategy/Curriculum is a collection of reports, processes and assessments that forms the basis for end-user training program development. The End-User Training Strategy/Curriculum consists of any combination of the following, as appropriate for project scope:</p>	<ul style="list-style-type: none"> • End-User Instructional Techniques and Media • Performance Support Vision • End-User Learning Gap Analysis • End-User Learning Development Process 	<p>We suggest a variety of learning methods for the End User Training (e.g., a blended learning solution). As with other deliverables, we will validate the design implications as they relate to training material usage for the MVU.</p>
	<ul style="list-style-type: none"> • Assumptions • Instructional Techniques and Media • Performance Support Vision • End-User Learning Development Process • End-User Learning Work plan • Performance and Training Support System Structure 	<ul style="list-style-type: none"> • Performance and Training Support System Structure • End-User Training Curriculum • End-User Training Course Outlines 	

	<ul style="list-style-type: none"> • End-User Learning Curriculum • Description of any development processes used to build the components of the program 		
<p>End-User Training Course Customization Support</p>	<p>Based on specifications defined during Curriculum Design, ESC and MVU material developers will create/customize materials required for the end user education program.</p> <p>As a starting point for training content, ESC will leverage our library of documented business processes for Oracle. The material library consists of material development templates, system process documents, class presentations and classroom exercises. These end user education materials have been developed based on our implementation experience and are based on Oracle applications leading practices.</p>	<ul style="list-style-type: none"> • Training Development Standards and Templates • End-User Training Materials • End-User Learning Program Quality Review 	

<p>End-User Training Data Development Support</p>	<p>ESC will populate data into the Oracle CC&B training environment. The training environment provides a space where learners can execute transactions and reports during training without affecting the production, development, or testing environments. The training environment should be identical (or as similar as possible) to the production environment in both configuration and data. We will leverage full copies of the test or production environments as appropriate to minimize data population requirements.</p>	<ul style="list-style-type: none"> • Data Set Input Sheets • Instance Refresh Schedule 	<p>To further facilitate learning for key MVU end users, enabling those users to participate in data population may result in improved understanding of system transactions.</p>
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SMART ENERGY WATER

We follow a completely integrated approach for training as depicted in the below snapshot.



Integrated Training Approach

SEW takes knowledge transfer into consideration as part of our training function. Training classes will be offered as required by MVU. SEW recommends conducting “Train-the-Trainer” sessions for all functional training of SMW® & SCM® solution. We prefer to enable our clients to be independent for training needs which overall reduces costs for MVU greatly. Training can be delivered in classroom settings, WebEx sessions, job aids, video user guides, online help guides, and on the job. SEW will develop training materials and host a limited number of on-site “train the trainer” sessions. They will not only provide MVU with needed

materials but also the knowledge for key personnel such as trainers and system administrators to conduct their daily operational activities related to software installation, system architecture, security, and configuration and train additional internal staff to support workforce operations.

- Functional Support Training – SEW recommends conducting train the trainer sessions for all functional training of MVU nominated staff.
- Technical Support Training – Majority of technical support comes as part of our standard maintenance and product support offering. For system administration, SEW will conduct system admin training in a small classroom setting for those identified as the system administrators.
- Train the Trainer – This training is conducted on a module by module walk through basis with scenario-based events to enable the trainers to be prepared for any training question which may arise. Course materials, trainer materials, and job aids are all provided by SEW.

End User Training – SEW recommends providing either job aids, cheat sheets, or online help as an option for end user training rather than field training of all end users. Training of all end users can be expensive and time consuming, where as our product is simple to learn and use this type of training is often not needed. As an advanced training option, we offer video user guides which are approximately 30-60 seconds videos on how to perform certain functions in case a user is facing a challenge.

6.1.5 Provide a description of the process that will be utilized by the implementation team in developing custom ad-hoc reports.

As OUA is built on OBIEE, included with OBIEE is Oracle Business Intelligence Publisher. Oracle Business Intelligence Publisher is used to create ad-hoc reports. It allows SQL ad-hoc queries to pull any data out of Oracle Utility applications.

Oracle Utilities CCS includes the definition of reports built using external tools (such as OBIEE) to ease the creation and allow for ad hoc report requests. The report definition may include multiple parameters, labels (for column headings and tags), and fonts. The report is linked to an application service, providing security on the access to each report. In addition, dozens of sample reports are delivered as demo data with the platform to enable rapid deployment.

In the case where Oracle Business Intelligence Publisher is being used as the reporting engine, a snapshot of the Oracle Utilities CCS data is taken, providing up-to-the-minute results. Oracle Business Intelligence Publisher produces that data in an image that can be viewed online or stored as a PDF image.

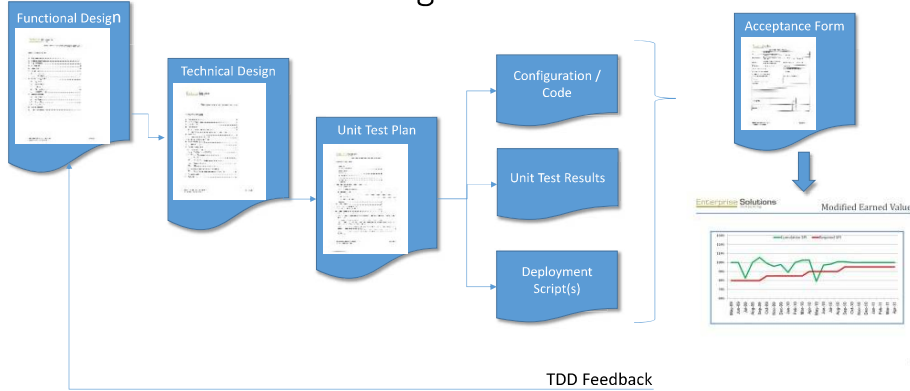
6.1.6 Describe your quality control methodology used throughout the project.

Quality Management

Our quality management approach defines the process for deliverable production and the process for peer and quality review. This is built into the planning for each deliverable's production, including identifying the people responsible and also allocating the time for the activity to be completed.

Our project manager and coordinator will collaborate to support development of approved RICEFW objects and their management between the onshore and off-shore teams. The project schedule tracks development of each object through its lifecycle. We track completion and sign-off, providing an audit trail of the quality assurance activities. With a global rollout this enables efficient handoffs and tracking across countries and time zones for ownership and review as required. Also, our approach provides progress reports and the management information that enables monitoring of progress against plan and presentation of the information for decision making.

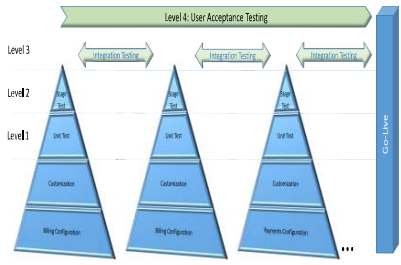
Work Package Deliverables



The PMO team includes a Quality Manager whose responsibility is to co-ordinate quality management and assurance activities in the delivery of the solution. While the PMO team has this role, it is the responsibility of everybody who is involved in designing and building the solution to ensure that quality is built into solution delivery.

Our implementation approach includes an iterative four level quality management approach that sets the process for the design, development, review and approval of the solution from requirements through to implemented solution. This incremental approval method informs the project’s scope and change management efforts as MVU’s team members become engaged with the system and its overall capabilities.

- Level 1 – Core Team Process Validation: Process teams verify system functionality and respective customization designs using demonstrations and cross-functional team reviews
- Level 2 – Unit Test Execution: Approved customizations undergo specific unit testing at each release to a new environment to ensure both the customization and release procedures are complete
- Level 3 – Extended Business Validation via System Testing: Incremental stage testing acts as an overall integrated system tests to verify system components are working in harmony to specified business processes
- Level 4 – User Acceptance Test Approval: the completed system is exercised in parallel with the current legacy system to validate results against business requirements



In our experience Quality Management is successful if:

- Appropriate deliverable templates are available from the start to aid consistency in deliverables
- Rigorous deliverable review and acceptance is included in the approach, adhered to and included in planning

Key Deliverables	Description
Project Organization	Establishing a project team of resources who can address all aspects of the project scope and produce the required deliverables.
Budgeting and Staffing	Verifying that a project budget has been established and that tracking mechanisms are in place.
Project Tracking	Tracking the overall progress of the project and providing regular status reports.

Project Communication	Verifying that regular cross-team communications exist and are available to the broader client community.
Quality Assurance	Verifying that procedures and processes are in place that will help generate high-quality deliverables and a final product that meets the business requirements.
Risk Management	Establishing processes and procedures to prevent or manage project risks. Issue Resolution – Establishing procedures and processes for capturing, escalating, and resolving the various types of project issues.
Change Control	Identifying when change control procedures and processes should be implemented during the project life cycle.
Program Resource Planning Process	Define detailed process for planning specific program, initiative, and project resources.
Initiative Integration Strategy	Define the methodology to integrate imitative workflow outputs
Scope Management Plan	Define the process to manage scope changes
Program Status Reporting	Define the process for reporting status by project/ tower
Program Management Detail Work Plan	MS Project Plan detailed to task level

- Process leads are included at each stage, with the responsibility to sign off the deliverables associated to each work package
- SMEs from MVU, ESC and other third parties are included as appropriate to input to the delivery process using an established review calendar

6.1.7 How does the Vendor assist the utility in preparing for and implementing organizational change based on the new solution(s)?

To achieve the long-term goals of this project, the aspects of organizational change must be managed for successful use of the billing system by end users of the system. A dedicated team of organizational change management (OCM) experts is required to work closely with the implementation team and key stakeholders to define the strategies that will be used to transition from the current billing practices to full adaptation of the updated billing system. Our experience is that this “softer” side of the consulting team’s role on enterprise system implementation projects is a critical complement to the technical side, and it is a key differentiating skill set that our team will bring to MVU’s to maximize the likelihood of long-term success of the updated system. The team will define a change management roadmap for three primary stages that encompass the change progression:

- Preparing for change
- Managing change
- Reinforcing change

6.2 Project Management

The Vendor, as prime contractor, will be responsible for providing professional project management of the entire project, which includes managing the cost, schedule, quality, and scope. The Vendor’s Project Manager (PM) should be 100% assigned to MVU. Based on this requirement, provide the following information:

6.2.1 MVU will contract for full-time MVU side project management services. Explain how you have successfully worked with such a structure.

The ESC team is committed to excellence for this project. ESC proposes a co-managed team approach, along with MVU, to effectively deliver the components of the Oracle Customer Cloud Service (CCS) Solution and its deployment. The entirety of the program will be co-managed from the leadership level down to the project level. This holistic approach effectively integrates across the program, provides a clear view on both progress and stumbling blocks along with the data necessary to be confident in the final delivery.

MVU will benefit from ESC's extensive experience managing some of the largest technology led transformation implementations and is therefore well placed to support this project. The ESC project management approach goes beyond the science of project management and system implementation to address the art of process and people change. The ESC Project Management Center (PMC) will be instituted to guide project completion.

The principles of good governance, solid controls framework and policy review/change have been woven throughout the methodology. A Project Management Toolkit, a collection of PMBOK project management processes and proprietary tools, has been developed to support the effort by trained practitioners. These proprietary products are the cornerstone for the execution of all project management activities.

The team proposed to staff the PMO uses an "Intelligent PMO" approach and includes a program office to support the leadership team, is proactive and adds value in contrast to being a reactive data driven organization. The team brings:

- Expertise in designing the appropriate governance and organization and its changes over the course of the program
- Experience in planning complex deliveries and rigorous management of execution
- Invasive program assurance and proactive risk management
- A focus on outcomes and the delivery of benefits

6.2.2 Given the current pandemic and the potential travel and physical distancing restrictions that may be in place, how do you propose completing a virtual implementation?

ESC is proposing Oracle Utilities Customer Cloud Service (CCS) – a cloud based SaaS solution. With the current pandemic situation, we have deployed our "Virtual Room" models build on sharepoint integrated with MS Teams for implementations where ESC and MVU team members can login to virtual sessions, attend workshop, see their assignments and communicate with each other. We have deployed this virtual implementation method for SFPUC and other 3 utilities successfully.

6.2.3 How will the Vendor review and manage productivity in a virtual implementation?

Please see 6.2.2 for details on our Virtual Room model.

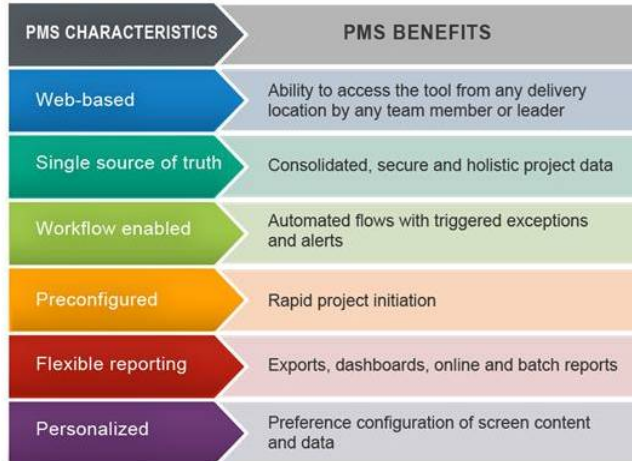
6.2.4 If permitted, please describe the project managers time onsite and offsite. Specially how many weeks will the project manager be onsite and the duration of time the project manager will be off site. When offsite, how will the project manager engage with the MVU staff?

If permitted, we expect Project Manager to be onsite at least 75% of the time.

6.2.5 Please describe the overall project management methodology. Describe how the project management function will be executed and what to expect from the Project Manager.

Project Management Center


The project management program is supported by The Project Management Suite (PMS) toolset. This PMS toolset supports and empowers the Project Management Center, which manages eight separate processes, as described below:

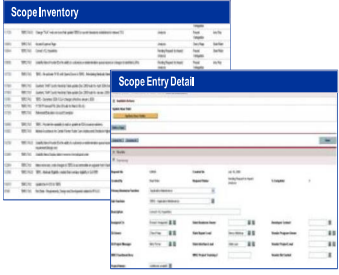


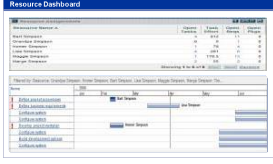


The PMO team uses the PMS tool to proactively manage the project delivery by:

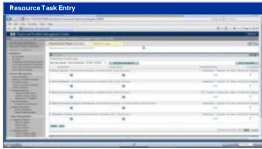


- Quality assurance and data validation
- Managing the delivery of the plan and the dependencies with other parties
- Proactive management of risks and issues to achieve resolution

This ongoing oversight creates the infrastructure that enables successful project implementation and execution, while addressing potential issues before they arise.

PROCESS	DESCRIPTION	PROJECT MANAGEMENT OUTPUTS
Integration Management	Identifies, defines, combines, unifies, and coordinates various processes within the project management discipline. Issues, Change Control, Action Items, Decisions and Asset management are key controls implemented in this process.	

<p>Scope Management</p>	<p>Scope management and change management are closely aligned, to assure the project team only performs in-scope work. Scope is defined during the scope management process and change is managed within change control via the monitoring and controlling processes.</p> <p>Within the City Project Plan ESC will work to effectively manage the project scope.</p>	
<p>Communications Management</p>	<p>Supports timely and appropriate generation, collection, distribution, storage, retrieval, and ultimate disposition of project information.</p> <p>Describes the methods and techniques for handling activities such as:</p> <ul style="list-style-type: none"> Identifying project stakeholders Identifying the information that is to be exchanged between project stakeholders Making sure that timely and appropriate collection, generation, dissemination, storage, and ultimate disposition of project information among project stakeholders. 	
<p>Cost Management</p>	<p>Established to complete the project within the approved budget. Involved in estimating, budgeting, and controlling costs.</p> <p>PMC provides The City’s project visibility to the estimated effort and actual effort at a defined labor rate. “Real-time” Earned Value metrics such as cost variance and cost performance index are available.</p>	
<p>Human Resource Management</p>	<p>Supports the acquisition of the services or talent needed from outside the project team to perform the work.</p>	

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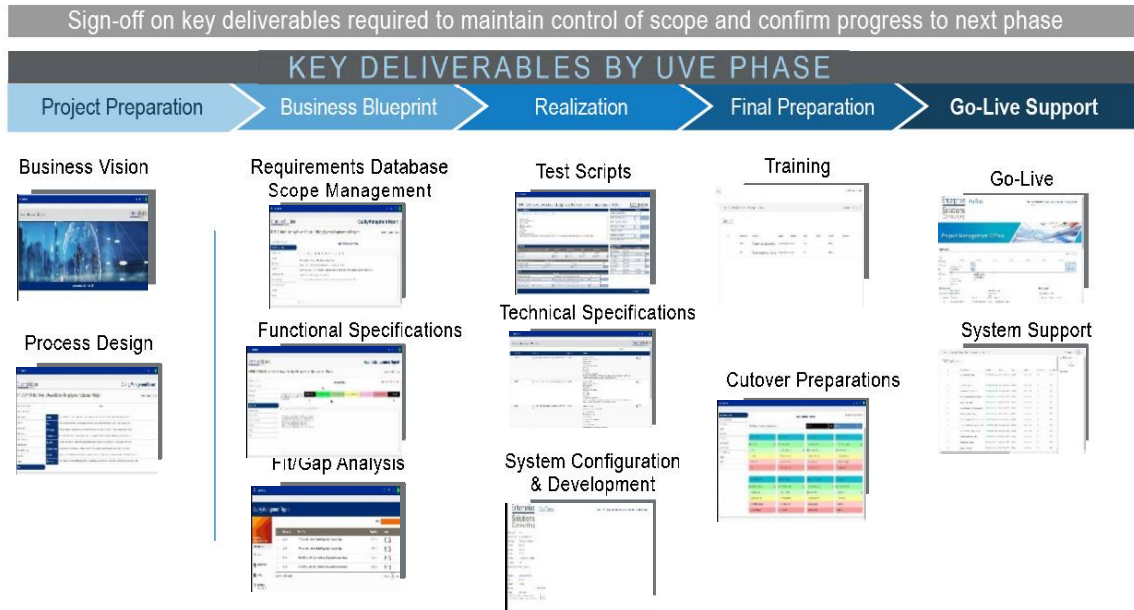
<p>Time Management</p>	<p>Enables the timely completion of the project through activity definition, sequencing, duration estimating, schedule development, milestone setting and progress tracking.</p>	
<p>Risk Management</p>	<p>Outlines the approach for managing risks, including roles and activities, and methods and techniques. A consistent method for definition of activities and resources needed to assess and respond to project risks is critical to successful project delivery. Risk plans include methods for managing risks that emanate from the product, processes, resources, and constraints.</p>	
<p>Quality Management</p>	<p>Includes the processes for quality planning, quality assurance, and quality control. Quality planning identifies quality standards relevant to the project based on quality objectives and determines how to satisfy them. Quality assurance evaluates overall project performance on a regular basis to gain confidence the project will satisfy the relevant quality standards. Quality control monitors specific project results to determine compliance with relevant quality standards and identifies ways to eliminate unsatisfactory project performance.</p>	

Scope and Change Management

The following activities assure successful scope management as well as any scope changes required:

- **Confirmation of scope** begins at the onset of the program and at each phase of the implementation
- **Change control** supports review, assessment and approval of scope changes using robust yet flexible change control process and tools
- **Governance:** use of a governance model with the leadership bodies and escalation processes for effective and rapid decision-making

- **Delivery into production:** defined process for the controlled delivery of approved systems changes into production



Confirmation of Scope

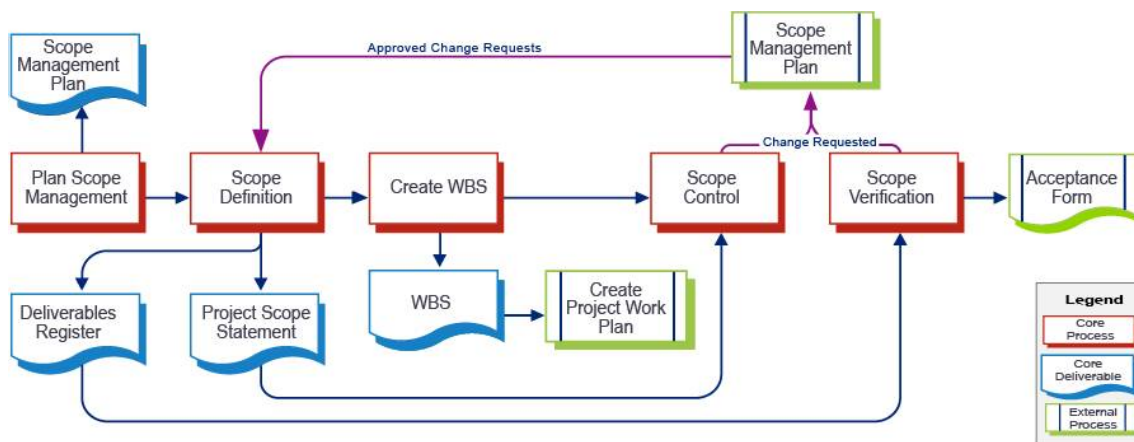
Scope of the project will be confirmed at the outset of the project. Scope confirmation will continue through baselining the Operating Model, scope of delivery and defining the plan. Signoff of the key deliverables at each phase will be used to periodically revisit and confirm the scope of the program, and to provide the basis against which change can be made. The Project Management Center process for managing scope includes defining, controlling, and accepting the scope of the project.

Change Control

The PMC method change control process is the repository for the management of the change request process. The PMC Integrated Change Control process is used to:

- Identify and document change requests that have been formally approved, baselined, or placed under formal configuration management
- Determine the impact of the change request to scope, cost, budget, schedule, and quality of the project
- Review the changes in a formal approval process and determine if the changes should be implemented.

The PMC tool supports the process by capturing all scope-related items in one central repository and by managing the change control process through the workflow.



Governance

A sound Terms of Reference is a foundational step to success in governance. ESC will work with The City to create this document. Identification of the appropriately qualified people empowered and willing to make decisions supports a strong control of scope platform. Each governing body includes designated powers of sign-off and authorization for changes may be escalated for approval or rejection as necessary within their individual jurisdiction.

Delivery into Production

Implementation of a change must be approached in a controlled manner to reduce impact on both the business and the program. ESC’s Enterprise Change Management approach provides the framework to roll out approved changes with reduced risk as shown below:

RESULT OF REDUCED RISK	BENEFIT
Increased stability of process and technology environments	Disciplined and documented control and management of change minimizes the risk of unexpected results from introductions of changes to the production environment.
Decreased operational costs	Methodical record-keeping of changes facilitates continuous process improvement of policy/procedures and operational processes in the production environment and expedites resolution of issues related to changes.
Significantly speeds up delivery of change	Defined appropriate operating framework improves the turnaround time for change, initiation assessment, and approval. Change requests can then be scheduled based on impact, risk, and priority.
Delivers better quality products for customers	Rigorous release policies, which include release schedules, test strategies, communications planning, release calendars and end-user training, determine that the product delivered to the production environment will meet customer requirements.
Better use of change delivery resources across the organization	Resources no longer must be diverted from planned duties to implement urgent changes or back out erroneous charges when following a predefined release life cycle.

Exercises structured control of change delivery from start to finish

Implementation of a standard process for change and release management, environmental control is maintained by ensuring rigorous process compliance by all areas requesting and implementing changes.

Communications Management

During project preparation, ESC project leads, and managers define a communication and reporting plan to keep The City informed of the project statuses and issues possible impacts of those issues. The plan is supported by recurring meetings (meeting types include steering committee, stakeholder, sub-team, and all-hands), and status reports. A targeted mix of communication mediums is then constructed to reach all identified populations and stakeholders. Synthesized information from the major project management processes including Integration Management, Risk Management, Time Management, and Issue Management is all used to generate these reports.

The PMC application provides the necessary data to create the Implementation Status Report for and ESC works closely with The City’s project managers to generate this report.

PMC	PMC FUNCTIONALITY
Project Summary Dashboard	The PMC provides a high-level dashboard of the overall project status with drill-down capabilities to details of the milestones, tasks, and deliverables. Exception messages provide the project manager with a view into the health of the project and areas of the that need additional attention.
Work Plan Dashboard	Project metric information may be obtained from MS Project or the PMC Work Plan dashboard. The work plan provides the ability to filter the plan by: tasks completed, tasks in progress and tasks not started Time spent and time remaining on the tasks is provided based on the actual work plan status and effort reported by the assigned team members to a task. The work plan dashboard also provides multiple views of the plan.
Project Settings	The Project Summary Dashboard provides an overall Health of the project (Red, Yellow, and Green) based on the number of Exception messages. Health metrics and calculations are defined in the project settings and can be defined for project, schedule, cost and issues
Risk Manager Dashboard	The Risk Manager Dashboard provides a summary of the risks and classifies potential risks that could affect the project by type, priority, potential impact, and probability of occurrence.

The PMC status reporting requirements are summarized in the functionality overview below:

Cost Management

Managing time and budget requires:

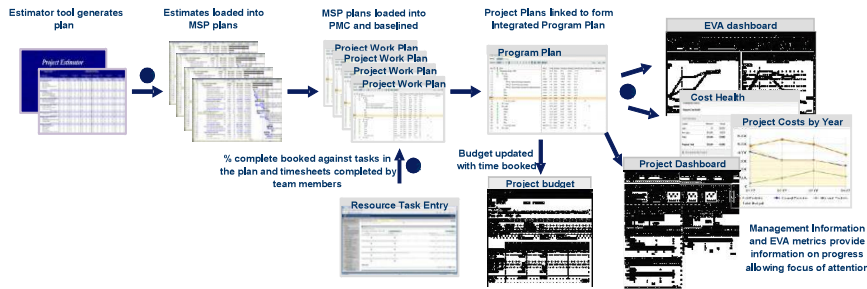
- A validated and baselined process produces realistic and accurate plans
- A tool for time and effort to be recorded by a central plan
- Insightful reports based on progress data highlighting action steps

A realistic and achievable plan is required to manage to both time and budget. ESC’s estimating methodology provides accurate time and effort estimates and an auditable trail of the planning decisions.

High level planning using the PMC tool and an agreed-upon planning standards ensure each workstream maintains consistent plans. Estimated resource requirements are more succinctly aligned to team requirements sufficient for work completion. These plans roll-up to the Program Plans that are reviewed, validated, and baselined prior to entry into each major program phase.

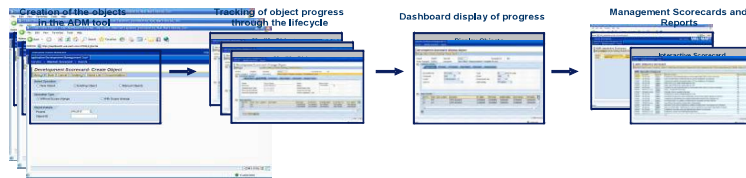
Each week updates provide a percent completion against tasks and hours booked against the plan. Progress tracking is accomplished via timesheets submitted into the PMC tool.

The PMO team and management team use these metrics and the analytics behind them to provide focus for future activity and decision-making. Remedial actions are initiated where necessary to re-plan the workstream activities as agreed upon by ESC and The City’s management team.



Risk Management: Quality Assurance and Quality Control

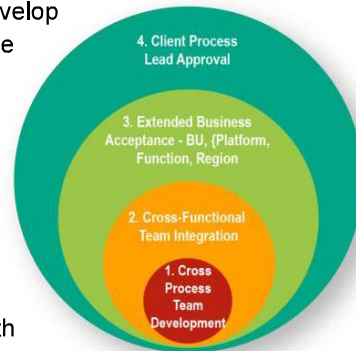
- The process for deliverable production and the process for peer and quality review is defined by a quality management approach. Each deliverable’s production is built into the planning, including identification of the people responsible and time allocation for activity completion.
 - Development of RICEFW objects is done with the Application Development Manager tool (ADM) through PMC. Each object is tracked through the lifecycle and managed between the onshore and offshore teams. Workflow is used to allocate objects to the next responsible person in the process.
- An audit trail of quality assurance activities is also provided by the tool and guarantees efficient handoffs and tracking. Ownership and review are easy to accomplish to monitor progress against plan. Information required for decision-making is quickly available as well.



The PMO team includes a Quality Manager who is responsible for coordination of quality management and assurance activities in the delivery of the solution. The PMO team has this role, however it is the responsibility of everyone involved in designing and building the solution to ensure that quality is built into solution delivery.

A four-stage Quality Management Approach that sets the process for the design, development, review, and approval of the solution from requirements through to the implemented solution is employed.

- **STAGE 1 – Core Process Team Development:** Process teams develop respective design and functional requirements, using interviews, site visits and peer review.
- **STAGE 2 – Cross-Functional Integration:** Integration sessions facilitated between teams to fix cross-functional issues.
- **STAGE 3 – Extended Business Validation:** Sessions held to validate design, address major requirements, educate the business leads and as a communications vehicle
- **STAGE 4– Client Process Lead Approval:** Approval meetings held with respective process leads, as well as program and integration lead for consistency.



Quality and Risk Management sessions The City will also include design review.

Quality Management is successful when:

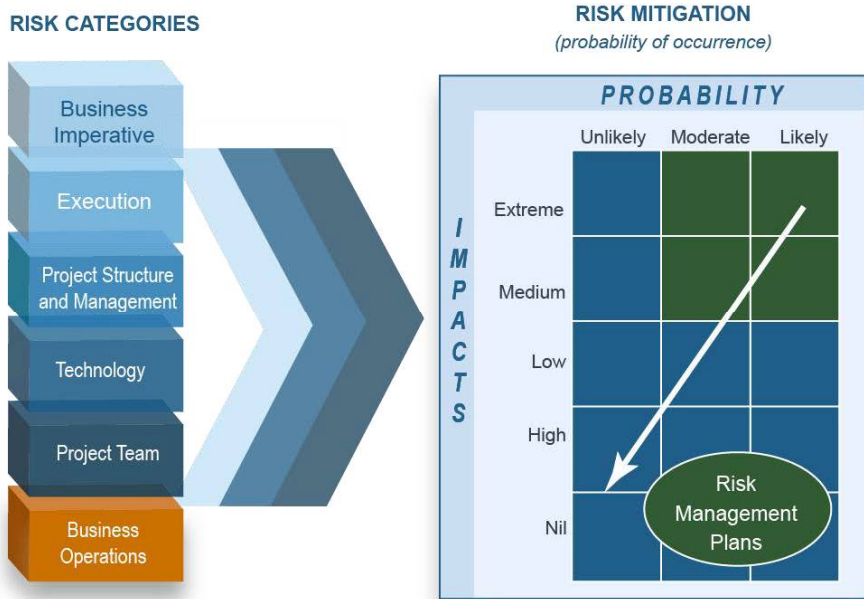
- Appropriate deliverable templates are available from the start to aid consistency in deliverables
- Rigorous deliverable review and acceptance is included in the approach, adhered to and included in planning
- Process leads are included at each stage, with the responsibility to sign off the deliverables
- External SMEs from The City and other third parties are included as appropriate, based on an established review calendar, to provide input to the delivery process

ESC's Global Quality Management ("QRM") Program provides an independent review of Project Management, design decisions, and deliverables at predetermined periods throughout the project life cycle. The QRM program is an integrated and broad approach to Quality, Risk, and Project Management. and includes the Quality Assurance Review process.

The approach to quality assurance reviews, including the level of detail required, is defined and mutually agreed-upon with The City, based on the project and client requirements. This review is provided by ESC Senior Project Executives who are not involved in the day-to-day management of the process and can bring a neutral, unbiased view on the status of the project. The frequency of these reviews is an important aspect of the project and ESC has included QRM reviews at the end of each project phase by specialists with deep specialization in the specific areas under review.

Each quality assurance review consists of an on-site QA assessment and includes a detailed assessment of project deliverables and how these deliverables correlate to the contractually agreed-upon scope of the project. Separate interviews with ESC and The City's Project Management and key project team members are conducted during the review. ESC has validated that these third-party viewpoints facilitate the identification of potential problems.

The results of the QA analysis are analysed, and a report is produced. An action plan is developed and communicated to address quality issues and related potential risks. Recommendations from QA reviews are supported and implemented by the project team.



Reducing the risk of project failure

As previously discussed, a suite of proprietary tools is used by ESC in delivering the project management methodology. These approaches and leading practices are bundled in a project management toolkit. Each component of the toolkit has flexible templates and mechanisms to support rapid project start-up and minimize risk.

RISK	MITIGATION
Inadequate executive support	<ul style="list-style-type: none"> Identify a project sponsor and establish one-on-one meetings with The City's engagement partner on a bi-weekly basis, at minimum Identify a Steering Committee and communicate their roles and responsibilities Add project performance to executives' annual goals Frequent change management team contact with executives to assess support and engagement Communicate to the senior leadership/board regarding any issues as necessary
Lack of proper resource assignment	<ul style="list-style-type: none"> Resource estimates using estimator based on experience delivering actual projects of similar size and complexity Assessment of resource skills by team leaders throughout the project Use of consultants with technology, process, and industry experience Review of project/team performance to identify areas falling behind and address resource issues
Unidentified Scope	<ul style="list-style-type: none"> Define scope on multiple dimensions to include: <ul style="list-style-type: none"> Business Process Application Module Custom development (Forms, Reports, Interfaces, Conversions, Enhancements, and Workflow) Data Organizations impacted Geography Hardware Legacy system retirement Review scope as part of the Project Preparation, review with critical business users before the project starts Reconfirm scope anomalies with a scope checkpoint at the end of the Blueprint

RISK	MITIGATION
	<ul style="list-style-type: none"> • Communicate the scope to the project team during the kickoff meeting and at each subsequent Phase Kickoff meeting • Communicate the scope to end-users as part of the communications strategy
Scope Creep	<ul style="list-style-type: none"> • Adhere to change control procedures • Consultants do not start work on any additional scope items until a signed change order is in place • All scope issues are escalated to the project management/steering committee
Improper schedule and budget controls	<ul style="list-style-type: none"> • Milestones and progress are tracked using project scorecards • Teams are held responsible for their performance • Time and expenses are tracked weekly • Project budget, expenditures, and Estimate at Complete reported to every steering committee meeting • Project managers review financial status at a minimum of every two weeks
Undocumented assumptions, risks, and constraints	<ul style="list-style-type: none"> • Document all assumptions regarding the project starting with the proposal • Conduct risk review of project risks, mitigation strategies, and contingency plans with project management every four weeks • Project managers review assumptions and risks on a regular schedule • Documentation made available to entire project team through PMC
Failure to follow or poorly defined change control practices	<ul style="list-style-type: none"> • Confirm change control procedures during the Project preparation • Confirm and sign off on the procedure as part of Project Preparation phase end • Communicate procedures to the project team during each phase kickoff meeting • Take disciplinary action where procedures are not followed, if necessary
Inadequate Testing	<p>Follow ESC testing methodology for all configuration and custom objects, including:</p> <ul style="list-style-type: none"> • Unit test • String test • Integration test (a minimum of three cycles with every test scenario, run cleanly twice) • Parallel test • Regression test • User Acceptance test • Data conversion test • Performance test • Cutover test
Insufficient training	<ul style="list-style-type: none"> • Training curriculum is designed based on new user roles • Train as close to go-live as possible • Conduct learning tests throughout training to confirm users are meeting learning objectives • Provide follow-up “homework” to reinforce training • Train and enable a super-user community to support end users immediately post go-live
Ad hoc deviation from process	<ul style="list-style-type: none"> • Define and review project processes for each phase during phase kickoff meeting • QA reviews of deliverables and process by team leads and project management, as well as external QA

6.2.6 Describe what makes your Project Management Office unique, different, and competitive.

Enterprise Solutions Consulting, LLC is proposing one of its executive members, Rejith Kumar, as the Project Manager for this implementation engagement. Mr. Kumar has over two decades years of experience implementing Oracle Utilities Product Suites across United States and abroad as can be evidenced from the resume provided with this proposal.

As an Oracle CIS veteran, Mr. Kumar brings a unique understanding of the impact of large scale Oracle Utilities Product Suite implementations across an enterprise and the need for highly coordinated, cross-functional team cooperation required to bring projects in on time and on budget. His Oracle Utilities Product Suite experience will also help the project as Solution Architect who can guide the team and validate solution being implemented. He also brings the experience of working up and down an organization's hierarchy translating project status, risks, issues, and budgetary expectations across team lines. His position within ESC means the entire organization's resources are at his disposal to address project milestones, potential project changes, and deadlines. Mr. Kumar sets and lives ESC's market positioning and branding and understands the nature of being competitive in deregulated industries. Client success and reference-ability are tantamount to ESC continued success and growth in the utility CIS systems integrator market.

With project management experience and consulting organizations large and small, he knows how to cut through the "fluff" of methodologies to implement processes, practices, and approaches that keep a program/project initiative focused on the goal – in this case the effective, efficient, successful implementation of a new CIS for MVU's. Mr. Kumar has also managed project efforts from both an executive sponsor and project management perspective with AAC acting on a client's behalf.

ESC is comfortable stating our approach is unique among system integrators.

6.2.7 Describe how the Project Manager will manage the scope to ensure the Project remains on time and on budget.

Managing on-time and on-budget projects require:

- A process that produces realistic and accurate plans that are validated and baselined
- Plans held centrally in a tool for status to be recorded
- Use of data on progress to provide insightful reports against which action can be taken

Managing on-time and on-budget is predicated on having a realistic and achievable plan. Our planning and estimating methodology provides accurate time and effort estimates and an auditable trail of the planning decisions. The planning process allows resource requirements to be accurately estimated so that the resource allocation process provides sufficient effort to the teams to complete the work. We will manage the high level plan through the scheduling tool and using agreed planning standards to ensure that each work stage maintains consistent plans which roll-up to the Program plan. Plans will be reviewed, validated and baselined prior to entry into each major phase of the program.

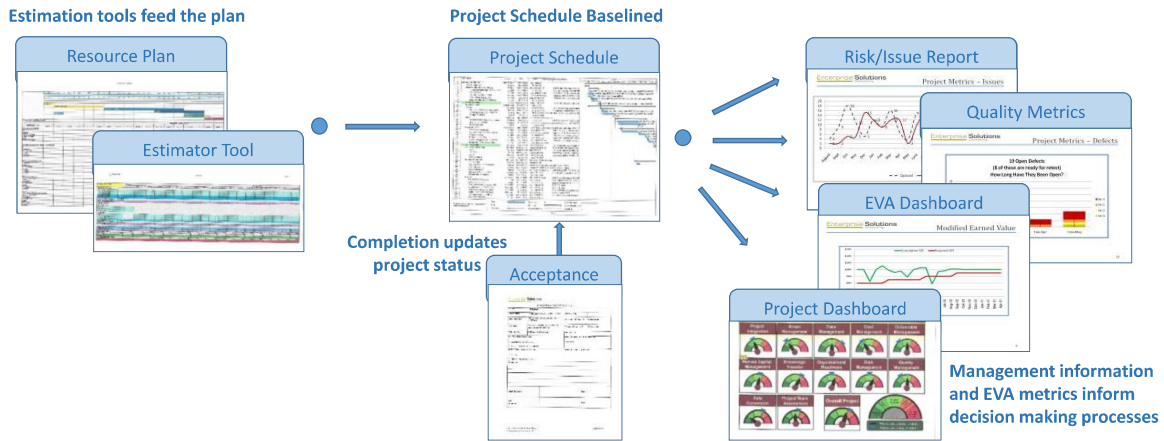
Progress against plan will be tracked through weekly updates on assigned work packages as either complete or not complete. Work packages not completed on schedule will be immediately addressed as issues.

These metrics and the analysis behind them will be provided by the PMO team to the management team for use in the weekly meetings to provide a focus for activity and decision making. We work with the management team

Common PM Failure

- An experience CCS functional consulting to manage the project with no project or program management experience
- An experienced project manager with no CCS experience.
- An experienced PM with some CCS experience who is incented to increase the project's budget (SI revenue) via change requests, scope increases, and project extensions.

to identify and track any remedial actions that need to be taken to bring work back on track, and where necessary to re-plan the scheduled activities.



How will ESC manage changes external to the program (interdependent activities)?

Management of external change requires:

- Holistic planning that covers all program activities and that links to all dependent activities external to the program
- Active planning integration management to manage the dependencies in the plan
- Governance processes across all of technology so that decision making and issue resolution is made considering the wider technology landscape

Our planning approach includes a high level plan that pulls together the major activities, and milestones from each of the work streams and includes all dependencies on other 3rd party or external bodies. Alongside the plan, the PMO will maintain a dependency log that includes all external dependencies and this will be the point of focus for the integration team.

The program team will include a Planning and Integration Manager who leads the planning team. This role is separate to the Integration manager, and is focused on the management of an integrated plan across the program, linking with other programs, third parties and the business. The Integration Manager will lead the planning team, working closely with the planners across the implementations, and will maintain the integrated plan and the dependency log.

How will ESC provide assurance that design, build and test meet the business needs?

The Program Office will manage the delivery of the solution through:

- Our approach to planning and the management of the stages and program plans
- The detailed management of Custom components such as Reports, Interfaces, Customization, Enhancements, Forms and Workflow objects (RICEFW) as work packages within the project schedule
- Managing the quality assurance process that reviews and checks that the delivered solution is in line with business needs as defined and approved via the functional design / work package approval proces

Our planning approach uses deliverable based planning which permits tracking of progress on a deliverable by deliverable basis.

6.2.8 Discuss your proposed change control process. Describe how the Vendor identifies business

requirements and manages the change of business requirements.

In order to properly process and control the project change requests, the following actions should be taken:

- Document the project change request using a Project Change Request form
- Evaluate the impacts of the project change request on the project's scope, costs, efforts and delivery schedule
- Submit the request for approval by following the approval process described in the Project Plan
- Upon approval of the request, integrate the necessary changes to the project work plan and budget
- If applicable, a contract addendum should be prepared as per the Project Plan project change request management process.

Project change requests are monitored through project status reporting. The change request process handles submitting, logging, rejecting, accepting and completing change requests.

When a project change request has been accepted, its impact is reflected in the Project Work Plan. The impact should also be reflected in the project's budget if additional funding has (or has not) been approved to deliver the change. And finally, if there is an impact on the contract, the appropriate contract changes must be approved as described in the contract's approval procedures. Project work plan baseline information for the impacted schedule activities is normally adjusted to recognize the approved impact related to the project change request.

If a project change request concerns an existing deliverable or creates a new deliverable, the project's Configuration Item List should be updated to indicate that there is a change in version, or a new deliverable should be added.

SAMPLE CHANGE REQUEST FORM

IDENTIFICATION

Client Name:		Client Number:	
Engagement Description:		Engagement Number:	
Requested by:		E-mail Address:	
Department:		Phone Number:	
Authorized by:		E-mail Address:	
Organizational Unit		Phone Number:	
DATES			
Received:		To be Assessed:	
Scheduled:		Completed:	

REQUEST INFORMATION

Request Number:

Purpose of the Change:	
Description of the Change:	

Supporting Documents:	
Priority:	Essential <input type="checkbox"/> Necessary <input type="checkbox"/> Desirable <input type="checkbox"/>
Application / System Name:	

TEST AND ROLLBACK INFORMATION

Request Number:

Testing:	Completed <input type="checkbox"/>	Results attached <input type="checkbox"/>
<i>Please specify:</i>		
Rollback Plans:	In-place <input type="checkbox"/>	Attached <input type="checkbox"/>
<i>Please specify:</i>		

DECISION

Do immediately <input type="checkbox"/>	Postpone <input type="checkbox"/> Until:	Cancel <input type="checkbox"/>
<i>Reason:</i>		
Assigned to:		Phone:
E-mail Address:		Pager/Cellular:
Start Date:		Target Completion:

APPROVAL INFORMATION

Approved by: Requestor		Approval Date:	
Approved by: Development		Approval Date:	
Approved by: Production		Approval Date:	
Approved by: Client		Approval Date:	

6.2.9 If permitted, please describe the estimated amount of time the implementation staff resources will be on-site at MVU in support of the project.

ESC proposes the following on-site presence for the key team members as listed below. Specifics are detailed in the staffing plan attachment and will be finalized during the project initiation phase of the project.

Key Role(s)	Estimated On-site Presence
Project Manager	100%
Solution Architect	100%

Functional Architect	100%
Technical Integration Lead	75%
Test Lead	100%
Conversion Lead	75%
Technical Architect	75%

6.2.10 Describe how the Vendor will communicate the project status to the Project Team and the various levels of MVU's management.

ESC's communications policy is based on experience and dictates that the most effective method of communicating project status is verbally, in person. To that end, ESC's project and relationship manager(s) are responsible for:

- ✓ Participating in monthly executive/steering team project reviews and providing appropriate insight into project status, risks, issues, upcoming project events, potential changes, resource needs, etc.
- ✓ Participating in bi-weekly PMO meetings strategizing and reporting on project progress, budget status, milestones, external project impacts, and coordination of third party project members.
- ✓ Leading weekly project team meetings discussing task level status, resource assignments, work load balancing, issues/barriers, and risks.

The basis for all project status communications is, of course, the approved project plan. The venues and timing of specific communications events will be finalized during the project initiation activity of the project.

The communications matrix below documents the types of communications (e.g. status reports, meetings), how they will be delivered (e.g. email, phone, face-to-face), frequency of delivery, responsibility assignments, and purpose of the communication. Below is a sample distribution matrix.

Audience	Purpose	Vehicle	Subject	Owner	Frequency
Project Managers	Status	Meeting	Weekly risks, issues, and to-do's	PM	Weekly
Project Team	Status update	Meeting	Task, issues, and risk identification and status	PM	Weekly or as needed
Steering Committee	Status and escalation	Meeting	Management dashboard status, approval, recommendations	PD	Bi-weekly to monthly as needed
Planning and Operations Committee	Status and customer impact	Briefing	Project status	PM	Quarterly
Board of Trustees	Status and customer impact	Briefing	Project status	PM	Quarterly
Management Team Meetings	Status, customer impact, and change	Briefing	Project status	PA	Monthly

Other Stakeholders	Status	Newsletters, brown bag lunches, email, internet, intranet, etc.	Project status, training, impact on them	Change Management Lead	Milestones
Internal IT	Status and escalation	Face-to-Face or Phone	Task status, issue resolution, general information	PM's	As needed

6.2.11 If the project begins falling behind schedule, how would the Vendor regain lost time and complete the project on time?

The corrective action that ESC will recommend / execute is dependent on the root cause of the schedule lag. The top three reasons for a project to fall behind are listed in the table below with corresponding corrective action to be taken. Please note that due to the collaborative nature and interdependence of the proposed project execution, all project team members would be held accountable for performance to the project timeline, milestones, and correct actions.

Root Cause	Potential Corrective Actions
Incorrect scope	Change request(s) to adjust project expectations Increased use of "follow the sun" resources Overtime
Incorrect estimations	Change request(s) to adjust project expectations Increased use of "follow the sun" resources Overtime
Resource inconsistency / reallocations	Allocation of "back up" resources to the project Effort Reallocation of work to existing team members Overtime

ESC's proposed project approach is designed to minimize the probability of these events occurring. ESC anticipates all PMO participants to actively monitor the project for potential risks and actively engage in mitigation actions to prevent impacts to the project's schedule.

6.2.12 Describe the process for tracking project deficiencies and managing the correction of those deficiencies.

Defects/deficiencies can arise from several circumstances, hardware defects, software defects, configuration gaps, programming defects, and testing defects. In all cases, defects are formally documented and tracked on a defect tracking log managed by the project manager. Generally, defects uncovered as a result of hardware or software errors are documented and escalated to the appropriate vendor for resolution, including a due date for a response and a due day for resolution.

Programming defects are uncovered during unit testing first, then potentially integration testing later. Those defects are handled in the same way that testing defects are handled, which is documented below. In all cases, the correction of defects is managed by fully documenting the defect on the defect log and assigning an owner and due date for resolution. Defects are formally signed off by the impacted party before the resolution is accepted and the defect closed.



Testing Defect Tracking Procedures

Throughout the course of testing script execution, a Test Tracking Log is updated with the defects and issues detected that day, regardless of whether a defect was re-run and corrected during the same day test cycle.

Daily Reporting

On a daily basis, results of the day's testing are provided on a summary report with the following information:

- The number of expected test scripts to execute
- The number of actual test scripts executed
- The number of passed test scripts by priority
- The number of failed test scripts by priority
- The number of failed test scripts re-run
- Issues requiring management attention

Daily Review Meeting

A daily status meeting is held to review the status and issues related to the day's test execution. This status meeting occurs first thing in the day before any testing is started. The summary report is included in that meeting and shared with testing participants.

Weekly Reporting

On a weekly basis, a summary report on the following is provided for management review and status.

- Summary of test scripts executed to date
- Summary of outstanding test scripts and reason for delay
- Summary of number of defects to date
- Issues requiring management attention

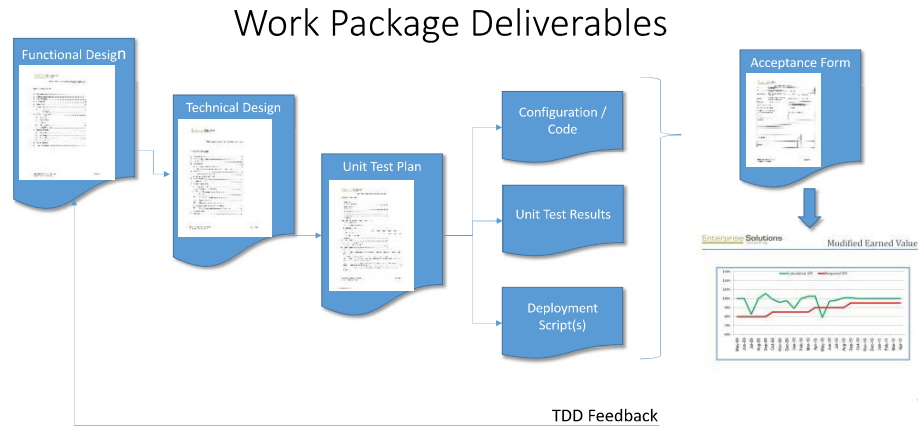
Final Reporting

Once testing has been completed, a report on the all the results of the testing is completed and organized by testing category (technical, functional, other) and severity with a summary of results and risk. The extent to which exit criteria are met is also documented.

Quality Management

Our quality management approach defines the process for deliverable production and the process for peer and quality review. This is built into the planning for each deliverable's production, including identifying the people responsible and also allocating the time for the activity to be completed.

Our project manager and coordinator will collaborate to support development of approved RICEFW objects and their management between the onshore and off-shore teams. The project schedule tracks development of each object through its lifecycle. We track completion and sign-off, providing an audit trail of the quality assurance activities. With a global rollout this enables efficient handoffs and tracking across countries and time zones for ownership and review as required. Also, our approach provides progress reports and the management information that enables monitoring of progress against plan and presentation of the information for decision making.



The PMO team includes a Quality Manager whose responsibility is to co-ordinate quality management and assurance activities in the delivery of the solution. While the PMO team has this role, it is the responsibility of everybody who is involved in designing and building the solution to ensure that quality is built into solution delivery.

Our implementation approach includes an iterative four level quality management approach that sets the process for the design, development, review and approval of the solution from requirements through to implemented solution. This incremental approval method informs the project's scope and change management efforts as MVU's team members become engaged with the system and its overall capabilities.

- Level 1 – Core Team Process Validation: Process teams verify system functionality and respective customization designs using demonstrations and cross-functional team reviews
- Level 2 – Unit Test Execution: Approved customizations undergo specific unit testing at each release to a new environment to ensure both the customization and release procedures are complete
- Level 3 – Extended Business Validation via System Testing: Incremental stage testing acts as an overall integrated system tests to verify system components are working in harmony to specified business processes
- Level 4 – User Acceptance Test Approval: the completed system is exercised in parallel with the current legacy system to validate results against business requirements



In our experience Quality Management is successful if:

- Appropriate deliverable templates are available from the start to aid consistency in deliverables

- Rigorous deliverable review and acceptance is included in the approach, adhered to and included in planning
- Process leads are included at each stage, with the responsibility to sign off the deliverables associated to each work package
- SMEs from MVU, ESC and other third parties are included as appropriate to input to the delivery process using an established review calendar

Key Deliverables	Description
Project Organization	Establishing a project team of resources who can address all aspects of the project scope and produce the required deliverables.
Budgeting and Staffing	Verifying that a project budget has been established and that tracking mechanisms are in place.
Project Tracking	Tracking the overall progress of the project and providing regular status reports.
Project Communication	Verifying that regular cross-team communications exist and are available to the broader client community.
Quality Assurance	Verifying that procedures and processes are in place that will help generate high-quality deliverables and a final product that meets the business requirements.
Risk Management	Establishing processes and procedures to prevent or manage project risks. Issue Resolution – Establishing procedures and processes for capturing, escalating, and resolving the various types of project issues.
Change Control	Identifying when change control procedures and processes should be implemented during the project life cycle.
Program Resource Planning Process	Define detailed process for planning specific program, initiative, and project resources.
Initiative Integration Strategy	Define the methodology to integrate imitative workflow outputs
Scope Management Plan	Define the process to manage scope changes
Program Status Reporting	Define the process for reporting status by project/ tower
Program Management Detailed Work Plan	MS Project Plan detailed to task level

6.2.13 Describe the process for conflict resolutions, both internally and externally.

A pre-defined conflict resolution process is to be established and agreed upon during the project controls definition task identified in the project schedule during project initiation. Generally this process identifies the action(s) to be taken by each level of the project organization to facilitate conflict resolution and/or escalation of issues to the next level of the project's management structure. By way of example:

- Project team sub groups meet on a periodic basis to identify, discuss, and resolve potential conflicts.
- Items not resolvable at the sub group level are escalated to the project management level

- Escalation from the project management level are brought to the PMO
- Items from the PMO are brought to the steering committee for final disposition

The specific process is left to be collaboratively defined during project initiation.

In every partnership ESC strives to address client concerns in an equitable, fair, and amicable manner to resolve problems as promptly as possible.

It is our experience that a strong working relationship and a supporting governance model between the client and ESC at all organizational levels is essential to a successful partnership. This model ensures that commitments are met and ESC will be continuously responsive to a client's changing business requirements.

To ensure any escalation or conflict is resolved quickly, ESC plans to establish touch points within the governance model.

Effective communication is a key element in the escalation process to ensure correct problem definition and proper sharing of information. Therefore, ESC and MVU define, as part of the development of the Operational Framework, a detailed process by which problems are escalated within the two companies. These procedures are directly linked to the escalation management processes implemented. The issue/escalation management processes are documented acceptable resolution times that correspond to the severity of the issue to be resolved as part of the SOW. Escalation of unresolved issues is triggered automatically once a predefined threshold has been reached.

ESC and MVU identify appropriate contacts for escalation and document and communicate the approved processes to all concerned parties. Contact and escalation lists are maintained and reviewed.

Conflict Resolution at an Executive Level

During contract negotiations a Dispute Resolution Process is established that defines the process to following in the event a conflict needs to be resolved. Designated representatives from either the client or ESC have the right to commence the process by providing notice to the other company.

When notice of a dispute is issued, designated representatives from both companies meet within a designated period of time to review the information with the objective of resolving the issue. If the designated representatives are unable to resolve the dispute within a pre-agreed to timeframe, the issue may be referred to the Joint Steering Committee.

Special representatives from each company is appointed and meet as often as reasonably required, reviewing and seeking information related to the dispute with the objective of resolving the issue.

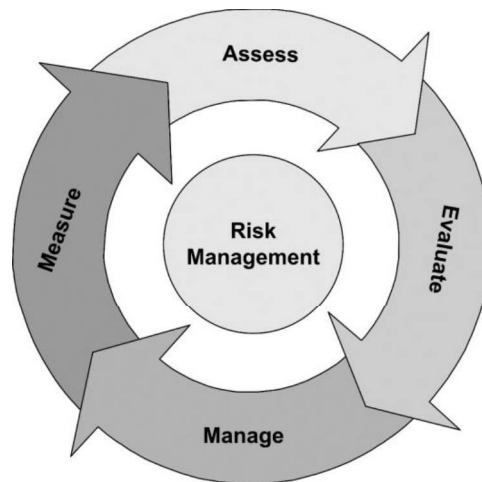
If the special representatives are still unable to resolve the dispute within an agreed to timeframe, the issue may then be escalated to senior business executives of the client and ESC. If the senior business executives are unable to resolve the dispute, it may be necessary to refer the matter to arbitration.

During the resolution of a dispute, obligations outlined in the terms of the Agreement continue.

6.3 Risk Management

6.3.1 Explain how the Vendor tracks potential project risks.

ESC's Risk Management Plan defines methods and procedures for assessing and dealing with internal or external threats that could potentially undermine the implementation. The following diagram illustrates the key elements of a comprehensive risk management plan and the lifecycle of how risk can be defined and managed during the project.



All risks are identified, analyzed, and logged throughout the project.

The team utilizes methodologies to ensure that risk management is engrained in the processes, people implementing our projects. For project risk management to be effective, the process is enforced at both the tactical and strategic level. Effective oversight of the tactical risk management process can be provided by a combination of Quality Assurance reviews and Management reviews. Strategic risks are reviewed and our formal Quality Management focus to improve our procedures is utilized to manage their treatment for all activities ahead

As a part of our PMO meetings, active feedback loop is setup in our implementation process to “push” information throughout the project team as risk models and lessons learned are develop or modified. Actively disseminating information allows our teams to leverage enhanced risk models, lessons learned, etc. on a near real-time basis. Wiki or other collaboration software are excellent tools for providing active feedback to project teams, especially distributed teams.

6.3.2 Explain how the Vendor identifies, communicates, and determines, with MVU, an acceptable level of risk.

Key steps involved in the management of risks are:

- Establish the Context - The context of project risk management should be confined to the project's budget, schedule, quality, and mission accomplishment.
- Identify Risks - The real danger of identifying risk indicators instead of the true risk is that the true risk goes undocumented and undocumented risks cannot be managed. There are five basic questions that are asked to help identify project risks:
 - ± Is there a schedule impact?
 - ± Is there a budget impact?
 - ± Is there an impact to quality?
 - ± Is there an impact to our ability to accomplish the mission?
 - ± Can impact be objectively quantified?
 - ± If the answers to questions 1, 2, 3, or 4 and 5 are “yes” then there is a very good chance that the risk has been properly identified.
- Quantify Risk Impact - To effectively manage a risk, its impact to the project must be objectively quantified.
- Prioritize Risks - After risks have been properly identified and quantified, the next step is to prioritize the risks.
- Treat Risks - The first step in the risk treatment process is to select one of the four industry accepted risk treatment strategies; Avoid, Transfer, Mitigate, and Accept.

Monitor Risk Treatment - There are two categories of risk monitoring: tactical and strategic.

6.3.3 What types of risks do you see for the MVU project – please discuss how your implementation methodology builds in mitigation plans for these potential risks.

Initial Risk Identification

ID	Description	Prob.	Impact	Mitigations
1	A key member leaves the project team.	Low	Med to High	<ul style="list-style-type: none"> Create and manage a resource succession plan covering all project roles. Create a central project library containing all project deliverables. The library should be easily accessible to all project team members. Hold regular periodic status meetings that include all project team members.
2	A scheduled implementation milestone may not be met.	Med	Med	<ul style="list-style-type: none"> Add resource(s) to the team Schedule external stakeholder resources as early as possible for timely input Differentiate between mandatory and optional requirements Prioritize all requirements and focus on the highest priorities first Schedule lower priority requirements into subsequent release Track all work effort and include the total projected effort in periodic status reports.
3	A deliverable is not accepted.	Med	High	<ul style="list-style-type: none"> Define a Quality Management Strategy Create a Quality Management Plan Specifying Quality Controls and Quality Assurance procedures that allow measurable quality criteria to be identified, tested and corrected Include "business champions" on the project team who represent user community interests on the project and are capable communicators between the project team and the business user community Obtain Sign-Off on all design/specification documents prior to the commencement of development to ensure everyone has the same understanding of the final deliverable Requirements and design/specification documents will clearly outline measurable criteria against which to measure the success of the deliverable as per the Quality Strategy (defines what quality will look like for the particular deliverable) Define an appropriate Change Management Plan
5	Managing client stakeholder expectations as they relate to the identified requirements	Med	Med - High	<ul style="list-style-type: none"> Practicing scope management throughout the project to ensure that the project includes only the work required to complete the project successfully Requirements will be collected, defined, and documented to ensure that project objectives are met (e.g. requirement traceability matrix) A formalized process for acceptance of all completed project deliverables will exist to verify project scope (accepted deliverable signs off) Managing changes to the baseline will be completed to control project scope. (e.g., change requests) Ensure an adequate project communications management plan

ID	Description	Prob.	Impact	Mitigations
6	Organizational Readiness: a. Process – Many organizations underestimate the level of effort associated with program governance and business process redesign associated with a CC and B implementation b. People – dedication of resources in support of Analysis/Design, configuration, data migration, legacy integration, training, testing, etc. c. Technology – proper investment and timing of computing environments, network access, workspace, etc.	Med	High	<ul style="list-style-type: none"> Analyze the organization via a series of readiness assessments including stakeholder assessment, organization assessment, process analysis, and technology analysis.
7	Commitment to new business process(es) – Core team not empowered to make process decisions in the Analysis and Design phase activities	Med	High	<ul style="list-style-type: none"> As part of the stakeholder assessment, assess the core team's ability to recommend new business processes Obtain strong support from the executive sponsor and corporate executives.
8	PMO / Governance – Insufficient organizational support and/or resources to execute proper program oversight. Lack of experience in managing programs, organizational resource management, and contingency fund management.	Med	High	<ul style="list-style-type: none"> CPMF, strong sponsorship, visible executive sponsor support
9	Knowledge Transition – “Big Bang” approach to knowledge transition at the end of the project is insufficient to support post Go-Live operational independence	Low	Med	<ul style="list-style-type: none"> By creating training documentation and embedding MVU team members in the project activities, knowledge is transferred to key members of the MVU team at every step of the project Strong and complete training materials, separate training environment, train the trainer approach ensures knowledge stays and grows from within MVU Videotaping the training to allow staff to review Include future Application Support Services team personnel on the Implementation team so they learn the system through direct involvement with the implementation.

6.3.4 Describe risk-sharing strategies employed by the Vendor.

ESC is experienced and proficient in the execution and delivery of fixed price contracts. Fixed price contracts are an effective risk sharing strategy as our revenue flows are directly tied to the delivery and client acceptance of contractually agreed deliverables/milestones. We will be incented to deliver on time, on-budget meeting system quality objectives.

Organizations and individuals behave as they are incented to behave. Our executive team assigned to this project has observed this behavioral pattern over 40 years of project delivery to both government and commercial clients. It is our business practice to discuss in detail the incentives provided to each party actively

participating in the project to ensure all parties are incented to the same goals and with similar tolerance for project risk.

6.3.5 Describe the detailed risk management plan, tracking and mitigation process to be included as part of this implementation.

RISK MANAGEMENT PLAN

RISK ASSESSMENT PROCEDURES

The risk assessment process should identify the likelihood of all potential risks and the impact on the organization if that threat occurred.

The following tables should be customized for this project, based on the organizational structure and complexity of the MVU's.

Process	Owner	Time Estimate
A meeting with Functional Leads and other identified team members will be held to identify risks using a SWOT analysis.	ESC PM MVU's PM	1-hour session
The Risk Register is updated with the identified risks, and other required information.	MVU's PM enters MVU's risks. ESC PM enters ESC risks, collaborates with MVU's PM	1-hour effort
E-mail: At the end of each of the above activities, the Project Team and other MVU's attendees will be asked to e-mail the MVU's PM with any additional opportunities or risks that occur to them after the session. MVU's PM will update the Risk Register with the identified risks.	Stakeholders MVU's PM	1 hour for responses 1-hour documentation

RISK MANAGEMENT PROCEDURES

Process	Owner	Time Estimate
Risks with scores higher than 14 will be assigned to the Project Team, Power Users, and Executive Sponsor/Management if necessary. Each risk owner will be assigned to develop strategies avoid, if possible, or mitigate/transfer the risk, or to increase the chance for an opportunity. Risk owners are given 1 week to complete.	Project Team MVU's Executive Sponsor (if needed), ESC Executive Management (if needed)	4 hours
The Project Team will discuss the risk response strategies and agree on the response to be taken should a risk trigger occur, or if it's about to occur. These responses should be documented in the risk register.	Project Team	2 hours

RISK MEASURING AND CONTROL PROCEDURES

Process	Owner	Time Estimate
Monitoring: Risk owners are responsible for monitoring their risks and notifying the appropriate PM via e-mail when a trigger occurs, and that the response plan has been initiated.	Risk Owners	4 hours
New Risk Identification: Any stakeholder can identify additional risks. The stakeholder should notify the PM of the new risk (or possible risk) via e-mail.	Stakeholders	1 hour
Audits: The PM will be responsible for overseeing risk activities and ensuring the risk register is updated.	MVU's PM ESC PM	2 hours per month
Review: The project team will review the project's high priority risks biweekly and all risks monthly.	Project Team ESC PM MVU's PM	1 hour per month
Reporting: Risks will be reported in two ways. First, the ESC PM and MVU's PM maintain a Risk Register in a central location accessible by both parties. The Risk Register will contain a list of risks identified for the project, the priority of the risk, the risk owner, and a status of any active risks. Second, the status report will contain a summary of the high priority risks and any new risks identified and added to the Risk Register.	MVU's PM ESC PM ESC PM	1 hour per month

RISK REGISTER

The project's risk register will be created and maintained during the risk management process and will become part of the Implementation Management Plan. All identified risks should be entered in the register.

Entered in the risk register during or after Risk Assessment¹:

- Risk ID – A unique identifier for the risk. To be used when referring to risks in meetings and communications.
- Title – A description of the risk.
- Description of Impact on Project if Risk Occurs – If the risk occurs, will it impact scope, schedule, cost, user satisfaction, etc.?
- Possible Triggers – Listing of the triggers of the risk.
- Date Reported – The date the risk was identified.
- Status – Identifies whether the risk is a priority, on the watch list, or closed (see risk response section below).
- Probability – The likelihood that the risk will occur. See the Risk Evaluation section below for possible values.
- Impact – The effect on project objects if the risk event occurs.
- Risk Score – Reflects the severity of the risks effect on objectives. The risk score is determined by multiplying the risk probability and risk impact values. The intent is to assign a relative value to the impact on project objectives if the risk in question should occur.

Entered in the risk register during or after Risk Management Planning:

- Current Owner – Person(s) responsible for the risk if it should occur.

¹ Exact headings may be modified by the project team.
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- Response Strategy – The strategy that is most likely to be effective.
- Risk Response Plan – Specific actions to enhance opportunities and reduce threats to the project's objectives based on the most likely strategy.

RISK ASSESSMENT

To this Implementation Management Plan, ESC has selected the SWOT Analysis risk assessment technique. While there are other options available, and the MVU's may augment their Risk Analysis using other techniques, the following outline will be used for the ESC Implementation.

SWOT Analysis

A SWOT Analysis is a strategic planning tool used to evaluate the Strengths, Weaknesses, Opportunities, and Threats involved in a project or in a business venture. Strengths and weaknesses are internal to an organization. Opportunities and threats originate from outside the organization.

SWOT analysis, usually performed early in the project development process, helps organizations evaluate the environmental factors and internal situations facing a project. Strengths and weaknesses are attributes that measure your internal capability.

Opportunities and threats refer to how the external environment affects your team/business/group. Ideally a cross-functional team or a task force that represents a broad range of perspectives should carry out SWOT analyses.

SWOT ANALYSIS TEMPLATE

Project Name:
Prepared by:
Date:
Project Manager:
SWOT Analysis Facilitator:
SWOT Analysis Participants:
SWOT Analysis Recorder:
Date of SWOT Analysis:
Project Strengths: (What potential strengths exist about the project, the project team, the sponsor, the organization structure, the client, the project schedule, the project budget, the product of the project, and so on?) 1. 2. 3. 4.
Project Weaknesses: (What potential weaknesses exist about the project, the project team, the sponsor, the organization structure, the client, the project schedule, the project budget, the product of the project, and so on?)

1.
2.
3.
4.
Project Opportunities: (What potential opportunities exist in regard to achieving the project requirements, the product requirements, the project schedule, the project resources, the project quality, and so on?)
1.
2.
3.
4.
Project Threats: (What potential threats exist in regard to achieving the project requirements, the product requirements, the project schedule, the project resources, the project quality, and so on?)
1.
2.
3.
4.

Risk Evaluation

Each identified risk should be assigned a probability score and an impact score, and these should be recorded on the risk register. The scores may change over the course of the project, so should be reviewed, and updated regularly. For instance, a risk may have a low impact at the start of the project but may have a high impact as the project progresses.

LIKELIHOOD OR PROBABILITY OF EACH RISK

5	Very likely to occur
4	Probably will occur
3	May occur
2	Unlikely to occur
1	Very unlikely to occur

POTENTIAL IMPACT OF EACH RISK ON THE PROJECT

5	Event poses very high cost, schedule, or other failure
4	Event poses major cost, schedule, or other increases
3	Event poses moderate increases, but requirements may still be met
2	Event poses small increases, but requirements may still be met
1	Event has little impact on the project

PROBABILITY AND IMPACT MATRIX

After determining risk scores for each risk's probability and impact, use the following scale to determine the risk priority. Risks with ratings (Risk rating = probability score x impact score) of 10 or higher should be evaluated and reviewed regularly and should appear on the status reports. Medium and Low risks should be monitored, and scores should be re-evaluated throughout the project, as impact and probability change.

After determining the risk ratings for each identified risk, the Risk Register should be updated to reflect the appropriate status for each risk. At this time, each risk will have a status of either “Watch List” for risk scores less than 10, or “Priority” for risk scores of 10 or higher.

RISK MANAGEMENT PLANNING

Management of risk should be planned for all high priority risks (risk score of 10 or greater) to plan for what will need to happen if the risk is triggered. Risks will be assigned risk owners who will be responsible for watching the risks and implementing these responses if the causes that trigger the risks have occurred or are about to occur. The risk owners should also identify secondary risks that occur because of implementing the risk response, or risks that remain after the response has been implemented.

The following strategies will be used for determining the appropriate response for each risk or opportunity and should be recorded for each high priority risk, along with the chosen response for the risk.

- Threats:
 - ± *Avoid* – Risk avoidance entails changing the Project Plan to eliminate the risk or condition or to protect the project objectives from its impact.
 - ± *Transfer* – Risk transference is seeking to shift the consequence of a risk to a third party together with ownership of the response. Transferring the risk simply gives another party responsibility for its management; it does not eliminate it.
 - ± *Mitigate* – Risk mitigation seeks to reduce the probability and/or consequences of an adverse risk event to an acceptable threshold. Taking early action to reduce the probability of a risk’s occurring or its impact on the project is more effective than trying to repair the consequences after it occurs.
 - ± *Accept* – This technique indicates that the project team has decided not to change the Project Plan to deal with a risk or is unable to identify any other suitable response strategy.
- Opportunities:
 - ± *Exploit* – Exploitation entails taking actions to ensure that the opportunity will occur and that the project will benefit from it.
 - ± *Share* – Sharing the opportunity is seeking to shift the consequence of a risk to a third party to gain benefit for the project. Transferring the risk simply gives another party responsibility for its management; it does not eliminate it.
 - ± *Enhance* – Enhancing seeks to increase the probability and/or impact of an opportunity. Taking early action to increase the probability of an opportunity occurring or its impact on the project is more effective than taking no proactive action yet hoping that it might occur.
 - ± *Accept* – This technique indicates that the project team has decided not to change the Project Plan to deal with an opportunity or is unable to identify any other suitable response strategy.

The Risk Register should be updated upon completion of risk management planning. If the risk plan is to mitigate, the original probability and impact scores should be updated to reflect the status, as the scores will likely be lower than before risk management planning. Risk Owners should be assigned to all risks at this time.

The Project Plan should be updated to incorporate any activities associated with risk response plans that will be implemented. Risk response activities that will be implemented only if a risk trigger has occurred or is about to occur should not be entered into the Project Plan at this time.

RISK MEASURING AND CONTROL

Risks must be continuously measured, monitored, and controlled throughout the project. Newly identified risks should be added to the risk registers and the steps performed earlier in the process (risk assessment and risk management planning) should be performed. In addition, identified risks should be monitored and updated, as probability and impact change throughout a project. Risks may also no longer pose a threat or opportunity and may be closed.

Risk Owners should review their assigned risks regularly to determine if a trigger is about to occur, or if it has occurred, so they can implement the risk response plan.

Regular updates to the Risk Register and the Project Plan are necessary throughout this process.

There are many different tools that can be used to create a risk register including MS Word, MS Excel, SharePoint, OneNote etc. Make sure the register is updated frequently and includes the elements discussed earlier in this document and outlined in the sample below.

SAMPLE RISK REGISTER:

Project Documents	ID	Title	Description of Impact	Possible Triggers	Date Reported	Status	Category	Probability	Impact	Risk Score (Prob x Impact)	Current Owner	Strategy	Response Plan	Plan Type	Issue/Action?
Agendas Status Reports Implementation Site Reports Conversion Documents Tyler Forms Process Documentation	70	Weather/Travel delays cause a planned session to be delayed or cancelled.	If the day is critical, the schedule can be impacted. Scope is unlikely to be impacted.	Mother Nature	8/14/2015	New	Training	3=May occur	2=Event poses small increases, but requirements may still be met	6 = Watch list	Tyler and Client Project Managers	Accept	Sessions can be cancelled remotely. Additional days may need to be built into schedule.	Risk	No
Project Planning Master Project Calendar Master Project Plan Master Issues & Actions Communication Plan Testing Plan Risk Register	71	Employee Turnover	Key employees retiring or leaving current position. Can impact schedule and budget depending on timing.	Retirement; change aversion	8/20/2015	Priority-Risk	Personnel	3=May occur	5=Event poses very high cost, schedule, or other failure	15 = Priority	Client PM and Dept heads	Mitigate	Will have discussions with key employees entering retirement age to determine their plans. Will adjust key project representatives as needed.	Risk	No

6.4 Staffing Plans

6.4.1 Provide the staffing requirements for the proposed implementation plan. Based on the proposed plan, identify the staffing requirements for MVU, the Vendor, and any Third- party by using RFP Attachment D – Staffing Matrix.

ESC has provided our staffing requirements via Attachment D per request. Please note we have expanded the ESC staffing tab to include a view of off-site staffing requirements.

Please refer ‘Attachment D Staffing Matrix’ for details.

6.4.2 Discuss the necessary MVU staffing levels to facilitate a successful project as outlined in Attachment D (Staffing Matrix). Discuss Vendor’s approach to solving the resource constraints as discussed in section 7.2 in the RFP.

ESC has provided our staffing requirements via Attachment D per request.

6.4.3 Describe how MVU’s resources will be used during the implementation.

ESC has clearly defined the roles and responsibilities that are expected from MVU’s team for a successful implementation

Org.	Resource Category	Planned Responsibilities
MVU	Project Manager	Daily/weekly project management execution. Allocation of MVU resources in support of approved project plan. Coordination of third-party involvement in the project.
	Customer Care, Billing, & Manager	Overall solution approval. Signoff of deliverables.
	Billing Supervisor	Approval of billing processes and deliverables. CCS Super User.
	IT - Technical Applications	Establish and maintain server environments and access.
	Financial Control Supervisor	Approval of financial processes and deliverables.
	Accounting Representative(s)	Definition and approval of accounting processes and deliverables.
	Metering Representative(s)	Definition and approval of metering processes and deliverables.
	Dispatch Operations Representative(s)	Definition and approval of dispatch processes and deliverables.
	Credit and Collections Representative(s)	Definition and approval of CCS processes and deliverables.
	Data Specialist	Expert guidance on data mapping and cleansing.

6.4.4 Describe what MVU resources will be needed to support the system long-term following the implementation. Describe your best practices in managing the system post go-live.

We are not proposing to provide long term support. Please find below recommended staffing required to support system post go-live.

	Programmer / Analyst	Functional Business Analyst	Support Analyst	DBA	SQL	Linux	Batch Operator	System Admins
FTE	1	1	1				1	
PTE				.5		.5		.5

6.5 Core Implementation Services & Methodology

The following section of the proposal should address the Vendor's implementation methodology as per the project plan provided in Attachment L. As described in Section 7 of the RFP, we have identified typical project phases; **please modify these topics to correspond with the Vendor's specific methodology.**

For each of the specific project phases as recommended by Vendor, identify the Vendor's approach to implement the solution. Describe the methodology for the major activities of the implementation. For each phase, discuss the following and any other information necessary to communicate the process:

- | | |
|---|--|
| <ul style="list-style-type: none"> • Phase description • Phase dependencies • Duration • Responsible lead • Tools utilized to support this phase | <ul style="list-style-type: none"> • Quality Control process • Vendor staffing for this phase • MVU staffing for this phase • Deliverables from Vendor to MVU • Deliverables from MVU to Vendor |
|---|--|

As a responsible and Certified Oracle Utilities Customer Cloud Service (CCS) implementation provider, our proposal includes taking full advantage of the applications' out of the box functionality and flexibility designed specifically for the utility industry. We intend to develop a strong partnership with MVU during the project to assist your organization in re-evaluating its current business processes and to enable MVU to take advantage of the rich functionality and configurability of the Oracle applications. In the end, MVU will realize a fully integrated solution where all modules and external interfaces communicating with each other in real-time and via batch processes.

The following teams are referenced throughout this section:

- Implementation team – comprised of Enterprise Solutions Consulting, LLC (ESC) resources, this team is responsible for the implementation of the application and any customizations necessary to meet MVU's business and systems interface requirements
- MVU team – comprise of MVU's core business users responsible for the establishment and management of the CIS and MDM business processes for the future solution

The following Methodology and Approach will be utilized during the project with careful consideration of MVU personnel and processes. Our approach to cloud-based Oracle solutions has been proven very successful for past projects. This methodology also aligns with the Project Management Institute's (PMBOK) guidelines and Software Development Life Cycle (SDLC) processes, and knowledge areas. Our methodology ensures that the PMI's knowledge areas are efficiently and effectively addressed through our project management.

ESC's Utilities Evolution Excellence (UEE) 5 phased implementation approach will serve as the roadmap for this engagement. This approach is a deliverable-based and applies across processes and technologies. The overall process is supported by a set of Utility Reference Model templates, techniques, and deliverables necessary to effectively implement the proposed Oracle CCS (CIS+MDM) solution.

UTILITIES EVOLUTION EXCELLENCE



The following are the phases to be completed for the MVU's implementation project:

- Phase 1 – Initialize
- Phase 2 – Converge
- Phase 3 – Clarify
- Phase 4 – Enable
- Phase 5 – Live/Operate

This approach is recognized to be a differentiator in the market. By overlapping the start of these activities and fully utilizing the MVU's core team resources in support of initial data analysis, configuration, report needs-analysis, and interface definition we not only accelerate the project schedule, but initiate the knowledge transition of specific operational knowledge during the Converge and Clarify phase of the project. This represents a significant advantage to MVU in that their core team members get hands-on experience with the business operations of the Oracle CCS application utilizing their business processes while lessening the need for classroom training after subsequent testing phases.

These tasks will be performed during each product installation and are described in detail in the following pages. The tasks may or may not be performed sequentially.

The following are the major tasks to be completed for MVU's CIS and MDM implementation:

- | | |
|----------------------------------|-------------------------------|
| • Project Management | • Reports |
| • Preparation Stage | • Security |
| • Business Process Analysis | • Training |
| • Fit Analysis | • Cutover Preparation |
| • System Configuration | • Testing and Acceptance |
| • Business Process Documentation | • Post-Implementation Support |
| • Data Conversion | |
| • Interfaces | |

The remainder of this section describes project tasks in detail in relationship to the project phases identified above.

Phase 1 – Initialize

APPROACH AND OBJECTIVES

Setting the right tone at the start of the project is very important. The phase is called 'Initialize' because it sets the stage to kick off the project. This phase focus on setting up the PMO, getting common processes ready, core team trained and Oracle Customer Cloud Services (CCS) provisioned into MVU's network.

PROJECT MANAGEMENT – INITIALIZE PHASE

Every successful project comes with an underlying strong project management and control plan. Especially during this COVID-19 Pandemic, its critical that the project teams are aligned, Communication is clear, and the goals are set and measured. With our collective past experiences managing and delivering successful CIS and MDM projects, ESC developed a proprietary Project Management Framework (PMF) which outline the approach for managing the delivery of projects and services.

Adoption of this framework and experience of our subject matter experts helps ESC to perform better for each individual client with utmost sincerity, while understanding their unique requirements. For this project, ESC's PMF has been tailored to provide three main activities:

- **Project Start-Up/Preparation** to establish the management environment in which the project will be executed
- **Execute and Control Project** to conduct the project and control its execution by applying the project management processes defined in the Project Plan
- **Project Closure**

Project Start-Up/Preparation

The Project Start-Up/Preparation process establishes the management environment in which a project is executed. This ensures the proper project organizational structure and project management processes are put in place for project success. Some of the project start-up tasks may occur concurrently with the contract negotiation.

The Project Start-Up process will confirm:

- The project work environment
- The project scope and assumptions
- The organizational structure and assignment of project team members
- The management processes to be followed
- The work plans.

At the beginning of the project ESC project manager will work with MVU Project Manager and all stakeholders/leads to produce the Integrated Project Plan. Based on the project's scope, size, complexity and risk assessment, ESC will deliver:

- The Project definition:
 - ± Project scope, time, and cost parameters
 - ± Description of the project phases
 - ± List of the project deliverables

- The Project organizational (governance) structure including the roles and responsibilities of ESC and MVU team, as well as issue escalation routes
- The Project Management procedures, including:
 - ± Quality assurance criteria and methods for the approval of deliverables compliant with agreed quality standards, testing procedures and client acceptance processes
 - ± The succession plan and the method for orienting new members to the project team
 - ± The frequency and content of project status reports, including accomplishments, deliverable status, estimated effort remaining, budget tracking and issue tracking
 - ± The project communication plan, including project monitoring and reporting as well as documentation storage and control mechanisms
 - ± The risk management plan for the identification of risks and mitigating mechanisms
 - ± Any relevant project procurement procedures

The Project Work Plan - The Project Plan is an important tool to create a common energy and understanding among all project stakeholders.

PREPARATION STAGE

Preparation Stage is comprised of the guidelines, steps, and activities that commence before involving the full resources of the Implementation team and MVU's project teams. Preparation is conducted at three levels:

- Process
- Technology
- People

Process Preparation

Preparing both the teams, MVU and ESC, to understand the project process and workflow, we follow the following steps in a simple and clear manner:

Stakeholder Identification: This is a very crucial step in the entire project management. Determining the main point of contact from both MVU and ESC makes the coordination and project management streamlined. A steering committee, consisting of stakeholders from both MVU and ESC, is formed which maintains all the details and is responsible for any change in the project scope. This is an important to ensure that the right people are involved and assigned to the right business function for a smooth implementation and understanding of the project to decide when required.

Team Member Identification: Determining the team members and their roles is the next important step. Formulating the RACI (Responsible, Accountable, Consult and Inform) chart provides clarity on responsibilities the team will hold. This chart is prepared for both MVU and ESC, assigning all the team members to their respective roles, ensuring that people are working as per their level of authority covering all the business functions.

Organize Document Repository: All the project documents will be stored organized and given access to all the stakeholders and team members. The repository will include the signed documents along with templates for ready reference.

Technical Preparation:

As the joint PM teams are working on the process preparation, MVU's Networking and Infrastructure team will work with ESC's Technical Team on provisioning Oracle Customer Cloud Service (CCS) environments and network/security integration into MVU's network. Being a SaaS / Cloud project there are no steps involved with installation of hardware, software allowing for a quick start of the project. During this step, the technical architecture and the system set up are clearly explained and discussed with MVU's team.

TEAM PREPARATION (PEOPLE):

Project Overview Training

Project overview training occurs during the initial start-up of the project. It entails informing the project participants, managers, executives, and the Steering Committee members what they can expect during the life of the project. The major project tasks are explained and the expectations for participation are discussed.

Core Team Training

The critical success factor associated with the next phase (Converge) is the introductory training of the MVU’s core team in the fundamentals of the Oracle CCS application. The MVU core team will be required to attend and comprehend the workflow of the application, the overall data model constructs, and the configuration variables. Comprehension of these concepts will prepare the core team to participate in upcoming “to-be” business process workshops designed to determine how best to configure the application in support of the companies’ mission. Core team members will have specific responsibility to learn how and subsequently support the configuration decision for the application in support of business process implementation. Utilizing this approach, knowledge transfer to the core team members occurs early in the life cycle of the project and supports hands-on learning under the guidance of the ESC’s functional team members.

Core team training will consist of 1) project team functional training and 2) on-the-job knowledge transfer for a limited number of MVU technical and process resources working on the project. Project team functional training will be conducted by ESC trainers in person or via web conference. ESC will provide instructors and materials for training. This combination of approaches will cover the key training topics which typically include:

- Oracle CCS Overview
- Batch Processing
- Plug-In Components
- Financial Transactions
- Customer Information
- Case Management
- Field Work
- Device Management
- Meter Reading
- Billing
- Rates
- Adjustments
- Payments
- Credit and Collections
- To-Do Lists
- Application Security
- Meter Data Management

KICK-OFF MEETING

The Oracle Utilities Customer Cloud Service (CCS) implementation project will begin with a kick-off meeting including executive management from both MVU and ESC, together forming a ‘Steering Committee’. This meeting is designed to provide all project stakeholders with a comprehensive view of the business drivers and project goals associated with the implementation. The participants will be provided with an overall project timeline, expectations regarding project participation, identification of project leadership, and identification of next steps associated with this phase of the project effort. A clear expectation regarding the product features following the industry standards is set and mapped to MVU’s functions. The discussions around the level of acceptable configurations and development efforts will take place in the meeting. Kickoff team presenters will include, but not be limited to, the Project Sponsor, Business Community Leaders, and Project Officer from both the sides to ensure that all the right people are well informed of the project. This will result in smooth execution and taking quick decisions because the roles and responsibilities are well defined. ESC’s Project Sponsor and Project Manager will additionally have an active presentation role.

A typical agenda for the formal project kickoff meeting includes:

- Messages/directives from key MVU executives

- Orientation and common foundation for project – review of vision, goals, etc.
- Guiding principles for the project
- General timeline overview, with deep dive into timeline and milestones
- Methodology and deliverables overview
- Team introductions and team building

ORGANIZATIONAL READINESS ASSESSMENT / PHASE GATE

Now that the tone of the project is set, before we move to the next phase, the Organizational Change Management Team at ESC comprising of the Quality Assurance team will review and assess the readiness of the project. The following criteria are checked and substantiated:

- All the stakeholders are identified and assigned their roles & responsibilities
- Team are formalized and introduced
- Core team training is complete
- Network setup is complete with approval from MVU
- Communication plan is developed and shared
- Project standards and controls are accepted by both MVU and ESC
- All the templates for standardized process are shared and accepted
- Kick-off meeting has successfully been conducted

An assessment report will be generated and reviewed by the MVU project sponsors for sign-off and approval to the Clarify phase of the project.

Key Activities and Deliverables

Phase	Key Activities
<ul style="list-style-type: none"> • Initialize 	<ul style="list-style-type: none"> • Finalize CIS and MDM project team and project management infrastructure. • Develop, review, and accept project standards and controls • Develop, review, and accept technical standards and procedures. • Confirm/update resource loading chart. • Conduct project kickoff and team training. • Create project team knowledge transfer plan. • For Business Process Controls, develop and document business process internal controls project work plan and approach • Finalize phase scope and approach. • Develop detailed design phase project plan. • Review and refine the implementation roadmap. • Oracle Customer Cloud Service (CCS) Instance Provisioned

Duration	Quality Control Process
<ul style="list-style-type: none"> 1 Month 	<ul style="list-style-type: none"> Document Review per deliverable Mutual sign-off to proceed
Key Deliverables	Key Accelerators
<ul style="list-style-type: none"> Workstream kick-off and orientation Core team training on the base Oracle CCS product and processes Phase gate approval document – Scope, Time, Cost 	<ul style="list-style-type: none"> CCS Implementation Plan Template Status report templates Change Request templates Issues/Risk templates Sample Kickoff Meeting Agendas Kickoff Meeting presentation templates QA templates
MVU Considerations	
<ul style="list-style-type: none"> MVU should begin to gather pertinent documents and other artifacts that will be important to the project (e.g., as-is process designs if available, organization charts, samples of existing reports. It will be critical for MVU to identify the appropriate resources to fill the necessary roles for the project. 	

Roles and responsibilities – Phase 1

<ul style="list-style-type: none"> Project Manager 	<ul style="list-style-type: none"> Project Coordinator 	<ul style="list-style-type: none"> Solutions Architect
<ul style="list-style-type: none"> Technical Architect 		

MVU Resource Requirements (Roles) – Phase 1

The following MVU roles are required for this phase:

<ul style="list-style-type: none"> CCS Functional Leadership 	<ul style="list-style-type: none"> CCS Technical Leadership 	<ul style="list-style-type: none"> CSB Project Director
<ul style="list-style-type: none"> Technical Resources 	<ul style="list-style-type: none"> Business Process Analysts 	<ul style="list-style-type: none"> Subject Matter Experts
<ul style="list-style-type: none"> Functional Process Leads 	<ul style="list-style-type: none"> Database Administrator 	<ul style="list-style-type: none"> System Administrator
<ul style="list-style-type: none"> Network Administrator 		

While full time participation is not required for all the above resources, it will be important for them to participate in certain key planning and visioning activities. Actual participation will be confirmed during Initiation & Planning phase.

Phase 2 – Converge

- Requirements Analysis / Fit-Gap Analysis
- Data Conversion
- Testing Strategy and Plan

APPROACH AND OBJECTIVES

The converge phase comprises the tasks and activities that focus on learning how the business processes and functional requirements identified will be met with each module of Oracle Customer Cloud Service, e.g., Business Process Analysis and Fit/Gap Analysis. At this stage, preliminary configuration and design of all development work will also commence. These tasks are the joint responsibilities of the members of the ESC team and MVU who will need to provide access to their staff with support from various Subject Matter Experts (SMEs).

BUSINESS PROCESS ANALYSIS

The Implementation team will conduct a detailed business process analysis for each business area related to the CIS and MDM solution being implemented for MVU. Each process will be reviewed to identify how the product can be used to improve the process. The Implementation team will work with the project team to identify the core business functions and processes that MVU performs.

Based on the analysis and discussions with the MVU team, a business requirement document (BRD) is created. The resulting BRD details the project goals and MVU expectations from the project. This document will serve as the baseline of the project and lead the direction for the teams.

Once the BRD is created, corresponding acceptance test cases are also documented. This will help MVU to test the application following the steps of execution for each function. The document is considered as a guideline to understand the workflow of the application providing the expected result. Mapping the application workflow with the document will identify the issues, if any.

These business processes will be divided into functions that can be re-engineered and functions that must remain intact. The various Business Process Analysis sessions will also allow the Implementation team to collect additional data and information on specific module-related business practices.

Steps:

- Review MVU's current business processes
- Determine specific business drivers and objectives (i.e., industry influence, market changes, cycle time decrease, cost reductions, and output quality)
- Define key business flows within functional departments and across the organization to determine the use cases
- Identify the high-impact process deterring from business vision and prioritize redesign urgency
- Develop the business requirement document, highlighting business prototype with "best practices" and software solution capabilities aligned to business drivers and objectives.
- Create Acceptance Test Cases document which will cover the expected workflows of the application in an ideal scenario according to the business requirement laid out

FIT/GAP ANALYSIS

After the Business Process Analysis, the implementation team at ESC, armed with their understanding of the MVU's business requirements, will begin the Fit/Gap Analysis. This process involves determining if the solution is a fit for the current business processes, or if any changes are required. Essentially the implementation team and the MVU will meet and walk through the pre-configured Oracle Customer Cloud Service (CCS) system. This will confirm that the pre-built system fits MVU's needs. The functions that are a fit will lead to application configuration and those identified as gaps will lead to development work.

It is important to note that fit/gap analysis is different for an on-premise solution versus a cloud-based SaaS model. A cloud SaaS solution is pre-built and pre-configured, which has automatic upgrades and is less hands-on for maintenance. A SaaS solution can be configured to a certain extent, but extensive customizations are generally discouraged. The challenge with creating significant customization is that when software updates are automatically pushed through, the updates may not always be successful, and may require manual fixes.

Therefore, if there are gaps in our pre-configured system that are identified, the implementation team will suggest options to adapt to the system, or alternative options, in lieu of customization, or extensive customization. Through this fit/gap analysis with both the implementation team and MVU project team, we will identify and capture everything that needs to be done once the implementation begins.

By the end of this step, both teams will have a list of items that need to be developed. This includes the interface development and design. As a result of this exercise, there will be a list of items that need to be developed, including: reports; configurations; enhancements to the system; workflows; and user security (as in user security, connecting the user systems and credentials to the cloud).

Steps:

- Review business requirements
- Conduct Fit/Gap Analysis sessions covering the “to be” processes as required to complete the work step
- List down the gaps by identify the missing functionalities in terms of software, user interface, technical and compliance requirements
- Prioritize the missing functionalities to be developed and determine the development effort, categorizing it as full gap (new functionality) or partial gap (modification in the existing functionality)
- Determine the list of functionalities to be proceeded with
- Estimate the development effort
- Formulate the list of approved functionalities

CONFIGURATION

The Configuration task begins simultaneously with the Fit/Gap Analysis task. Multiple configuration templates are provided that the team will complete as decisions as to the values of fields in the control tables are determined. Throughout the configuration process, the Implementation team will provide the guidance and leadership that MVU needs to make decisions efficiently and effectively about configuration. After the configuration has been documented and reviewed, the results are populated into the CIS and MDM product tables.

Steps:

- Provide the initial product configuration
- Provide Configuration document templates
- Provide guidance and leadership during the development of configuration
- Document all required product configuration
- Review the system configuration
- Translate the documented configuration into the product
- Configure/reconfigure each module based on information received during the Business Process and Fit/Gap Analysis sessions
- Test the configuration.

BUSINESS PROCESS DOCUMENTATION/FUNCTIONAL DESIGN

Once the final list of development requirements is finalized and approved, the designing of these requirements will take place. The project team from ESC will document these requirements and share with MVU project team for approval.

Steps:

- Review MVU’s “As Is” business process documentation
- Make corrections, changes, additions, and deletions to the “As Is” documents based on the decisions made during the Design and Development phases of the project
- Identify, develop, and document the MVU “To Be” business processes.

- Prioritize the “To Be” business processes to fit the sprints of the SDLC and determine the release plan.

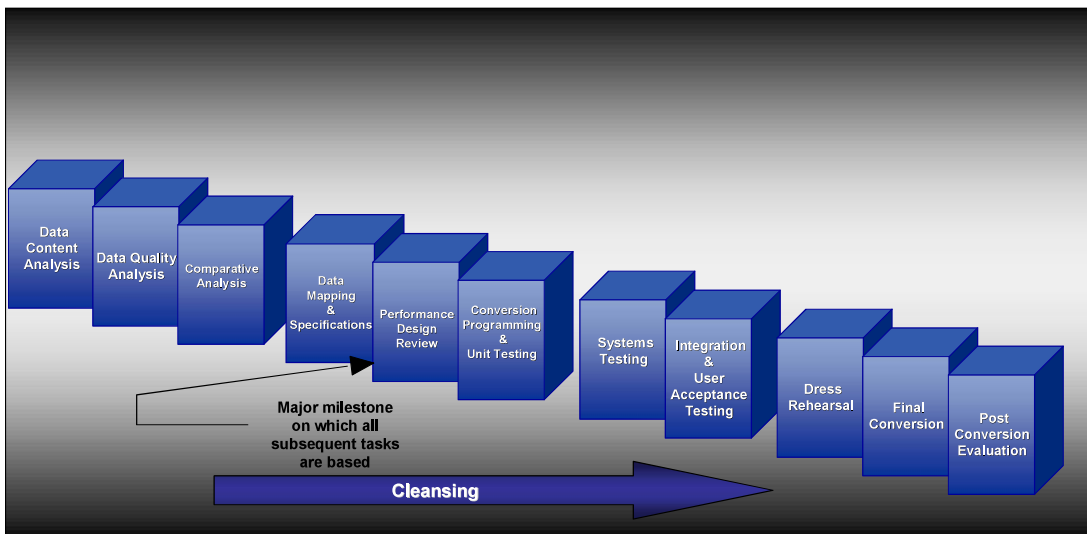
DATA MAPPING AND CONVERSION

A critical component of our Method is our data migration (conversion) methodology. Utilizing these proven techniques for data migration in the key services industries will allow MVU to complete the migration to their new applications and platforms in an expedient and secure manner. The Implementation team’s data migration services have an extensive set of environment-to-environment (E2E) capabilities that are designed to support the data cleansing and conversion process. In any data migration, the process requires the analysis, cleansing, transformation, and loading of the data. Using our methodology and experienced resources, the Implementation team will deliver the efforts for a successful conversion in both a timely and thorough fashion.

As seen in the diagram that follows, this methodology is contained in a series of steps that are designed to facilitate a successful outcome.

Data Migration Overview

Our data migration approach is comprehensive and has proven successful in reducing the risks associated with major business transformation initiatives.



Preserving Data Integrity

The scope and importance of this Data Conversion effort is recognized. Extracting, moving, and conditioning legacy data is arguably the most important aspect of MVU’s implementation to its new platform. Data Integrity is the core driver to successful Data Conversion. As such, the Data Analysis activity of our Data Conversion is the key driver of our Data Migration Methodology. Our Data Integrity reports provide an insight to the actual content of each functional field within every source file. Through the analysis of these reports and assistance from subject matter experts (SMEs), we can identify data anomalies and bring these data issues to resolution early in our migration process. The early identification and resolution of data anomalies is a key element for a successful data migration. We believe it is what sets the Implementation team apart from other system integrators who engage in the data migration area.

In this phase ESC team will develop a plan and start data conversion mapping from legacy to Oracle CCS. Being a target-oriented conversion, focus will be more on satisfying the data needs of the future application modules of CIS and MDM. Activities addressed in the mapping session will include data content analysis, data quality

analysis, comparative analysis, data mapping and specifications and performance design reviews.

TESTING STRATEGY AND PLAN

Now that the process is defined, configuration items are identified and the data mapping is agreed to, testing team will start the preparation of the well-defined plan and strategy for testing. These includes identifying use cases, test script identification etc.

ESC is proposing the use of Oracle Utility Testing Accelerator (UTA) from test planning through execution. UTA will be utilized during and after the project for ongoing release testing.

Key Activities and Deliverables

Phase	Key Activities
<ul style="list-style-type: none"> Converge 	<ul style="list-style-type: none"> Develop business requirements. Develop "To-Be" process flow diagrams and activity profiles. Conduct design review/challenge sessions. Finalize the detailed process design and business activities. Develop functional specifications. Develop the data migration strategy. Develop the testing strategy and plan. Develop integrated scripts for business scenarios. Develop the detailed Development phase project plan. Identify, document, and define key financial reporting related to risks and mitigating controls to-be processes for business process controls task.
Duration	Quality Control Process
<ul style="list-style-type: none"> 3 months 	<ul style="list-style-type: none"> Design documents reviewed and approved Test plans reviewed and approved
Key Deliverables	Key Accelerators
<ul style="list-style-type: none"> Business requirements "To-Be" process flow diagrams and activity profile documents Gap analysis and solution recommendations Functional design Reports, Interfaces, Conversions, and Extensions (RICE) build strategy and plan Data migration strategy Test strategy and plan Functional test scripts Detailed Phase Project plan Initial Business Process Risk and Internal Controls 	<ul style="list-style-type: none"> Tools, frameworks, and other repositories specific to Oracle environments for compliance with Sarbanes-Oxley, Section 404 that will jump start the Business Process Internal Controls activities and deliverables ESC's Consulting leading practice risk assessments and control frameworks ESC's Consulting leading practice existing segregation of duty and critical access rules matrices Utility Best Practices & Integration Points

Frameworks <ul style="list-style-type: none"> Initial Segregation of Duties Matrix Initial Critical Access Matrix 	
MVU Considerations	
<ul style="list-style-type: none"> It will be critical that the appropriate subject matter experts are available for design workshops and attend the workshops that they are assigned to attend. Process teams must work closely with the Change Management team during this phase to capture organizational impacts of the new technology and processes. These will drive change, communication, and training plans and activities. MVU leadership should be active participants and be visible to the project to demonstrate their commitment to the effort. The MVU must empower people to make decisions (e.g., process changes) in the design workshops. 	

ESC Roles and responsibilities – Phase 2

<ul style="list-style-type: none"> Project Management Team 	<ul style="list-style-type: none"> Solutions Architect 	<ul style="list-style-type: none"> Functional Architect
<ul style="list-style-type: none"> Test Lead/Trainer 	<ul style="list-style-type: none"> Technical Team 	

MVU Resource Requirements (Roles) – Phase 2

The following MVU roles are required for this phase:

<ul style="list-style-type: none"> Project Manager 	<ul style="list-style-type: none"> Subject Matter Experts 	<ul style="list-style-type: none"> Conversion Lead
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Phase 3 – Clarify

APPROACH AND OBJECTIVES

The Clarify phase represents the most extensive time and effort portion of the project. It is during this phase that the project team performs the design, build, unit test, and rollout of the new system for end user testing. As part of our approach, aligned with the Systems Development Life Cycle (SDLC), the phases of development are repeated iteratively. Using this approach, the teams start mapping the business requirements to the new software and build small pieces of the system repeatedly until the system is integrated. Using this approach, errors are caught swiftly, quick wins are realized, and system integration is controlled and accurate.

The Implementation team’s technical resources will validate and gather respective information related to interfaces, conversions, reports, and other technical aspects of project scope.

DATA CONVERSION

The Clarify phase of the project includes the follow-on data conversion activities performed during the Converge phase. The data mapping specifications completed in the prior phase provide the foundation for the conversion programming and subsequent testing activities. ESC conversion team will perform iterative data conversion runs designed to build incremental portions of the Oracle Customer Cloud Service data model facilitating incremental validation and reconciliation of the data being migrated from the legacy billing application.

INTERFACES

This task focus on the inbound and outbound interfaces required to implement modules and functionality. The Implementation team technical consultants will provide information on the product end of interfaces while MVU technical personnel will provide the third-party systems information for integration purposes.

Steps and activities include the preparation of high-level documents that cover the purpose and requirements of interfaces identified during Fit/Gap Analysis sessions, development of detailed designs, review and approvals of design documents, programming, and testing of interfaces.

MVU's IT team personnel will be expected to provide technical support in the planning, analysis, design, testing, and installation tasks. Additionally, the Implementation IT team personnel will be responsible for coordinating the information exchange with other third-party solutions that have been deployed and provide information about the other side of each interface in the Interface Control document, such as the following:

- A map of the placement of incoming data from the intermediary tables into the third-party or legacy application data model
- A map of the placement of outgoing data from the third-party or legacy application data model into the intermediary tables
- A description of the frequency of the import and export task to support each interface within the third-party or legacy application
- A description of the processing that is to take place upon receipt of the imported data by the third-party or legacy application, including date validation, exception processing, and reporting.

Before any interface development can commence, the MVU team must approve the Solution document, for the specified interface(s). It is the responsibility of the Implementation team to address and resolve any interface issues identified with the assistance of MVU. Because of the complexity of the subject, it is expected that each Solution document will cycle through multiple iterations before final approval is achieved.

The Implementation team interface developers will be responsible for developing the application(s) side of each interface according to the specification in the Interface Control document and adhering to the delivery dates specified in the approved project schedule and Statement of Work (SOW). Likewise, the Implementation team will also be responsible for writing data to non-CIS applications for each interface according to the specifications in the Interface Control document and adhering to the delivery dates specified in the approved project schedule.

Steps:

- Review the Interfaces list
- Identify the interface requirements
- Finalize the interface scope by the completion of Functional Testing
- Prepare the Interface Design documents
- Review and approve the Interface Design documents
- Develop the interface programs
- Test the interface programs.

ALGORITHMS, USER EXITS AND EXTENSIONS (MODIFICATIONS)

Algorithms User Exits and Extensions (otherwise referred to as modifications) are used to further configure the CIS and MDM system to MVU's specifications. The applications comprising MVU's new CIS and MDM system are extremely flexible and configurable using algorithms and user exits. It is expected that most modifications will be accomplished through changes in business processes. Once the Technical Architect approves the design of the selected algorithms, user exits and extensions, coding and testing will commence.

Steps:

- Develop the high-level design and estimates for each algorithm and user exit
- Review and approve the algorithms and user exits for detail design
- Review and approve the detail designs

- Code and test algorithms and user exit.

WORKFLOWS

The project team will have the responsibility to complete application configuration (and associated modifications) to support business process workflows as documented during the Design Phase. The Oracle CCS application supports workflow with two specific functions: To-Dos and Cases.

To-Dos are user-based notifications of events requiring action. Users of the application will have a unique work queue delineating the To-Do tasks assigned to them. To-Dos can be single step or multiple step actions with different users assigned to different steps associated with the To-Do. To-Do processing is configured based on specific client need.

Cases are a more robust form of a To-Do typically generated from a customer contact (e.g. high bill investigation). Cases are configured within the application based on business process rules and can carry free-form data along with them.

REPORTS

The Implementation team is responsible for leading the team in identifying custom reports as required by MVU. Through the Fit/Gap Analysis sessions, the reports necessary for MVU will be documented and prioritized.

Steps:

- Identify the report requirements
- Review the reporting requirements with the delivered system components
- Document the reporting gaps, if any
- Prepare report design documents
- Review and approve report design documents
- Develop the reports
- Test the reports
- Review the requirements with the delivered system components
- Review and approve the documents.

SECURITY

The Implementation team recognizes the critical importance of security over systems and data especially being a cloud implementation. Security will be fully defined and set up prior to placing the new system into production. The Implementation team will work with the appropriate MVU functional and technical team members to determine their security needs and profiles. The MVU team will implement security in accordance with the defined security profiles. The Implementation team will assist MVU in setting up the initial security profiles. MVU will be responsible for ongoing management of security.

Steps and activities include the preparation of high-level documents that cover the purpose and requirements of security identified during Business Process Analysis, Fit/Gap Analysis sessions, and configuration, development of detailed designs, review and approvals of design documents, configuration of security tables, and testing of security.

Steps:

- Define the user profiles and groups
- Review and approve the security groups and profiles
- Implement the security profiles
- Test the security profiles.

TRAINING DEVELOPMENT

Once the system is designed and build has begun, the Training Manager will plan for end user training. There are several critical training design, development, and planning activities that occur during this project phase:

End User Training Deliverables	Description and Objective	Team ESC Accelerators	MVU Considerations
<p>End-User Training Needs Analysis</p>	<p>The End-User Learning Needs Analysis and Strategy has two key components:</p> <ul style="list-style-type: none"> • The training infrastructure and target audience assessments • The training approach and work plan documents that are developed based on assessment results <p>The Needs Analysis is an information gathering activity. Surveys are distributed and interviews are performed to gain a focused understanding of the organization’s education landscape.</p>	<ul style="list-style-type: none"> • Training Infrastructure Assessment Template • End-User Learning Needs Template • End-User Learning Scope Statement • End-User Learning Work Plan 	<p>Some of this work will occur as part of the Change Management effort described in Component B of our response. We will validate the findings and revise the end user training strategy before curriculum design and material development begins.</p>
<p>End-User Training Strategy/Curriculum</p>	<p>The End-User Training Strategy/Curriculum is a collection of reports, processes and assessments that forms the basis for end-user training program development. The End-User Training Strategy/Curriculum consists of any combination of the following, as appropriate for project scope:</p> <ul style="list-style-type: none"> • Assumptions • Instructional Techniques and Media • Performance Support Vision • End-User Learning Development Process • End-User Learning Work plan 	<ul style="list-style-type: none"> • End-User Instructional Techniques and Media • Performance Support Vision • End-User Learning Gap Analysis • End-User Learning Development Process • Performance and Training Support System Structure • End-User Training Curriculum 	<p>We suggest a variety of learning methods for the End User Training (e.g., a blended learning solution). As with other deliverables, we will validate the design implications as they relate to training material usage for the MVU.</p>

	<ul style="list-style-type: none"> • Performance and Training Support System Structure • End-User Learning Curriculum • Description of any development processes used to build the components of the program 	<ul style="list-style-type: none"> • End-User Training Course Outlines 	
<p>End-User Training Course Customization Support</p>	<p>Based on specifications defined during Curriculum Design, ESC and MVU material developers will create/customize materials required for the end user education program.</p> <p>As a starting point for training content, ESC will leverage our library of documented business processes for Oracle. The material library consists of material development templates, system process documents, class presentations and classroom exercises. These end user education materials have been developed based on our implementation experience and are based on Oracle applications leading practices.</p>	<ul style="list-style-type: none"> • Training Development Standards and Templates • End-User Training Materials • End-User Learning Program Quality Review 	

<p>End-User Training Data Development Support</p>	<p>ESC will populate data into the Oracle CC&B training environment. The training environment provides a space where learners can execute transactions and reports during training without affecting the production, development, or testing environments. The training environment should be identical (or as similar as possible) to the production environment in both configuration and data. We will leverage full copies of the test or production environments as appropriate to minimize data population requirements.</p>	<ul style="list-style-type: none"> • Data Set Input Sheets • Instance Refresh Schedule 	<p>To further facilitate learning for key MVU end users, enabling those users to participate in data population may result in improved understanding of system transactions.</p>
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Phase	Key Activities
<ul style="list-style-type: none"> • Clarify 	<ul style="list-style-type: none"> • Develop functional and technical specifications. • Develop configuration and code required to satisfy RICEFW components • Unit test code • Develop the data conversion plan • Develop conversion code based on mapping • Unit test conversion • Develop the testing strategy and plan • Develop test scripts based on to-be process and requirements • Develop integrated scripts for business scenarios • Design application security • Configure application security • Develop knowledge transfer documents in support of AMS • IT infrastructure and system plan for production setup • Develop training plan • Test training plan – Sample training • Release training plan for approval
Duration	Quality Control Process
<ul style="list-style-type: none"> • 5 months 	<ul style="list-style-type: none"> • Design documents reviewed and approved • Testing scripts approval • Training documents reviewed and approved

Key Deliverables	Key Accelerators
<ul style="list-style-type: none"> • Workstream kick-off and orientation • Knowledge transfer and training to MVU’s business and IT team • Load the environment with the industry best practice configurations as a starting point • Test Scripts created for each process flow • Review current state and further understanding of MVU business • Map and populate the data templates for master and transactional data • Executed system test with all integration points in place • Map out the User Acceptance testing schedule and end to end testing flows for MVU to execute • Phase gate approval document – Scope, Time, Cost 	<ul style="list-style-type: none"> • Tools, frameworks, and other repositories specific to Oracle environments for compliance with Sarbanes-Oxley, Section 404 that will jump start the Business Process Internal Controls activities and deliverables • ESC’s Consulting leading practice risk assessments and control frameworks • ESC’s Consulting leading practice existing segregation of duty and critical access rules matrices • Utility Best Practices & Integration Points
MVU Considerations	
<ul style="list-style-type: none"> • It will be critical that the appropriate subject matter experts are available for design workshops and attend the workshops that they are assigned to attend. • Process teams must work closely with the Change Management team during this phase to capture organizational impacts of the new technology and processes. These will drive change, communication, and training plans and activities. • MVU leadership should be active participants and be visible to the project to demonstrate their commitment to the effort. • The MVU must empower people to make decisions (e.g., process changes) in the design workshops. 	

Phase 4 – Enable

APPROACH AND OBJECTIVES

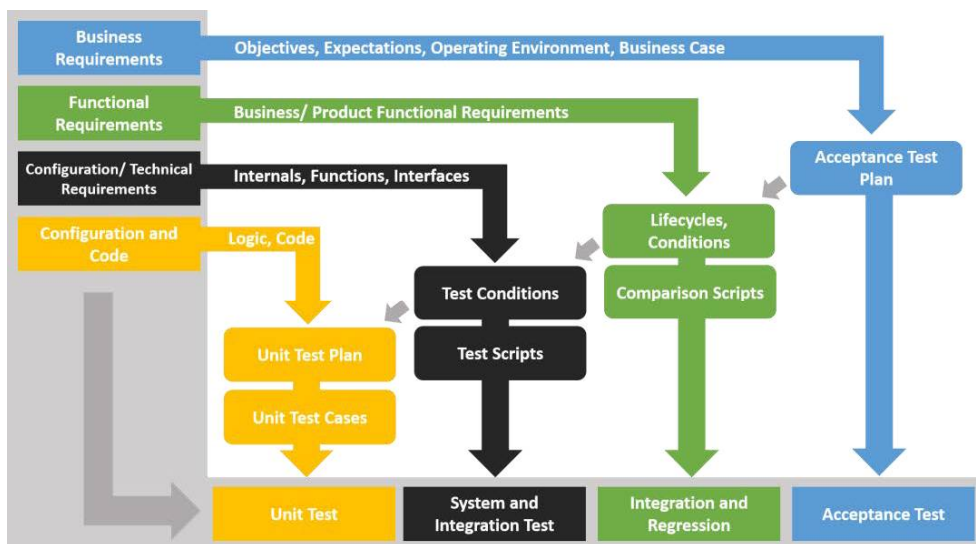
The primary focus of this phase is to ensure that the solution is adequately tested prior to release. Different iterations of testing are performed during this phase. Enable and Clarify phase will be agile in terms of defect identification, bug fix and release.

TESTING

Testing is performed in succeeding levels to verify that the solution built conforms to the business process and requirements identified during Fit-Gap analysis task. Analysis, design, and development start with high level

business objectives and drilled down into greater details, eventually completing code development for the most complex components. Testing follows the reverse path, verifying that the solution meets requirements in more complex combinations, ending with end-to-end testing against business objectives. It follows a structured and methodical approach to identify process, technical, and other defects, or omissions so they can be remediated before the solution is used in a production environment.

For each type of testing, a similar process is followed: Test Planning and Preparation, followed by Test Execution:



Over the course of the project, the following work streams will be conducted:

- **Master Test Planning** – This stream documents the detailed approach for each of the different testing streams.
- **Unit Testing** – This stream ensures that the system is properly configured at the individual table level
- **System Testing** - This stream ensures that entire system functions by verifying all requirements have been met and verifying common error cases.
- **Integration Testing** - This stream ensures that major functional areas, basic business cases and workflows function with the components interacting and passing data correctly and cohesively.
- **Conversion Testing** – This stream verifies all of the data that is converted in the system database has been correctly converted and that the conversion routines perform within the required timeframe.
- **Performance Testing** - This stream verifies the system, including the networks, can handle the required processing volumes (both batch and online) within established performance requirements.
- **Regression Testing** - This stream ensures that all changes that occur during the different testing streams don't adversely affect other components associated with the systems.
- **User Acceptance Test and Parallel Testing** - This stream validates the system functionality, procedures, and user documentation meets Client requirements.
- **Batch Performance Testing** – This test includes a brief description of the jobs to be run to test batch system performance.

Prior to the cutover to production, a series of tests will be performed against the final prototype (Stage) of the system. The Stage environment includes the final configuration and security setup and testing, and all converted data, interfaces, and modifications.

The System and Performance Test plan, including a pre-determined number of parallel tests, will be run, validated, and then corrective action taken if needed in the Stage environment. The Implementation team will work with MVU on the validation of the performance test and parallel test results, as well as monitor the performance of the transaction processes. After successful completion of the system test conducted by the Implementation team,

MVU will execute the Performance Test plan and the Acceptance Test plan with assistance from the Implementation team. The purpose of the acceptance test is to execute and provide validation of all functions deemed mandatory for signoff and cutover to the production system.

Prior to cutover, the Implementation team and the MVU project teams will develop a Project Closing summary that lists outstanding activities of both parties that must be completed to close the project component. This summary will include additional report development, performance tuning, end-user training, and definition of year-end processes to be supported by the Implementation team.

Steps:

- Perform the system test
- Perform the performance test
- Perform the bill cycle test
- Perform the acceptance test
- Perform a minimum of two dry runs (dress rehearsals)
- Complete the readiness assessment
- Develop the Project Closing summary
- Sign off on the system
- Cutover to Production.

Phase	Key Activities
<ul style="list-style-type: none"> • Enable 	<ul style="list-style-type: none"> • System Integration Testing • Requirements Validation • User Acceptance Testing • Training Development • Training Delivery • Mock Go-Live and Parallel Testing
Duration	Quality Control Process
<ul style="list-style-type: none"> • 3 months 	<ul style="list-style-type: none"> • Design documents reviewed and approved • Testing scripts approval • Training documents reviewed and approved
Key Deliverables	Key Accelerators
<ul style="list-style-type: none"> • Workstream kick-off and orientation • Integration testing execution • Load the environment with the industry best practice configurations as a starting point • Support of MVU User Acceptance Testing • Review current state and further understanding of MVU business • Develop final training content based on finalized solution • Map and populate the data templates for master and 	<ul style="list-style-type: none"> • Tools, frameworks, and other repositories specific to Oracle environments for compliance with Sarbanes-Oxley, Section 404 that will jump start the Business Process Internal Controls activities and deliverables • ESC's Consulting leading practice risk assessments and control frameworks • ESC's Consulting leading practice existing segregation of duty and critical access rules matrices • Utility Best Practices & Integration Points

<ul style="list-style-type: none"> transactional data • Practice go-live and parallel system testing • Phase gate approval document – Scope, Time, Cost • 	
MVU Considerations	
<ul style="list-style-type: none"> • It will be critical that the appropriate subject matter experts are available for design workshops and attend the workshops that they are assigned to attend. • Process teams must work closely with the Change Management team during this phase to capture organizational impacts of the new technology and processes. These will drive change, communication, and training plans and activities. • MVU leadership should be active participants and be visible to the project to demonstrate their commitment to the effort. • The MVU must empower people to make decisions (e.g., process changes) in the design workshops. 	

Phase 5 – Live

APPROACH AND OBJECTIVES

After the completion of all successful testing, the system is ready for Go-Live, which is executed in the Migration phase. The Implementation team, with support from MVU, performs a readiness assessment that validates that the necessary components for Go-Live are complete and correct. The Implementation team also provides a Go-Live plan and coordinates internal and external readiness and schedules with MVU. The final Go-Live decision is made by the MVU team based on the documented criteria developed in the Go-Live plan and accepted by MVU.

Just prior to Go-Live, the Implementation team trainers conduct end user training sessions with the MVU end users. Once the Go-Live plan is executed, the system goes live with support from the Implementation team.

TESTING AND SYSTEM ACCEPTANCE

Prior to the cutover to production, a series of tests will be performed against the final prototype (Stage) of the system. The Stage environment includes the final configuration and security setup and testing, and all converted data, interfaces, and modifications. The System and Performance Test plan, including a pre-determined number of parallel tests as defined in Task 13, will be run, validated, and then corrective action taken if needed in the Stage environment. The Implementation team will work with MVU on the validation of the performance test and parallel test results, as well as monitor the performance of the transaction processes.

After successful completion of the system test conducted by the Implementation team, MVU will execute the Performance Test plan and the Acceptance Test plan with assistance from the Implementation team. The purpose of the acceptance test is to execute and provide validation of all functions deemed mandatory for signoff and cutover to the production system.

Prior to cutover, the Implementation team and the MVU project teams will develop a Project Closing summary that lists outstanding activities of both parties that must be completed to close the project component. This summary will include additional report development, performance tuning, end-user training, and definition of year-end processes to be supported by the Implementation team.

Steps:

- Perform the system test

- Perform the performance test
- Perform the bill cycle test
- Perform the acceptance test
- Perform a minimum of two dry runs (dress rehearsals)
- Complete the readiness assessment
- Develop the Project Closing summary
- Sign off on the system
- Cutover to Production.

CUTOVER PREPARATION AND GO-LIVE

The purpose of this task is to perform a “dress-rehearsal” of the production environment prior to the live date of the system. The Cutover Preparation task includes the activities that must be completed to prepare for cutover to production. This plan includes all activities related to production instance preparation, conversions, interfaces, system administration, network administration, setting up user accounts, desktop administration, peripheral device management, code migration, end-user training, transitional procedures, communications, help desk, and other items that should be managed in the transition to Go-Live. The Implementation team will conduct Migration planning meetings with MVU. The purpose of the meetings is to clarify the responsibilities of the remaining activities and to define and finalize the criteria to move into production.

A Migration plan will be developed because of the Planning meetings. The Migration plan addresses three primary areas: the creation of the Stage environment, the development of the System and Acceptance Test plans, and the definition of acceptance criteria.

Steps:

- Conduct the Migration Planning meeting
- Develop the Migration plan
- Create the Stage environment
- Development of the System Test plan
- Create the Performance Test plan
- Define the Bill Cycle Test plan
- Develop the acceptance criteria
- Create the Acceptance Test plan.

Migrate

The Migration phase includes all the activities necessary to validate that the product is ready for “Live Processing,” converted data is ready to be loaded, users are trained and ready for the system, and the infrastructure is in place to support the new processes and system. The Migration phase culminates with the conversion to the CIS as the system of record.

Activities	Deliverables
Develop the Go-Live end-user support plan Conduct user-acceptance testing Migrate configured application and custom programs to the Production environment Begin data migration Complete data migration.	User acceptance test plan, scripts, and results Cutover strategy, plan, and schedule Go-Live end-user support plan Configured Production environment Migrated data from legacy systems End-user training.

Approach and Objectives

The Post-Implementation Support phase consists of the major technical and functional activities in which MVU and the Implementation team will engage after “Go-Live.” Typical post Go-Live issues that may arise after cutover to new systems will be addressed in this phase. Tasks include the following: routine maintenance and support, assistance with resolution of issues and problems as detected, revision and communication of procedures to the user community, and establishment of a help line support and workshops (as needed) for users in the field.

POST-IMPLEMENTATION SUPPORT

The purpose of the Post-Implementation Support task is to acknowledge that issues may arise after cutting over to the new system and plan accordingly for remote and on-site functional and technical support during the initial period on the new system. Steps include routine maintenance and support, assistance with the resolution of issues and problems as detected, revision of procedures as needed, communication of updated procedures to the user community, and providing help-line support and workshops for users.

Steps:

Provide on-site Support for three (3) calendar months following signoff of the last phase. This support will be provided by the project team on-site and remotely. Since the schedules will be staggered, there will be continuous on-site support during the three-month period. The level of effort for post-implementation support will decrease over the three-month period. During the three (3) month period, remote access will be provided.

Key activities and deliverables

Post-Implementation Support activities and deliverables are focused on initiating production operations in accordance with the Project Management plan and enabling effective utilization of the Oracle application with minimal disruption to business operations. A project close report is produced at the end of the post Go-Live support period. This report documents the MVU’s acceptance criteria for final signoff and represents the official close of the project.

Phase	Key Activities
<ul style="list-style-type: none"> Operate (Post-Implementation Support) 	<ul style="list-style-type: none"> Cutover to new processes and applications. Provide Go-Live end-user support. Plan and hold the Go-Live celebration. Assess performance, including training evaluations. Provide postproduction support relative to business process internal controls. Run final segregation of duties analysis in Production and present results. Monitor systems operations and adjust as necessary to optimize. Provide post-production support.
Duration	Quality Control Process
<ul style="list-style-type: none"> 4 months 	<ul style="list-style-type: none"> Cutover plan execution/validation
Key Deliverables	Key Accelerators/Tools
<ul style="list-style-type: none"> New processes and applications Final segregation of duties analysis output 	<ul style="list-style-type: none"> Documentary Repository SOP Ticketing Use Cases Training Guides

<ul style="list-style-type: none"> • Go-Live end-user support • Go-Live celebration and recognition • Lessons learned • Project Close report 	
MVU Considerations	

ESC Roles and responsibilities – Phase 5

<ul style="list-style-type: none"> • Project Manager • Data Conversion Team 	<ul style="list-style-type: none"> • Solution Architect • Support Team 	<ul style="list-style-type: none"> • Technical Architect
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MVU Resource Requirements (Roles) – Phase 5

The following MVU roles are required for this phase:

<ul style="list-style-type: none"> • CCB Functional Leadership 	<ul style="list-style-type: none"> • CCB Technical Leadership 	<ul style="list-style-type: none"> • CCB Project Director
<ul style="list-style-type: none"> • Technical Resources 	<ul style="list-style-type: none"> • Business Process Analysts 	<ul style="list-style-type: none"> • Subject Matter Experts
<ul style="list-style-type: none"> • Functional Process Leads 	<ul style="list-style-type: none"> • SME Testers 	<ul style="list-style-type: none"> • System Administrator
<ul style="list-style-type: none"> • Network Administrator 	<ul style="list-style-type: none"> • Database Administrator 	<ul style="list-style-type: none"> • Help Desk Coordinator

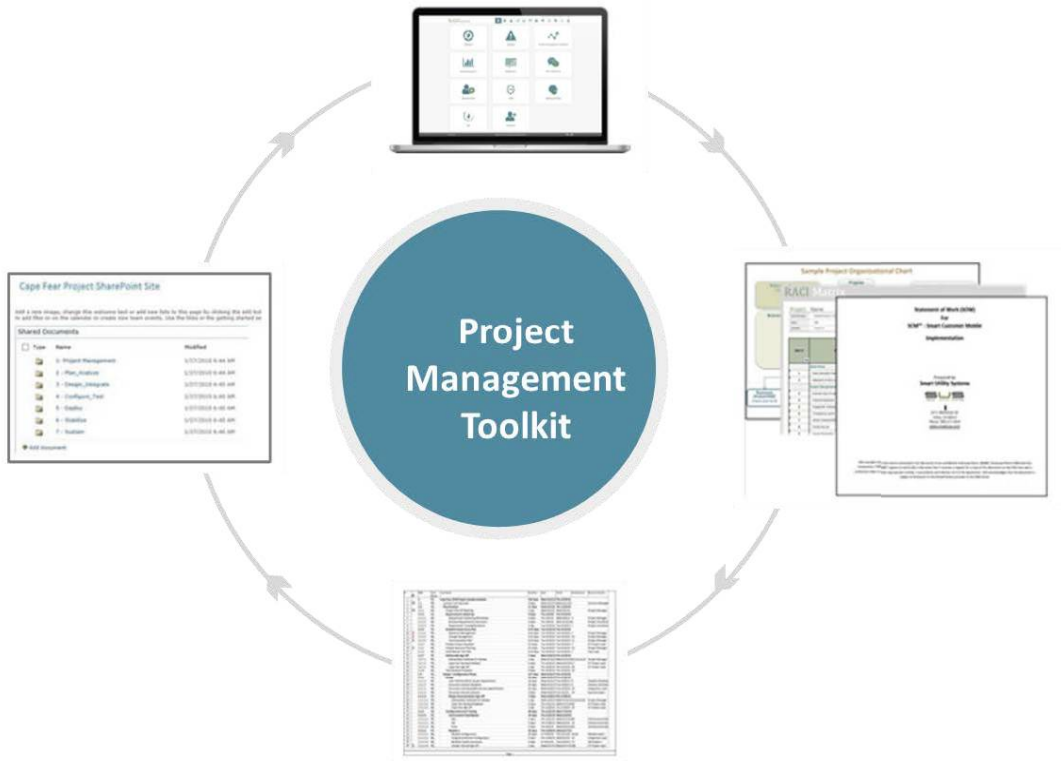
SMART ENERGY WATER

While full time participation is not required for all the above. It will be important for them to participate in certain key planning and visioning activities. Actual participation will be confirmed during Month 1.

With our proven implementation approach, pre-built integrations, and project accelerators, we are confident that we can deliver the SCM solution in 22 to 24 weeks.

S no.	Milestone	Deliverables	Tentative Timeline
1	Project Kick Off /Planning	Kick Off Deck, Project Plan and Fit-Gap Document	4 Weeks
2	Design/Integration	Solution Design and Application Integrated with source system	5 Weeks
3	Module Configuration	Solution configuration to meet RFP requirements	6 Weeks
4	User Acceptance Testing	Configured Solution for Client Testing Test Scripts for UAT	5 Weeks
5	Deployment	Production Deployment, CSR Training Session, and User Guide	5 Weeks

The SEW Delivery team employs a Project Management toolkit, which includes templates, processes, procedures, and tracking mechanisms all built around industry and project management best practices. The SEW PMT (Project Management Toolkit) includes multiple artifacts that are crucial to the successful planning, tracking, and implementation of our projects. These toolkits allow our Product Implementation team to kick off and begin executing the project in a shortened timeline thus delivering a usable and high-quality product to MVU and its customer in a shorter duration and lower implementation cost. All project planning, scheduling, and preparation occurs at the most detailed level possible to provide the proper level of tracking and oversight but also reporting capabilities for all levels of management from the Project Manager to the Executive Sponsor.



All planning of project tasks and resources happens within our project schedule template. It is our recommendation to leverage the PMT Project Tracker, which is in a Microsoft Project format. Leveraging the power of a PM industry leading tracking tool we can fully resource load a project schedule and identify resource constraints before work begins. If MVU prefers a different project-tracking tool we are flexible and have experienced professional who are knowledgeable in other systems such as SAP Project System, Primavera, and even Plan view.

Below is a view of a sample project schedule, which showcases the level of detail that we will plan the project in conjunction with MVU. Each project schedule is properly resource loaded and can include labor rates for financial tracking purposes. Even though our Project Management Toolkit includes a financial tracking sheet to include labor related charges we find it is useful to track a burn rate for the labor associated by each sub-task, task, activity, and phase. We understand labor charges are only a single component of the overarching project costs which is why we have developed a standard financial tracking workbook to accompany the PMT Project Tracker.

WBS	Task Mode	Task Name	Duration	Start	Finish	Prede	Successr	Resource Names
1		City of Newport News SMW Product Implementation	80 days	Fri 9/1/17	Thu 12/21/17			
2		Plan/Analyze	20 days	Fri 9/1/17	Thu 9/28/17			
3		Project Kick Off Meeting	0.5 days	Fri 9/1/17	Fri 9/1/17		4	
4		Program Governance Structure	0.5 days	Fri 9/1/17	Fri 9/1/17	3	7	
5		FIt/Gap Discovery Workshops	15 days	Mon 9/4/17	Fri 9/22/17			
19		Integrate Project Management Plan	2 days	Fri 9/15/17	Mon 9/18/17			
25		Finalize Project Schedule	2 days	Mon 9/25/17	Tue 9/26/17	18	26	Client/SUS PM
26		Finalize Resource Planning	2 days	Wed 9/27/17	Thu 9/28/17	25	27	Product Implementation Manager
27		M: Plan/Analyze Phase Completed	0 days	Thu 9/28/17	Thu 9/28/17	26,24	30	
28		Design / Integration Phase	40 days	Fri 9/29/17	Thu 11/23/17			
29		User Experience Design	18 days	Fri 9/29/17	Tue 10/24/17			
30		User Interface Mock Up per requirements	10 days	Fri 9/29/17	Thu 10/12/17	27	33,31SS+5	Graphics Developer
31		Develop Function UI Design	10 days	Fri 10/6/17	Thu 10/19/17	30SS+5C	33	Solution Architect
32		Functional Design Documentation Sign Off	3 days	Fri 10/20/17	Tue 10/24/17			
33		Deliverables Published for Review	2 days	Fri 10/20/17	Mon 10/23/17	30,31	34	Product Implementation Manager
34		Client Design Approval Meeting	1 day	Tue 10/24/17	Tue 10/24/17	33	39	
35		Application / Integration Design	30 days	Fri 10/13/17	Thu 11/23/17			
36		High Level Integration API Design / WSDL Definition	5 days	Fri 10/13/17	Thu 10/19/17	30	37	
37		Application Flow Diagram	5 days	Fri 10/20/17	Thu 10/26/17	36	38	
38		SMW® Integration	20 days	Fri 10/27/17	Thu 11/23/17	37	39,68	
39		M: Design Phase Completed	0 days	Thu 11/23/17	Thu 11/23/17	34,38	42	
40		Configuration/Unit Testing	84 days	Fri 9/1/17	Wed 12/21/17			
41		Environment Prep/Deploy	6 days	Fri 11/24/17	Fri 12/1/17		65	
42		Dev	2 days	Fri 11/24/17	Mon 11/27/17	39	43,46	Infrastructure Manager

This is a sample only.

Anticipated responsibilities and manpower requirements required from Client for project implementation:

Project Team Member	Role	Responsibility	Estimated amount of their time involvement
TBD	Executive Sponsor	Provide sponsorship, business drivers, and direction for the overall goals and leadership of the implementation.	5-7 hours per month
TBD	Project Manager	Responsible for ensuring all project team members coordinate for a successful delivery of the implementation on schedule and within budget. Teams include SEW and MVU resources and any third-party vendor required for integration.	20-30 hours per month
TBD	Solution/Technical Lead	Responsible for providing documentation and technical expertise of existing MVU source systems, application processes, security requirements, and any other pertinent MVU specific technical requirements.	30-40 hours per month
TBD	User Acceptance Testers	Responsible for end user testing of the solution from a customer and a utility perspective including all final functions and features.	As needed

The high - level expectations from the MVU for making this project initiative a grand success in a hassle-free transition environment:

- MVU staff will be accessible and actively participating throughout the engagement and able to make the necessary decisions to move the project forward in accordance with predefined timelines.

- MVU will have overall project management responsibility. SEW will provide a project manager for its staff and deliverables. Microsoft Project application will be used by your team to manage project tasks and scheduling.
- All relevant backend IT systems (including third party applications) of MVU to be accessible for SEW project team.
- Timely availability of MVU resources during database installation, App server set-up, network configurations & testing phase etc. as per mutually agreed Project Plan.

Availability of MVU team for Knowledge Transfer & sign-off at all stages of implementation

6.6 Implementation of Other Services

6.6.1 DATA CONVERSION

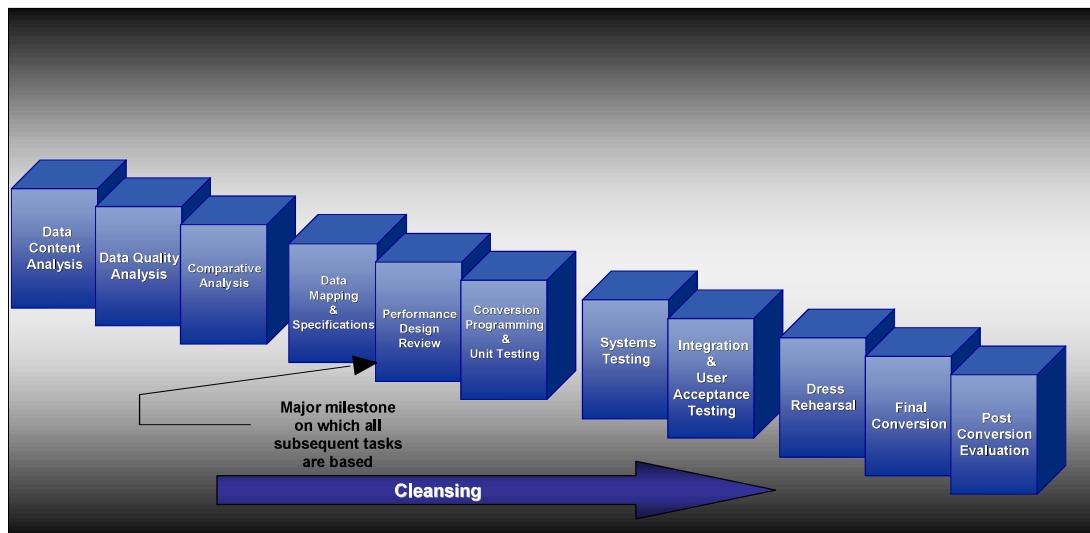
Provide a thorough description of the different options for Data Conversion that includes processes, responsibilities and time required to convert MVU’s Data. Please be specific.

A critical component of our Method is our data migration (conversion) methodology. Utilizing these proven techniques for data migration in the key services industries will allow MVU to complete the migration to their new applications and platforms in an expedient and secure manner. The Implementation team’s data migration services have an extensive set of environment-to-environment (E2E) capabilities that are designed to support the data cleansing and conversion process. In any data migration, the process requires the analysis, cleansing, transformation, and loading of the data. Using our methodology and experienced resources, the Implementation team will deliver the efforts for a successful conversion in both a timely and thorough fashion.

As seen in the picture that follows, this methodology is contained in a series of steps that are designed to facilitate a successful outcome.

Data Migration Overview

Our data migration approach is comprehensive and has proven successful in reducing the risks associated with major business transformation initiatives.



The scope and importance of this Data Conversion effort is recognized. Extracting, moving, and conditioning legacy data is arguably the most important aspect of MVU's implementation to its new platform. Data Integrity is the core driver to successful Data Conversion. As such, the Data Analysis activity of our Data Conversion is the key driver of our Data Migration Methodology. Our Data Integrity reports provide an insight to the actual content of each functional field within every source file. Through the analysis of these reports and assistance from subject matter experts (SMEs), we can identify data anomalies and bring these data issues to resolution early in our migration process. The early identification and resolution of data anomalies is a key element for a successful data migration. We believe it is what sets the Implementation team apart from other system integrators who engage in the data migration area.

The project team will develop a plan that addresses the conversion of the data to the new system. Activities addressed in the plan will include data content analysis, data quality analysis, comparative analysis, data mapping and specifications, performance design reviews, conversion programming and unit testing, system testing, integration and user acceptance testing, multiple mock conversions, manual conversion, dress rehearsal, and final conversion.

The traditional method of performing data conversion is tedious and time consuming, subject to errors caused by absent or inaccurate documentation, and dependent upon the data contained within the legacy production systems.

Our methodology takes data migration off the critical path by surfacing data compatibility and content issues early in the project timeline.

Our solution design significantly limits the degree to which source environment SMEs are required. Moreover, our solution design will prompt interaction with SME personnel much earlier in the data migration process than with traditional data migration approaches.

This methodology has been used to successfully migrate over 500 components, across 60 large migration engagements both in the U.S. and internationally within the Energy and Utilities and related services industries.

Our solution design minimizes uncertainty by performing a facts-based presentation of the source data. This process provides for true knowledge of the actual data to be considered before applying or supplying transformation business rules. This also eliminates poor decisions caused by the following conditions:

- Business practices are buried in the data
- Limited availability of subject matter expertise
- Lack of accurate documentation
- Possible multiple interpretations from different divisions and functional units
- Unknown problems with the data
- False confidence that data migration is simply a "technical problem."

By surfacing issues early in the process, our approach facilitates a more predictable outcome at the point of migration. We rely less on SMEs and can better schedule and use their valuable time wisely. While we will use the supplied documentation in our extract and formatting process, we will base decisions on the actual data as opposed to the documentation. We will address the migration as a business problem, not simply from a technical perspective.

6.6.2 CUSTOM DOCUMENTATION

The Vendor will be responsible for the complete delivery of all documentation related to any custom modifications or interfaces developed for MVU. Describe the process and costs for the development of custom documentation that describes the base system technology as configured for MVU. Please identify these costs in the Cost Matrix and return as Attachment C.

Please refer to Cost Matrix – Attachment C

6.7 Required Training Courses

6.7.1 Please outline the courses that MVU's technical staff will be required to take in order to provide the necessary support needed to maintain the system(s) through implementation, final acceptance, and the maintenance and support periods.

Oracle's training is comprehensive and fit-for-purpose. Outlined here are the training courses together with the phased rollout approach we recommend for the MVU implementation of the Oracle Utilities products. The following sections describe the training methodology for core team training and the advantages of the Oracle Express approach.

PROJECT TEAM TRAINING

APPROACH

ESC provides functional and technical training to your core project team for key areas of the project. The intent of this training is to familiarize the MVU project team with terminology, base platform navigation and product features, and functionality of the Oracle Utilities applications. This training is designed for the project team to become true ambassadors of this project.

ADVANTAGES

There are three distinct advantages to our approach for project team training:

1. Project team training is conducted by experienced implementers — not just product trainers. The project architects have implemented the Oracle Utilities applications numerous times and know the industry well. An added benefit is of having project architects deliver the training is that they will not miss out on any discussions related to questions from your core team during the training — aiding our Elaboration process.
2. Functionality for implementers training is delivered incrementally at key points within the Elaboration workshop schedule. Rather than putting your core project team through all the overview and implementers training in the initial phase of the project, our project architects deliver Functionality for Implementers training at strategic times during the Elaboration workshops. Based on our experience, it is more beneficial for core team members to receive high-level fundamentals training at the beginning of the project, but the more detailed and targeted implementers training in increments at various points in the workshop schedule.
3. The training is real-time. As an example, we will deliver billing training to the core team prior to the billing workshops. Your core team is not overwhelmed with training content.

6.7.2 Please outline the courses that MVU's end users will be required to take to provide the necessary support needed to maintain or operate the system(s). Explain the functional responsibilities covered in each course and the expected audience member's roles and positions at MVU.

In Attachment K, provide a list of optional courses including duration, availability, locations, and costs.

6.7.3 Provide a list of optional courses including duration, availability, locations, and costs.

Please refer to the course curriculum and schedules at <http://education.oracle.com>

6.7.4 The Vendor will be required to train (up to 20) technical and business MVU staff. Vendor will be responsible for the overall training plan and materials. Discuss the timing of the courses. For example, what courses should be conducted before or during the implementation?

Oracle University provides an Instructor Delivery Skills Workshop which is a generic training course for all personnel. The training course can be offered during the implementation timeline if MVU'S would like to propose to Oracle. This workshop is offered to strengthen or develop for designated staff. The training focuses on knowledge and skills they will need to be successful to complete the tasks successfully.

7.0 Offshoring Questionnaire

In the event a Vendor intends to use offshore resources for any component of the Implementation or support and maintenance, please complete the following.

7.0.1 What are the specific (city and country) locations of Vendor's data centers including disaster recovery sites?

We have multiple hosting sites in the United States. Once we are vendor of choice, we will determine a primary hosting site and a secondary hosting site.

7.0.2 What work will be performed offshore?

ESC's offshore resources will be involved in the configuration and custom RICEFW development and unit testing.

7.0.3 Specifically, where would any offshore work occur (city and country)?

ESC is headquartered in Rochester, New York. ESC's business model is based on a virtual (global) work environment with team members working remotely from various satellite locations throughout the United States, India, Dubai and Manila, Philippines.

Below are the locations from which MVU's project will effort will be supported:

ESC's head office is located at:

1140 Crosspointe Lane
Suite #6B
Webster, New York 14580
Telephone: (585) 413-4302
Fax: (585) 413- 4302
Website: www.esc-partners.com

ESC India Delivery Center (IDC) office is located at:

No 98, B3 Ibrahim Residency,
Residency Road. Bangalore 560025
Telephone: (306) 761-4000
Fax: (306) 761-4329
Website: www.esc-partners.com

ESC Philippines Delivery Center (PDC) office is located at:

4 Orestes Lane, Mariposa Avenue
Cubao, Quezon City
Metro Manila
Telephone: (585) 464-8035 or (800) 253-3449
Fax: (800) 464-9901
Website: www.esc-partners.com

7.0.4 How will work be scheduled?

All work performed for this project will follow US work hours. Any offshore development effort requiring coordination with offshore will be managed by the Project Manager and/or Project Coordinator.

7.0.5 Is there regular communication between the offshore team and MVU's personnel?

All communication with ESC's offshore personnel is handled via ESC's project manager and/or ESC's delivery leads. ESC's offshore personnel are well versed and available to execute their assigned tasks during normal client working hours when such scheduling is advantageous to meeting project and task objectives.

7.0.6 If so, verify these conversations, video sessions, etc. will occur during normal MVU's business hours (8am – 5pm PT).

ESC Project Manager ensures that any requirement to have offshore resources available via teleconference, video sessions etc. are arranged.

7.0.7 How will work be tested prior to release to MVU?

ESC's standard development practices include the definition of specific test scenarios in each technical design document. Once approved for development, ESC's team is responsible for the development/configuration, unit testing via defined test scenarios, unit test result documentation, and code deployment scripts. Once unit test results pass all defined scenarios, the offshore team delivers the work package to ESC's onsite team for deployment to the test environment where the unit test results are again generated to ensure expected results are met.

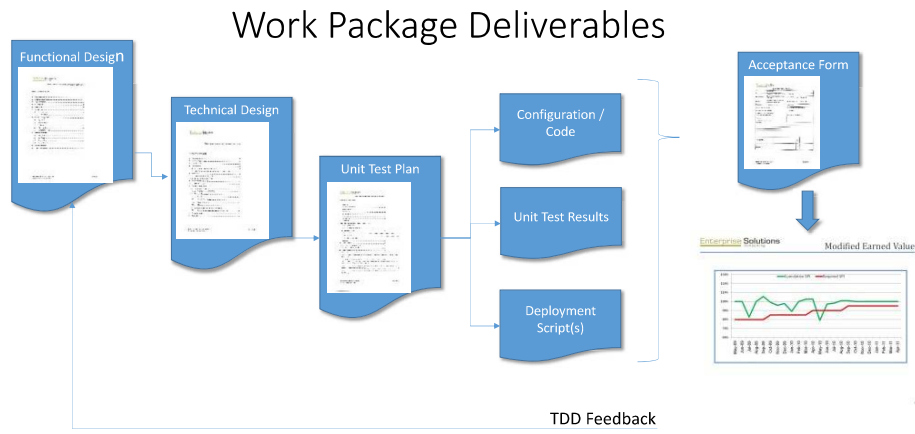
NOTE: ESC bears the responsibility and the risk associated with a quality deliverable based on the fixed price per deliverable / milestone approach defined by the engagement contract. It is therefore in ESC interest to ensure high quality deliverables regardless of work package origin.

7.0.8 What guarantees does MVU have that code is high-quality upon arrival?

Quality Management

Our quality management approach defines the process for deliverable production and the process for peer and quality review. This is built into the planning for each deliverable's production, including identifying the people responsible and also allocating the time for the activity to be completed.

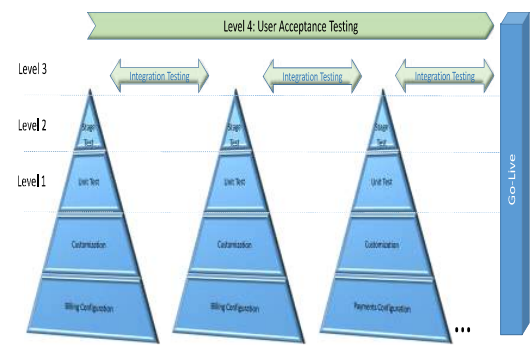
Our project manager and coordinator will collaborate to support development of approved RICEFW objects and their management between the onshore and off-shore teams. The project schedule tracks development of each object through its lifecycle. We track completion and sign-off, providing an audit trail of the quality assurance activities. With a global rollout this enables efficient handoffs and tracking across countries and time zones for ownership and review as required. Also, our approach provides progress reports and the management information that enables monitoring of progress against plan and presentation of the information for decision making.



The PMO team includes a Quality Manager whose responsibility is to co-ordinate quality management and assurance activities in the delivery of the solution. While the PMO team has this role, it is the responsibility of everybody who is involved in designing and building the solution to ensure that quality is built into solution delivery.

Our implementation approach includes an iterative four level quality management approach that sets the process for the design, development, review and approval of the solution from requirements through to implemented solution. This incremental approval method informs the project’s scope and change management efforts as MVU’s team members become engaged with the system and its overall capabilities.

- Level 1 – Core Team Process Validation: Process teams verify system functionality and respective customization designs using demonstrations and cross-functional team reviews.
- Level 2 – Unit Test Execution: Approved customizations undergo specific unit testing at each release to a new environment to ensure both the customization and release procedures are complete.
- Level 3 – Extended Business Validation via System Testing: Incremental stage testing acts as an overall integrated system tests to verify system components are working in harmony to specified business processes.
- Level 4 – User Acceptance Test Approval: the completed system is exercised in parallel with the current legacy system to validate results against business requirements.



In our experience Quality Management is successful if:

- Appropriate deliverable templates are available from the start to aid consistency in deliverables
- Rigorous deliverable review and acceptance is included in the approach, adhered to and included in planning
- Process leads are included at each stage, with the responsibility to sign off the deliverables associated to each work package
- SMEs from MVU, ESC and other third parties are included as appropriate to input to the delivery process using an established review calendar

Key Deliverables	Description
Project Organization	Establishing a project team of resources who can address all aspects of the project scope and produce the required deliverables.
Budgeting and Staffing	Verifying that a project budget has been established and that tracking mechanisms are in place.
Project Tracking	Tracking the overall progress of the project and providing regular status reports.
Project Communication	Verifying that regular cross-team communications exist and are available to the broader client community.
Quality Assurance	Verifying that procedures and processes are in place that will help generate high-quality deliverables and a final product that meets the business requirements.
Risk Management	Establishing processes and procedures to prevent or manage project risks. Issue Resolution – Establishing procedures and processes for capturing, escalating, and resolving the various types of project issues.
Change Control	Identifying when change control procedures and processes should be implemented during the project life cycle.
Program Resource Planning Process	Define detailed process for planning specific program, initiative, and project resources.
Initiative Integration Strategy	Define the methodology to integrate imitative workflow outputs
Scope Management Plan	Define the process to manage scope changes
Program Status Reporting	Define the process for reporting status by project/ tower
Program Management Detailed Work Plan	MS Project Plan detailed to task level

7.0.9 How will knowledge transfer be managed?

ESC's onsite resources will be responsible for overall knowledge transfer via collaborative execution of the work package TDD process. Functional design, technical design, unit test scenarios, and deployment scripts are all deliverables from ESC that require MVU's approval prior to execution of the next work package step. This approval process doubles as an irreplaceable knowledge transition approach keeping appropriate MVU's resources "in-the-loop" for operational independence.

7.0.10 Will there be a U.S.-based manager (single point of contact) that will manage the offshore resources on behalf of MVU?

Yes, ESC's project manager will handle this responsibility.

7.0.11 Does the offshore resource(s) need network access into MVU?

Yes, the offshore resource will require access to the CCS environments. ESC's approach is to keep ALL data and configuration within MVU's security control thereby limiting exposure to sensitive data and/or malware. ESC will work with MVU's infrastructure team to design appropriate system access for any off-site resources.

7.0.12 What type of access is required?

ESC will be requesting VPN access. All the data access will be read only. If MVU chooses to mask any confidential data prior to giving read access, we can certainly help with that process.

7.0.13 What type of security is in place to ensure unauthorized code, viruses, malware, or other attacks will prevent access to sensitive data?

Quality assurance is key to our process. Any/all code and configuration will go through rigorous peer review process and designer review prior to release into onsite.

7.0.14 How do you protect customer information?

ESC's approach is to keep all data within MVU's security control. Access to sensitive data will be managed via access control and masking of data components.

7.0.15 Will the offshore resources ever travel to MVU? If so, what guarantees does MVU have that all personnel will have proper Visas, travel documents, and are able to legally travel to the U.S.?

There is no plan for offshore resources to travel for this project. In an event they had to travel they will all be work visas (H1B, L1 or B1) and will be legally allowed to travel and work in the US.

7.0.16 Is MVU expected to pay a higher rate for offshore resource travel expenses?

ESC is proposing fixed price/cost. There is no plan for offshore resources to travel for this project. In an event they had to travel there will be no additional rate or travel expenses for offshore resources.

8.0 Required Proposal Attachments

Vendor shall include the following documents as attachments to its Response Proposal, referring to each by the alpha sequence below. Electronic Files should be submitted using the following naming convention: **Attachment XXXX_MVU_Document Name_VendorName**.

Attachment	Document Name	Template Provided?
A.0	Response Template	Y
A.1	Cloud Solution Template	Y
B	Functional Matrix	Y
C	Cost Matrix	Y
D	Staffing Matrix	Y
E	Interface Approach	Y
F	Intent to Respond or Decline	Y
G	RFP and Contract Exceptions	N
H	Standard Contract Package including any proposed SLA Agreements	N
I	References	N
J	Financial Information	N
K	Product Roadmap	N
L	Implementation Schedule and Gant Chart	N
M	Resume's	N
N	Special Provisions	Y
O	Collusion Affidavit	Y

Attachment A.1 Supplemental Questionnaire

Vendor must complete the supplemental technology questionnaire for a Cloud Solution identified as A.1

Please find attached Attachment A – Supplemental Questionnaire

Attachment B Functional Matrix

Complete and return the Functional Matrix Templates that are provided with the RFP package. Please complete all tabs. **Vendor MUST NOT change the format of the matrix. Return the document in electronic format using Microsoft Excel. Requirement Numbers may not be sequential – in the event that a requirement number skips this is by design and is not an error.**

A	B	C	D	E	F	G	H	I
Process ID	Process Title	Requirement Number	Requirement Description	MVU Notes	Software Score	Scope	Included in Price	System/Module

Column F – Software Score: The following table outlines the possible values for Column G – based on Vendor functionality. Any requirement that is not answered will be given a weight of 0.

Vendor Functional Matrix Responses		
25	Provided as part of base system.	No Modification is required. Desired functionality is achieved through configuration and is part of base Code. Cost of configuration is part of solution implementation.
20	Provided in base of next release.	No modification is required. Future release will include desired requirements at no cost by integration testing phase.
15	Base will require some enhancements	Enhancements are classified as minor coding utilizing system defined user exits with costing between \$1,000 - 15,000
10	Base will require minor software coding	Enhancements or modifications using established user exits or minor custom coding costing between \$15,001 - 35,000
5	Base Code will have to be modified	Modifications that require substantial development and coding costing between \$35,001 - \$75,000
1	Extensive modification to base code	Extensive development effort is required resulting in development and coding costs from \$75,001 - over \$100,000
0	Software cannot be enhanced or modified	The development of this function is not possible with this application

Column H – Is Functionality Included in Price (Yes or No): By stating “Yes” in column H, the functional item is included in cost and will be delivered as part of the project. Any development and configuration is the

responsibility of the Vendor. The Vendor is responsible for delivering the functionality by Go-Live. **In some instances, MVU desires to understand the software functionality; however, does not wish to have the functionality implemented as part of this project. These have been Pre-Answered as NO. Please do not include these in your project pricing.**

Column I – Name of System or Module that provides this Functionality: Due to the complex nature of the systems purchased and the associated modules for sharing of data and functionality, it is imperative that the Vendor identify which module will provide the **core functionality** for this requirement. *System or Module name must be specific.*

Please find attached Attachment B – Functional Matrix

Attachment C Cost Matrix

Please complete all tabs. Vendor must use one of the provided Cost Matrix.

The easiest way to complete the Cost Matrix is to start with the Cover Tab then move to the different tabs within the Cost Worksheet – working the remainder from left to right. *Do not modify the Summary worksheet.* The Cost Matrix contains links and other pre-defined calculations. Once complete, the Vendor should validate the Summary worksheet for accuracy and understanding. MVU will **NOT** accept a lumpsum dollar amount as part of the implementation services section.

Please find attached Attachment C - Cost Matrix.

Attachment D Staffing Matrix

Complete and return Response Template Attachment D – Staffing Matrix provided with the RFP package. Please complete all tabs.

The Staffing Matrix is used to understand MVU's and Vendor's staffing levels throughout the duration of the system implementation. Vendor should clearly outline skill sets, FTE counts, and other resources required for both MVU's and all Vendor resources, including Third-parties, if appropriate. Information in the initial tab indicates the maximum staffing levels MVU's is able to provide and must be used as a reference for Vendor.

Please find attached Attachment D - Staffing Matrix.

Attachment E Interface approach

Please use the Interface Listing to describe how you will integrate these systems with the proposed systems in column H. For example, and not limited to, would you use SOA, XML, web services, or some type of hard-coded flat file programming tools

Please find attached Attachment E – Interface Approach

Attachment F Intent to Respond or Decline

Vendor must return the Intent-To-Respond or Decline document as indicated by Section 3.18 of the RFP. Requests received after this time may not be honored. This Attachment is also the method by which Vendors submit their preferences for the discovery session.

ESC submitted Intent to Respond prior.

Attachment G Exceptions & Sample Service Level Agreements

Vendors must clearly identify any exceptions to this RFP or to Attachment O MVU's Special Provisions and Attachment 1.0 MVU's sample professional services agreement. In addition, please state any and all Additions, Deletions and Exceptions that you are taking to any portion of this proposal. If not addressed in Attachment G, then MVU assumes that the vendor will adhere to all terms and conditions listed.

Please find attached Attachment G – Exceptions & Sample Service Level Agreements.

Attachment H Standard Contract Package & Proposed SLA's if applicable

The Vendor shall submit their standard contract package and any proposed SLA's.

Please find attached Attachment H – Standard Contract Package & Proposed SLA's.

Attachment I References

The Vendor shall submit a minimum of **three (3)** customer references for **each** proposed solution. References **must** relate to projects implemented within the last three years. Vendor's submission of these references constitutes Vendor's certification that customers named have agreed to be contacted. **MVU requires that an additional reference be provided from an active implementation or from the most recently completed implementation for CIS.** Provide the following information for each:

- Utility Name
- Address
- Utility services and number of meters
- Contact name, current phone number and e-mail address
- Date implementation started
- Integrator used (if any)
- Beginning price
- Ending price
- Change orders
- Go live date
- Original implementation version
- Current version
- Any third-party solutions that are like the ones being proposed to MVU
- Other pertinent information about the references can also be included

Please find attached Attachment I – References.

Attachment J Financial Information

Vendors **must** submit the following information in a separate file for review.

- A detailed and audited copy of the Vendor's Profit and Loss Statement and Balance Sheet generated in the last three accounting years. These copies are to include assets (current, other, fixed and equipment), liabilities (current and other), as well as banking references.

- A breakdown of the Vendor's revenues and expenses dedicated to the research and development of the proposed solutions.

Since the incorporation of Enterprise Solutions Consulting, LLC in 2010, the Corporation has focused on Federal and Oracle Utility consulting services. Under our Federal practice clients include Department of Navy, Depart of Marine Corps. Our Utilities practice is focused solely on Oracle Utilities Product suites and clients include Municipal Utilities, Cooperatives, and Investor Owned Utilities with customer bases ranging from 1500 to 9 million accounts. ESC's average revenue for Fiscal Year 2015 through 2020 (5 years) has consistently been above \$4M. ESC has an average of 23% net profit margin over the past 5 years. ESC has an established a line of credit with Chase Bank and has not had to use it to date. ESC has always maintained steady organic growth since the beginning.

Enterprise Solutions Consulting, LLC, is a privately held corporation. The corporate accountant prepares Profit and Loss Statements and Balance Sheets each fiscal year ending December 31. Detailed financial statements can be provided upon down select. ESC's credibility can be reviewed via Dun & Bradstreet Credibility Corp utilizing DUNS # 963269050.

Attachment K Product Roadmap

Provide any current and future product or service plans (including timelines) that may be pertinent to MVU. In addition, provide your formal product plans. If the Functional and Technical Roadmaps differ between the proposed solution, please return:

- CIS as K.1 CIS Roadmap
- MDMS as K.2 MDMS Roadmap
- MWM as K.3 MWM Roadmap (if proposing as optional, please provide)
- CWSS as K.4 CWSS Roadmap (if proposing as optional, please provide)

Rapid technological advances in hardware and software development, evolving standards in computer hardware and software technology, changing customer needs and frequent new product introductions, offerings and enhancements characterize the cloud and on-premise software and hardware markets in which we compete. That's why Oracle has invested more than \$40 billion in research and development (R&D) since 2004, focusing in product innovation and integration with a goal of ensuring that each of Oracle's products is best-of-breed in the industry.

That said, while Oracle understands and appreciates your interest in Oracle's product paths, Oracle's response is regarding the current, generally available version of the relevant Oracle product(s) only. By so limiting Oracle's response, Oracle can be more confident that, in determining whether to enter into a business relationship with Oracle, you are not relying on the availability of any product features or functionality not currently generally available in the relevant Oracle product(s).

Instead, we encourage you to consider our proposal here and look at our work with more than 420,000 customers—including 100 of the Fortune 100—and with deployments across a wide variety of industries in more than 145 countries. Combined, this illustrates how Oracle offers a comprehensive and fully integrated stack of cloud applications, platform services, and engineered systems.

Please find attached Attachment K – Product Roadmap for SEW.

Attachment L Implementation Schedule - Project Plan

Provide a Gantt chart summarizing the major phases of the project implementation based on Vendor's methodology. The chart must include phase description and duration (in days) and graphically represent the

phase dependencies. Also, include a soft copy in Microsoft Project format (.MPP) and a copy in PDF format. The electronic copy should reflect activities, resources and hours to complete the project. The submitted Project Plan must contain a detailed Final System Acceptance Test Plan that includes both phase entry and exit criteria that will lead to system final acceptance. The electronic submission needs to be in both Microsoft Project format (.MPP) in PDF format.

Please find attached Attachment L – Implementation Schedule.

Attachment M Implementation Team Resumes

Provide Résumés for the implementation team the Vendor or Third-party expects to utilize for this project. Clearly identify:

- Resource type and description at the top of each Résumé.
- Clearly identify the years of expertise tied to their particular discipline that will be provided in this project.
- These descriptions of resource types should correspond to the methodology provided and described in this document.

Please find attached Attachment M – Implementation Team Resumes

Attachment N Special Provisions

Must be signed and returned with completed proposal. If any exceptions, please provide as attachment G referenced above

Please find attached Attachment N – Special Provisions

Attachment O Collusion Affidavit

Must be signed and returned with completed proposal.

Please find attached Attachment O – Collusion Affidavit.

Attachment 10.11 - Vendor Staffing Matrix

This worksheet outlines the resources that the Vendor will provide and the amount of allocation that consultant will be allocated the project to perform this fixed price project. NOTE: Percent allocation and On-site time are based on the resourcing details provided in section 1.7.3 of this document (e.g. 100% on-site translates to 28 hours per week).

Role	Person	Description	Allocation
Project Manager (PM)	RJ Kumar	Overall accountable person for the project; responsible for developing and monitoring the project management plan. Project Office designer and implementer. Works hand-in-hand with MVU project office team members in monitoring and reporting project status, issues, and risks. All project consultants report to the PM.	100%
Senior Business Analyst		Performs functional analysis, design, configuration, documentation, testing related to the configuration of the system. Knowledge transfers system expertise to MVU personnel throughout the project and supports them in their process to become system owners. Provides onsite support throughout the project as well as onsite support as needed after go-live.	100%
Technical Lead		Key responsible person for managing all technical aspects of the project including environment and development efforts (interfaces, modifications, conversions, reporting, customizations).	100%
Designer/ Developer 1		Develops, unit tests, and provides knowledge transfer for the application programming efforts (conversions, interfaces, customizations, reports). Developers will remain consistent on a specific deliverable item.	As Needed
Designer/ Developer 2		Develops, unit tests, and provides knowledge transfer for the application programming efforts (conversions, interfaces, customizations, reports). Developers will remain consistent on a specific deliverable item.	As Needed
Business Analyst 2		Performs functional analysis, design, configuration, documentation, testing related to the configuration of the system. Knowledge transfers system expertise to MVU personnel throughout the project and supports them in their process to become system owners.	100%

Role	Person	Description	Allocation
Business Analyst 4 / Trainer		Executes the training plan in coordination with the OCM Lead. Works side by side with MVU training team to ensure that trainer readiness and successful execution of training to the project team and end users.	100%
Training Support		Provide templates and materials for customizing MVU training.	As Needed
Engagement Manager		Manager responsible for the Vendor project activities. The Vendor PM reports to this person. Participates in the Monthly Steering Committee Meetings	25% to 50%
Business Analyst 3		Works with the Senior Business Analyst to perform BA responsibilities. Executes the training plan in coordination with the OCM Lead. Works side by side with MVU training team to ensure that trainer readiness and successful execution of training to the project team and end users.	100%
Conversion Lead		Key responsible person for managing all aspects of the data conversion activities. Activities include but are not limited to suggested Legacy Data Analysis feedback, Data Mapping, Design, Development, Testing, Managing Mock Conversions and other Conversion activities.	100% During the Data Conversion Phases
Testing Lead		Key responsible person for managing all aspects of the testing activities. Activities include but are not limited to Planning, Test Case Design, Testing, Defect Tracking; They will also support the Execution and Validation of the various testing phases.	100% During the Testing Phases

Months 1 to 14

Minimum Staffing FTE for Project.		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	
Plan Month >																			
Role																			
Project Manager		2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	1
Executive Sponsor / Engagement Manager		1													1				1
Solution Architect / Sr Business Analyst		2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	1
Functional Architect / Business Analyst		2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	1
Technical Architect / Technical Lead		2	1	1	1	1		1	1	1		1	1	1	3	4	1	1	1
Conversion Lead			2	2	2	2	2	2	2	1		1	1	1	3	2			
Conversion Developer / Designer/ Developer 1																			
Designer / Designer/ Developer 1		1	2	2	2	2							1	1	1				
Developer / Designer/ Developer 2																			
Test Lead					2	2	2	2	2	2	2	2	2	2	2	2	2	2	
Tester							2	1	1	1	1	1	1	1	1	1	1	1	
OCM / Business Analyst 4 / Trainer		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	

EXHIBIT B

1. Abide by the terms as described in Exhibit A, Statement of Work and Application Managed Services Agreement.

EXHIBIT C

TERMS OF PAYMENT

1. The Contractor's compensation includes a not-to-exceed cost of \$824,751 for the implementation, and \$72,000 annual managed services fee for five-years.
2. The Contractor will obtain, and keep current during the term of this Agreement, the required City of Moreno Valley business license. Proof of a current City of Moreno Valley business license will be required prior to any payments by the City. Any invoice not paid because the proof of a current City of Moreno Valley business license has not been provided will not incur any fees, late charges, or other penalties. Complete instructions for obtaining a City of Moreno Valley business license are located at: http://www.moval.org/do_biz/biz-license.shtml
3. The Contractor will electronically submit an invoice to the City on a monthly basis for progress payments along with documentation evidencing services completed to date. The progress payment is based on actual time and materials expended in furnishing authorized professional services since the last invoice. At no time will the City pay for more services than have been satisfactorily completed and the City's determination of the amount due for any progress payment shall be final. The Contractor will submit all original invoices to Accounts Payable staff at AccountsPayable@moval.org

Accounts Payable questions can be directed to (951) 413-3073.

Copies of invoices may be submitted to the Electric Utility Division at mvuadmin@moval.org or calls directed to (951) 413-3500.

3. The Contractor agrees that City payments will be received via Automated Clearing House (ACH) Direct Deposit and that the required ACH Authorization form will be completed prior to any payments by the City. Any invoice not paid because the completed ACH Authorization Form has not been provided will not incur any fees, late charges, or other penalties. The ACH Authorization Form is located at: http://www.moval.org/city_hall/forms.shtml#bf
4. The minimum information required on all invoices is:
 - A. Vendor Name, Mailing Address, and Phone Number
 - B. Invoice Date
 - C. Vendor Invoice Number
 - D. City-provided Reference Number (e.g. Project, Activity)

- E. Detailed work hours by class title (e.g. Manager, Technician, or Specialist), services performed and rates, explicit portion of a contract amount, or detailed billing information that is sufficient to justify the invoice amount; single, lump amounts without detail are not acceptable.
- 6. The City shall pay the Contractor for all invoiced, authorized professional services within thirty (30) days of receipt of the invoice for same.
- 7. Reimbursement for Expenses. Contractor shall not be reimbursed for any expenses unless authorized in writing by City.
- 8. Maintenance and Inspection. Contractor shall maintain complete and accurate records with respect to all costs and expenses incurred under this Agreement. All such records shall be clearly identifiable. Contractor shall allow a representative of City during normal business hours to examine, audit, and make transcripts or copies of such records and any other documents created pursuant to this Agreement. Contractor shall allow inspection of all work, data, documents, proceedings, and activities related to the Agreement for a period of three (3) years from the date of final payment under this Agreement.

**FIRST AMENDMENT TO AGREEMENT WITH AAC UTILITY PARTNERS, LLC
FOR CUSTOMER INFORMATION SYSTEM (CIS) AND METER DATA MANAGEMENT
SYSTEM (MDMS) IMPLEMENTATION SUPPORT SERVICES**

The First Amendment to Agreement is by and between the CITY OF MORENO VALLEY, a municipal corporation, hereinafter referred to as “City,” and AAC Utility Partners, LLC, a Limited Liability Company, hereinafter referred to as “Consultant.” This First Amendment to Agreement is made and entered into effective on the date the City signs this Amendment.

RECITALS:

Whereas, the City and Consultant entered into an Agreement entitled “AGREEMENT FOR ON-SITE AND/OR PROFESSIONAL SERVICES” hereinafter referred to as “Agreement,” dated January 13, 2020.

Whereas, the Consultant is providing professional utility billing and meter data management consulting services.

Whereas, it is desirable to amend the Agreement to expand the scope of the work to be performed by the Consultant as is more particularly described in Section 1 of this First Amendment.

Whereas, the Consultant has submitted a Proposal for expansion of the scope of work to be performed. A copy of said Proposal is attached as “Exhibit A-First Amendment” and is incorporated herein by this reference.

SECTION 1 AMENDMENT TO ORIGINAL AGREEMENT:

1.1 The Agreement termination date of December 31, 2021 is extended by this Amendment to December 31, 2022.

FIRST AMENDMENT TO AGREEMENT FOR CIS AND MDMS IMPLEMENTATION SUPPORT SERVICES

1.2 Exhibit "A" to the Agreement is hereby amended by adding to the scope of work section described in "Exhibit A – First Amendment," entitled "Customer Information System (CIS) and Meter Data Management System (MDMS) Implementation Support Services".

1.3 Exhibit "C" to the Agreement is hereby further amended by adding to the cost proposal section thereof described in "Exhibit A – First Amendment," entitled "Customer Information System (CIS) and Meter Data Management System (MDMS) Implementation Support Services".

1.4 The City agrees to pay the Consultant and the Consultant agrees to receive a "Not-to-Exceed" fee of \$493,000, as set forth in the above-referenced Cost Summary, in consideration of the Consultant's performance of the work set forth in "Exhibit A – First Amendment."

1.5 The total "Not-to-Exceed" fee for this contract is \$791,000 (\$298,000 for the original Agreement plus \$493,000 for the First Amendment to Agreement).

SECTION 2

2.1 Except as otherwise specifically provided in this Amendment, all other terms and conditions of the Agreement shall remain in full force and effect.

SIGNATURE PAGE TO FOLLOW

FIRST AMENDMENT TO AGREEMENT FOR CIS AND MDMS IMPLEMENTATION SUPPORT SERVICES

IN WITNESS HEREOF, the parties have each caused their authorized representative to execute this Agreement.

City of Moreno Valley

AAC Utility Partners, LLC

By: _____
City Manager

By:  _____

Date: _____

Title: __Managing Partner_____
(President of Vice President)
Date: __3/23/21_____

INTERNAL USE ONLY

APPROVED AS TO FORM:

City Attorney

Date

By: _____
Title: _____
(Corporate Secretary)
Date: _____

RECOMMENDED FOR APPROVAL:

Department Head

Date

Attachments: Exhibit A – First Amendment

Attachment: First Amendment to AAC Agreement Final 04062021 (4252 : APPROVE AGREEMENTS FOR THE PURCHASE AND



Work Order #2

Client: City of Moreno Valley
Customer Information System (CIS) and Meter Data
Management System (MDMS) Implementation
 Project: Support Services

Client Location: 14177 Frederick Street
Moreno Valley, CA 92552

Consultant: AAC Utility Partners, LLC
4711-3 Forest Drive, #374
Columbia, South Carolina 29206



PROPRIETARY & CONFIDENTIAL

Attachment: First Amendment to AAC Agreement Final 04062021 (4252 : APPROVE AGREEMENTS FOR THE PURCHASE AND

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Attachment: First Amendment to AAC Agreement Final 04062021 (4252 : APPROVE AGREEMENTS FOR THE PURCHASE AND

1.0 Overview

THE PURPOSE OF THIS WORK ORDER (“WO”) IS TO DOCUMENT THE AGREED SERVICES (AS DEFINED IN THE AGREEMENT) THAT AAC UTILITY PARTNERS (AAC) SHALL PROVIDE IN RELATION TO THE PROJECT (AS DEFINED IN THIS WO) FOR THE CITY OF MORENO VALLEY (CLIENT). THIS WORK ORDER SHALL BE EFFECTIVE ON THE LATTER DATE SIGNED BELOW.

1.1 Controlling Provisions

This WO shall be governed by the Terms and Conditions as outlined in the Professional Services Agreement ("Agreement") as entered into this 13th day of January, 2020 between AAC and Client.

2.0 Definitions

All capitalized terms used and not defined herein shall have the same meanings given them in the WO between the parties.

Term	Definition
AAC	Abbreviation for AAC Utility Partners.
AAC Resource(s)	References all AAC consultant(s) assigned by AAC to the Project.
Change Control	Formal process utilized to change the scope or costs of the services outlined in this Work Order. This process is formal and must be in writing and mutually agreed to by each party.
Client	The City of Moreno Valley. References all business units of the Client and their employees and authorized agents.
Executive Sponsor	The Client’s executive that is ultimately responsible for the Project.
Holidays	Client holiday schedule.
Go-Live	The time at which Client starts using the new CIS in a production environment.
NavigateOne	AAC Proprietary methodology, tools and work products.
Oracle Customer Cloud Service (CCS)	Oracle’s customer care, service order, metering, and billing system for traditional scalar devices and billing processes
Project	A series of tasks, deliverables and milestones to accomplish the implementation of the Oracle Customer Cloud Service.
Project Director	Client resource assigned to manage the overall activities for this Work Order. This person will be the primary contact with the AAC Project Support Lead.

Term	Definition
Project Schedule	A document that describes in detail, work activities, milestones, deliverables, and assignments that are required to complete the Project.
Project Support Lead	AAC's resource that will be providing support to Client in the areas of Project Management and Testing Leadership.
Statement of Work (SOW)	Document executed between Client and Vendor detailing scope, accountability and measurements for the Project.
Steering Committee	Executive group assigned to review Project related reports and activities. This group consists of senior executives from each area of the organization impacted by the Project, (e.g., Customer Service, Finance, Information Technology, Operations, etc.).
Subject Matter Expert (SME)	Client employees with detailed and specific knowledge related to how Client conducts business.
Vendor	Firm that Client contracts with to implement Oracle CCS for Client.
Work Order	This document that describes work to be performed, duties, responsibilities and pricing information for the work between Client and AAC.

3.0 General Assumptions

1. Client will provide a knowledgeable Project Team and Subject Matter Experts as needed to support the scope of the Project.
2. Client will authorize one person to manage this WO.
3. Client will minimize the impact of competing initiatives within the organization that may have a negative impact to the Project through distracting or pulling Project resources/executives.
4. Issues that require a decision by Client or AAC, except as otherwise described herein will be made no later than five (5) business days (or a mutually agreeable time) after the party receiving the notice is notified to ensure that the Project timeline is maintained.
5. Client may request a change in the scope or nature of the services at any time. Any change to the scope of this Work Order will require a Change Control.
6. AAC will utilize the latest version of **MS Word, MSEXcel, and MS PowerPoint** to produce deliverables according to AAC technical standards.
7. The work plan must conform to Client Holiday schedule.
8. AAC team members will not travel on-site during work-weeks when the Client has two days or more of Holidays scheduled. If a one-day Holiday is scheduled, the AAC team

Attachment: First Amendment to AAC Agreement Final 04062021 (4252 : APPROVE AGREEMENTS FOR THE PURCHASE AND

members will travel on-site on a case-by-case basis as mutually agreed by the Client and AAC.

9. The AAC Project Support Lead and the Project Director will work together to schedule the specific on-site time.
10. AAC Resources designated as on-site will be on-site at the project location(s) based on a 3/4/5 travel program which means that AAC Resources shall travel to the Client site on Monday morning and return to their home on Thursday evening/Friday morning, working from their home office on Friday.
11. In light of the Covid-19 pandemic the AAC Project Support Lead and the CLIENT Project Director will evaluate, on a monthly basis, the travel schedule required to support the Project based on CDC and safety guidelines. The AAC Project Support Lead will travel on-site a maximum of (2) weeks per month, or as mutually agreed by CLIENT Project Director and AAC Project Support Lead; this may be higher during specific phases of the Project. An AAC Executive/Senior Manager may travel on-site to CLIENT once a month to meet with project executives/management or to participate in the Executive Steering Committee meeting. If AAC Executive/Senior Manager travels on-site, CLIENT will be invoiced for up to one trip per month as incurred.
12. Due to IRS regulations, AAC Resources are required to be off-site for a period greater than three consecutive weeks within a 12 month calendar year. AAC will coordinate with CLIENT to schedule off-site time so as not to affect the Project.
13. All fees in this Work Order are stated in US Dollars.

3.1 Term of Work Order

The term of this Work Order is through December 31, 2022 and may be extended upon mutual agreement by both parties per the Agreement.

Client may extend services provided in this WO beyond the original term of this WO by giving written notice to AAC ninety (90) calendar days prior to the expiration of its election to extend.

4.0 Scope

Client has embarked on the Project for the purpose of implementing Oracle's Customer Cloud Service. The primary intent of AAC's scope of work described within this WO is to provide an AAC Resource to assist with implementation responsibilities as defined in this Work Order.

4.1 Client Selection Project Responsibilities

4.1.1 General Responsibilities

Unless otherwise specifically stated, Client shall provide facilities, equipment, and support as described below, in performance of the work by AAC's Resources (as described in this WO) at Client's facilities, at no cost to AAC. These facilities and services will be made available to AAC's resources during Client's normal working hours, or as otherwise agreed. AAC shall follow any guidelines set forth by Client regarding access to its facilities and services, and unless otherwise agreed, AAC's Resources shall work within Client's normal working hours.

4.1.2 Project-Related Responsibilities

Client will be responsible for the following activities.

- Provide Client-specific resources as needed
- Provide office (work) space for AAC Resources
- Internet access for AAC owned laptop computers (Mac and PC), when AAC is using Client facilities
- Telephone and access to other general office equipment when AAC is using Client facilities
- A conference/meeting room or office for AAC Resources will be provided as needed. This conference room should be a suitable meeting space.

5.0 Project Management and Test Leadership Responsibilities

Project Management Support Responsibilities

- Perform project management tasks as the Client's Project Manager.
- Provide day-to-day direction to Client staff assigned to the Project.
- Coordinate with Vendor project manager and staff assigned to the Project as needed.
- Support the development of the Project Schedule with the Vendor
- Support the management of the Project Schedule with the Vendor.
- Inspect key deliverables against deliverable specifications in the Vendor Statement of Work.
- Validate completion of deliverables prior to Client Project Director approving Vendor milestone payment invoices.
- Participate in weekly Project meetings with the Client and the Vendor.
- Provide content for weekly and monthly project reporting.
- Provide content for Steering Committee monthly reporting.
- Provide Project improvement recommendations throughout the Project.
- Participate in Project risk monitoring, assessment, escalation, mitigation and resolution.
- Support Client with issues that may be escalated between the Vendor and Client.
- Oversee the issue and defect logs and perform regular reporting.



- Attend Client Executive Management meetings to discuss Project status as needed.
- Post Implementation – Manage open items list and the completion of all deliverables.

Test Leadership Support Responsibilities

- Support the development of the overall testing strategy for the Project
- Support the development of the testing plans for the Project
- Work with the Vendor Project Manager to create the testing schedule
- Lead, coordinate and support Client-side testing: functional, integration, end to end and UAT
- Support the creation of the traceability matrix to validate that each requirement is covered by a test case to ensure configuration is accurate
- Support the tracking and management of testing issues through resolution
- Report testing status and issues to Vendor Project Manager and Client Project Director
- Oversee and manage the vendor testing deliverables

6.0 Project Support Lead Fees

AAC’s Project Support Lead Services will be provided for a fixed hourly fee as indicated in the below table. The Project Support Lead will be a full-time resource.

CLIENT has elected to utilize the AAC Resources as identified in the below table.

#	RESOURCE DESCRIPTION	PROJECT ALLOCATION	Fixed Hourly fee for AAC Resource
1.	AAC Project Support Lead– (Full-time)	100%	\$181.25

7.0 Acceptance of Services

7.1 The acceptance process set forth in this Section 7 shall apply and govern with respect to all Services provided by AAC hereunder for which AAC requests acceptance. AAC will notify Client with respect to Services as and when requesting acceptance, which Client understands will generally be requested monthly with invoices for Services. If Client accepts the Services, it will return a signed Acceptance Certificate to AAC. Client shall notify AAC in writing within five (5) business days following AAC’s notification to Client, if Client believes AAC has not substantially satisfied the applicable requirements of this WO with respect to such Services. To the extent that Client rejects any Services, it shall specify the reasons therefore to a reasonable level of

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detail and such reasons must be based specifically on AAC's failure to substantially satisfy the applicable requirements of this WO.

7.2 Following a written notification to AAC described above that applicable Services fail to substantially meet the applicable requirements of this WO, then, subject to AAC verifying any such failure, within ten (10) business days, or mutually agreeable time in light of the nature and severity of the deficiency and the sequencing of the Project, AAC shall remedy the identified failure and provide remedied Services which substantially meets the applicable requirements of this WO. Following the delivery by AAC of the remedied Services, then Client shall again have five (5) business days to review the remedied Services and the provisions of this Section 7 shall control the acceptance thereof.

8.0 Dispute Resolution Process

The Dispute Resolution Process shall consist of a three-step approach to resolve disputes related to this Work Order. If a dispute is identified between the parties, the following steps shall be taken:

Step 1 – The initiating party's assigned Project Manager/Director will inform the other party's Project Manager/Director in writing that a dispute exists. The Project Manager and Project Director will work together to resolve the issue. If after five (5) business days, or a mutually agreeable timeframe, the matter has not been resolved, the issue will be escalated to Step 2.

Step 2 – The Project Manager and Project Director will inform their senior managers that a dispute exists. The party that initiated the dispute will clearly document their concern in writing to the other party and outline what their expectations are related to the desired cure for the outstanding issue. The party being requested to cure the problem will have ten (10) business days, or other mutually agreeable timeframe, to resolve the matter. If the matter has not been resolved after this step, the issue will be escalated to Step 3.

Step 3 – The information documented from Step 2 and any other clarifications from Step 2 will be provided via certified mail to the party that is being requested to cure the issue. The party that has initiated the dispute resolution process will allow the other party ten (10) business days, or mutually agreeable timeframe, to resolve the matter. If at the end of this step the matter is not resolved, either party may pursue all other available rights and remedies.

9.0 Client's Right to Request Personnel Replacement

If Client experiences difficulties, concerns or other legitimate objections with AAC assigned personnel, Client shall discuss any concerns with the designated AAC Principal. Client will allow AAC to attempt to resolve any issues or concerns with the resource in question, to Client's satisfaction. Failing to resolve the issues or concerns within a thirty-day period of time, Client may request and AAC will remove the assigned consultant and replace the resource with another qualified consultant. Both parties will work together to minimize any negative impact to the project due to a resource replacement.

10.0 AAC Resources General

AAC Resources are expected to take time off for vacation, holidays, and AAC corporate meetings/events throughout the course of the Project, except during stages of the Project where their presence is critical, as determined by CLIENT Project Director. Every effort will be made to coordinate time-off with the project team in order to minimize impact to Project Schedule. The Project calendar will follow the CLIENT Holiday schedule. The AAC Project Manager will notify the CLIENT Project Director one month prior to time-off and will not take more than one week of time-off per instance without prior approval from CLIENT Project Director, which will not be unreasonably withheld.

11.0 Charges and Payment

This section of the Work Order describes the charges and payments for travel expenses related to the scope of services covered by this Work Order.

11.1 Travel and Per Diem Expenses

The AAC Resource will not schedule any on-site trips without the prior approval of Client. Travel expenses will be billed monthly as incurred.

Travel and living expenses based on actual expenses include (receipts are required):

- **Air Travel.** Ordinarily all air travel on assignments should be at the lowest possible cost coach or economy fare available that permits travel at reasonable times and with reasonable itineraries. Airfare and associated taxes are expensed to CLIENT account.
- **Hotels.** AAC will select business class hotels in the vicinity of the CLIENT’s offices or other CLIENT-approved location. Generally, Hampton Inn, Courtyard, Fairfield, Marriott, Hilton, and Double Tree are chosen. AAC will endeavor to negotiate the best available rates.
- **Auto.** CLIENT will be charged for rental expenses and the associated taxes.
- **Fuel.** CLIENT will be charged for fuel and the associated taxes.
- **Long-Term Parking.** CLIENT will be charged for long-term parking and tolls and the associated taxes.
- **Mileage.** If employees drive their own car (in lieu of a rental car), charges will be based on IRS standard mileage rate.

Per Diem Expenses:

AAC will bill per diem expenses for meals and incidental expenses while traveling to the CLIENT site or other CLIENT approved travel.

The table below outlines the per-diem based expenses for travel.

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#	Item	Description	Method
1.	Meals	While AAC employees are away from their home offices, traveling on CLIENT business related to the project, a daily meal per diem is charged to the CLIENT project.	\$50.00 / day
2.	Incidental Allowance	AAC employees may incur additional non-meal related costs for personal expenses while away from their home offices for CLIENT -project related travel. AAC has a fixed daily incidental allowance of \$10.00 per day out of town. This allowance is intended to cover minor costs such as laundry, personal items of necessity, short-term parking meters and other personal travel related expenses that are incurred in the course of out of town travel.	\$10.00 / Day

END OF WO CONTENT

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Signature Page

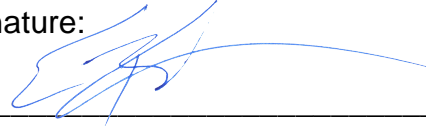
IN WITNESS WHEREOF, intending to be legally bound hereby, the parties have caused this Agreement to be executed by their duly authorized representatives as of the date first set forth above.

City of Moreno Valley

AAC Utility Partners, LLC.

Signature:

Signature:

_____ 

Name (Printed):

Name (Printed):

_____ Edwin Crow

Title:

Title:

_____ Managing Partner

Date:

Date:

_____ 3/23/21

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Appendix 1



Acceptance Certificate

Description of Services	[Insert Service descriptions as applicable]
Work Period	[Insert the period of time the work was done]

AAC has achieved and/or completed the above Project Services during the above stated time period.

Client has reviewed the Services and has confirmed that the Services have been achieved and/or completed in accordance with the Agreement by and between AAC Utility Partners, LLC (“**AAC**”) and City of Moreno Valley (“**Client**”), dated [insert date of Agreement], and the related **Work Order #__** by and between AAC and Client dated [insert date of applicable Work Order]. Thus, Client accepts the Services.

City of Moreno Valley

AAC Utility Partners, LLC

By: _____

By: _____

Name: _____

Name: _____

Title: _____

Title: _____

Date: _____

Date: _____

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PUBLIC SECTOR AGREEMENT FOR ORACLE CLOUD SERVICES

The text of this Agreement differs from Oracle's standard Public Sector Agreement for Oracle Cloud Services.

This Public Sector Agreement for Oracle Cloud Services (this "**Agreement**") is between Oracle America, Inc. ("**Oracle**," "**we**," "**us**," or "**our**") and the entity that has executed this Agreement as identified in the signature block below ("**You**"). This Agreement sets forth the terms and conditions that govern orders placed under this Agreement.

1. USE OF THE SERVICES

1.1 We will make the Oracle services listed in Your order (the "**Services**") available to You pursuant to this Agreement and Your order. Except as otherwise stated in this Agreement or Your order, You have the non-exclusive, worldwide, limited right to use the Services during the period defined in Your order, unless earlier terminated in accordance with this Agreement or Your order (the "Services Period"), solely for Your internal business operations. You may allow Your Users (as defined below) to use the Services for this purpose, and You are responsible for their compliance with this Agreement and Your order.

1.2 The Service Specifications describe and govern the Services. During the Services Period, we may update the Services and Service Specifications (with the exception of the Data Processing Agreement as described below) to reflect changes in, among other things, laws, regulations, rules, technology, industry practices, patterns of system use, and availability of Third Party Content (as defined below). Oracle updates to the Services or Service Specifications will not materially reduce the level of performance, functionality, security or availability of the Services during the Services Period of Your order.

1.3 You may not, and may not cause or permit others to: (a) use the Services to harass any person; cause damage or injury to any person or property; publish any material that is false, defamatory, harassing or obscene; violate privacy rights; promote bigotry, racism, hatred or harm; send unsolicited bulk e-mail, junk mail, spam or chain letters; infringe property rights; or otherwise violate applicable laws, ordinances or regulations; (b) perform or disclose any benchmarking or availability testing of the Services; (c) perform or disclose any performance or vulnerability testing of the Services without Oracle's prior written approval, or perform or disclose network discovery, port and service identification, vulnerability scanning, password cracking or remote access testing of the Services; or (d) use the Services to perform cyber currency or crypto currency mining ((a) through (d) collectively, the "**Acceptable Use Policy**"). In addition to other rights that we have in this Agreement and Your order, we have the right to take remedial action if the Acceptable Use Policy is violated, and such remedial action may include removing or disabling access to material that violates the policy.

2. FEES AND PAYMENT

2.1 All fees payable are due within thirty (30) days from the invoice date. Once placed, Your order is non-cancelable and the sums paid nonrefundable, except as provided in this Agreement or Your order. You will pay any sales, value-added or other similar taxes imposed by applicable law that we must pay based on the Services You ordered, except for taxes based on our income. If You are a tax exempt entity, You must provide the applicable tax certificate of exemption with Your order. Fees for Services listed in an order are exclusive of taxes and expenses.

2.2 If You exceed the quantity of Services ordered, then You promptly must purchase and pay fees for the excess quantity.

2.3 You understand that You may receive multiple invoices for the Services ordered. Invoices will be submitted to You pursuant to Oracle's Invoicing Standards Policy, which may be accessed at <http://www.oracle.com/us/corporate/contracts/invoicing-standards-policy-1863799.pdf>.

3. OWNERSHIP RIGHTS AND RESTRICTIONS

3.1 You or Your licensors retain all ownership and intellectual property rights in and to Your Content (as defined below). We or our licensors retain all ownership and intellectual property rights in and to the Services, derivative works thereof, and anything developed or delivered by or on behalf of us under this Agreement.

3.2 You may have access to Third Party Content through use of the Services. Unless otherwise stated in Your order, all ownership and intellectual property rights in and to Third Party Content and the use of such content is governed by separate third party terms between You and the third party.

3.3 You grant us the right to host, use, process, display and transmit Your Content to provide the Services pursuant to and in accordance with this Agreement and Your order. You have sole responsibility for the accuracy, quality, integrity, legality, reliability, and appropriateness of Your Content, and for obtaining all rights related to Your Content required by Oracle to perform the Services.

3.4 You may not, and may not cause or permit others to: (a) modify, make derivative works of, disassemble, decompile, reverse engineer, reproduce, republish, download, or copy any part of the Services (including data structures or similar materials produced by programs); (b) access or use the Services to build or support, directly or indirectly, products or services competitive to Oracle; or (c) license, sell, transfer, assign, distribute, outsource, permit timesharing or service bureau use of, commercially exploit, or make available the Services to any third party except as permitted by this Agreement or Your order.

4. NONDISCLOSURE

4.1 By virtue of this Agreement, the parties may disclose to each other information that is confidential ("**Confidential Information**"). Confidential Information shall be limited to the terms and pricing under this Agreement and Your order, Your Content residing in the Services, and all information clearly identified as confidential at the time of disclosure.

4.2 A party's Confidential Information shall not include information that: (a) is or becomes a part of the public domain through no act or omission of the other party; (b) was in the other party's lawful possession prior to the disclosure and had not been obtained by the other party either directly or indirectly from the disclosing party; (c) is lawfully disclosed to the other party by a third party without restriction on the disclosure; or (d) is independently developed by the other party.

4.3 Subject to applicable law, each party agrees not to disclose the other party's Confidential Information to any third party other than as set forth in the following sentence for a period of five (5) years from the date of the disclosing party's disclosure of the Confidential Information to the receiving party; however, we will protect the confidentiality of Your Content residing in the Services for as long as such information resides in the Services. Each party may disclose Confidential Information only to those employees, agents or subcontractors who are required to protect it against unauthorized disclosure in a manner no less protective than required under this Agreement, and each party may disclose the other party's Confidential Information in any legal proceeding or to a governmental entity as required by law. We will protect the confidentiality of Your Content residing in the Services in accordance with the Oracle security practices defined as part of the Service Specifications applicable to Your order.

4.4 The parties acknowledge and agree that You and this Agreement are subject to applicable freedom of information or open records laws. Should You receive a request under such law for Oracle's Confidential Information, You agree to give Oracle adequate prior notice of the request and before releasing Oracle's Confidential Information to a third party, in order to allow Oracle sufficient time to seek injunctive relief or other relief against such disclosure.

5. PROTECTION OF YOUR CONTENT

5.1 In order to protect Your Content provided to Oracle as part of the provision of the Services, Oracle will comply with the applicable administrative, physical, technical and other safeguards, and other applicable aspects of system and content management, available at <http://www.oracle.com/us/corporate/contracts/cloud-services/index.html>.

5.2 To the extent Your Content includes Personal Data (as that term is defined in the applicable data privacy policies and the Data Processing Agreement (as that term is defined below)), Oracle will furthermore comply with the following:

- a. the relevant Oracle privacy policies applicable to the Services, available at <http://www.oracle.com/us/legal/privacy/overview/index.html>; and
- b. the applicable version of the Data Processing Agreement for Oracle Services (the "**Data Processing Agreement**"), unless stated otherwise in Your order. The version of the Data Processing Agreement applicable to Your order (a) is available at <https://www.oracle.com/corporate/contracts/cloud-services/contracts.html#data-processing> and is incorporated herein by reference, and (b) will remain in force during the Services Period of Your order. In the event of any conflict between the terms of the Data Processing Agreement and the terms of the Service Specifications (including any applicable Oracle privacy policies), the terms of the Data Processing Agreement shall take precedence.

5.3 Without prejudice to Sections 5.1 and 5.2 above, You are responsible for (a) any required notices, consents and/or authorizations related to Your provision of, and our processing of, Your Content (including any Personal Data) as part of the Services, (b) any security vulnerabilities, and the consequences of such vulnerabilities, arising from Your Content, including any viruses, Trojan horses, worms or other harmful programming routines contained in Your Content, and (c) any use by You or Your Users of the Services in a manner that is inconsistent with the terms of this Agreement. To the extent You disclose or transmit Your Content to a third party, we are no longer responsible for the security, integrity or confidentiality of such content outside of Oracle's control.

5.4 Unless otherwise specified in Your order (including in the Service Specifications), Your Content may not include any sensitive or special data that imposes specific data security or data protection obligations on Oracle in addition to or different from those specified in the Service Specifications. If available for the Services, You may purchase additional services from us (e.g., Oracle Payment Card Industry Compliance Services) designed to address specific data security or data protection requirements applicable to such sensitive or special data You seek to include in Your Content.

6. WARRANTIES, DISCLAIMERS AND EXCLUSIVE REMEDIES

6.1 Each party represents that it has validly entered into this Agreement and that it has the power and authority to do so. We warrant that during the Services Period we will perform the Services using commercially reasonable care and skill in all material respects as described in the Service Specifications. If the Services provided to You were not performed as warranted, You must promptly provide us with a written notice that describes the deficiency in the Services (including, as applicable, the service request

number notifying us of the deficiency in the Services).

6.2 WE DO NOT WARRANT THAT THE SERVICES WILL BE PERFORMED ERROR-FREE OR UNINTERRUPTED, THAT WE WILL CORRECT ALL SERVICES ERRORS, OR THAT THE SERVICES WILL MEET YOUR REQUIREMENTS OR EXPECTATIONS. WE ARE NOT RESPONSIBLE FOR ANY ISSUES RELATED TO THE PERFORMANCE, OPERATION OR SECURITY OF THE SERVICES THAT ARISE FROM YOUR CONTENT OR THIRD PARTY CONTENT OR SERVICES PROVIDED BY THIRD PARTIES.

6.3 FOR ANY BREACH OF THE SERVICES WARRANTY, YOUR EXCLUSIVE REMEDY AND OUR ENTIRE LIABILITY SHALL BE THE CORRECTION OF THE DEFICIENT SERVICES THAT CAUSED THE BREACH OF WARRANTY, OR, IF WE CANNOT SUBSTANTIALLY CORRECT THE DEFICIENCY IN A COMMERCIALY REASONABLE MANNER, YOU MAY END THE DEFICIENT SERVICES AND WE WILL REFUND TO YOU THE FEES PAID FOR THE DEFICIENT SERVICES FOR THE PERIOD OF TIME DURING WHICH THE SERVICES WERE DEFICIENT.

6.4 TO THE EXTENT NOT PROHIBITED BY LAW, THESE WARRANTIES ARE EXCLUSIVE AND THERE ARE NO OTHER EXPRESS OR IMPLIED WARRANTIES OR CONDITIONS INCLUDING FOR SOFTWARE, HARDWARE, SYSTEMS, NETWORKS OR ENVIRONMENTS OR FOR MERCHANTABILITY, SATISFACTORY QUALITY AND FITNESS FOR A PARTICULAR PURPOSE.

7. LIMITATION OF LIABILITY

7.1 IN NO EVENT WILL EITHER PARTY OR ITS AFFILIATES BE LIABLE FOR ANY INDIRECT, CONSEQUENTIAL, INCIDENTAL, SPECIAL, PUNITIVE, OR EXEMPLARY DAMAGES, OR ANY LOSS OF REVENUE, PROFITS (EXCLUDING FEES UNDER THIS AGREEMENT), SALES, DATA, DATA USE, GOODWILL, OR REPUTATION.

7.2 IN NO EVENT SHALL THE AGGREGATE LIABILITY OF ORACLE AND OUR AFFILIATES ARISING OUT OF OR RELATED TO THIS AGREEMENT OR YOUR ORDER, WHETHER IN CONTRACT, TORT, OR OTHERWISE, EXCEED THE TOTAL AMOUNTS ACTUALLY PAID UNDER YOUR ORDER FOR THE SERVICES GIVING RISE TO THE LIABILITY DURING THE TWELVE (12) MONTHS IMMEDIATELY PRECEDING THE EVENT GIVING RISE TO SUCH LIABILITY.

7.3 NOTWITHSTANDING SECTION 7.2, IN NO EVENT SHALL THE AGGREGATE LIABILITY OF ORACLE AND OUR AFFILIATES ARISING OUT OF OR RELATED TO THIS AGREEMENT OR YOUR ORDER FOR MISAPPROPRIATION OF YOUR PERSONAL DATA CAUSED SOLELY BY ORACLE'S BREACH OF ITS SECURITY PRACTICES DESCRIBED IN THE SERVICE SPECIFICATIONS EXCEED TWO TIMES (2X) THE TOTAL AMOUNTS ACTUALLY PAID UNDER YOUR ORDER FOR THE SERVICES GIVING RISE TO THE LIABILITY DURING THE TWELVE (12) MONTHS IMMEDIATELY PRECEDING THE EVENT GIVING RISE TO SUCH LIABILITY.

8. INDEMNIFICATION

8.1 If a third party makes a claim against either You or Oracle ("**Recipient**" which may refer to You or us depending upon which party received the Material), that any information, design, specification, instruction, software, service, data, hardware, or material (collectively, "**Material**") furnished by either You or us ("**Provider**" which may refer to You or us depending on which party provided the Material) and used by the Recipient infringes the third party's intellectual property rights, the Provider, at the Provider's sole cost and expense, will, to the extent not prohibited by law, defend the Recipient against the claim and indemnify the Recipient from the damages, liabilities, costs and expenses awarded by the court to the third party claiming infringement or the settlement agreed to by the Provider, if the Recipient does the following:

- a. notifies the Provider promptly in writing, not later than thirty (30) days after the Recipient receives notice of the claim (or sooner if required by applicable law);
- b. gives the Provider sole control of the defense and any settlement negotiations to the extent permitted by law; and
- c. gives the Provider the information, authority and assistance the Provider needs to defend against or settle the claim.

8.2 If the Provider believes or it is determined that any of the Material may have violated a third party's intellectual property rights, the Provider may choose to either modify the Material to be non-infringing (while substantially preserving its utility or functionality) or obtain a license to allow for continued use, or if these alternatives are not commercially reasonable, the Provider may end the license for, and require return of, the applicable Material and refund any unused, prepaid fees the Recipient may have paid to the other party for such Material. If such return materially affects our ability to meet obligations under the relevant order, then we may, upon thirty (30) days prior written notice, terminate the order. If such Material is third party technology and the terms of the third party license do not allow us to terminate the license, then we may, upon thirty (30) days prior written notice, end the Services associated with such Material and refund any unused, prepaid fees for such Services.

8.3 The Provider will not indemnify the Recipient if the Recipient (a) alters the Material or uses it outside the scope of use identified in the Provider's user or program documentation or Service Specifications, or (b) uses a version of the Material which has been superseded, if the infringement claim could have been avoided by using an unaltered current version of the Material which was made available to the Recipient. The Provider will not indemnify the Recipient to the extent that an infringement claim is based upon any Material not furnished by the Provider. We will not indemnify You to the extent that an infringement claim is based on Third Party Content or any Material from a third party portal or other external source that is accessible or made available to You within or by the Services (e.g., a social media post from a third party blog or forum, a third party Web page accessed via a hyperlink, marketing data from third party data providers, etc.).

8.4 This Section 8 provides the parties' exclusive remedy for any infringement claims or damages.

9. TERM AND TERMINATION

9.1 Unless this Agreement is terminated earlier, You may place orders governed by this Agreement for a period of five (5) years from the date You accept this Agreement. This Agreement will continue to govern any order for the duration of the Services Period of such order.

9.2 Services shall be provided for the Services Period defined in Your order. Notwithstanding anything to the contrary in the Service Specifications, the Services You order will not be automatically renewed.

9.3 We may suspend Your or Your Users' access to, or use of, the Services if we believe that (a) there is a significant threat to the functionality, security, integrity, or availability of the Services or any content, data, or applications in the Services; (b) You or Your Users are accessing or using the Services to commit an illegal act; or (c) there is a violation of the Acceptable Use Policy. When reasonably practicable and lawfully permitted, we will provide You with advance notice of any such suspension. We will use reasonable efforts to re-establish the Services promptly after we determine that the issue causing the suspension has been resolved. During any suspension period, we will make Your Content (as it existed on the suspension date) available to You. Any suspension under this Section shall not excuse You from Your obligation to make payments under this Agreement.

9.4 If either of us breaches a material term of this Agreement or any order and fails to correct the breach within thirty (30) days of written specification of the breach, then the breaching party is in default and the non-breaching party may terminate (a) in the case of breach of any order, the order under which the breach occurred; or (b) in the case of breach of the Agreement, the Agreement and any orders that have been placed under the Agreement. If we terminate any orders as specified in the preceding sentence, You must pay within thirty (30) days all amounts that have accrued prior to such termination, as well as all sums remaining unpaid for the Services under such order(s) plus related taxes and expenses. Except for nonpayment of fees, the nonbreaching party may agree in its sole discretion to extend the thirty (30) day period for so long as the breaching party continues reasonable efforts to cure the breach. You agree that if You are in default under this Agreement, You may not use those Services ordered.

9.5 You may terminate this Agreement at any time without cause by giving Oracle thirty (30) days prior written notice of such termination. Termination of the Agreement will not affect orders that are outstanding at the time of termination. Those orders will be performed according to their terms as if this Agreement were still in full force and effect. However, those orders may not be renewed or extended subsequent to termination of this Agreement.

9.6 At the end of the Services Period, we will make Your Content (as it existed at the end of the Services Period) available for retrieval by You during a retrieval period set out in the Service Specifications. At the end of such retrieval period, and except as may be required by law, we will delete or otherwise render unrecoverable any of Your Content that remains in the Services. Our data deletion practices are described in more detail in the Service Specifications.

9.7 Provisions that survive termination or expiration of this Agreement are those relating to limitation of liability, indemnification, payment and others which by their nature are intended to survive.

10. THIRD-PARTY CONTENT, SERVICES AND WEBSITES

10.1 The Services may enable You to link to, transfer Your Content or Third Party Content to, or otherwise access, third parties' websites, platforms, content, products, services, and information ("**Third Party Services**"). Oracle does not control and is not responsible for Third Party Services. You are solely responsible for complying with the terms of access and use of Third Party Services, and if Oracle accesses or uses any Third Party Services on Your behalf to facilitate performance of the Services, You are solely responsible for ensuring that such access and use, including through passwords, credentials or tokens issued or otherwise made available to You, is authorized by the terms of access and use for such services. If You transfer or cause the transfer of Your Content or Third Party Content from the Services to a Third Party Service or other location, that transfer constitutes a distribution by You and not by Oracle.

10.2 Any Third Party Content we make accessible is provided on an "as-is" and "as available" basis without any warranty of any kind. You acknowledge and agree that we are not responsible for, and have no obligation to control, monitor, or correct, Third Party Content. We disclaim all liabilities arising from or related to Third Party Content.

10.3 You acknowledge that: (i) the nature, type, quality and availability of Third Party Content may change at any time during the Services Period, and (ii) features of the Services that interoperate with Third Party Services such as Facebook™, YouTube™ and Twitter™, etc., depend on the continuing availability of such third parties' respective application programming interfaces (APIs). We may need to update, change or modify the Services under this Agreement as a result of a change in, or unavailability of, such Third Party Content, Third Party Services or APIs. If any third party ceases to make its Third Party Content or APIs available on reasonable terms for the Services, as determined by us in our sole discretion, we may cease providing access to the affected Third Party Content or Third Party Services without any liability to You. Any changes to Third Party Content, Third Party Services or APIs, including their unavailability, during the Services Period does not affect Your obligations under this Agreement or the applicable order, and You will not be entitled to any refund, credit or other compensation due to any such changes.

11. SERVICE MONITORING, ANALYSES AND ORACLE SOFTWARE

11.1 We continuously monitor the Services to facilitate Oracle's operation of the Services; to help resolve Your service requests; to detect and address threats to the functionality, security, integrity, and availability of the Services as well as any content, data, or applications in the Services; and to detect and address illegal acts or violations of the Acceptable Use Policy. Oracle monitoring tools do not collect or store any of Your Content residing in the Services, except as needed for such purposes. Oracle does not monitor, and does not address issues with, non-Oracle software provided by You or any of Your Users that is stored in, or run on or through, the Services. Information collected by Oracle monitoring tools (excluding Your Content) may also be used to assist in managing Oracle's product and service portfolio, to help Oracle address deficiencies in its product and service offerings, and for license management purposes.

11.2 We may (i) compile statistical and other information related to the performance, operation and use of the Services, and (ii) use data from the Services in aggregated form for security and operations management, to create statistical analyses, and for research and development purposes (clauses i and ii are collectively referred to as "**Service Analyses**"). We may make Service Analyses publicly available; however, Service Analyses will not incorporate Your Content, Personal Data or Confidential Information in a form that could serve to identify You or any individual. We retain all intellectual property rights in Service Analyses.

11.3 We may provide You with the ability to obtain certain Oracle Software (as defined below) for use with the Services. If we provide Oracle Software to You and do not specify separate terms for such software, then such Oracle Software is provided as part of the Services and You have the non-exclusive, worldwide, limited right to use such Oracle Software, subject to the terms of this Agreement and Your order (except for separately licensed elements of the Oracle Software, which separately licensed elements are governed by the applicable separate terms), solely to facilitate Your use of the Services. You may allow Your Users to use the Oracle Software for this purpose, and You are responsible for their compliance with the license terms. Your right to use any Oracle Software will terminate upon the earlier of our notice (by web posting or otherwise) or the end of the Services associated with the Oracle Software. Notwithstanding the foregoing, if Oracle Software is licensed to You under separate terms, then Your use of such software is governed by the separate terms. Your right to use any part of the Oracle Software that is licensed under the separate terms is not restricted in any way by this Agreement.

12. EXPORT

12.1 Export laws and regulations of the United States and any other relevant local export laws and regulations apply to the Services. Such export laws govern use of the Services (including technical data) and any Services deliverables provided under this Agreement, and You and we each agree to comply with all such export laws and regulations (including "deemed export" and "deemed re-export" regulations). You agree that no data, information, software programs and/or materials resulting from the Services (or direct product thereof) will be exported, directly or indirectly, in violation of these laws, or will be used for any purpose prohibited by these laws including, without limitation, nuclear, chemical, or biological weapons proliferation, or development of missile technology.

12.2 You acknowledge that the Services are designed with capabilities for You and Your Users to access the Services without regard to geographic location and to transfer or otherwise move Your Content between the Services and other locations such as User workstations. You are solely responsible for the authorization and management of User accounts across geographic locations, as well as export control and geographic transfer of Your Content.

13. FORCE MAJEURE

Neither You nor we shall be responsible for failure or delay of performance if caused by: an act of war, hostility, or sabotage; act of God; pandemic; electrical, internet, or telecommunication outage that is not caused by the obligated party; government restrictions (including the denial or cancelation of any export, import or other license); or other event outside the reasonable control of the obligated party. Both You and we will use reasonable efforts to mitigate the effect of a force majeure event. If such event continues for more than thirty (30) days, the affected order(s) will be terminated for convenience unless the parties otherwise agree in writing. This Section does not excuse either party's obligation to take reasonable steps to follow its normal disaster recovery procedures or Your obligation to pay for the Services.

14. UCITA

The Uniform Computer Information Transactions Act does not apply to this Agreement or to orders placed under it.

15. NOTICE

15.1 Any notice required under this Agreement shall be provided to the other party in writing. If You have a legal dispute with us or if You wish to provide a notice under the Indemnification Section of this Agreement, or if You become subject to insolvency or other similar legal proceedings, You will promptly send written notice to: Oracle America, Inc., 500 Oracle Parkway, Redwood Shores, CA 94065, Attention: General Counsel, Legal Department.

15.2 We may give notices applicable to our Services customers by means of a general notice on the Oracle portal for the Services, and notices specific to You by electronic mail to Your e-mail address on record in our account information or by written communication sent by first class mail or pre-paid post to Your address on record in our account information.

16. ASSIGNMENT

You may not assign this Agreement or give or transfer the Services, or any interest in the Services, to another individual or entity.

17. OTHER

17.1 We are an independent contractor, and each party agrees that no partnership, joint venture, or agency relationship exists between the parties.

17.2 Our business partners and other third parties, including any third parties with which the Services have integrations or that are retained by You to provide consulting services, implementation services or applications that interact with the Services, are independent of Oracle and are not Oracle's agents. We are not liable for, bound by, or responsible for any problems with the Services or Your Content arising due to any acts of any such business partner or third party, unless the business partner or third party is providing Services as our subcontractor on an engagement ordered under this Agreement and, if so, then only to the same extent as we would be responsible for our resources under this Agreement.

17.3 If any term of this Agreement is found to be invalid or unenforceable, the remaining provisions will remain effective and such term shall be replaced with another term consistent with the purpose and intent of this Agreement.

17.4 Except for actions for nonpayment or breach of Oracle's proprietary rights, no action, regardless of form, arising out of or relating to this Agreement may be brought by either party more than two (2) years after the cause of action has accrued.

17.5 Prior to entering into an order governed by this Agreement, You are solely responsible for determining whether the Services meet Your technical, business or regulatory requirements. Oracle will cooperate with Your efforts to determine whether use of the standard Services are consistent with those requirements. Additional fees may apply to any additional work performed by Oracle or changes to the Services. You remain solely responsible for Your regulatory compliance in connection with Your use of the Services.

17.6 Upon forty-five (45) days written notice and no more than once every twelve (12) months, Oracle may audit Your use of the Cloud Services to ensure Your use of the Cloud Services is in compliance with the terms of the applicable order and this Agreement. Any such audit shall not unreasonably interfere with Your normal business operations. Any such audit shall not unreasonably interfere with Your normal business operations. Oracle shall comply with reasonable security and safety rules, policies, and procedures ("security rules") while performing any such audit, provided that (i) such security rules are applicable to the performance of the audit; (ii) You make such security rules available to Oracle prior to the commencement of the audit; and (iii) such security rules do not modify or amend the terms and conditions of this Agreement or the applicable order(s).

You agree to cooperate with Oracle's audit and to provide reasonable assistance and access to information reasonably requested by Oracle.

The performance of the audit and non-public data obtained during the audit (including findings or reports that result from the audit) shall be subject to the provisions of section 4 (Nondisclosure) of this Agreement.

Any usage in excess of Your rights under the applicable order(s) shall be considered a change to the scope of services of the applicable order(s) and You shall be responsible for paying the additional fees related to use of the Services in excess of Your rights. You agree that Oracle shall not be responsible for any of Your costs incurred in cooperating with the audit.

18. ENTIRE AGREEMENT

18.1 You agree that this Agreement and the information which is incorporated into this Agreement by written reference (including reference to information contained in a URL or referenced policy), together with the applicable order, is the complete agreement for the Services ordered by You and supersedes all prior or contemporaneous agreements or representations, written or oral, regarding such Services.

18.2 It is expressly agreed that the terms of this Agreement and any Oracle order shall supersede the terms in any purchase order, procurement internet portal, or other similar non-Oracle document and no terms included in any such purchase order, portal, or other non-Oracle document shall apply to the Services ordered. In the event of any inconsistencies between the terms of an order and the Agreement, the order shall take precedence; however, unless expressly stated otherwise in an order, the terms of the Data Processing Agreement shall take precedence over any inconsistent terms in an order. This Agreement and orders hereunder may not be modified and the rights and restrictions may not be altered or waived except in a writing signed or accepted online by authorized representatives of You and of Oracle; however, Oracle may update the Service Specifications, including by posting updated documents on Oracle's websites. No third party beneficiary relationships are created by this Agreement.

19. AGREEMENT DEFINITIONS

19.1 "Oracle Software" means any software agent, application or tool that Oracle makes available to You for download specifically for purposes of facilitating Your access to, operation of, and/or use with, the Services.

19.2 "Program Documentation" refers to the user manuals, help windows, readme files for the Services and any Oracle Software. You may access the documentation online at <http://oracle.com/contracts> or such other address specified by Oracle.

19.3 "Service Specifications" means the following documents, as applicable to the Services under Your order: (a) the Oracle Cloud Hosting and Delivery Policies, the Program Documentation, the Oracle service descriptions, and the Data Processing Agreement described in this Agreement; (b) Oracle's privacy policies; and (c) any other Oracle documents that are referenced in or incorporated into Your order. The following do not apply to any non-Cloud Oracle service offerings acquired in Your order, such as professional services: the Oracle Cloud Hosting and Delivery Policies and Program Documentation. The following do not apply to any Oracle Software: the Oracle Cloud Hosting and Delivery Policies, Oracle service descriptions, and the Data Processing Agreement.

19.4 "Third Party Content" means all software, data, text, images, audio, video, photographs and other content and material, in any format, that are obtained or derived from third party sources outside of Oracle that You may access through, within, or in conjunction with Your use of, the Services. Examples of Third Party Content include data feeds from social network services, rss feeds from blog posts, Oracle data marketplaces and libraries, dictionaries, and marketing data. Third Party Content includes third-party sourced materials accessed or obtained by Your use of the Services or any Oracle-provided tools.

19.5 "Users" means, for Services, those employees, contractors, and end users, as applicable, authorized by You or on Your behalf to use the Services in accordance with this Agreement and Your order. For Services that are specifically designed to allow Your clients, agents, customers, suppliers or other third parties to access the Services to interact with You, such third parties will be considered "Users" subject to the terms of this Agreement and Your order.

19.6 "Your Content" means all software, data (including Personal Data), text, images, audio, video, photographs, non-Oracle or third party applications, and other content and material, in any format, provided by You or any of Your Users that is stored in, or run on or through, the Services. Services under this Agreement, Oracle Software, other Oracle products and services, and Oracle intellectual property, and all derivative works thereof, do not fall within the meaning of the term "Your Content." Your Content includes any Third Party Content that is brought by You into the Services by Your use of the Services or any Oracle-provided tools.

20. CLOUD SERVICES AGREEMENT EFFECTIVE DATE

The Effective Date of this Agreement is _____. (date to be completed by Oracle)

City of Moreno Valley

Oracle America, Inc.

Authorized Signature: _____

Authorized Signature: _____

Name: _____

Name: _____

Title: _____

Title: _____

Signature Date: _____

Signature Date: _____

Agreement No.: US-CSA-CPQ-1863505

Attachment: Oracle Cloud Services Agreement [Revision 1] (4252 : APPROVE AGREEMENTS FOR THE PURCHASE AND IMPLEMENTATION OF



ORDERING DOCUMENT

Oracle America, Inc.
500 Oracle Parkway
Redwood Shores, CA
94065

Name	City of Moreno Valley	Contact	Michael Mclellan
Address	14177 Frederick St Moreno Valley CA 92553	Phone Number	+1 (951) 413-3000
		Email Address	michaelmc@moval.org

New Subscription

Service Period: 60 months					
Cloud Services	Data Center Region	Quantity	Term	Unit Net Price	Net Fee
B90577 - Oracle Utilities Customer Cloud Service - Billable Service Customer	NORTH AMERICA	8670	60 mo	1.34	699,507.74
B90580 - Oracle Utilities Customer Cloud Service, Additional Development Environment - Instance	NORTH AMERICA	1	12 mo	840.00	10,080.00
B90582 - Oracle Utilities Customer Cloud Service, Advanced Meter Solution - Utilities Device Data Channel per Month	NORTH AMERICA	60000	60 mo	0.20	703,800.00
B90580 - Oracle Utilities Customer Cloud Service, Additional Development Environment - Instance	NORTH AMERICA	1	12 mo	840.00	10,080.00
B89436 - Oracle Cloud Infrastructure - Object Storage - Requests - Government - 10,000 Requests per Month	NORTH AMERICA	1	60 mo	0.00	0.20
B89437 - Oracle Cloud Infrastructure - Object Storage - Storage - Government - Gigabyte Storage Capacity per Month	NORTH AMERICA	2700	60 mo	0.03	4,131.00
B89432 - Oracle Cloud Infrastructure - Outbound Data Transfer - Government - Gigabyte Outbound Data Transfer per month	NORTH AMERICA	1	60 mo	0.00	0.00
B92035 - Oracle Visual Builder Studio - Government - Each	NORTH AMERICA	1	60 mo	0.00	0.00
B90937 - Oracle Identity Foundation Cloud Service - Government - Each	NORTH AMERICA	1	60 mo	0.00	0.00
Subtotal					1,427,598.94

Attachment: Oracle Cloud Services Agreement [Revision 1] (4252 : APPROVE AGREEMENTS FOR THE PURCHASE AND IMPLEMENTATION OF

Fee Description	Net Fee
Cloud Services Fees	1,427,598.94
Net Fees	1,427,598.94
Total Fees	1,427,598.94

Attachment: Oracle Cloud Services Agreement [Revision 1] (4252 : APPROVE AGREEMENTS FOR THE PURCHASE AND IMPLEMENTATION OF

A. Terms of Your Order

1. Applicable Agreement:

a. Public Sector Agreement for Cloud Services US-CSA-CPQ-1863505

2. Cloud Payment Terms:

a. Net 30 days from invoice date

3. Cloud Payment Frequency:

a. Quarterly in Arrears

4. Currency:

a. US Dollars

5. Offer Valid through:

a. 31-Mar-2021

6. Service Specifications

a. The Service Specifications applicable to the Cloud Services and the Consulting/Professional Services ordered may be accessed at <http://www.oracle.com/contracts>.

7. Services Period

a. The Services Period for the Services commences on the date stated in this order. If no date is specified, then the "Cloud Services Start Date" for each Service will be the date that you are issued access that enables you to activate your Services, and the "Consulting/Professional Services Start Date" is the date that Oracle begins performing such services.

B. Additional Order Terms

1. Non-Appropriation

In the event funds are not appropriated for a new fiscal year period, You may terminate this order immediately without penalty or expense; provided, however, that: (a) for each of the 12-month terms of the order, You must provide a purchase order, and (b) Your issuance of each 12-month purchase order shall signify to Oracle that all funds for the given 12-month term have been fully appropriated and encumbered. Notwithstanding the foregoing, You agree to pay for all services performed by Oracle prior to Oracle's receipt of Your notice of non-appropriation.

2. Additional Fees for Any Increased Usage/Capacity

As described in the Oracle Government PaaS and IaaS Cloud Services - Service Descriptions available at <http://www.oracle.com/contracts>, if you in a given month exceed the quantity specified for any of the Cloud Services listed in the tables above section A with "Government" in the product name ("Government Tech Cloud Services"), then you must pay for such increased usage/capacity at the Unit Net Price specified in your order.

- You must allocate funds for additional fees for any increased usage/capacity of Government Tech Cloud Services under this order.
- The increased services shall be equal to the actual number of increased usage/capacity in a given month less the quantity of services ordered for that given month under this order.
- You will be invoiced directly for the additional fees applicable to such increase in your usage/capacity, monthly in arrears.
- Such invoice shall not require a separate ordering document, and your use of such increased usage/capacity of Cloud Services will be pursuant to the terms and conditions of this order.

3. Oracle Cloud Hosting and Delivery Policy

Oracle's Cloud Hosting and Delivery Policies, current as of the Cloud Services Start Date of this order, are attached hereto. Oracle's Cloud Hosting and Delivery Policies are subject to change, but such changes will not materially reduce the level of performance, security, or availability of the Cloud Services under this order for the duration of the Services Period.

4. Copy of Service Descriptions

A copy of the Service Descriptions and Metrics for the Services ordered hereunder, current as of the Cloud Services Start Date of this order, are attached hereto. The Service Descriptions are subject to change but such changes will not materially reduce the level of performance, functionality, security, or availability of the Cloud Services under this order for the duration of the Services Period.

5. Oracle Services Privacy Policy

Oracle's Services Privacy Policy, current as of the Cloud Services Start Date of this order, is attached hereto. Oracle's Services Privacy Policy is subject to change, but such changes will not materially reduce the level of performance, functionality, security, or availability of the Cloud Services under this order for the duration of the Services Period.

6. Copy of Data Processing Agreement

The Data Processing Agreement, current as of the Cloud Services Start date, is attached. As noted in section 5.2 of the Agreement, the version of the Data Processing Agreement applicable to this order will remain in force during the Services Period of this order.

7. Price Hold

During the Services Period, City of Moreno Valley may order additional quantities of the Cloud Services acquired under this order at the Unit Net Price specified above for expansion of the Cloud Services under this order. This price hold does not apply to Eloqua Marketing Platform Cloud Services, to any renewals or extensions of the Cloud Services ordered hereunder, to Cloud Services ordered pursuant to a separate Oracle discount or promotion, or to any Cloud Services other than those listed in the initial purchase under this order.

8. No Auto-Renewal

Notwithstanding any statement to the contrary in the Service Specifications, the parties expressly agree that the Services acquired under this order will not Auto-Renew.

City of Moreno Valley	
Signature	_____
Name	_____
Title	_____
Signature Date	_____

BILL TO / SHIP TO INFORMATION

Bill To		Ship To	
Customer Name	City of Moreno Valley	Customer Name	City of Moreno Valley
Customer Address	14177 Frederick St Moreno Valley CA 92553	Customer Address	14177 Frederick St Moreno Valley CA 92553
Contact Name	Michael Mclellan	Contact Name	Michael Mclellan
Contact Phone	+1 (951) 413-3000	Contact Phone	+1 (951) 413-3000
Contact Email	michaelmc@moval.org	Contact Email	michaelmc@moval.org

Attachment: Oracle Cloud Services Agreement [Revision 1] (4252 : APPROVE AGREEMENTS FOR THE PURCHASE AND IMPLEMENTATION OF



Oracle Cloud Hosting and Delivery Policies



Effective Date: December 2020; Version 3.0

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OVERVIEW

These Oracle Cloud Hosting and Delivery Policies (these “Delivery Policies”) describe the Oracle Cloud Services ordered by You. These Delivery Policies may reference other Oracle Cloud policy documents; any reference to "Customer" in these Delivery Policies or in such other policy documents shall be deemed to refer to “You” as defined in Your order. References in these Delivery Policies to a Cloud Services’ “data center region” refers to the geographic region listed in Your order for such Services or, if applicable, the geographic region that You have selected when activating the production instance of such Services. In addition, for purposes of the data center region listed in Your order, or selected when activating the production instance of Your Service, “Europe” refers to the member countries of the European Union, the United Kingdom, and Switzerland, collectively. Capitalized terms that are not otherwise defined in these Delivery Policies shall have the meaning ascribed to them in the Oracle agreement, Your order or the policy, as applicable. The Oracle Cloud Hosting and Delivery Policies are generally updated on a biannual basis.

Your order or Oracle’s Service Specifications (such as Oracle Cloud Service Pillar documentation or Service Descriptions) may include additional details or exceptions related to specific Oracle Cloud Services. The Oracle Cloud Service Pillar documentation, the Service Descriptions and the Program Documentation for Oracle Cloud Services are available at www.oracle.com/contracts.

Oracle Cloud Services are provided under the terms of the Oracle agreement, Your order, and Service Specifications applicable to such services. Oracle’s delivery of the Oracle Cloud Services is conditioned on Your and Your users’ compliance with Your obligations and responsibilities defined in such documents and incorporated policies. These Delivery Policies, and the documents referenced herein, are subject to change at Oracle's discretion; however, Oracle policy changes will not result in a material reduction in the level of performance, functionality, security, or availability of the Oracle Cloud Services provided during the Services Period of Your order.

Oracle Cloud Services are deployed at data centers or third-party infrastructure service providers retained by Oracle, with the exception of Oracle Cloud at Customer Services. Oracle Cloud at Customer Services are Public Cloud Services that are deployed at Your data center or at a third-party data center retained by You. You may purchase these services standalone or they may be deployed as the underlying platform for other Oracle Cloud Services. For Oracle Cloud at Customer Services, Oracle will deliver to Your data center certain hardware components, including gateway equipment, needed by Oracle to operate these services. You are responsible for providing adequate space, power, and cooling to deploy the Oracle hardware (including gateway equipment) and for ensuring adequate network connectivity for Oracle Cloud Operations to access the services. Oracle is solely responsible for maintenance of the Oracle hardware components (including gateway equipment).

These Delivery Policies do not apply to Oracle BigMachines Express, Oracle ETAWorkforce, or such other Oracle Cloud offerings as specified by Oracle in Your order or the applicable Service Description.

1. ORACLE CLOUD SECURITY POLICY

1.1 Oracle Information Security Practices - General

Oracle has adopted security controls and practices for Oracle Cloud Services that are designed to protect the confidentiality, integrity, and availability of Your Content that is hosted by Oracle in Your Oracle Cloud Services environment and to protect Your content from any unauthorized processing activities such as loss or unlawful destruction of data. Oracle continually works to strengthen and improve those security controls and practices.

Oracle Cloud Services operates under practices which are aligned with the ISO/IEC 27002 Code of Practice for information security controls, from which a comprehensive set of controls are selected. Oracle Cloud Services are aligned with National Institute of Standards and Technology (“NIST”) 800-53 and 800-171.

Oracle Cloud information security practices establish and govern areas of security applicable to Oracle Cloud Services and to Your use of those Oracle Cloud Services. Oracle personnel (including employees, contractors, and temporary employees) are subject to the Oracle information security practices and any additional policies that govern their employment or the services they provide to Oracle.

Oracle takes a holistic approach to information security, implementing a multilayered defense security strategy where network, operating system, database, and software security practices and procedures complement one another with strong internal controls, governance, and oversight.

For those Oracle Cloud Services which enable You to configure Your security posture, unless otherwise specified, You are responsible for configuring, operating, maintaining, and securing the operating systems and other associated software of these select Oracle Cloud Services (including Your Content) that is not provided by Oracle. You are responsible for maintaining appropriate security, protection, and backup of Your Content, which may include the use of encryption technology to protect Your Content from unauthorized access and the routine archiving of Your Content.

1.2 Physical Security Safeguards

Oracle employs measures designed to prevent unauthorized persons from gaining access to computing facilities in which Your Content is hosted such as the use of security personnel, secured buildings, and designated data center premises. Oracle provides secured computing facilities for both office locations and production cloud infrastructure. Common controls between office locations and Oracle controlled co-locations/data centers currently include, for example:

- Physical access requires authorization and is monitored
- All employees and visitors must visibly wear official identification while onsite
- Visitors must sign a visitor's register and be escorted and/or observed while onsite
- Possession of keys/access cards and the ability to access the locations is monitored. Staff leaving Oracle employment must return keys/cards

Additional physical security safeguards are in place for Oracle-controlled Cloud data centers, which currently include safeguards such as:

- Premises are monitored by CCTV
- Entrances are protected by physical barriers designed to prevent unauthorized entry by vehicles
- Entrances are manned 24 hours a day, 365 days a year by security guards who perform visual identity recognition and visitor escort management
- Safeguards related to environmental hazards
- Any physical movement of equipment is controlled by hand-delivered receipts and other authorized change control procedures
- Network cables are protected by conduits and, where possible, avoid routes through public areas

This section does not apply to Oracle Cloud at Customer Services. You must provide Your own secure computing facilities for the hosting and operation of the Oracle Cloud at Customer Services-related hardware (including the gateway equipment) and network connections required for Oracle to provide the Oracle Cloud at Customer Services.

1.3 System Access Controls

Oracle may, depending upon the particular Cloud Services ordered, apply among others the following controls: authentication via passwords and/or multi-factor authentication, documented authorization and change management processes, and logging of access. All remote access to the Oracle Cloud Network by Oracle personnel that have access to Your Content must be through a Virtual Private Network, utilizing multi-factor authentication. Oracle prohibits (through both policy and technical controls) the use of personal devices to access the Oracle Cloud Network and the Services environment for the Cloud Services.

For Cloud Services hosted at Oracle: (i) log-ins to Cloud Services environments are logged and (ii) logical access to the data centers is restricted and protected.

1.4 Data Access Controls

For service components managed by Oracle, Oracle's access to Your Content is restricted to authorized staff.

With respect to Oracle personnel accessing the Services environment for the Cloud Services (including Your Content residing in the Cloud Services), Oracle enforces Role Based Access Controls (RBAC) and employs the access management principles of "need to know", "least privilege" and "segregation of duties." In addition, Oracle provides a mechanism by which You control Your access to Your Cloud Services environment and to Your Content by Your authorized staff.

1.5 User Encryption for External Connections

Your access to Oracle Cloud Services is through a secure communication protocol provided by Oracle. If access is through a Transport Layer Security (TLS) enabled connection, that connection is negotiated for at least 128 bit encryption. The private key used to generate the cipher key is at least 2048 bits. TLS

is implemented or configurable for all web-based TLS-certified applications deployed at Oracle. It is recommended that the latest available browsers certified for Oracle programs, which are compatible with higher cipher strengths and have improved security, be utilized for connecting to web enabled programs. The list of certified browsers for each version of Oracle Cloud Services will be made available via a portal accessible to You or in the corresponding Service Description for the Oracle Cloud Services. In some cases, a third party site that You wish to integrate with the Oracle Cloud Services, such as a social media service, may not accept an encrypted connection. For Oracle Cloud Services where HTTP connections with the third party site are permitted by Oracle, Oracle will enable such HTTP connections in addition to the HTTPS connection.

1.6 Input Control

The source of Your Content is under Your control and Your responsibility, and integrating Your Content into the Cloud Services environment, is managed by You.

1.7 Data and Network Segregation

Your Content is logically or physically segregated from the content of other customers hosted in the Oracle Cloud Services environments. All Oracle Public Cloud networks are segregated from Oracle's Corporate networks.

1.8 Confidentiality and Training

Oracle personnel that may have access to Your Content are subject to confidentiality agreements. All Oracle personnel that have access to Your Content are required to complete information-protection awareness training upon hiring. Thereafter, all Oracle personnel that have access to Your Content must complete training in accordance with applicable Oracle security and privacy awareness training documentation.

1.9 Asset Management

Oracle is responsible for the protection and inventory of Oracle's Cloud Services assets. The responsibilities may include reviewing and authorizing access requests to those who have a business need and maintaining an inventory of assets.

You are responsible for the assets You control that utilize or integrate with the Oracle Cloud services, including: determining the appropriate information classification for Your Content, and whether the documented controls provided by Oracle Cloud Services are appropriate for Your Content. You must have or obtain any required consents or other legal basis related to the collection and use of information provided by data subjects, including any such consents or other legal basis necessary for Oracle to provide the Cloud Services.

1.10 Oracle Internal Information Security Policies

Oracle Cloud information security policies establish and govern areas of security applicable to Oracle Cloud Services and to Your use of Oracle Cloud Services. Oracle personnel are subject to the Oracle Corporate Information Security Policies and any additional policies that govern their employment or the services they provide to Oracle. Oracle's Information Security Program ("ISP") is comprised of

documented policies that consider risk factors including cyber and security factors, with accompanying derivative procedures, standards and guidelines required for the effective operationalization of policy. Oracle's ISP is designed to ensure the confidentiality, integrity, privacy, continuity and availability of Your Content that is hosted by Oracle in Your Oracle Cloud Services through effective security management practices and controls. Oracle's ISP is reviewed annually by the Oracle Security Oversight Committee and updated as required.

1.11 Internal Security Reviews and Enforcement

Oracle employs internal processes for regularly testing, assessing, evaluating and maintaining the effectiveness of the technical and organizational security measures described in this section.

1.12 External Reviews

Oracle may conduct independent reviews of Cloud Services utilizing third parties in the following areas (the scope of any such reviews may vary by service and country):

- SOC 1 (based on Statement on Standards for Attestation Engagements (SSAE) No 18) and/or SOC 2 reports
- Other independent third-party security testing to review the effectiveness of administrative and technical controls

Relevant information from these reviews may be made available to customers.

1.13 Oracle Software Security Assurance

Oracle Software Security Assurance (OSSA) is Oracle's methodology for building security into the design, build, testing, and maintenance of its products and services, including the Oracle Cloud Services. The OSSA program is described at <https://www.oracle.com/corporate/security-practices/assurance/>.

1.14 Security Logs

Logs are generated for security-relevant activities on operating systems. Systems are configured to log default security activities, access to information or programs, system events such as alerts, console messages, and system errors. Oracle reviews logs for forensic purposes and incidents; identified anomalous activities feed into the incident management process. Security logs are stored within the Security Information and Event Management system in a native, unaltered format and retained in accordance with Oracle's internal policies. Such logs are retained online for a minimum of ninety (90) days, or as otherwise required by an applicable regulatory framework.

1.15 Other Customer Security Related Obligations

You are responsible for:

- Implementing Your own comprehensive system of security and operational policies, standards and procedures, according to Your risk-based assessments and business requirements
- Ensuring that end-user devices meet web browser requirements and minimum network bandwidth requirements for access to the Oracle Cloud Services

- Managing client device security controls, so that antivirus and malware checks are performed on data or files before importing or uploading data into the Oracle Cloud Services
- Maintaining Customer-managed accounts according to Your policies and security best practices
- Additionally, for Oracle Cloud at Customer Services, You are responsible for the following:
 - Adequate physical and network security
 - Security monitoring to reduce the risk of real time threats and prevent unauthorized access to Your Oracle Cloud Services from Your networks; this includes intrusion detection systems, access controls, firewalls and any other network monitoring, and any management tools managed by You.

2. ORACLE CLOUD SERVICE CONTINUITY POLICY

2.1 Oracle Cloud Services High Availability Strategy

Oracle deploys the Oracle Cloud Services on resilient computing infrastructure designed to maintain service availability and continuity in the case of an incident affecting the services. Data centers retained by Oracle to host Oracle Cloud Services have component and power redundancy with backup generators in place, and Oracle may incorporate redundancy in one or more layers, including network infrastructure, program servers, database servers, and/or storage.

2.2 Oracle Cloud Services Backup Strategy

Oracle periodically makes backups of Your production data in the Oracle Cloud Services for Oracle's sole use to minimize data loss in the event of an incident. Backups are stored at the primary site used to provide the Oracle Cloud Services, and may also be stored at an alternate location for retention purposes. A backup is typically retained online or offline for a period of at least 60 days after the date that the backup is made. Oracle typically does not update, insert, delete or restore Your data on Your behalf. However, on an exception basis and subject to written approval, Oracle may assist You to restore data which You may have lost as a result of Your own actions.

For Oracle Cloud Services which enable You to configure backups in accordance with Your own policies, You are responsible for performing backups and restores of Your data, non-Oracle software, and any Oracle software that is not provided by Oracle as part of these services. Additionally, You are encouraged to develop a business continuity plan to ensure continuity of Your own operations in the event of a disaster.

3. ORACLE CLOUD SERVICE LEVEL AGREEMENT

3.1 Hours of Operation

The Oracle Cloud Services are designed to be available 24 hours a day, 7 days a week, 365 days a year, except during maintenance periods, technology upgrades and as otherwise set forth in the Oracle agreement, Your order and this *Oracle Cloud Service Level Agreement*.

3.2 Service Availability

Commencing at Oracle's activation of Your production Oracle Cloud Service, Oracle works to meet the Target Service Availability Level, or Target Service Uptime of 99.7%. This is in accordance with the terms set forth in the Cloud Service Pillar documentation for the applicable Oracle Cloud Service (or such other Target Service Availability Level or Target Service Uptime specified by Oracle for the applicable Oracle Cloud Service in such documentation).

The foregoing is contingent on Your adherence to Oracle's recommended minimum technical configuration requirements for accessing and using the Oracle Cloud Services from Your network infrastructure and Your user work stations as set forth in the Program Documentation for the applicable Oracle Cloud Services.

3.2.1 Measurement of Availability

Following the end of each calendar month of the applicable Services Period, Oracle measures the Service Availability Level or Service Uptime over the immediately preceding month by dividing the difference between the total number of minutes in the monthly measurement period and any Unplanned Downtime (as defined below) by the total number of minutes in the measurement period, and multiplying the result by 100 to reach a percent figure.

3.2.2 Reporting of Availability

Oracle will provide You with access to a Customer notifications portal. This portal will provide metrics on the Service Availability Level for Oracle Cloud Services that You purchased under Your order. For those Oracle Cloud Services for which such metrics are not available via the Customer notifications portal, Oracle will provide metrics on the Service Availability Level upon receipt of a Service Request submitted by You to Oracle requesting the metrics.

3.2.3 Service Credits

You may receive Service Credits in the event that the Target Service Availability Level or Target Service Uptime for Oracle Cloud Services that You purchased under Your order is below the defined Target Service Availability Level or Target Service Uptime applicable to such Services. Service Credits are defined in the Cloud Service Pillar documentation or Service Description applicable to Your purchased Oracle Cloud Services. Notwithstanding the provisions of this section, if Your order with Oracle or Service Specifications applicable to your order for a particular Oracle Cloud Service provides a right to receive a higher amount of Service Credits, then You may receive the Service Credits under the provision which provides for the highest amount of Service Credits to You, but You may not recover Service Credits under multiple provisions for the same event.

3.3 Definition of Unplanned Downtime

Oracle Cloud Services are deployed in resilient computing facilities with resilient infrastructure, redundant network connections, and power at each hosting facility.

“Unplanned Downtime” means any time during which a problem with the Oracle Cloud Services prevents Your connectivity. Unplanned Downtime does not include any time during which the Oracle

Cloud Services or any Oracle Cloud Services component are not available due to: (i) scheduled maintenance, (ii) circumstances outside of Oracle's control and other force majeure events (e.g., outages initiated at Your request, outages caused by non-Oracle electrical, network, telecommunication, or other connectivity equipment, security attacks, natural disasters, or political events), (iii) any actions or inactions of You, Your Users or any third party (other than any Oracle agents and contractors who Oracle has engaged to perform the applicable Oracle Cloud Services) or (iv) any suspension by Oracle permitted under Your Oracle agreement or Your order. In addition, with respect to Oracle Cloud at Customer Services, Unplanned Downtime also does not include downtime or other unavailability (i) of Your data center (e.g., due to maintenance) or (ii) occurring outside the on-site hours defined under Your order for Oracle Cloud Operations personnel at Your data center.

3.4 Monitoring

Oracle uses a variety of software tools to monitor the availability and performance of the Oracle Cloud Services and the operation of infrastructure and network components. Oracle does not monitor, or address deviations experienced by any non-Oracle managed components used by You in the Oracle Cloud Services, such as non-Oracle applications.

3.4.1 Monitored Components

Oracle monitors the hardware that supports the Oracle Cloud Services, and currently generates alerts for monitored network components, such as CPU, memory, storage, database and other components. Oracle Cloud Operations staff monitors alerts associated with deviations to Oracle defined thresholds, and follows standard operating procedures to investigate and resolve underlying issues.

3.4.2 Customer Monitoring & Testing Tools

Oracle permits You to conduct limited functional testing for Oracle Cloud Services in Your test environment. Specific rules for testing may be found in the Program Documentation.

Oracle regularly performs penetration and vulnerability testing and security assessments against Oracle Cloud infrastructure, platforms, and applications in order to validate and improve the overall security of Oracle Cloud Services. The Oracle Cloud Services Program Documentation outlines when and how You may assess or test any components that You manage or create in Oracle Cloud Services, including non-Oracle applications, non-Oracle databases, other applicable non-Oracle software, code, or the use of data scraping tools.

Oracle reserves the right to remove or disable access to any tools or technologies that violate the guidelines in this section or the applicable Oracle Cloud Services Program Documentation, without any liability to You.

4. ORACLE CLOUD CHANGE MANAGEMENT POLICY

4.1 Oracle Cloud Change Management and Maintenance

Oracle Cloud Operations performs changes to cloud hardware infrastructure, operating software, product software, and supporting application software that is provided by Oracle as part of the Oracle Cloud Services, to maintain operational stability, availability, security, performance, and currency of

the Oracle Cloud Services. Oracle follows formal change management procedures to review, test, and approve changes prior to application in the production service.

Changes made through change management procedures include system and service maintenance activities, upgrades and updates, and customer specific changes. Oracle Cloud Services change management procedures are designed to minimize service interruption during the implementation of changes.

Oracle reserves specific maintenance periods for changes that may require the Oracle Cloud Services to be unavailable during the maintenance period. Oracle works to ensure that change management procedures are conducted during scheduled maintenance windows, while taking into consideration low traffic periods and geographical requirements.

Oracle will provide prior notice of modifications to the standard maintenance period schedule. For Customer-specific changes and upgrades, where feasible, Oracle will coordinate the maintenance periods with You.

For changes that are expected to cause service interruption, the durations of the maintenance periods for planned maintenance are not included in the calculation of Unplanned Downtime minutes in the monthly measurement period for Service Availability Level (see the *Oracle Cloud Service Level Agreement* above). Oracle uses commercially reasonable efforts to minimize the use of these reserved maintenance periods and to minimize the duration of maintenance events that cause service interruptions.

For Oracle Cloud Services which enable You to perform maintenance activities, You are responsible for configuring and maintaining the operating systems and other associated software.

4.1.1 Emergency Maintenance

Oracle may be required to execute emergency maintenance in order to protect the security, performance, availability, or stability of the Oracle Cloud Services. Emergency maintenance is required to address an exigent situation (e.g., a hardware failure of the infrastructure underlying such Service) with the Service or Oracle infrastructure that cannot be addressed except on an emergency basis. Oracle works to minimize the use of emergency maintenance, and to the extent reasonable under the circumstances as determined by Oracle, will work to provide 24 hours prior notice for any emergency maintenance requiring a service interruption.

4.1.2 Major Maintenance Changes

To help ensure continuous stability, availability, security and performance of the Oracle Cloud Services, Oracle reserves the right to perform major changes to its hardware infrastructure, operating software, applications software and supporting application software under its control, typically no more than twice per calendar year. Each such major change event is considered scheduled maintenance and may cause the Oracle Cloud Services to be unavailable. Each such event is targeted to occur at the same time as the scheduled maintenance period. Oracle will work to provide no less than 60 days prior notice of a major change event.

4.1.3 Data Center Migrations

Oracle may migrate Your Oracle Cloud Services deployed in data centers retained by Oracle between production data centers in the same data center region as deemed necessary by Oracle or in the case of disaster recovery. For data center migrations for purposes other than disaster recovery, Oracle will provide a minimum of 30 days notice to You.

4.2 Software Versioning

4.2.1 Software Updates

Oracle requires all Oracle Cloud Services customers to keep the software versions of the Oracle Cloud Services current with the software versions that Oracle designates as Generally Available (GA) for such Oracle Cloud Services. Software updates will follow the release of every GA release and are required for the Oracle Cloud Services in order to maintain version currency. Oracle's obligations under these Delivery Policies (including the *Oracle Cloud Service Continuity Policy*, the *Oracle Cloud Service Level Agreement*, and the *Oracle Cloud Support Policy*) are dependent on You maintaining GA version currency. Oracle is not responsible for performance, functionality, availability or security issues experienced with Oracle Cloud Services that may result from running earlier versions.

4.2.2 End of Life

Oracle will host and support only the GA version of an Oracle Cloud Service. All other versions of the Oracle Cloud Service are considered as "End of Life" (EOL). You are required to complete the Oracle Cloud Services update to the latest version before the EOL of a given version. You acknowledge that failure to complete the update prior to the EOL of an Oracle Cloud Service version may result in an update automatically performed by Oracle or a suspension of the Oracle Cloud Services. In certain circumstances where an Oracle Cloud Service version reaches EOL and Oracle does not make available an updated version, Oracle may designate, and require You to transition to, a successor Oracle Cloud Service.

5. ORACLE CLOUD SUPPORT POLICY

The support described in this *Oracle Cloud Support Policy* applies only for Oracle Cloud Services, and is provided by Oracle as part of such Oracle Cloud Services under Your order. Oracle may make available, and You may order for additional fees, additional support service offerings made available by Oracle for the Oracle Cloud Services.

5.1 Oracle Cloud Support Terms

5.1.1 Support Fees

The fees paid by You for the Oracle Cloud Services under Your order include the support described in this *Oracle Cloud Support Policy*. Additional fees are applicable for additional Oracle support services offerings purchased by You.

5.1.2 Support Period

Oracle Cloud support becomes available upon the service start date and ends upon the expiration or termination of the Services (the "support period"). Oracle is not obligated to provide the support described in this Oracle Cloud Support Policy beyond the end of the support period.

5.1.3 Technical Contacts

Your technical contacts are the sole liaisons between You and Oracle for Oracle support for Oracle Cloud Services. Those technical contacts must have, at a minimum, initial basic service training and, as needed, supplemental training appropriate for specific role or implementation phase, specialized service/product usage, and migration. Your technical contacts must be knowledgeable about the Oracle Cloud Services in order to help resolve system issues and to assist Oracle in analyzing and resolving service requests. When submitting a service request, Your technical contact should have a baseline understanding of the problem being encountered and an ability to reproduce the problem in order to assist Oracle in diagnosing and triaging the problem. To avoid interruptions in Oracle support for Oracle Cloud Services, You must notify Oracle whenever technical contact responsibilities are transferred to another individual.

5.1.4 Oracle Cloud Support

Oracle support for Oracle Cloud Services consists of:

- Diagnoses of problems or issues with the Oracle Cloud Services
- Reasonable commercial efforts to resolve reported and verifiable errors in the Oracle Cloud Services so that those Oracle Cloud Services perform in all material respects as described in the associated Program Documentation
- Support during Change Management activities described in the *Oracle Cloud Change Management Policy*
- Assistance with technical service requests 24 hours per day, 7 days a week
- 24 x 7 access to a Cloud Customer Support Portal designated by Oracle (e.g., My Oracle Support) and Live Telephone Support to log service requests
- Access to community forums
- Non-technical Customer service assistance during normal Oracle business hours (8:00 to 17:00) local time

5.2 Oracle Cloud Customer Support Systems

5.2.1 Oracle Cloud Customer Support Portal

Oracle provides support for the Oracle Cloud Service acquired by You through the Cloud Customer Support Portal designated for that Oracle Cloud Service. Access to the applicable Cloud Customer Support Portal is governed by the Terms of Use posted on the designated support web site, which are subject to change. A copy of these terms is available upon request. Access to the Cloud Customer Support Portal is limited to Your designated technical contacts and other authorized users of the Oracle Cloud Services. Where applicable, the Cloud Customer Support Portal provides support details to Your designated technical contacts to enable use of Oracle support for Oracle Cloud Services. All service notifications and alerts relevant to Your Oracle Cloud Service are posted on this portal.

5.2.2 Live Telephone Support

Your technical contacts may access live telephone support via the phone numbers and contact information found on Oracle's support web site at <https://www.oracle.com/support/contact.html>.

5.3 Severity Definitions

Service requests for Oracle Cloud Services may be submitted by Your designated technical contacts via the Cloud Customer Support Portal noted above. The severity level of a service request submitted by You is selected by both You and Oracle, and must be based on the following severity definitions:

5.3.1 Severity 1

Your production use of the Oracle Cloud Services is stopped or so severely impacted that You cannot reasonably continue work. You experience a complete loss of service. The impacted operation is mission critical to the business and the situation is an emergency. A Severity 1 service request has one or more of the following characteristics:

- Data corrupted
- A critical documented function is not available
- Service hangs indefinitely, causing unacceptable or indefinite delays for resources or response
- Service crashes, and crashes repeatedly after restart attempts

Oracle will use reasonable efforts to respond to Severity 1 service requests within fifteen (15) minutes. Oracle will work 24x7 until the Severity 1 service request is resolved, a reasonable work-around is put in place, or as long as useful progress can be made. You must provide Oracle with a technical contact during this 24x7 period to assist with data gathering, testing, and applying fixes. You are required to propose this severity classification with great care, so that valid Severity 1 situations obtain the necessary resource allocation from Oracle.

5.3.2 Severity 2

You experience a severe loss of service. Important features of the Oracle Cloud Services are unavailable with no acceptable workaround; however, operations can continue in a restricted fashion.

5.3.3 Severity 3

You experience a minor loss of service. The impact is an inconvenience, which may require a workaround to restore functionality.

5.3.4 Severity 4

You request information, enhancement, or documentation clarification regarding the Oracle Cloud Services, but there is no impact on the operation of such service. You experience no loss of service.

5.4 Change to Service Request Severity Level

5.4.1 Initial Severity Level

At the time Oracle accepts a service request, Oracle will record an initial severity level of the service request based on the above severity definitions. Oracle's initial focus, upon acceptance of a service

request, will be to resolve the issues underlying the service request. The severity level of a service request may be adjusted as described below.

5.4.2 Downgrade of Service Request Levels

If, during the service request process, the issue no longer warrants the severity level currently assigned based on its current impact on the production operation of the applicable Oracle Cloud Service, then the severity level will be downgraded to the severity level that most appropriately reflects its current impact.

5.4.3 Upgrade of Service Request Levels

If, during the service request process, the issue warrants the assignment of a higher severity level than that currently assigned based on the current impact on the production operation of the applicable Oracle Cloud Service, then the severity level will be upgraded to the severity level that most appropriately reflects its current impact.

5.4.4 Adherence to Severity Level Definitions

You shall ensure that the assignment and adjustment of any severity level designation is accurate based on the current impact on the production operation of the applicable Oracle Cloud Service. You acknowledge that Oracle is not responsible for any failure to meet performance standards caused by Your misuse or mis-assignment of severity level designations.

5.5 Service Request Escalation

For service requests that are escalated, the Oracle support analyst will engage the Oracle service request escalation manager who will be responsible for managing the escalation. The Oracle service request escalation manager will work with You to develop an action plan and allocate the appropriate Oracle resources. If the issue underlying the service request continues to remain unresolved, You may contact the Oracle service request escalation manager to review the service request and request that it be escalated to the next level within Oracle as required. To facilitate the resolution of an escalated service request, You are required to provide contacts within Your organization that are at the same level as that within Oracle to which the service request has been escalated.

6. ORACLE CLOUD SUSPENSION AND TERMINATION POLICY

6.1 Termination of Oracle Cloud Services

For a period of 60 days upon termination of the Oracle Cloud Services, Oracle will make available, via secure protocols and in a structured, machine-readable format, Your Content residing in the production Cloud Services environment, or keep the service system accessible, for the purpose of data retrieval by You.

For free trials of Cloud Services, Oracle will make Your Content available for a period of 30 days following termination of the trial. During this retrieval period, Oracle's Cloud Service Level Agreement does not apply and the service system may not be used for any production activities. Oracle has no obligation to retain Your Content after this retrieval period.

If You need assistance from Oracle to obtain access to or copies of Your Content, You must create a service request in the Cloud Customer Support Portal applicable to the service (e.g., My Oracle Support).

Data retrieval and any related assistance by Oracle is not applicable for Oracle Cloud Services that do not store Your Content. You are responsible for ensuring that if those Oracle Cloud Services are dependent on separate Oracle Cloud Services (such as Storage Cloud Service or Database Cloud Services) for the storage of data, those separate Oracle Cloud Services must have a valid duration through the end of the terminating Oracle Cloud Service to enable data retrieval, or for otherwise taking appropriate action to back up or otherwise store separately Your Content while the Production Cloud Services environment is still active prior to termination.

Following expiry of the retrieval period, Oracle will delete Your Content from the Oracle Cloud Services environments (unless otherwise required by applicable law).

For Oracle Cloud at Customer Services, You must make available for retrieval by Oracle any Oracle Cloud at Customer Service-related hardware components (including the gateway equipment) provided by Oracle in good working order and the same condition as at the start of the Oracle Cloud at Customer Services subject to reasonable wear and tear for appropriate use.

6.2 Termination of Pilot Environments

This *Oracle Cloud Suspension and Termination Policy* applies to production pilots of Oracle Cloud Services. Production pilots are not available for all Oracle Cloud Services.



Oracle Global Business Unit Cloud Services-Pillar Document

Effective Date: November 2020

Attachment: Oracle Cloud Services Agreement [Revision 1] (4252 : APPROVE AGREEMENTS FOR THE PURCHASE AND IMPLEMENTATION OF

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SCOPE

This document applies to Oracle Global Business Unit (GBU) Cloud Services (formerly known as Oracle Cloud Services for Industry (OCI)).

The Oracle Global Business Unit Cloud Services organization supports the cloud offerings provided by the following:

- Communications Global Business Unit (CGBU),
- Financial Services Global Business Unit (FSGBU),
- Health Sciences Global Business Unit (HSGBU),
- Hospitality Hotel Global Business Unit* (HGBU) (former Micros Cloud Services),
- Food and Beverage Global Business Unit* (FBGBU) (formerly Micros Cloud Services),
- Construction and Engineering Global Business Unit (CEGBU),
- Retail Global Business Unit (RGBU), and
- Utilities Global Business Unit (UGBU).

This document is a supplement to the Oracle Cloud Hosting and Delivery Policies. Its purpose is to account for exceptions and additional terms specific to the Oracle Global Business Units. The content of this document takes precedence over the Oracle Cloud Hosting and Delivery Policies.

*Collectively, the Hospitality Hotel Global Business Unit and the Food and Beverage Global Business Unit comprise “Hospitality” as it is referred to in this document.

1 ORACLE CLOUD SERVICE LEVEL AGREEMENT

1.1 Service Availability

For the purposes of this section, the following definitions will apply:

<p>Applicable Cloud Services Fees</p>	<ul style="list-style-type: none"> • Refers to the Cloud Services fees that are paid to Oracle for the affected Oracle GBU Cloud Services for the monthly reporting period in which the applicable Target Service Availability Level (or Target Service Uptime) is missed and for which You are entitled to receive Service Credits in accordance with the <i>Oracle Cloud Hosting and Delivery Policies</i>. If You have purchased Oracle GBU Cloud Services from an Oracle partner, You agree that any Service Credits will be issued to that partner and You acknowledge that You are solely responsible for ensuring that any Service Credits are passed on to You. You
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	<p>acknowledge that Oracle will have no liability to You, the applicable Oracle partner, or any other party if the full benefit of the credit is not passed on to You.</p> <ul style="list-style-type: none"> Applicable Cloud Services Fees do not include the fees paid for other Cloud Services that met the defined Target Service Availability Level (or Target Service Uptime).
Available or Availability	For the purposes of calculating the service availability level of the oracle GBU Cloud Services, “available” or “availability” means that you and your users are able to log in and access the oltp or transactional portion of the oracle Cloud Services.
Measurement of Service Availability Level	As defined in in Section 3.2.1 of the <i>Oracle Cloud Hosting and Delivery Policies</i> .
Service Credits	<ul style="list-style-type: none"> 2% of the monthly Applicable Cloud Services Fees for every .1% that the Service Availability Level of the affected Oracle GBU Cloud Services is below the applicable Target Service Availability Level (or Target Service Uptime) during a monthly reporting period. In no event may the quantity of Service Credits in a monthly reporting period exceed 10% of that month’s Applicable Cloud Services Fees.
Scheduled Downtime	Refer to Change Management Section 2.1 in this document.
Target Service Availability Level (or Target Service Uptime)	Target Service Availability Level objectives are as outlined in the Oracle Cloud Service Level Agreement Section 3.2 in the Oracle Cloud Hosting and Delivery Policies document, or in the applicable service description related to the specific Global Business Unit cloud service.

You will be entitled to receive Service Credits if the Service Availability Level of the affected Oracle GBU Cloud Services is below the applicable Target Service Availability Level (or Target Service Uptime) in 2 or more calendar months during any 6 month period. If You have more than one production instance within a Service, the Service Availability Level or Service Uptime will be calculated as an average across all such production instances for a monthly reporting period. Service Credits will be paid starting with the second month in which the applicable Target Service Availability Level (or Target Service Uptime) is missed during the applicable 6 month period (i.e., no Service Credits will be provided for the first month missed).

To receive Service Credits, You must submit a claim within 30 days from when You became eligible to receive such Service Credits. You will be entitled to receive only one amount of Service Credits per monthly reporting period in which the applicable Target Service Availability Level (or Target Service Uptime) is missed. The Service Credits will be provided only towards any outstanding balance for the affected Oracle GBU Cloud Services that, as of the date you receive the Service Credits, is owed to Oracle under the relevant order for such Cloud Services, and the provision of these Service Credits represents YOUR EXCLUSIVE REMEDY, AND ORACLE'S ENTIRE LIABILITY, for the missed Target Service Availability Level (or Target Service Uptime).

1.2 Termination for Unavailability

The Oracle Cloud Service Level Agreement establishes a Target Service Availability Level (or Target Service Uptime) and describes how Oracle defines, measures and reports service availability. If the Service Availability Level of the production Services environment for the Cloud Services fails to meet the Target Service Availability Level (or Target Service Uptime) for at least 3 consecutive months, You may, upon written notice to Oracle, terminate the applicable Cloud Services as of the termination date specified in such notice, provided that You notify Oracle within 30 days. Following the effective date of such termination, You will receive a refund for any fees that You prepaid to Oracle for the terminated Cloud Services for the period following the effective date of the termination.

2 ORACLE CLOUD CHANGE MANAGEMENT POLICY

2.1 Application Upgrades and Updates

Oracle requires all Cloud Services customers to keep their Services current with the software versions that Oracle designates as generally available (GA) for such Services. Software updates or upgrades will follow the release of every GA release and are required for the Services in order to maintain version currency. For certain Cloud Services, Oracle performs upgrades by upgrading Your non-production environment to the latest version of the Cloud product before upgrading the production environment.

Oracle Cloud Hosting and Delivery Policies, such as the Service Level Agreement, and the Support Policy, are dependent on You maintaining GA version currency. Oracle is not responsible for performance or security issues encountered with the Cloud Services that may result from running earlier versions. Oracle will provide prior notice for updates or upgrades that involve service interruption to You.

Oracle typically schedules application upgrades every 2nd and 4th Friday of the month between 21:00-06:00 (Saturday) data center local time. For some sectors, such as Hospitality and Retail, Oracle will schedule the application upgrade on a weekday to accommodate Your business operations.

If You are eligible to select Your own upgrade window, You will either be contacted by Oracle to coordinate the upgrade change window, or You will be able to select target hours and dates with the exception of blocked time periods that Oracle reserves for core system maintenance.

2.2 Application Changes

Access to production servers at the operating system and database level is restricted to Oracle Global Business Unit Cloud Services and Application Management groups. Customer changes to the application are allowed only via the defined user interface, web service, or a standardized application programming interface, also referred to as “API.” Alteration or extension of the underlying base application code is not allowed as a mechanism of customizing the application.

2.3 Core System Maintenance

Core system maintenance involves changes to hardware, network systems, security systems, operating systems, storage systems, or general supporting software of the cloud infrastructure. Core system maintenance may result in service interruption. Oracle works to limit any service interruption due to core system maintenance to less than 2 hours during a scheduled service period. Oracle may elect not to schedule a core system maintenance event.

Oracle typically schedules core system maintenance on Fridays between 21:00- 06:00 (Saturday) data center local time.

2.4 Routine Infrastructure Maintenance

Oracle manages routine infrastructure maintenance activities for the purpose of providing environment currency, capacity, and stability. Routine maintenance is not expected to result in a service interruption. When possible, routine infrastructure maintenance will be performed during the core system maintenance window.

2.5 Supported Versions and End of Life (EOL) for Oracle Business Unit Cloud Services

Oracle will provide You with no less than 12 months advance notice prior to the date when the Oracle Cloud Services are no longer generally available as a service (i.e., Oracle will no longer support, or make available for use, any versions of the Cloud Services).

Specific Cloud Services have published Supported Versions and EOL practices information. Where applicable, the documentation is available here: <https://www.oracle.com/corporate/contracts/cloud-services/service-descriptions.html>.

3 ORACLE CLOUD SERVICE CONTINUITY POLICY

3.1 Disaster Recovery

Disaster Recovery services are intended to provide service restoration capability in the case of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability. For the purposes of this Policy, a “disaster” means an unplanned event or condition that causes a complete loss of access to the primary site used to provide the Oracle Cloud Services such that Your production environments at the primary site are not available.

The Recovery Time Objectives (RTO) and Recovery Point Objectives (RPO), defined below, do not apply to Your customizations that depend on external components or third-party software. During an active failover event, non-critical fixes and enhancement requests are not supported. You will be solely responsible for issues arising from third party software and customizations to Oracle programs and services.

The RTO and RPO Level objectives are as outlined in the applicable service description related to the specific Global Business Unit Cloud Services.

Upon Oracle’s declaration of a disaster, Oracle will commence the Disaster Recovery Plan to recover production data to the most recent available state to reconstitute the production environments of the affected Cloud Services with the Recovery Time and Recovery Point Objectives as defined in the service description for the applicable Global Business Unit Cloud Services. Production services may operate in a degraded state of performance for the duration of the disaster event.

A Recovery Time Objective (RTO) is Oracle’s objective for the maximum period of time between Oracle’s decision to activate the recovery process to the secondary site, due to a declared disaster, and the point at which You can resume production operations in the secondary production environment. If the decision to failover is made during the period in which an upgrade is in process at the secondary site, the RTO extends to include the time required to complete the upgrade. A Recovery Point Objective (RPO) is Oracle’s objective for the maximum possible length of time during which data could be lost in the event of a disaster. The RPO time excludes any data loads that may be under way when the disaster is occurring.

3.2 Oracle Hospitality Cloud Services Disaster Recovery

Notwithstanding anything to the contrary in this Section 3, for Oracle Hospitality Cloud Services, the following disaster recovery policy applies:

In the event of a declared disaster, Oracle may recover and restore the production environment of the affected Hospitality Cloud Service and work to restore production data using a recent backup made prior to the onset of the disaster. Oracle may elect to restore the production environment in an alternate, available data center of Oracle's choice. When using a backup for recovery and restoration of the production environment and production data, published RTOs and RPOs, if any, will not apply.

4 ORACLE HOSPITALITY CLOUD SUPPORT POLICY

For Oracle Hospitality Cloud, the following applies in lieu of the text in Section 5.1.3 of the Oracle Cloud Hosting and Delivery Policies:

- **First Line Support:** You are required to establish and maintain the organization and processes to provide “First Line Support” for the supported Cloud Services directly to your users. First Line Support shall include but not be limited to (i) a direct response to users with respect to inquiries concerning the performance, functionality or operation of the supported Cloud Services, (ii) a direct response to users with respect to problems or issues with the supported Cloud Services, (iii) a diagnosis of problems or issues of the supported Cloud Services, and (iv) a resolution of problems or issues of the supported Cloud Services.

For Oracle Hospitality Cloud, the following applies in lieu of the text in Section 5.3 of the Oracle Cloud Hosting and Delivery Policies

- Reasonable efforts will be made to respond to service requests per the Response Time Goals set forth in the guidelines below; however, Oracle’s failure to adhere to the times stated will not constitute a breach by Oracle. The guidelines are for informational purposes only and subject to change at Oracle’s discretion.

Severity Level	Response Time Goal	Update or Resolution Goal
Severity 1	5 minutes	1 hour
Severity 2	2 hours	6 hours
Severity 3	8 hours	24 hours
Severity 4	24 hours	48 hours

For purposes of the above table, the following definitions apply:

- **Severity 1:** Major system disruption (e.g., a major disruption in business-critical system operability or functionality, server crash or total system failure)
- **Severity 2:** Severe system disruption (e.g., A severe disruption in business-critical functionality that does not impact the entire system such as: significant number of workstations/terminals unable to perform or post transactions, loss of ability to perform payment functions, total Loss of reporting (local or hosted), loss of all printing, failure to reset totals or complete EOD/SOD/Night Audit, reposting for a given date or range of date, very slow page or image loading, or inaccessible tools interface)
- **Severity 3:** Single function failure (e.g., a minor disruption in operability or functionality that does not impact the entire system such as: timekeeping issues, isolated printing failure, isolated workstation/terminal failure, MyMicros unable to review one report within the portal password)

resets for Oracle Cloud Applications, or Icare loyalty program that is not functioning or has stopped working)

- **Severity 4:** Minor/Procedural issue or question (e.g., programming or configuration related questions, questions relating to functionality, operability, or formatting or cosmetic problems)

5 INFORMATION TRANSFER

5.1 Secure File Transfer Protocol (SFTP)

The secure file transfer protocol (SFTP) services, if used for Oracle Cloud Services, are limited-access systems for the purpose of uploading or downloading data files in a secure manner. SFTP downloads/uploads are recorded in an electronic audit log that includes: date and time, user name, and name of file up/downloaded.

Traceability of user requests for SFTP access and modifications to access rights is provided through change control processes.

5.2 Account Usage

Oracle reserves the right to restrict access, limit use of the SFTP Service, or remove access for any nonconforming users, sites, or customers, without prior notification, whenever the use of the service is not in compliance with the terms of use. Access is granted on each account to specific directories using the principle of least privilege. Customer accounts have full read-write access to the data in each directory to which the user has access.

Technical controls in place are designed to ensure confidentiality of data and to prevent unauthorized access to other accounts' data. Attempts to access directories not authorized for a given account are a violation of the terms of use, and the account may be suspended. Oracle is not responsible for unauthorized customer access to data within a directory by an account which has authorized and approved access.

5.3 Account Provisioning

Currently, SFTP accounts are created with a strong 10-character password. The account password will be sent in an email to the address associated with the account. For this reason, the email address associated with an account must be a valid individual email and may not be a shared account or company e-mail distribution list. Inactive accounts will be disabled, and then deleted under the following schedule:

Accounts that are inactive for 3 months will be disabled.

Accounts that are inactive for 6 months will be deleted.

You must submit a service request to terminate accounts that are no longer required or need to be revoked.

5.4 Account Authentication

Passwords are automatically generated and cannot be changed by the account holder or recovered by Oracle. If a password needs to be changed or reset, the account holder must submit a formal service request to have a new password generated. The updated account password will be sent in an email to the address associated with the account.

5.5 Account Authentication – Alternate Automation Methods

The SFTP service supports public key authentication: a method of automatic password-less login. Each account has a public key directory. By generating a local private and public key pair, uploading the public key file to this directory, and configuring the client software to use public key authentication, an account user can log in without being prompted for a password. Multiple public key files per account are supported by Oracle.

5.6 Acceptable Usage

All data transferred via the SFTP service must be for the specific business purpose and function of supporting Your hosted environment(s). The SFTP service may not be used for data backups, temporary storage, unlicensed copyrighted materials, or other illegal materials. Your integrations employing the use of automated data transfer agents or 'scripts' are permitted, however they should either run manually or on a periodic schedule not to exceed a SFTP connection rate of 10 times per hour. The use of automated processes that aggressively connect, or that do not properly connect, authenticate, perform an appropriate file transfer operation, or properly disconnect, is a violation of the terms of use.

5.7 Data Storage

Data stored on the SFTP server will automatically be deleted after 60 days. All incoming and outgoing SFTP data is considered transient data and not subject to backup retention. The only exception is that the directory structure and any ssh login key file information is retained and not automatically deleted.

5.8 Payload Encryption Requirements – Data-at-Rest

If the service offering is subject to external regulatory requirements such as PCI DSS that mandates data-at-rest encryption, the configuration of the Oracle SFTP service for the deployment will employ the use of whole disk encryption, or the service will be designed to accept incoming encrypted data files with an Oracle provided public key or x.509 certificate. Conversely, if the service offering has outbound data and file transfer integrations, then You must provide Oracle with a bonafide x.509 certificate for SFTP data integrations.

5.9 Encryption Requirements – Transport

Industry security standards and Oracle security policies mandate end-to-end (socket-to-socket) based transport encryption for data exchange. Use of FTP over SSL (FTPS) and FTP does not guarantee transport encryption is either properly enforced or negotiated during the initiation of the data connection, and the latter protocol (FTP) is completely lacking any transport encryption. Therefore, Oracle data transfer standards is limited to SFTP with the goal of ensuring confidentiality of data transfers between Oracle and You.

6 COMPLIANCE

6.1 Audit Reports

Audit reports and letters of compliance for Oracle Cloud Services are periodically published by Oracle's third party auditors. Reports and letters may not be available for all services or at all times. You may request a copy of the current published audit report or letter available for a particular Oracle Cloud Service, as applicable, by contacting the Oracle Sales Representative or designated Oracle account contact and providing the following information:

- Company name
- Contact name
- Title
- Recipient e-mail address
- Request justification (e.g., purpose and intended use description)

7 ORACLE UTILITIES OPOWER CLOUD SERVICES

For additional details regarding specific Oracle Utilities Opower Cloud Services, please refer to the Oracle Utilities Opower service descriptions.

7.1 Change Management

Application Upgrades and Updates

For Oracle Utilities Opower Cloud Services, Oracle schedules application upgrades between 11:00 – 15:00 Eastern US time every third Sunday. Customer notifications are sent 72 hours in advance of such upgrades.

Core System Maintenance

For Oracle Utilities Opower Cloud Services, Oracle schedules core system maintenance between 03:00 – 07:00 Eastern US time on the last Thursday of each month. Customer notifications are sent 72 hours in advance of such upgrades.

7.2 Access Control

Privilege Management

In lieu of a proxy server, Oracle administrative access to the Oracle Utilities Opower Cloud Services environment requires administrators to first connect to a trusted network to be able to access the systems. Access to the trusted network requires physical access to the network or authentication to the network by means of a username and password. All access to the trusted network from remote locations requires multifactor authentication.

7.3 Communication and Operations Management

Backups

The Data Integration Platform components of the Oracle Utilities Opower Cloud Services include customer AMI (or “smart meter”) data which is not backed up to disk or tape. Instead, disaster resiliency for this component relies on a data replication strategy. Non-personally identifiable AMI data resident within this component is automatically replicated to a standby cluster within the same jurisdictional region on a daily basis.

Daily backups are used to recover Oracle Utilities Opower Services in the event of a disaster. Oracle operates only one data center in Canada. Backups for disaster recovery purposes are stored in an encrypted format at a secondary site in the United States.

7.4 Device Cloud Services

Oracle Utilities Opower Device Cloud Services (“Device Cloud Services”) consist of the following Cloud Services:

- Oracle Utilities Opower Device Control Cloud Service, Platform – 100 in Customer Count,
- Oracle Utilities Opower Device Control Cloud Service, Control Thermostat – 100 Utilities Devices, and
- Oracle Utilities Opower Device Control Cloud Service, Control Other Devices – 100 Utilities Devices

Sections 1.2, 1.6, and 6.1 of the Oracle Cloud Hosting and Delivery Policies are inapplicable to the Device Cloud Services.

Device Cloud Services are deployed by a third party environment provider and therefore, while security policies and software security assurance policies are in place, they may be different from Oracle’s policies referenced in Sections 1.10 and 1.13, respectively, of the Oracle Cloud Hosting and Delivery Policies.

Notwithstanding Section 3.4.2 of the Oracle Cloud Hosting and Delivery Policies, You may not assess or test any components in Device Cloud Services, including non-Oracle applications, non-Oracle databases, other applicable non-Oracle software, code, or the use of data scraping tools.

7.5 Business Customer Engagement Portal Cloud Service

Oracle Utilities Opower Business Customer Engagement Portal Cloud Service consists of the following Cloud Service:

- Oracle Utilities Opower Business Customer Engagement Portal Cloud Service – 100 in Customer Count Section 1.2 of the Oracle Cloud Hosting and Delivery Policies is inapplicable to the Business Customer Engagement Portal Cloud Service.

Business Customer Engagement Portal Cloud Service is deployed by a third party environment provider and therefore, while security policies and software security assurance policies are in place, they may be different from Oracle's policies referenced in Sections 1.10 and 1.13, respectively, of the Oracle Cloud Hosting and Delivery Policies.

Section 7.1 of this document is inapplicable to Business Customer Engagement Portal Cloud Service.

8 ORACLE TEXTURA & PRIMAVERA CLOUD SERVICES

For details regarding specific Oracle Textura Cloud Service or Oracle Primavera Cloud Services, please refer to the applicable service descriptions at www.oracle.com/contracts.

8.1 Change Management

Application Upgrades and Patches

- Oracle Textura Payment Management Cloud Service and Textura Early Payment Direct Cloud Service*
 - For the Oracle Textura Payment Management Cloud Service and Textura Early Payment Direct Cloud Service US Instance, Oracle schedules *application upgrades* between 07:00 – 11:00 Eastern US time every first and third Sunday.
 - For the Oracle Textura Payment Management Cloud Service and Textura Early Payment Direct Cloud Service AU Instance, Oracle schedules *application upgrades* between 07:00 – 11:00 Eastern US time every first and third Sunday.
 - For the Oracle Textura Payment Management Cloud Service and Textura Early Payment Direct Cloud Service US Instance, Oracle schedules *application patches* between 00:00 – 01:00 Eastern US time (Monday – Friday).
 - For the Oracle Textura Payment Management Cloud Service and Textura Early Payment Direct Cloud Service AU Instance, Oracle schedules *application patches* between 09:00 – 10:00 Eastern US time (Monday – Friday).

- Oracle Textura Pre-Qualification Management Cloud Service*
 - For the Oracle Textura Pre-Qualification Management Cloud Service*, Oracle schedules *application upgrades* between 23:30 – 03:30 Eastern US time on the Friday before the second Sunday of each month.
 - For the Oracle Textura Pre-Qualification Management Cloud Service*, Oracle schedules *application patches* between 23:30 – 03:30 Eastern US time every Friday.
- Primavera Submittal Exchange Cloud Service
 - For the Primavera Submittal Exchange Cloud Service, Oracle schedules *application upgrades* between 20:00 – 23:00 Eastern US time every weekday.

Core System Maintenance

- Oracle Textura Payment Management Cloud Service and Textura Early Payment Direct Cloud Service
 - For the Oracle Textura Payment Management Cloud Service and Textura Early Payment Direct Cloud Service US Instance, Oracle schedules *core system maintenance* between 07:00 – 11:00 Eastern US time every first and third Sunday.
 - For the Oracle Textura Payment Management Cloud Service and Textura Early Payment Direct Cloud Service AU Instance, Oracle schedules *core system maintenance* between 07:00 – 11:00 Eastern US time every first and third Sunday.
- Oracle Textura Pre-Qualification Management Cloud Service*
 - For the Oracle Textura Pre-Qualification Management Cloud Service*, Oracle schedules *core system maintenance* between 07:00 – 11:00 Eastern US time every Sunday.
- Primavera Submittal Exchange Cloud Service
 - Oracle schedules *core system maintenance* between 09:00 – 11:00 Eastern US time every Sunday and 20:00 – 23:00 Eastern US time every weekday.

8.2 Termination Policy

Oracle Textura Cloud Services:

After termination or expiration of the Oracle Textura Cloud Services under Your order, or upon termination of the following retrieval period for such Oracle Textura Cloud Services, Oracle will disable Your access to the production Oracle Textura Cloud Services environment and will delete Your Personal Data (as that term is defined in the Data Processing Agreement for Oracle Cloud Services) relating to You residing in the production environment, except as may otherwise be required by law. Users and other third parties who are enabled to interact with Your production Oracle Textura Cloud Services environment may continue to access the

*All references to Textura Early Payment Direct Cloud Service in the Change Management section above also apply to Textura Early Payment Cloud Service.

environment and any data (including Your transactional data, Your invoice history, Your project history, etc.) that is not Personal Data relating to You.

For a period of no less than 60 days after the termination or expiration of the Oracle Textura Cloud Services under Your order, Oracle will make available Your production data via secured protocols, or keep Your access to the production Oracle Textura Cloud Services environment accessible, for the purpose of data retrieval by You. During this period, You should not use the environment for production activities. Oracle has no obligation to retain your data after this 60 day period.

Textura Payment Management (including Textura Early Payment Cloud Service and Textura Early Payment Direct Cloud Service)

Following the date on which Oracle determines that both (i) all Projects, Contracts and Invoices managed on the cloud service have been paid in full and (ii) no Users from the related organization have logged in to Your production Oracle Textura Cloud Services environment for 180 days, Oracle will send an email notice to any User with administrator rights to the environment, indicating that all Personal Data, of any User, that is in the environment will be deleted or rendered unrecoverable unless a User logs in to the environment within 30 days from the date of the email notice. If no User logs in to the environment within 30 days of the date of the email notice, then all Personal Data, of any User, that is in the environment will be subsequently deleted, except as may otherwise be required by law.

Primavera Submittal Exchange Cloud Services

Following the data retrieval period, Oracle may retain Your data, including Personal Data, for at least an additional 180 days to allow for reasonable restoration or recovery of Your Primavera Submittal Exchange Cloud Services. Restoration of Your production Cloud Services may be requested by You, Your Users, or other third parties who were enabled to interact with Your production Primavera Submittal Exchange Cloud Services environment at the time of expiration of Your Cloud Service. Restoration of services may be subject to additional cost and fees. If no request(s) for restoration are received by Oracle within 180 days following the data retrieval period, all Personal Data, of any User, relating to the production environment will be deleted or rendered unrecoverable, unless otherwise required by law. Oracle has no obligation to retain Your data during this 180 day period. Any request for production Cloud Service restoration submitted to Oracle, even within the 180 day period following the data retrieval period, does not ensure the Cloud Service will be restored, and Oracle has no obligation to fulfill any such request.

8.3 Backups

Oracle Primavera Submittal Exchange data is backed up in real-time to a site separate from that at which the instance is running and may be used as recovery data in the event of a disaster. Backups of Database files are also synchronized to the same separate location site at least once an hour. All data is encrypted during synchronization.

9 ORACLE HEALTH SCIENCES SITE SELECT, SITE ACTIVATE, AND SITE ANALYZE CLOUD SERVICES

9.1 Change Management

Application Upgrades

Single Tenant Applications

For upgrade of applications dedicated to the customer such as Site Activate, Oracle will work with the customer to identify a mutually agreed upon date and time when the upgrade will take place. This applies to Production and non-Production environments. Note: Upgrades may require downtime to the environment.

Multi Tenant Applications

For upgrades to applications that are shared by multiple customers, Oracle will inform the customers the date and time when their environment will be upgraded. Notice will be provided at least five (5) business days in advance. This applies to Production and non-Production environments. Note: Upgrades may require downtime to the environment.

System Maintenance

The Oracle maintenance window is the 1st and 3rd Saturday of each month, 8:00 -11:00 PM Pacific US time. This window is used to do any system and infrastructure maintenance tasks like OS upgrades, applying security patches, database maintenance, etc.

9.2 Secure File Transfer Protocol (SFTP) Password Policy

For the purposes of file transfers of customer data, accounts in the Oracle sftp server will be provisioned, upon submission of a ticket or service request, for customers to upload and download files to that sftp server. Such accounts are not intended for individual access, but rather for system integration to customer software instances. The credentials for accessing the sftp server will be sent via email to the customer's designated point of contact. The password for the sftp server will be at least 8 characters long with at least one of each of the following:

- lower case alphabet
- upper case alphabet
- number
- special character

When passwords are changed by Oracle, the change will be communicated to the customer in advance via email notification. When a customer requests the password to be changed, Oracle will communicate the new password, and date and time it will be changed, to the customer. Sftp accounts will be removed as part of the service termination or upon customer request.

In limited situations, Oracle will use the customer's sftp server. In such cases, the customer will communicate and manage the password policy and share it with Oracle. Changes to passwords will be communicated to Oracle in advance.

10 ORACLE ACONEX CLOUD SERVICES

10.1 Change Management

Oracle Aconex Cloud Services

Oracle Aconex Cloud Services undergo scheduled maintenance every week. During this time the services are unavailable to users.

The regular maintenance windows listed below last for two hours. Oracle Aconex services teams will provide customer notifications 72 hours in advance of updates that require a maintenance window greater than 2 hours.

Not sure what your “instance” is? Click [here](#) for more information.

Aconex instance	Local day	Local time
ALDAR	Friday	03:00 Abu Dhabi
AU1	Sunday	21:00 Melbourne
AU2	Wednesday	20:00 Melbourne
CN1	Thursday	04:00 Shanghai
EU1	Friday	01:00 Frankfurt
HK1	Wednesday	04:00 Hong Kong
KSA1	Friday	05:00 Jeddah
MEA	Friday	04:00 Abu Dhabi
UK1	Monday	01:30 London
US1	Saturday	21:00 San Francisco
US2	Wednesday	20:00 San Francisco

Note that the times given above reflect local time, whether or not daylight savings time is in effect.

Oracle Conject Cloud Services

Oracle Conject Cloud Services undergo scheduled maintenance regularly. The regular maintenance window starts every Saturday at 20:00 (Central European time) and lasts for 4 hours. During this time the services can be unavailable to users.

10.2 Support

The following features are not available until further notice:

- Chat services (Technical and Non-technical) are not provided
- Oracle Guided learning Starter Packs are not provided

10.3 Disaster Recovery

In the event of a declared disaster, Oracle may recover and restore the production environment of the affected Aconex or Conject production environment and work to restore production data using a recent backup made prior to the onset of the disaster. Oracle may elect to restore the production environment in an alternate, available data center of Oracle's choice. When using a backup for recovery and restoration of the production environment and production data, published RTOs and RPOs, if any, will not apply.

10.4 Termination Policy

Termination of Oracle Aconex Cloud Services

This section replaces the "Termination of Oracle Cloud Services" section or equivalent in the Oracle Cloud Hosting and Delivery Policy.

(a) For a period of at least 180 days from the expiry or termination of the applicable System Project on the Oracle Aconex Cloud Service or Your right to access the System Project ("Retrieval Period"), Oracle will upon Your request and subject to (i) You acquiring archive services through a separate order and the payment of any applicable fees or (ii) such request being made during the first 30 days of the Retrieval Period and only for that duration ("Initial Retrieval Period"), make available during the Retrieval Period (or the Initial Retrieval Period, as applicable), via secure protocols and in a structured, machine-readable format, Your Content (as it currently exists at the time of such access or retrieval) residing in the production Oracle Aconex Cloud Services environment for the applicable System Project(s), or make the service system for the applicable System Project(s) accessible, for the purpose of retrieval of the aforementioned data by You.

(b) Subject to section (f) below, following the expiry of the Retrieval Period, Oracle will delete Your Content from the Oracle Aconex Cloud Services environment(s) related to the applicable System Project unless (i) otherwise required by applicable law or (ii) if You or any entity other than You that participates in the System Project ("Participant") related to the System Project has a longer retention period or has a right for an archive service related to the System Project. Deletion will occur across all production instances and renders Your Content non-recoverable. Oracle may notify You within the Retrieval Period of the date for Your Content's deletion.

(c) Participants who are enabled to access or view Your Content may continue to access or view part or all of Your Content in the production Oracle Aconex Cloud Services environment for the applicable System Project(s) during the Retrieval Period.

(d) If during the Retrieval Period You need assistance from Oracle to obtain access to or copies of Your Content, You must create a service request in the Cloud Customer Support Portal applicable to Your Oracle Aconex Cloud Service (e.g. Aconex Support Central).

(e) Data retrieval and any related assistance by Oracle is not applicable for Oracle Cloud Services that do not store Your Content. You are responsible for ensuring that if those Oracle Cloud Services are dependent on

separate Oracle Cloud Services (such as Storage Cloud Service or Database Cloud Services) for the storage of data, those separate Oracle Cloud Services must have a valid duration through the end of the terminating Oracle Cloud Service to enable data retrieval, or for otherwise taking appropriate action to back up or otherwise store separately Your Content while the production Cloud Services environment is still active prior to termination.

(f) Notwithstanding sections (a) and (b) above, Oracle will delete or render unrecoverable from the Global Directory Your User's data (including Personal Data) that You include in the Global Directory, provided that such User is (i) inactive on the Oracle Aconex Cloud Services for a continuous period of 12 months; and (ii) You are not a Participant in any active System Projects. Notwithstanding the prior sentence, Oracle reserves the right to delete or render unrecoverable Your Users' data (including Personal Data) from the Global Directory in the event all Your Users have not participated in any active System Projects within 90 days from Your registration on the Oracle Aconex Cloud Services. For the purposes of this section, the 'Global Directory' means the index of registered users on the Oracle Aconex Cloud Services that may be accessible to all users of the Oracle Aconex Cloud Service within the same data centre location.

Termination of Oracle Conject Cloud Services

This section replaces the 'Termination of Oracle Cloud Services' section or equivalent in the Oracle Cloud Hosting and Delivery Policy.

For a period of 60 days upon termination of the Oracle Cloud Services, Oracle will make available, via secure protocols and in a structured, machine-readable format, Your Content (which may not include all content provided by parties which You have invited to access the Oracle Conject Cloud Service or Your environment) residing in the production Oracle Conject Cloud Services environment, or keep the service system accessible, for the purpose of data retrieval by You. You should not use the environment for production activities.

If You need assistance from Oracle to obtain access to or copies of Your Content, You must create a service request in the Cloud Customer Support Portal applicable to the Your Oracle Conject Cloud Service (e.g. Aconex Support Central).

Data retrieval and any related assistance by Oracle is not applicable for Oracle Cloud Services that do not store Your Content. You are responsible for ensuring that if those Oracle Cloud Services are dependent on separate Oracle Cloud Services (such as Storage Cloud Service or Database Cloud Services) for the storage of data, those separate Oracle Cloud Services must have a valid duration through the end of the terminating Oracle Cloud Service to enable data retrieval, or for otherwise taking appropriate action to back up or otherwise store separately Your Content while the Production Cloud Services environment is still active prior to termination.

Following expiry of the retrieval period, Oracle will delete or render unrecoverable Your Content from all production Oracle Cloud Services environments (unless otherwise required by applicable law).

ORACLE

Oracle PaaS and IaaS Public Cloud Services Pillar Document

December 2020

Attachment: Oracle Cloud Services Agreement [Revision 1] (4252 : APPROVE AGREEMENTS FOR THE PURCHASE AND IMPLEMENTATION

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1 SCOPE

This document applies to Oracle PaaS and IaaS Public Cloud Services purchased by You, and supplements the *Oracle Cloud Hosting and Delivery Policies* incorporated into Your order.

2 ORACLE PAAS AND IAAS PUBLIC CLOUD SERVICE LEVEL OBJECTIVE AND SERVICE LEVEL AGREEMENT POLICY

Following the end of each calendar month of the applicable Services Period, Oracle measures the service level for Oracle PaaS and IaaS Public Cloud Services (“Service Level”, and also referred to in the *Oracle Cloud Hosting and Delivery Policies* as a Cloud Service’s “Service Availability Level” or “Service Uptime”) over the immediately preceding month. Except as otherwise defined below for specific categories of Oracle PaaS and IaaS Public Cloud Services under sections 2.1 through 2.6, the service level objective for Oracle PaaS and IaaS Public Cloud Services (“Service Level Objective”, and also referred to in the *Oracle Cloud Hosting and Delivery Policies* as a Cloud Service’s “Target Service Availability Level” or “Target Service Uptime”), as well as the calculation of the measured Service Level and definition of Unplanned Downtime, is set forth in and subject to the section titled Oracle Cloud Service Level Agreement of the *Oracle Cloud Hosting and Delivery Policies*.

Notwithstanding anything to the contrary in the *Oracle Cloud Hosting and Delivery Policies*, Oracle provides only a Service Level Objective for Oracle PaaS and IaaS Public Cloud Services included in subsections 2.1 (Category 1) through 2.6 (Category 6) below, and not a full service level agreement. Except as set forth below in the section titled Service Level Agreements or as otherwise stated in Your order, no service credits or other financial remedy are provided due to the failure to meet a specified Service Level Objective for an Oracle PaaS and IaaS Public Cloud Service under the *Oracle Cloud Hosting and Delivery Policies* or this document.

2.1 Category 1

2.1.1 Service Level Objective

Commencing at Oracle’s activation of the applicable Oracle PaaS and IaaS Public Cloud Service, Oracle works to meet a Service Level Objective of 99.95% for the following:

1. Oracle API Platform Cloud Service - Classic
2. Oracle API Manager Cloud Service
3. Oracle Apiary Cloud Service
4. Oracle Application Container Cloud Service
5. Oracle Cloud Infrastructure - Vault - Secrets
6. Oracle Container Engine for Kubernetes
7. Oracle Data Integration Platform Cloud Service - Classic
8. Oracle Event Hub Cloud Service
9. Oracle GoldenGate Cloud Service
10. Oracle Integration Cloud Service - Classic
11. Oracle Managed File Transfer Cloud Service
12. Oracle Self Service Integration Cloud
13. Oracle Visual Builder Cloud Service - Classic
14. Oracle WebCenter Portal Cloud Service

2.1.2 Definitions

The following definitions apply for purposes of calculating the Service Level of the Oracle PaaS and IaaS Public Cloud Services included within this Category 1:

- “Unavailable” or “Unavailability” means any time during which a problem with the Oracle PaaS and IaaS Public Cloud Service prevents external connectivity to any of Your instances of such Cloud Service.

2.2 Category 2

2.2.1 Service Level Objective

Commencing at Oracle's activation of the applicable Oracle PaaS and IaaS Public Cloud Service, Oracle works to meet a Service Level Objective of 99.9% for the following:

1. Oracle Cloud Infrastructure - Cloud Shell
2. Oracle Cloud Infrastructure - Data Catalog
3. Oracle Cloud Infrastructure - Data Flow
4. Oracle Cloud Infrastructure - Data Science
5. Oracle Cloud Infrastructure - Developer Tools
6. Oracle Cloud Infrastructure - Object Storage - Classic
7. Oracle Cloud Infrastructure - Registry
8. Oracle Cloud Infrastructure - Resource Manager

2.2.2 Definitions

The following definitions apply for purposes of calculating the Service Level of the Oracle PaaS and IaaS Public Cloud Services included within this Category 2:

- "Service Level" is measured by Oracle over the immediately preceding calendar month by (a) subtracting from 100, the sum of the Error Rate of each hour of that month (the "Error Rate Sum"), (b) dividing the Error Rate Sum by the total number of hours in that month, and (c) multiplying the result by 100 to determine a percent figure.
- "Error Rate" is the total number of Failed Service REST API Calls in a one-hour time interval in the measured month of the Services Period of the applicable Cloud Services divided by the total number of Service REST API Calls during that one-hour time interval.
- "Service REST API Call" is any HTTP Request that fulfills the applicable Cloud Service's REST API specification.
- "Failed Service REST API Call" is any Cloud Service REST API Call processed by Your User that results in a 5xx (Server Error) class of status code.

2.3 Category 3

2.3.1 Service Level Objective

Commencing at Oracle's activation of the applicable Oracle PaaS and IaaS Public Cloud Service, Oracle works to meet a Service Level Objective of 99.95% for the following:

1. Oracle Analytics Cloud
2. Oracle Analytics Cloud - Classic
3. Oracle Application Builder Cloud Service
4. Oracle Application Performance Monitoring Cloud Service
5. Oracle APEX Application Development
6. Oracle Autonomous Database on Exadata Cloud at Customer
7. Oracle Autonomous Database on Dedicated Exadata Infrastructure Oracle Big Data Discovery Cloud Service
8. Oracle Big Data Preparation Cloud Service
9. Oracle Business Intelligence Cloud Service
10. Oracle CASB Cloud Service
11. Oracle Cloud Infrastructure - Console
12. Oracle Cloud Infrastructure - Identity and Access Management
13. Oracle Cloud Infrastructure - Marketplace
14. Oracle Content and Experience Cloud Service - Classic
15. Oracle Database Cloud Service - Multitenant Edition
16. Oracle Database Exadata Express Cloud Service
17. Oracle Data Integration Platform Cloud Service
18. Oracle Data Visualization Cloud Service
19. Oracle Documents Cloud Service
20. Oracle Identity Cloud Service

21. Oracle Integration Cloud Service - Classic - Enterprise
22. Oracle Integration Cloud Service - Classic - Standard
23. Oracle Internet of Things Asset Monitoring Cloud Service
24. Oracle Internet of Things Cloud Service
25. Oracle Internet of Things Cloud Service - Enterprise
26. Oracle Internet of Things Production Monitoring Cloud Service
27. Oracle IT Analytics Cloud Service
28. Oracle Java Cloud Service - SaaS Extension
29. Oracle Log Analytics Cloud Service
30. Oracle Management Cloud
31. Oracle Messaging Cloud Service
32. Oracle Mobile Cloud Enterprise - Classic
33. Oracle Mobile Cloud Service - Classic
34. Oracle Process Cloud Service
35. Oracle Sites Cloud Service

2.3.2 Definitions

The following definitions apply for purposes of calculating the Service Level of the Oracle PaaS and IaaS Public Cloud Services included within this Category 3:

- “Unavailable” or “Unavailability” means any time during which a problem with the Oracle PaaS and IaaS Public Cloud Service prevents external connectivity for all Your instances of such Cloud Service.

2.4 Category 4

2.4.1 Service Level Objective

Commencing at Oracle’s activation of the applicable Oracle PaaS and IaaS Public Cloud Service, Oracle works to meet a Service Level Objective of 99.95% for the following:

1. Oracle Big Data Cloud Service - Starter Pack - 3 Nodes
2. Oracle Big Data SQL Cloud Service

2.4.2 Definitions

The following definitions apply for purposes of calculating the Service Level of the Oracle PaaS and IaaS Public Cloud Services included within this Category 4:

- “Unavailable” or “Unavailability” means any time during which a problem with the Oracle PaaS and IaaS Public Cloud Service prevents external connectivity for all Your nodes for such Cloud Service.

2.5 Category 5

2.5.1 Service Level Objective

Commencing at Oracle’s activation of the applicable Oracle PaaS and IaaS Public Cloud Service, Oracle works to meet a Service Level Objective of 99.95% for the following:

1. Oracle Cloud at Customer
2. Oracle Cloud Infrastructure - Compute - Classic
3. Oracle Cloud Infrastructure - Container Service - Classic
4. Oracle Cloud Infrastructure - Dedicated Compute - Classic
5. Oracle Cloud Infrastructure - Exadata Cloud at Customer
6. Oracle Cloud Infrastructure - Load Balancer - Classic
7. Oracle Cloud Infrastructure - Ravello Service
8. Oracle Database Exadata Cloud at Customer

2.5.2 Definitions

The following definitions apply for purposes of calculating the Service Level of the Oracle PaaS and IaaS Public Cloud Services included within this Category 5:

- “Unavailable” or “Unavailability” means any time during which a problem with the Oracle PaaS and IaaS Public Cloud Service prevents: (i) external connectivity for all Your instances of such Cloud Service, and (ii) access to Your attached block storage volumes for such Cloud Service.

2.6 Category 6

This section intentionally left blank.

2.7 Category 7

For the Category 7 Services listed below, the following section, titled Service Level Agreements, applies in lieu of subsection 3.2 (Service Availability) of section 3 (Oracle Cloud Service Level Agreement) of the *Oracle Cloud Hosting and Delivery Policies*.

1. Oracle Cloud Infrastructure - API Gateway
2. Oracle Cloud Infrastructure - API Platform
3. Oracle Cloud Infrastructure - Autonomous Database
4. Oracle Cloud Infrastructure - Big Data Service
5. Oracle Cloud Infrastructure - Big Data - Compute Edition
6. Oracle Cloud Infrastructure - Block Volume
7. Oracle Cloud Infrastructure - Blockchain Platform Cloud
8. Oracle Cloud Infrastructure - Compute
9. Oracle Cloud Infrastructure - Database Backup Cloud
10. Oracle Cloud Infrastructure - Database Cloud
11. Oracle Cloud Infrastructure - Database Exadata
12. Oracle Cloud Infrastructure - Database - Dense I/O
13. Oracle Cloud Infrastructure - Data Integration
14. Oracle Cloud Infrastructure - Data Integrator Cloud
15. Oracle Cloud Infrastructure - Data Safe
16. Oracle Cloud Infrastructure - Digital Assistant
17. Oracle Cloud Infrastructure - DNS
18. Oracle Cloud Infrastructure - Email Delivery
19. Oracle Cloud Infrastructure - FastConnect
20. Oracle Cloud Infrastructure - File Storage
21. Oracle Cloud Infrastructure - Functions
22. Oracle Cloud Infrastructure - Health Checks
23. Oracle Cloud Infrastructure - Integration Cloud
24. Oracle Cloud Infrastructure - Java Cloud
25. Oracle Cloud Infrastructure - Load Balancer
26. Oracle Cloud Infrastructure - Mobile Hub
27. Oracle Cloud Infrastructure - Monitoring
28. Oracle Cloud Infrastructure - MySQL Database
29. Oracle Cloud Infrastructure - NoSQL Database Cloud
30. Oracle Cloud Infrastructure - Notifications
31. Oracle Cloud Infrastructure - Object Storage
32. Oracle Cloud Infrastructure - Oracle Content and Experience Cloud
33. Oracle Cloud Infrastructure - Outbound Data Transfer
34. Oracle Cloud Infrastructure - SOA Suite Cloud
35. Oracle Cloud Infrastructure - Streaming
36. Oracle Cloud Infrastructure - Vault
37. Oracle Cloud Infrastructure - Visual Builder Cloud
38. Oracle Cloud Infrastructure - Web Application Firewall
39. Oracle Cloud Infrastructure - WebLogic

2.7.1 Service Level Agreements

2.7.1.1 Definitions

The following terms apply to all of the subsections within this section (Service Level Agreements).

- “Availability Domain” refers to one or more data centers located within a Region. Availability domains are separate from each other and fault tolerant.
- “Block Size” refers to the maximum length of a sequence of bytes or bits (specifically for data transmission and storage).
- “Fault Domain” is a collection of servers that share common resources, such as power and network connectivity.
- “FIO” is a benchmarking and workload simulation tool. FIO synthetically simulates performance numbers for various types of workloads, block size and read write mix. More details on FIO can be found at <https://docs.us-phoenix-1.oraclecloud.com/Content/Block/Concepts/blockvolumeperformance.htm>.
- “IOPS” (which is also referred to as input/output operations per second) is a metric used to characterize performance of storage devices such as hard disks (HDD), solid state drives (SSD) and storage area networks (SAN).
- “OCIDs” are unique identifiers for resources in an Oracle Cloud Infrastructure Category 7 Service that contain metadata about the resources.
- “One AD Region” refers to a Region in which Oracle has one Availability Domain.
- “Oracle Cloud Infrastructure Category 7 Service” (or “Oracle Cloud Infrastructure Category 7 Services” in plural) refers to an Oracle PaaS or IaaS Public Cloud Service that is listed in this section titled Category 7.
- “Non-Compliant Service” refers to an Oracle Cloud Infrastructure Category 7 Service for which the applicable Service Commitment under this section (Service Level Agreements) is not met.
- “Region” refers to a localized geographic area in which one or more Oracle data centers are located.
- “Service Commitment” is defined below as part of the Service Level Agreement for each type of Oracle Cloud Infrastructure Category 7 Service under this section (Service Level Agreements).
- “Service Level Agreement” is defined below for each type of Oracle Cloud Infrastructure Category 7 Service under this section (Service Level Agreements).
- “VCN” is a customizable private network within the Oracle Cloud Infrastructure cloud.

2.7.1.2 Service Credits

This subsection (Service Credits) sets forth the terms regarding the grant to You of service credits (“Service Credits”) under a Service Level Agreement set forth in this section (Service Level Agreements) arising from Oracle’s failure to meet a Service Commitment with respect to an applicable Oracle Cloud Infrastructure Category 7 Service. The grant of these Service Credits are **YOUR EXCLUSIVE REMEDY AND ORACLE’S ENTIRE LIABILITY** when Oracle has not met a Service Commitment under this section (Service Level Agreements). Service Credits will only be provided for the specific Oracle Cloud Infrastructure Category 7 Service for which the applicable Service Commitment has not been met.

Subject to the last sentence of this paragraph, Oracle will calculate Service Credits as a percentage of the net fees paid by You for the quantity of the relevant Non-Compliant Service that is actually used during a Measured Period (as defined below), with the (i) percentage amount (the “Service Credit Percentage”) as set forth in the Service Commitment specified for such Cloud Service in this section (Service Level Agreements), and (ii) the fees and usage based on the rates and metric set forth for such Cloud Service in Your order (pro-rated as necessary). A “Measured Period” is a calendar month during which You have deployed the applicable Oracle Cloud Infrastructure Category 7 Service pursuant to the application of Oracle Monthly or Annual Universal Credits for PaaS and IaaS or pursuant to an Oracle Pay as You Go (PAYG) model (as such terms are described in the Oracle PaaS and IaaS Universal Credits Service Descriptions document or in Your order, as applicable). In no event may the cumulative Service Credits granted under this section (Service Level Agreements) for a Non-Compliant Service exceed the net fees paid for the quantity of such Non-Compliant Service that is actually used in the applicable Measured Period.

With respect to Oracle Cloud Infrastructure Category 7 Services purchased under a Pay as You Go model, any Service Credits will be added to Your Pay as You Go balance in the calendar month following Oracle’s approval of Your claim. You must use those Service Credits within the calendar month in which the Service Credits are granted. Any unused Service Credits will

expire at the end of the calendar month in which the Service Credits are granted and You may not carry those Service Credits over to another month.

With respect to Oracle Cloud Infrastructure Category 7 Services purchased pursuant to Oracle Monthly Universal Credits for PaaS and IaaS, any Service Credits will be added to Your Universal Credit balance in the monthly credit period (as defined in Your order for such Cloud Services) following Oracle's approval of Your claim. You must use those Service Credits within the monthly credit period in which the Service Credits are granted. Any unused Service Credits will expire at the end of the monthly credit period in which the Service Credits are granted and You may not carry those Service Credits over to another monthly credit period.

With respect to Oracle Cloud Infrastructure Category 7 Services purchased pursuant to Oracle Annual Universal Credits for PaaS and IaaS, any Service Credits will be added to Your Universal Credits balance in the calendar month following Oracle's approval of Your claim. You must use those Service Credits within the annual credit period (as defined in Your order for such Cloud Services) in which the Service Credits are granted. Any unused Service Credits will expire at the end of the annual credit period in which the Service Credits are granted and You may not carry those Service Credits over to another annual credit period.

Notwithstanding the above, Service Credits related to an order for Oracle Monthly or Annual Universal Credits for PaaS and IaaS are deemed forfeited where the grant of the Service Credits would fall in a monthly period following the expiration of the Services Period applicable to such order, unless You execute with Oracle a replenishment order for Oracle Monthly or Annual Universal Credits whose Services Period covers the relevant monthly period. For the avoidance of doubt, Service Credits will only be granted under this section (Service Level Agreements) for Oracle Cloud Infrastructure Category 7 Services that You have actually deployed during the applicable Measured Period pursuant to the application of Oracle Monthly or Annual Universal Credits for PaaS and IaaS or pursuant to an Oracle Pay as You Go model.

2.7.1.3 Claims

In order to be considered to receive Service Credits, You must file a claim with Oracle in accordance with the terms listed in this subsection. You must submit the claim either through the "My Oracle Support" portal or by contacting Your customer success manager and You must include all of the information required for Oracle to validate the claim, including but not limited to:

- (i) a detailed description of the circumstances for Your claim that the applicable Oracle Cloud Infrastructure Category 7 Service did not meet its Service Commitment;
- (ii) information regarding the time and duration of the downtime that caused the applicable Oracle Cloud Infrastructure Category 7 Service not to meet its Service Commitment;
- (iii) the names of the applicable Oracle Cloud Infrastructure Category 7 Service that did not meet its Service Commitment;
- (iv) the Region in which the applicable Oracle Cloud Infrastructure Category 7 Service did not meet its Service Commitment;
- (v) the names of the relevant OCIDs, including tenancy OCID, compartment(s) OCID, and affected resource OCID(s);
- (vi) a description of Your attempts to resolve the issue that caused the applicable Oracle Cloud Infrastructure Category 7 Service not to meet its Service Commitment at the time of the occurrence of such issue; and
- (vii) relevant documentation/logs (such as audit console and OS events/logs) that can confirm that the applicable Oracle Cloud Infrastructure Category 7 Service did not meet its Service Commitment.

In order for Oracle to consider a claim, Oracle must receive the claim within sixty (60) calendar days from when the issue occurred that caused the applicable Oracle Cloud Infrastructure Category 7 Service not to meet its Service Commitment. Oracle will use commercially reasonable efforts to process claims within sixty (60) days of Oracle's receipt of a claim. You must continue to be in compliance with the Oracle Cloud Services agreement referenced in Your order for You to be eligible to receive Service Credits.

2.7.1.4 Resolution of Conflicting Service Level Agreement Offering

Oracle offers several different Service Level Agreements as defined in this section (Service Level Agreements). Notwithstanding anything to the contrary, if as a result of an incident, You are entitled to receive Service Credits for a particular Oracle Cloud Infrastructure Category 7 Service under multiple Service Level Agreements described in this section (Service Level Agreements), then You may receive Service Credits only under the Service Level Agreement for such Cloud Service

which provides for the highest amount of Service Credits to You, but You may not recover Service Credits for such Cloud Service under multiple Service Level Agreements for the same incident.

In addition, notwithstanding anything to the contrary, if Your order with Oracle provides a right to receive a higher amount of Service Credits in the event of an incident with an Oracle Cloud Infrastructure Category 7 Service, then You may receive Service Credits only under the provision which provides for the highest amount of Services Credits to You for such Cloud Service, but You may not recover Service Credits under multiple provisions for the same event (i.e., You may not recover Service Credits for such Oracle Cloud Infrastructure Category 7 Service under both such order and this section (Service Level Agreements) for the same incident).

In no event may You receive more Service Credits than equate to the fees paid by You for the quantity of the applicable Non-Compliant Service.

2.7.1.5 Common Exclusions

A Service Level Agreement (and Service Commitment therein) for an Oracle Cloud Infrastructure Category 7 Service does not apply to any unavailability, suspension or termination of the applicable Non-Compliant Service, or any other performance issue that results from the following (each a “Common Exclusion” and, collectively the “Common Exclusions”):

- (i) Your equipment, software or other technology and/or third-party equipment, software or other technology (other than third party equipment within Oracle’s direct control);
- (ii) For Oracle Cloud Infrastructure Category 7 Services that are inter-related (i.e., such Cloud Services operationally interface with, or are functionally dependent on, one another), if Oracle determines the failure of one Cloud Service (the “Primary Service”) to meet its Service Commitment is the root cause of any unavailability of the other Cloud Service (the “Inter-Related Unavailability”), then You may receive Service Credits as a result of the Inter-Related Unavailability only for the Primary Service, but not such other Cloud Service (i.e., the Inter-Related Unavailability will be excluded from the calculation of whether or not such other Cloud Service meets its Service Commitment);
- (iii) Any actions or inactions of You, Your Users or any third party (other than any Oracle agents and contractors who Oracle has engaged to perform the applicable Oracle Cloud Infrastructure Category 7 Service) (e.g., restarting, stopping, or patching a database, filling up storage, mis-configuring database parameters, installation of third party agents/software, mis-configuring security groups, VCN configurations or credential settings, disabling encryption keys or making the encryption keys inaccessible, not allocating adequate resources for Your workload or exceeding limits specified in Your order for the Oracle Cloud Infrastructure Category 7 Service, third party malicious acts against You or Your Users, etc.); and
- (iv) Anything that is excluded from Unplanned Downtime as described in Section 3.3 (Unplanned Downtime) of the *Oracle Cloud Hosting and Delivery Policies* (provided that, for the purposes of Your order of an Oracle Cloud Infrastructure Category 7 Service, the Common Exclusions will not include any unavailability of such Cloud Service to the extent it results from a maintenance period that was not selected or otherwise agreed to by You).

In addition, if the failure to meet the Service Commitment applicable to an Oracle Cloud Infrastructure Category 7 is impacted by factors other than those used in Oracle’s calculation, then Oracle may issue Service Credits for the applicable Cloud Service considering such factors at Oracle’s discretion.

The Service Level Agreements for Oracle Cloud Infrastructure Category 7 Services under this section (Service Level Agreements) are contingent on Your adherence to Oracle’s recommended minimum technical configuration requirements for accessing and using the applicable Cloud Services from Your network infrastructure and Your user work stations as set forth in the Program Documentation for the such Cloud Services.

2.7.1.6 Data Plane Service Level Agreements

2.7.1.6.1 Oracle Cloud Infrastructure - API Gateway

The service level agreement described below for the Oracle Cloud Infrastructure - API Gateway Services (the “Service Level Agreement”) applies to the following SKU:

SKU	CLOUD SERVICE
B92072	Oracle Cloud Infrastructure - API Gateway - 1,000,000 API Calls - 1,000,000 API Calls per Month

Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure - API Gateway Service listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.95% during any calendar month (the "Service Commitment"). In the event the Oracle Cloud Infrastructure - API Gateway Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.95% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

For the purposes of the Oracle Cloud Infrastructure - API Gateway Service listed above, the following shall apply:

- "API Call" is a single invocation of a path in the Oracle Cloud Infrastructure - API Gateway Service that is mapped to an API deployment.
- "API Error Rate" applies separately to each tenancy of the Oracle Cloud Infrastructure - API Gateway Service and means, on a per-Region basis, the percentage value corresponding to: (i) the total number of failed API Calls made to the applicable Oracle Cloud Infrastructure - API Gateway Service with a status of "Internal Service Error" or "Service Unavailable" in a five-minute period during a calendar month divided by, (ii) the total number of API Calls made to such Oracle Cloud Infrastructure - API Gateway Service in such five-minute period. This excludes circumstances resulting directly or indirectly from any Common Exclusion.
- "Monthly Uptime Percentage" is calculated by subtracting from 100%, the average of the API Error Rate for each five-minute period during the applicable calendar month.

2.7.1.6.2 Oracle Cloud Infrastructure - Autonomous Database

The service level agreement described below for the Oracle Cloud Infrastructure - Autonomous Database Services on Shared Infrastructure (the "Service Level Agreement") applies to the following SKUs:

SKU	CLOUD SERVICE
B89039	Oracle Autonomous Data Warehouse - BYOL - OCPU Per Hour
B89040	Oracle Autonomous Data Warehouse - OCPU Per Hour
B89041	Oracle Autonomous Data Warehouse - Exadata Storage - Terabyte Storage Capacity Per Month
B90453	Oracle Autonomous Transaction Processing - OCPU Per Hour
B90454	Oracle Autonomous Transaction Processing - BYOL - OCPU Per Hour
B92212	Oracle Autonomous JSON Database - OCPU Per Hour
B90455	Oracle Autonomous Transaction Processing - Exadata Storage - Terabyte Storage Capacity Per Month

The Service Level Agreement described in this section applies only to the deployment of an Oracle Cloud Infrastructure - Autonomous Database Service listed above on shared infrastructure (the "Oracle Cloud Infrastructure - Autonomous Database Service on Shared Infrastructure"). Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure - Autonomous Database Services on Shared Infrastructure with a Monthly Uptime Percentage (as defined below) of at least 99.95% during any calendar month (the "Service Commitment"). In the event an Oracle Cloud Infrastructure - Autonomous Database Service on Shared Infrastructure listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.95% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

For the purposes of the Oracle Cloud Infrastructure - Autonomous Database Services on Shared Infrastructure listed above, the following shall apply:

- "Database Connection" is a direct connection established from any tool or application to the Oracle Cloud Infrastructure - Autonomous Database using Oracle network services.
- "Monthly Uptime Percentage" is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the applicable Oracle Cloud Infrastructure - Autonomous Database Service on Shared Infrastructure was Unavailable (as defined below).
- "Unavailable" means a minute period when (i) no Database Connection is or can be established and (ii) all continuous attempts (at least five) to establish a Database Connection fail. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

2.7.1.6.3 Oracle Cloud Infrastructure - Big Data Service

The service level agreement described below for the Oracle Cloud Infrastructure - Big Data Services (the "Service Level Agreement") applies to the following SKUs:

SKU	CLOUD SERVICE
B91121	Oracle Cloud SQL - Compute Capacity
B91128	Oracle Big Data Service - Compute - Standard - OCPU Per Hour
B91129	Oracle Big Data Service - Compute - Dense I/O - OCPU Per Hour
B91130	Oracle Big Data Service - Compute - HPC - OCPU Per Hour

Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure - Big Data Services listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.9% during any calendar month (the "Service Commitment"). In the event an Oracle Cloud Infrastructure - Big Data Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

For the purposes of the Oracle Cloud Infrastructure - Big Data Services listed above, the following shall apply:

- "Monthly Uptime Percentage" is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the applicable Oracle Cloud Infrastructure - Big Data Services was Unavailable (as defined below).
- "Unavailable" means any time when a problem with the applicable Oracle Cloud Infrastructure - Big Data Service prevents external connectivity to any of Your instances of such Cloud Service. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

2.7.1.6.4 Oracle Cloud Infrastructure - Big Data - Compute Edition

The service level agreement described below for the Oracle Cloud Infrastructure - Big Data - Compute Edition Services (the "Service Level Agreement") applies to the following SKUs:

SKU	CLOUD SERVICE
B88306	Oracle Big Data Cloud Service - Compute Edition - High Performance Storage Capacity - Gigabyte Storage Capacity Per Month

SKU	CLOUD SERVICE
B88307	Oracle Big Data Cloud Enterprise - Compute Capacity - OCPU Per Hour
B88308	Oracle Big Data Cloud Service - Compute Edition - Storage Capacity - Gigabyte Storage Capacity Per Month

Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure - Big Data - Compute Edition Services listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.9% during any calendar month (the "Service Commitment"). In the event an Oracle Cloud Infrastructure - Big Data - Compute Edition Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

For the purposes of the Oracle Cloud Infrastructure - Big Data - Compute Edition Services listed above, the following shall apply:

- "Monthly Uptime Percentage" is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the applicable Oracle Cloud Infrastructure - Big Data - Compute Edition Services was Unavailable (as defined below).
- "Unavailable" means any time when a problem with the applicable Oracle Cloud Infrastructure - Big Data - Compute Edition Service prevents external connectivity to any of Your instances of such Cloud Service. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

2.7.1.6.5 Oracle Cloud Infrastructure - Blockchain Platform Cloud

The service level agreement described below for the Oracle Cloud Infrastructure - Blockchain Platform Cloud Services (the "Service Level Agreement") applies to the following SKUs:

SKU	CLOUD SERVICE
B92302	Oracle Cloud Infrastructure - Blockchain Platform Cloud Service - Standard - OCPU per hour
B92303	Oracle Cloud Infrastructure - Blockchain Platform Cloud Service - Enterprise - OCPU per hour
B92304	Oracle Cloud Infrastructure - Blockchain Platform Cloud Service - Storage - TB Storage Capacity per month
B92305	Oracle Cloud Infrastructure - Blockchain Platform Cloud Service - Enterprise - BYOL - OCPU per hour

Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure - Blockchain Platform Cloud Services listed above available with the following Monthly Uptime Percentage (as defined below) during any calendar month (the "Services Commitment"): (i) for the Enterprise SKUs above, at least 99.95%, and (ii) for the Standard and Storage SKUs above, at least 99.5%. In the event an Oracle Cloud Infrastructure - Blockchain Platform Cloud Service listed above does not meet its Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage for Enterprise SKUs	Service Credit Percentage
Less than 99.95% but equal to or greater than 99.5%	10%
Less than 99.5% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

Monthly Uptime Percentage for Standard and Storage SKUs	Service Credit Percentage
Less than 99.5% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

For the purposes of the Oracle Cloud Infrastructure - Blockchain Platform Cloud Services listed above, the following shall apply:

- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the applicable Oracle Cloud Infrastructure - Blockchain Platform Cloud Service was Unavailable (as defined below).
- “Unavailable” excludes circumstances resulting directly or indirectly from any Common Exclusion, and means:
 - (i) any one-minute periods when You are unable to connect to the Blockchain Platform console or REST proxy of the applicable Oracle Cloud Infrastructure - Blockchain Platform Cloud Service either via Web browser or via REST APIs after multiple (at least five) attempts; or
 - (ii) if Your application is connecting to a peer component and/or an Ordering Service Node (OSN) component of an Oracle Cloud Infrastructure - Blockchain Platform Cloud Service with a Standard SKU, any one-minute periods when You are unable to connect to such peer or OSN after multiple (at least five) attempts; or
 - (iii) if Your application is both (a) connecting to a peer component and/or OSN component of an Oracle Cloud Infrastructure - Blockchain Platform Cloud Service with an Enterprise SKU, and (b) configured to connect to at least two such peers or OSNs running one each in different Availability Domains (or, for Regions with one Availability Domain, in different Fault Domains), then any one-minute periods when You are unable to connect to any of such peers or OSNs after multiple (at least five) attempts.

2.7.1.6.6 Oracle Cloud Infrastructure - Block Volume

The service level agreement described below for the Oracle Cloud Infrastructure - Block Volume Services (the “Service Level Agreement”) applies to the following SKUs:

SKU	CLOUD SERVICE
B88322	Oracle Cloud Infrastructure - Block Volume - Gigabyte Storage Capacity per Month
B91961	Oracle Cloud Infrastructure - Block Volume Storage - Gigabyte Storage Capacity Per Month
B91962	Oracle Cloud Infrastructure - Block Volume Performance - Performance Units Per Gigabyte Per Month

Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure - Block Volume Services listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.99% during any calendar month (the “Service Commitment”). In the event an Oracle Cloud Infrastructure - Block Volume Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.99% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

For the purposes of the Oracle Cloud Infrastructure - Block Volume Services listed above, the following shall apply:

- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the applicable Oracle Cloud Infrastructure - Block Volume Service was Unavailable (as defined below).
- “Unavailable” means any time when all of the attached volumes of the applicable Oracle Cloud Infrastructure - Block Volume Service perform zero read write IO with pending IO in the queue. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

2.7.1.6.7 Oracle Cloud Infrastructure - Compute

The service level agreement described below for the Oracle Cloud Infrastructure - Compute Services (the “Service Level Agreement”) applies to the following SKUs:

SKU	CLOUD SERVICE
B88313	Oracle Cloud Infrastructure - Compute - Bare Metal Dense I/O - X5 - OCPU Per Hour
B88314	Oracle Cloud Infrastructure - Compute - Bare Metal High I/O - X5 - OCPU Per Hour
B88315	Oracle Cloud Infrastructure - Compute - Bare Metal Standard - X5 - OCPU Per Hour
B88316	Oracle Cloud Infrastructure - Compute - Virtual Machine Dense I/O - X5 - OCPU Per Hour
B88317	Oracle Cloud Infrastructure - Compute - Virtual Machine Standard - X5 - OCPU Per Hour
B88318	Oracle Cloud Infrastructure - Compute - Windows OS - OCPU Per Hour
B88513	Oracle Cloud Infrastructure - Compute - Bare Metal Standard - X7 - OCPU Per Hour
B88514	Oracle Cloud Infrastructure - Compute - Virtual Machine Standard - X7 - OCPU Per Hour
B88515	Oracle Cloud Infrastructure - Compute - Bare Metal Dense I/O - X7 - OCPU Per Hour
B88516	Oracle Cloud Infrastructure - Compute - Virtual Machine Dense I/O - X7 - OCPU Per Hour
B88517	Oracle Cloud Infrastructure - Compute - Bare Metal GPU Standard - X7 - GPU Per Hour
B88518	Oracle Cloud Infrastructure - Compute - Virtual Machine GPU Standard - X7 - GPU Per Hour
B89734	Oracle Cloud Infrastructure - Compute - GPU Standard - V2 - GPU Per Hour
B90398	Oracle Cloud Infrastructure - Compute - HPC - X7 - OCPU Per Hour
B90425	Oracle Cloud Infrastructure - Compute - Standard - E2 - OCPU Per Hour
B91119	Oracle Cloud Infrastructure - Compute - Bare Metal Standard - B1 - OCPU Per Hour
B91120	Oracle Cloud Infrastructure - Compute - Virtual Machine Standard - B1 - OCPU Per Hour
B91372	Oracle Cloud Infrastructure - Compute - Microsoft SQL Enterprise - OCPU Per Hour
B91373	Oracle Cloud Infrastructure - Compute - Microsoft SQL Standard - OCPU Per Hour
B92306	Oracle Cloud Infrastructure - Compute - Standard E3 OCPU
B92307	Oracle Cloud Infrastructure - Compute - Standard E3 Memory

Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure - Compute Services listed above available with a Monthly Uptime Percentage (as defined below) during any calendar month (the “Service Commitment”) of at least: (i) 99.99% for Regions with one or more Availability Domains, and (ii) 99.9% for a single instance of the Cloud Service. In the event an Oracle Cloud Infrastructure - Compute Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage for Regions with more than one Availability Domains Service Credit Percentage

Less than 99.99% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

Monthly Uptime Percentage for Regions with one Availability Domain Service Credit Percentage

Less than 99.95% but equal to or greater than 99.0%	10%
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Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

Monthly Uptime Percentage for Single Instance

Less than 99.9%

Service Credit Percentage

100%

For the purposes of the Oracle Cloud Infrastructure - Compute Services listed above, the following shall apply:

- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the applicable Oracle Cloud Infrastructure - Compute Service was Unavailable.
- “Unavailable” excludes circumstances resulting directly or indirectly from any Common Exclusion, and means any time when a problem with the applicable Oracle Cloud Infrastructure - Compute Service prevents external connectivity with:
 - (i) for Regions with more than one Availability Domains, all instances of such Cloud Service that are deployed in more than one Availability Domain; or
 - (ii) for Regions with only one Availability Domain, all instances of such Cloud Service that are deployed in more than one Fault Domain; or
 - (iii) for a single instance of such Cloud Service, each such instance.

2.7.1.6.8 Oracle Cloud Infrastructure - Database Backup Cloud

The service level agreement described below for the Oracle Cloud Infrastructure - Database Backup Cloud Service (the “Service Level Agreement”) applies to the following SKUs:

SKU	CLOUD SERVICE
B90230	Oracle Database Backup Cloud - Object Storage - Gigabyte Storage Capacity Per Month
B90231	Oracle Database Backup Cloud - Archive Storage - Gigabyte Storage Capacity Per Month

Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure - Database Backup Cloud Services listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.9% during any calendar month (the “Service Commitment”). In the event an Oracle Cloud Infrastructure - Database Backup Cloud Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

For the purposes of the Oracle Cloud Infrastructure - Database Backup Cloud Services listed above, the following shall apply:

- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the applicable Oracle Cloud Infrastructure - Database Backup Cloud Service was Unavailable (as defined below).
- “Unavailable” means, on a per-Region basis, any time when a problem prevents external connectivity to the Oracle Cloud Infrastructure - Database Backup Cloud Service. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

2.7.1.6.9 Oracle Cloud Infrastructure - Database Cloud

The service level agreement described below for the Oracle Cloud Infrastructure - Database Cloud Services (the “Service Level Agreement”) applies to the following SKUs:

SKU	CLOUD SERVICE
B88290	Oracle Database Cloud Service - Enterprise Edition - General Purpose - OCPU Per Hour
B88291	Oracle Database Cloud Service - Enterprise Edition Extreme Performance - General Purpose - OCPU Per Hour
B88292	Oracle Database Cloud Service - Enterprise Edition High Performance - General Purpose - OCPU Per Hour
B88293	Oracle Database Cloud Service - Standard Edition - General Purpose - OCPU Per Hour
B88328	Oracle Cloud Infrastructure - Database Enterprise Edition - Additional Capacity - OCPU Per Hour
B88329	Oracle Cloud Infrastructure - Database Enterprise Edition High Performance - Additional Capacity - OCPU Per Hour
B88330	Oracle Cloud Infrastructure - Database Enterprise Edition Extreme Performance - Additional Capacity - OCPU Per Hour
B88331	Oracle Cloud Infrastructure - Database Standard Edition - Additional Capacity - OCPU Per Hour
B88404	Oracle Database Cloud Service - All Editions - BYOL - OCPU Per Hour
B88846	Oracle Cloud Infrastructure - Database All Editions - Additional Capacity - BYOL - OCPU Per Hour
B90569	Oracle Cloud Infrastructure - Database Cloud Service - Standard Edition - OCPU Per Hour
B90570	Oracle Cloud Infrastructure - Database Cloud Service - Enterprise Edition - OCPU Per Hour
B90571	Oracle Cloud Infrastructure - Database Cloud Service - Enterprise Edition High Performance - OCPU Per Hour
B90572	Oracle Cloud Infrastructure - Database Cloud Service - Enterprise Edition Extreme Performance - OCPU Per Hour
B90573	Oracle Cloud Infrastructure - Database Cloud Service - All Editions - BYOL - OCPU Per Hour

Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure - Database Cloud Services listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.9% during any calendar month (the "Service Commitment"). In the event an Oracle Cloud Infrastructure - Database Cloud Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

For the purposes of the Oracle Cloud Infrastructure - Database Cloud Services with the SKUs listed above, the following shall apply:

- "Monthly Uptime Percentage" is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the applicable Oracle Cloud Infrastructure - Database Cloud Service was Unavailable (as defined below).
- "Unavailable" means, on a per-Availability Domain basis, any time when: (i) no virtual machine (or, where applicable, none of the virtual machines in a Real Application Cluster (RAC) configuration) of the applicable Oracle Cloud Infrastructure - Database Cloud Service is able to receive a network connection from an application or a user, and (ii) no I/O operation can be issued to the block storage of the applicable Oracle Cloud Infrastructure - Database Cloud Service. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

2.7.1.6.10 Oracle Cloud Infrastructure - Database Exadata

The service level agreement described below for the Oracle Cloud Infrastructure - Database Exadata Services (the "Service Level Agreement") applies to the following SKUs:

SKU	CLOUD SERVICE
B87866	Oracle Cloud Infrastructure - Database Exadata Quarter Rack - X6 - Metered - Hosted Environment Per Month
B87867	Oracle Cloud Infrastructure - Database Exadata Half Rack - X6 - Metered
B87868	Oracle Cloud Infrastructure - Database Exadata Full Rack - X6 - Metered
B87869	Oracle Cloud Infrastructure - Database Exadata Additional OCPU's - X6 - Metered
B87870	Oracle Cloud Infrastructure - Database Exadata Additional OCPU's - X6 - Metered
B87871	Oracle Cloud Infrastructure - Database Exadata Quarter Rack - X6 - Non-metered
B87872	Oracle Cloud Infrastructure - Database Exadata Half Rack - X6 - Non-metered
B87873	Oracle Cloud Infrastructure - Database Exadata Full Rack - X6 - Non-metered
B87874	Oracle Cloud Infrastructure - Database Exadata Additional OCPU's - X6 - Non-metered
B88592	Oracle Cloud Infrastructure - Database Exadata OCPU - OCPU Per Hour
B88593	Oracle Cloud Infrastructure - Database Exadata Quarter Rack - X6 - Hosted Environment Per Hour
B88594	Oracle Cloud Infrastructure - Database Exadata Half Rack - X6 - Hosted Environment Per Hour
B88595	Oracle Cloud Infrastructure - Database Exadata Full Rack - X6 - Hosted Environment Per Hour
B88847	Oracle Cloud Infrastructure - Database Exadata OCPU - BYOL - OCPU Per Hour
B88854	Oracle Cloud Infrastructure - Database Exadata Full Rack - X6 - BYOL - Hosted Environment Per Hour
B88855	Oracle Cloud Infrastructure - Database Exadata Half Rack - X6 - BYOL - Hosted Environment Per Hour
B88856	Oracle Cloud Infrastructure - Database Exadata Quarter Rack - X6 - BYOL - Hosted Environment Per Hour
B89999	Oracle Cloud Infrastructure - Database Exadata Infrastructure - Quarter Rack - X7 - Hosted Environment Per Hour
B90000	Oracle Cloud Infrastructure - Database Exadata Infrastructure - Half Rack - X7 - Hosted Environment Per Hour
B90001	Oracle Cloud Infrastructure - Database Exadata Infrastructure - Full Rack - X7 - Hosted Environment Per Hour
B90777	Oracle Cloud Infrastructure - Database Exadata Infrastructure - Base System - Hosted Environment Per Hour
B91535	Oracle Cloud Infrastructure - Database Exadata Infrastructure - Quarter Rack - X8 - Hosted Environment Per Hour
B91536	Oracle Cloud Infrastructure - Database Exadata Infrastructure - Half Rack - X8 - Hosted Environment Per Hour
B91537	Oracle Cloud Infrastructure - Database Exadata Infrastructure - Full Rack - X8 - Hosted Environment Per Hour

Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure - Database Exadata Services listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.95% during any calendar month (the "Service Commitment"). In the event an Oracle Cloud Infrastructure - Database Exadata Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.95% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

For the purposes of the Oracle Cloud Infrastructure - Database Exadata Services with the SKUs listed above, the following shall apply:

- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the applicable Oracle Cloud Infrastructure - Database Exadata Service was Unavailable (as defined below).
- “Unavailable” means any time when (i) none of the database compute servers of the applicable Oracle Cloud Infrastructure - Database Exadata Service are able to receive a network connection from internal operations health monitoring systems, or (ii) no I/O operations can be issued to the Exadata Storage subsystem of the applicable Oracle Cloud Infrastructure - Database Exadata Service. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

2.7.1.6.11 Oracle Cloud Infrastructure - Database - Dense I/O

The service level agreement described below for the Oracle Cloud Infrastructure - Database - Dense I/O Services (the “Service Level Agreement”) applies to the following SKUs:

SKU	CLOUD SERVICE
B88332	Oracle Cloud Infrastructure - Database Enterprise Edition - Dense I/O - Hosted Environment Per Hour
B88333	Oracle Cloud Infrastructure - Database Enterprise Edition Extreme Performance - Dense I/O - Hosted Environment Per Hour
B88334	Oracle Cloud Infrastructure - Database Enterprise Edition High Performance - Dense I/O - Hosted Environment Per Hour
B88335	Oracle Cloud Infrastructure - Database Standard Edition - Dense I/O - Hosted Environment Per Hour
B89621	Oracle Cloud Infrastructure - Database Standard Edition - Dense I/O - X7 - Hosted Environment Per Hour
B89622	Oracle Cloud Infrastructure - Database Enterprise Edition - Dense I/O - X7 - Hosted Environment Per Hour
B89623	Oracle Cloud Infrastructure - Database Enterprise Edition High Performance - Dense I/O - X7 - Hosted Environment Per Hour
B89624	Oracle Cloud Infrastructure - Database Enterprise Edition Extreme Performance - Dense I/O - X7 - Hosted Environment Per Hour
B89625	Oracle Cloud Infrastructure - Database All Editions - Dense I/O - X7 - BYOL - Hosted Environment Per Hour

Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure - Database - Dense I/O Services listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.9% during any calendar month (the “Service Commitment”). In the event an Oracle Cloud Infrastructure - Database - Dense I/O Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

For the purposes of the Oracle Cloud Infrastructure - Database - Dense I/O Services listed above, the following shall apply:

- “Monthly Uptime Percentage” is calculated by subtracting from 100% the percentage of minutes during the calendar month in which the applicable Oracle Cloud Infrastructure - Database - Dense I/O Service was Unavailable (as defined below).

- "Unavailable" means, on a per Availability Domain basis, any time when: (i) the bare metal server of the applicable Oracle Cloud Infrastructure - Database - Dense I/O Service is not able to receive a network connection from an application or a user, and (ii) no I/O operation can be issued to the flash storage of the applicable Oracle Cloud Infrastructure - Database - Dense I/O Service. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

2.7.1.6.12 Oracle Cloud Infrastructure - Data Integrator Cloud

The service level agreement described below for the Oracle Cloud Infrastructure - Data Integrator Cloud Services (the "Service Level Agreement") applies to the following SKUs:

SKU	CLOUD SERVICE
B88299	Oracle Data Integrator Cloud Service - OCPU Per Hour
B88406	Oracle Data Integrator Cloud Service - BYOL - OCPU Per Hour

Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure - Data Integrator Cloud Services listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.9% during any calendar month (the "Service Commitment"). In the event an Oracle Cloud Infrastructure - Data Integrator Cloud Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

For the purposes of the Oracle Cloud Infrastructure - Data Integrator Cloud Services listed above, the following shall apply:

- "Monthly Uptime Percentage" is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the applicable Oracle Cloud Infrastructure - Data Integrator Cloud Service was Unavailable (as defined below).
- "Unavailable" means any time when a problem with the applicable Oracle Cloud Infrastructure - Data Integrator Cloud Service prevents data integration tasks from execution. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

2.7.1.6.13 Oracle Cloud Infrastructure - Data Safe

The service level agreement described below for the Oracle Cloud Infrastructure - Data Safe Services (the "Service Level Agreement") applies to the following SKUs:

SKU	CLOUD SERVICE
B91631	Oracle Cloud Infrastructure - Data Safe for Database Cloud Service - Audit Record Collection Over 1 Million Records - 10,000 Audit Records Per Target Per Month
B91632	Oracle Cloud Infrastructure - Data Safe for Database Cloud Service - Each

Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure - Data Safe Services listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.9% during any calendar month (the "Service Commitment"). In the event an Oracle Cloud Infrastructure - Data Safe Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%

Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

For the purposes of the Oracle Cloud Infrastructure - Data Safe Services listed above, the following shall apply:

- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the applicable Oracle Cloud Infrastructure - Data Safe Service was Unavailable (as defined below).
- “Unavailable” means, on a per-Region basis, any time when a problem with the applicable Oracle Cloud Infrastructure - Data Safe Service prevents external connectivity to any of Your instances of such Cloud Service. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

2.7.1.6.14 Oracle Cloud Infrastructure - Digital Assistant

The service level agreement described below for the Oracle Cloud Infrastructure - Digital Assistant Service (the “Service Level Agreement”) applies to the following SKU:

SKU	CLOUD SERVICE
B90260	Oracle Digital Assistant Cloud Service - Request

Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure - Digital Assistant Services listed above available with the following Monthly Uptime Percentage (as defined below) during any calendar month as follows (the “Services Commitment”): (i) for the Production shape of the Cloud Services, at least 99.9%, and (ii) for the Development shape of the Cloud Services, at least 99.5%. In the event the Oracle Cloud Infrastructure - Digital Assistant Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows based on Your selection for such Cloud Service as production or development shape during its provisioning:

Monthly Uptime Percentage for Production Shape	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

Monthly Uptime Percentage for Development Shape	Service Credit Percentage
Less than 99.5% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

For the purposes of the Oracle Cloud Infrastructure - Digital Assistant Service listed above, the following shall apply:

- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the applicable Oracle Cloud Infrastructure - Digital Assistant Service was Unavailable (as defined below).
- “Unavailable” means any time when a problem with the applicable Oracle Cloud Infrastructure - Digital Assistant Service prevents external connectivity to any of Your instances of such Cloud Service or no HTTP operations of such Cloud Service resulted in a success code. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

2.7.1.6.15 Oracle Cloud Infrastructure - DNS

The service level agreement described below for the Oracle Cloud Infrastructure - DNS Services (the “Service Level Agreement”) applies to the following SKUs:

SKU	CLOUD SERVICE
B88525	Oracle Cloud Infrastructure - DNS - 1,000,000 Queries
B90327	Oracle Cloud Infrastructure - DNS Traffic Management - 1,000,000 DNS Traffic Management Queries

Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure - DNS Services listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.99% during any calendar month (the “Service Commitment”). In the event an Oracle Cloud Infrastructure - DNS Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.99% but equal to or greater than 99.5%	25%
Less than 99.5% but equal to or greater than 95.0%	50%
Less than 95.0%	100%

For the purposes of the Oracle Cloud Infrastructure - DNS Services listed above, the following shall apply:

- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the applicable Oracle Cloud Infrastructure - DNS Service was Unavailable (as defined below).
- “Oracle DNS Nameserver” is a group of Oracle controlled systems (servers, hardware, and associated software) that are responsible for responding to DNS queries in Oracle’s provision of Oracle Cloud Infrastructure - DNS Services.
- “Unavailable” means any time when Oracle DNS Nameserver of the applicable Oracle Cloud Infrastructure - DNS Service fails to respond to DNS queries. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

2.7.1.6.16 Oracle Cloud Infrastructure - Email Delivery

The service level agreement described below for the Oracle Cloud Infrastructure - Email Delivery Service (the “Service Level Agreement”) applies to the following SKU:

SKU	CLOUD SERVICE
B88523	Oracle Cloud Infrastructure - Email Delivery - 1,000 Emails Sent

Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure - Email Delivery Service listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.9% during any calendar month (the “Service Commitment”). In the event the Oracle Cloud Infrastructure - Email Delivery Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

For the purposes of the Oracle Cloud Infrastructure - Email Delivery Service listed above, the following shall apply:

- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the Oracle Cloud Infrastructure - Email Delivery Service was Unavailable (as defined below).
- “Oracle SMTP Endpoint” is the publicly available endpoint of the Oracle Cloud Infrastructure - Email Delivery Service where You send Your mail.

- “Unavailable” means, on a per-Region basis, any time when the Oracle SMTP Endpoint of the applicable Oracle Cloud Infrastructure - Email Delivery Services is not able to accept email from You for at least a continuous minute. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

2.7.1.6.17 Oracle Cloud Infrastructure - FastConnect

The service level agreement described below for the Oracle Cloud Infrastructure - FastConnect Services (the “Service Level Agreement”) applies to the following SKUs:

SKU	CLOUD SERVICE
B88325	Oracle Cloud Infrastructure - FastConnect 1 Gbps - Port Hour
B88326	Oracle Cloud Infrastructure - FastConnect 10 Gbps - Port Hour
B87894	Oracle Network Cloud Service - FastConnect - Port Speed 1Gbps - Non-Metered - Hosted Environment
B87895	Oracle Network Cloud Service - FastConnect - Port Speed 10Gbps - Non-Metered - Hosted Environment

Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure - FastConnect Services listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.9% during any calendar month (the “Service Commitment”). In the event an Oracle Cloud Infrastructure - FastConnect Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

For the purposes of the Oracle Cloud Infrastructure - FastConnect Services listed above, the following shall apply:

- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the Unavailable Percentage (as defined below) during the calendar month for the applicable Virtual Connection (as defined below).
- “Virtual Connection” means a logical representation of connectivity offered through the applicable Oracle Cloud Infrastructure - FastConnect Service between Your premises and Oracle through an exchange provider or a network service provider, where such connectivity does not traverse the public internet.
- “Unavailable Percentage” means the percentage value corresponding to: (i) the total number of minutes in a calendar month when all Your attempts to establish Internet Protocol (IP) connectivity in the point of ingress at Oracle’s dynamic routing gateway (DRG) associated with such Virtual Connection fail, divided by (ii) the total number of minutes in such calendar month. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

2.7.1.6.18 Oracle Cloud Infrastructure - File Storage

The service level agreement described below for the Oracle Cloud Infrastructure - File Storage Services (the “Service Level Agreement”) applies to the following SKUs:

SKU	CLOUD SERVICE
B89057	Oracle Cloud Infrastructure - File Storage - Gigabyte Storage Capacity per Month
B89336	Oracle Cloud Infrastructure - File Storage - Metered - Gigabyte Storage Capacity per Month
B89439	Oracle Cloud Infrastructure Service - File Storage

Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure - File Storage Services listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.9% during any calendar month (the “Service Commitment”). In the event an Oracle Cloud Infrastructure - File Storage Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

For the purposes of the Oracle Cloud Infrastructure - File Storage Services listed above, the following shall apply:

- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the applicable Oracle Cloud Infrastructure - File Storage Service was Unavailable (as defined below).
- “NFS request” means a request over Network File System protocol for remote access to the shared file systems across a computer network.
- “Unavailability” means, on a per-Availability Domain basis, any time when the file system in the applicable Oracle Cloud Infrastructure - File Storage Service cannot process any NFS request when there are NFS requests queued. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

2.7.1.6.19 Oracle Cloud Infrastructure - Functions

The service level agreement described below for the Oracle Cloud Infrastructure - Functions Services (the “Service Level Agreement”) applies to the following SKUs:

SKU	CLOUD SERVICE
B90617	Oracle Functions - Execution Time - 10,000 Gigabyte Memory-Seconds
B90618	Oracle Functions - Invocations - 1,000,000 Function Invocations

Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure - Functions Services listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.5% during any calendar month (the “Service Commitment”). In the event an Oracle Cloud Infrastructure - Functions Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.5% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

For the purposes of the Oracle Cloud Infrastructure - Functions Services listed above, the following shall apply:

- “Function invocation request” means a request received from a client to execute a single function.
- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the average Function Error Rate (as defined below) of all five-minute intervals during the applicable calendar month.
- “Function Error Rate” means on a per-Region basis, the percentage value corresponding to: (i) the total number of function invocation requests made to the applicable Oracle Cloud Infrastructure - Functions Service that failed with an error code of “500” or “503” in a five-minute period during a calendar month divided by, (ii) the total number of function invocation requests to such Oracle Cloud Infrastructure - Functions Service in such five-minute period. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

2.7.1.6.20 Oracle Cloud Infrastructure - Health Checks

The service level agreement described below for the Oracle Cloud Infrastructure - Health Checks Services (the “Service Level Agreement”) applies to the following SKUs:

SKU	CLOUD SERVICE
B90323	Oracle Cloud Infrastructure - Health Checks - Basic - Endpoints Per Month
B90325	Oracle Cloud Infrastructure - Health Checks - Premium - Endpoints Per Month

Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure - Health Checks Services listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.99% during any calendar month (the “Service Commitment”). In the event an Oracle Cloud Infrastructure - Health Checks Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.99% but equal to or greater than 99.5%	25%
Less than 99.5% but equal to or greater than 95.0%	50%
Less than 95.0%	100%

For the purposes of the Oracle Cloud Infrastructure - Health Checks Services listed above, the following shall apply:

- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the applicable Oracle Cloud Infrastructure - Health Checks Service was Unavailable (as defined below).
- “Unavailable” means the time when none of the requests from the applicable Oracle Cloud Infrastructure - Health Checks Service to the target service including hosted websites, API endpoints, or externally facing load balancers reports results. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

2.7.1.6.21 Oracle Cloud Infrastructure - Integration Cloud

The service level agreement described below for the Oracle Cloud Infrastructure - Integration Cloud Services (the “Service Level Agreement”) applies to the following SKUs:

SKU	CLOUD SERVICE
B89639	Oracle Integration Cloud Service - Standard - 5K Messages Per Hour
B89640	Oracle Integration Cloud Service - Enterprise - 5K Messages Per Hour
B89643	Oracle Integration Cloud Service - Standard - BYOL - 20K Messages Per Hour
B89644	Oracle Integration Cloud Service - Enterprise - BYOL - 20K Messages Per Hour

Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure - Integration Cloud Services listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.9% during any calendar month (the “Service Commitment”). In the event an Oracle Cloud Infrastructure - Integration Cloud Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

For the purposes of the Oracle Cloud Infrastructure - Integration Cloud Services listed above, the following shall apply:

- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the applicable Oracle Cloud Infrastructure - Integration Cloud Service was Unavailable (as defined below).
- “Unavailable” means any time when a problem with the applicable Oracle Cloud Infrastructure - Integration Cloud Service prevents external connectivity to any of Your instances of such Cloud Service. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

2.7.1.6.22 Oracle Cloud Infrastructure - Java Cloud

The service level agreement described below for the Oracle Cloud Infrastructure - Java Cloud Services (the “Service Level Agreement”) applies to the following SKUs:

SKU	CLOUD SERVICE
B88287	Oracle Java Cloud Service - Enterprise - OCPU Per Hour
B88288	Oracle Java Cloud Service - Standard - OCPU Per Hour
B88289	Oracle Java Cloud Service - High Performance - OCPU Per Hour
B88399	Oracle Java Cloud Service - Enterprise - BYOL - OCPU Per Hour
B88400	Oracle Java Cloud Service - High Performance - BYOL - OCPU Per Hour
B88844	Oracle Java Cloud Service - Standard - BYOL - OCPU Per Hour

Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure - Java Cloud Services listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.9% during any calendar month (the “Service Commitment”). In the event an Oracle Cloud Infrastructure - Java Cloud Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

For the purposes of the Oracle Cloud Infrastructure - Java Cloud Services listed above, the following shall apply:

- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the applicable Oracle Cloud Infrastructure - Java Cloud Service was Unavailable (as defined below).
- “Unavailable” means any time when a problem with the applicable Oracle Cloud Infrastructure - Java Cloud Service prevents external connectivity to any of Your instances of such Cloud Service. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

2.7.1.6.23 Oracle Cloud Infrastructure - Load Balancer

The service level agreement described below for the Oracle Cloud Infrastructure - Load Balancer Services (the “Service Level Agreement”) applies to the following SKUs:

SKU	CLOUD SERVICE
B88319	Oracle Cloud Infrastructure - 100 Mbps Load Balancer - Load Balancer Hour
B88320	Oracle Cloud Infrastructure - 400 Mbps Load Balancer - Load Balancer Hour

SKU	CLOUD SERVICE
B88321	Oracle Cloud Infrastructure - 8000 Mbps Load Balancer - Load Balancer Hour
B92601	Oracle Cloud Infrastructure - Load Balancer Base - Load Balancer Hour
B92602	Oracle Cloud Infrastructure - Load Balancer Bandwidth - Mbps per Hour

Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure - Load Balancer Services listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.99% during any calendar month (the “Service Commitment”). In the event an Oracle Cloud Infrastructure - Load Balancer Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.99% but equal to or greater than 99.9%	10%
Less than 99.9% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

For the purposes of the Oracle Cloud Infrastructure - Load Balancer Services listed above, the following shall apply:

- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the applicable Oracle Cloud Infrastructure - Load Balancer Service was Unavailable (as defined below).
- “Unavailable” means any time when the applicable Oracle Cloud Infrastructure - Load Balancer Service has at least one working backend server, and all attempts to connect to such Cloud Service are unsuccessful. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

2.7.1.6.24 Oracle Cloud Infrastructure - Mobile Hub

The service level agreement described below for the Oracle Cloud Infrastructure - Mobile Hub Service (the “Service Level Agreement”) applies to the following SKU:

SKU	CLOUD SERVICE
B90304	Oracle Mobile Hub Cloud Service - Request

Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure - Mobile Hub Service listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.95% during any calendar month (the “Service Commitment”). In the event the Oracle Cloud Infrastructure - Mobile Hub Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.95% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

For the purposes of the Oracle Cloud Infrastructure - Mobile Hub Service listed above, the following shall apply:

- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the applicable Oracle Cloud Infrastructure - Mobile Hub Service was Unavailable (as defined below).
- “Unavailable” means any time when a problem with the applicable Oracle Cloud Infrastructure - Mobile Hub Service prevents external connectivity to any of Your instances of such Cloud Service. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

2.7.1.6.25 Oracle Cloud Infrastructure - Monitoring

The service level agreement described below for the Oracle Cloud Infrastructure - Monitoring Services (the “Service Level Agreement”) applies to the following SKUs:

SKU	CLOUD SERVICE
B90925	Oracle Cloud Infrastructure - Monitoring - Ingestion - Million Datapoints
B90926	Oracle Cloud Infrastructure - Monitoring - Retrieval - Million Datapoints

Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure - Monitoring Services listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.9% during any calendar month (the “Service Commitment”). In the event an Oracle Cloud Infrastructure - Monitoring Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

For the purposes of the Oracle Cloud Infrastructure - Monitoring Services listed above, the following shall apply:

- “Alarm Error Rate” means, the percentage value corresponding to: (i) the total number of alarms in the applicable Oracle Cloud Infrastructure - Monitoring Service that failed to correctly execute in a five-minute period during a calendar month divided by, (ii) the total number of alarms processed by such Oracle Cloud Infrastructure - Monitoring Service in such five-minute period. This excludes circumstances resulting directly or indirectly from any Common Exclusion.
- “API Error Rate” means, the percentage value corresponding to: (i) the total number of internal server errors returned by the applicable Oracle Cloud Infrastructure - Monitoring Service with an error status of “5xx” in a five-minute period during a calendar month divided by, (ii) the total number of API requests to such Oracle Cloud Infrastructure - Monitoring Service in such five-minute period. This excludes circumstances resulting directly or indirectly from any Common Exclusion.
- “Monthly Uptime Percentage” is calculated on a per-Region basis by subtracting from 100%, the amount equal to (i) the average of the API Error Rate in each five-minute period during the applicable calendar month and then subtracting from such result (ii) the average of the Alarm Error Rate in each five-minute period during such calendar month.

2.7.1.6.26 Oracle Cloud Infrastructure - NoSQL Database Cloud

The service level agreement described below for the Oracle Cloud Infrastructure - NoSQL Database Cloud Services (the “Service Level Agreement”) applies to the following SKUs:

SKU	CLOUD SERVICE
B89737	Oracle NoSQL Database Cloud Service - Write - Write Unit Per Month
B89738	Oracle NoSQL Database Cloud Service - Read - Read Unit Per Month
B89739	Oracle NoSQL Database Cloud Service - Storage - Gigabyte Storage Capacity Per Month

Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure - NoSQL Database Cloud Services listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.95% during any calendar month (the “Service Commitment”). In the event an Oracle Cloud Infrastructure - NoSQL Database Cloud Service listed above does

not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.95% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

For the purposes of the Oracle Cloud Infrastructure - NoSQL Database Cloud Services listed above, the following shall apply:

- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the applicable Oracle Cloud Infrastructure - NoSQL Database Cloud Service was Unavailable (as defined below).
- “Unavailable” means, on a per-Region basis, any time when the applicable Oracle Cloud Infrastructure - NoSQL Database Cloud Service has no external connectivity. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

2.7.1.6.27 Oracle Cloud Infrastructure - Notifications

The service level agreement described below for the Oracle Cloud Infrastructure - Notifications Services (the “Service Level Agreement”) applies to the following SKUs:

SKU	CLOUD SERVICE
B90940	Oracle Cloud Infrastructure - Notifications - HTTPS Delivery - Million Delivery Operations
B90941	Oracle Cloud Infrastructure - Notifications - Email Delivery - 1,000 Emails Sent

Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure - Notifications Services listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.9% during any calendar month (the “Service Commitment”). In the event an Oracle Cloud Infrastructure - Notifications Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

For the purposes of the Oracle Cloud Infrastructure - Notifications Services listed above, the following shall apply:

- “API Error Rate” means, on a per-Region basis, the percentage value corresponding to: (i) the total number of requests made to the applicable Oracle Cloud Infrastructure - Notifications Service that returns an error code of “500” or “503” in a five-minute period during a calendar month divided by, (ii) the total number of requests to such Oracle Cloud Infrastructure - Notifications Service in such five-minute period. This excludes circumstances resulting directly or indirectly from any Common Exclusion and any of the following:
 - Messages that were published to a topic but failed to be delivered,
 - Delivery to third-party endpoints such as PagerDuty & Slack, and/or
 - Delivery to first-party endpoints such as Email and Functions.
- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the average of the API Error Rate for each five-minute period during the applicable calendar month.

2.7.1.6.28 Oracle Cloud Infrastructure - Object Storage

The service level agreement described below for the Oracle Cloud Infrastructure - Object Storage Services (the “Service Level Agreement”) applies to the following SKUs:

SKU	CLOUD SERVICE
B88323	Oracle Cloud Infrastructure - Object Storage - Requests - 10,000 Requests per Month
B88324	Oracle Cloud Infrastructure - Object Storage - Storage - Gigabyte Storage Capacity per Month
B91627	Oracle Cloud Infrastructure - Object Storage - Requests - 10,000 Requests per Month
B91628	Oracle Cloud Infrastructure - Object Storage - Storage - Gigabyte Storage Capacity per Month
B91633	Oracle Cloud Infrastructure - Archive Storage - Gigabyte Storage Capacity per Month

Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure - Object Storage Services listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.9% during any calendar month (the “Service Commitment”). In the event an Oracle Cloud Infrastructure - Object Storage Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

For the purposes of the Oracle Cloud Infrastructure - Object Storage Services listed above, the following shall apply:

- “API Error Rate” means, the percentage value corresponding to: (i) the total number of internal server errors returned by the applicable Oracle Cloud Infrastructure - Object Storage Service with an error status of “Internal Service Error” or “Service Unavailable” in a five-minute period during a calendar month divided by, (ii) the total number of API requests to such Oracle Cloud Infrastructure - Object Storage Service in such five-minute period. This excludes circumstances resulting directly or indirectly from any Common Exclusion.
- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the average of the API Error Rate for each five-minute period during the applicable calendar month.

2.7.1.6.29 Oracle Cloud Infrastructure - Oracle Content and Experience Cloud

The service level agreement described below for the Oracle Cloud Infrastructure - Oracle Content and Experience Cloud Services (the “Service Level Agreement”) applies to the following SKUs:

SKU	CLOUD SERVICE
B92637	Oracle Content and Experience Cloud Service - BYOL - 5,000 Assets Per Month
B91210	Oracle Content and Experience Cloud Service - 5,000 Assets Per Month - 5000 Assets Per Month
B91211	Oracle Content and Experience Cloud Service - Outbound Data Transfer - Gigabyte Outbound Data Transfer Per Month
B92217	Oracle Content and Experience Cloud Service - Advanced Video Management - 250 Video Assets per Month

Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure -Oracle Content and Experience Cloud Services listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.9% during any calendar month (the “Service Commitment”). In the event an Oracle Cloud Infrastructure - Oracle Content and Experience Cloud Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
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Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	30%
Less than 95.0%	100%

For the purposes of the Oracle Cloud Infrastructure - Oracle Content and Experience Cloud Services listed above, the following shall apply:

- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the applicable Oracle Cloud Infrastructure - Oracle Content and Experience Cloud Service was Unavailable (as defined below).
- “Unavailable” means any time when the applicable Oracle Cloud Infrastructure - Oracle Content and Experience Cloud Service cannot be accessed either by the (i) Oracle Content and Experience web user interface, or (ii) Oracle Content and Experience REST APIs. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

2.7.1.6.30 Oracle Cloud Infrastructure - Outbound Data Transfer

The service level agreement described below for the Oracle Cloud Infrastructure - Outbound Data Transfer Service (the “Service Level Agreement”) applies to the following SKU:

SKU	CLOUD SERVICE
B88327	Oracle Cloud Infrastructure - Outbound Data Transfer - Gigabyte Outbound Data Transfer per month

Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure - Outbound Data Transfer Service listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.5% during any calendar month (the “Service Commitment”). In the event the Oracle Cloud Infrastructure - Outbound Data Transfer Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.5% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

For the purposes of the Oracle Cloud Infrastructure - Outbound Data Transfer Service listed above, the following shall apply:

“Internet Gateway” means the virtual router You attach to Your Virtual Cloud Network (VCN) to enable direct connectivity to the Internet.

- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the Internet Gateway is Unavailable (as defined below).
- “Unavailable” means, on a per Availability Domain basis, mean any time when You are not able to pass traffic through the Internet Gateway of the applicable Oracle Cloud Infrastructure - Outbound Data Transfer Services. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

2.7.1.6.31 Oracle Cloud Infrastructure - SOA Suite Cloud

The service level agreement described below for the Oracle Cloud Infrastructure - SOA Suite Cloud Services (the “Service Level Agreement”) applies to the following SKUs:

SKU	CLOUD SERVICE
B88160	Oracle SOA Suite Cloud Service - B2B Adapter for EDI - OCPU per Hour
B88407	Oracle SOA Suite Cloud Service - BYOL - OCPU Per Hour

SKU	CLOUD SERVICE
B88460	Oracle SOA Suite Cloud Service - OCPU Per Hour
B92450	Oracle SOA Suite for Oracle Cloud Infrastructure - OCPU per Hour
B92451	Oracle SOA Suite for Oracle Cloud Infrastructure - with B2B Adapter for EDI - OCPU per Hour

Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure - SOA Suite Cloud Services listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.9% during any calendar month (the “Service Commitment”). In the event an Oracle Cloud Infrastructure - SOA Suite Cloud Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

For the purposes of the Oracle Cloud Infrastructure - SOA Suite Cloud Services listed above, the following shall apply:

- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the applicable Oracle Cloud Infrastructure - SOA Suite Cloud Service was Unavailable (as defined below).
- “Unavailable” means any time when a problem with the applicable Oracle Cloud Infrastructure - SOA Suite Cloud Service prevents external connectivity to any of Your instances of such Cloud Service. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

2.7.1.6.32 Oracle Cloud Infrastructure - Streaming

The service level agreement described below for the Oracle Cloud Infrastructure - Streaming Services (the “Service Level Agreement”) applies to the following SKUs:

SKU	CLOUD SERVICE
B90938	Oracle Cloud Infrastructure - Streaming - PUT or GET - Gigabytes of Data Transferred
B90939	Oracle Cloud Infrastructure - Streaming - Storage - Gigabytes Per Hour

Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure - Streaming Services listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.9% during any calendar month (the “Service Commitment”). In the event an Oracle Cloud Infrastructure - Streaming Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

For the purposes of the Oracle Cloud Infrastructure - Streaming Services listed above, the following shall apply:

- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the Unavailable Percentage (as defined below) in the calendar month for the applicable Oracle Cloud Infrastructure - Streaming Service.
- “Unavailable Percentage” means, on a per-Region basis, the percentage value corresponding to: (i) the total number of minutes in a calendar month that exceeds five minutes between (a) when there is an attempt to send or receive a message or to perform other operations on the applicable Oracle Cloud Infrastructure - Streaming Service

and (b) there is a success code delivered for that action divided by (ii) the number of minutes in such calendar month. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

2.7.1.6.33 Oracle Cloud Infrastructure - Vault

The service level agreement described below for the Oracle Cloud Infrastructure - Vault Services (the “Service Level Agreement”) applies to the following SKUs:

SKU	CLOUD SERVICE
B90328	Oracle Cloud Infrastructure - Key Management - Virtual Private Vault Per Hour
B92092	Oracle Cloud Infrastructure - KMS Vault - Key Versions - Key Version per Month

Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure - Vault Services listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.9% during any calendar month (the “Service Commitment”). In the event an Oracle Cloud Infrastructure - Vault Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

For the purposes of the Oracle Cloud Infrastructure - Vault Services listed above, the following shall apply:

- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the applicable Oracle Cloud Infrastructure - Vault Service was Unavailable (as defined below).
- “Unavailable” means any time when all the valid invocations of an endpoint of the applicable Oracle Cloud Infrastructure - Vault Service do not successfully perform any encrypt, decrypt or generate data encryption key operations. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

2.7.1.6.34 Oracle Cloud Infrastructure - Visual Builder Cloud

The service level agreement described below for the Oracle Cloud Infrastructure - Visual Builder Cloud Services (the “Service Level Agreement”) applies to the following SKUs:

SKU	CLOUD SERVICE
B89646	Oracle Visual Builder Cloud Service - OCPU Per Hour
B90203	Oracle Visual Builder Studio - Additional Storage - Gigabyte Storage Capacity Per Month

Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure - Visual Builder Cloud Services listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.9% during any calendar month (the “Service Commitment”). In the event an Oracle Cloud Infrastructure - Visual Builder Cloud Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

For the purposes of the Oracle Cloud Infrastructure - Visual Builder Cloud Services listed above, the following shall apply:

- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the applicable Oracle Cloud Infrastructure - Visual Builder Cloud Service was Unavailable (as defined below).
- “Unavailable” means any time when a problem with the applicable Oracle Cloud Infrastructure - Visual Builder Cloud Service prevents external connectivity to any of Your instances of such Cloud Service. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

2.7.1.6.35 Oracle Cloud Infrastructure - Web Application Firewall

The service level agreement described below for the Oracle Cloud Infrastructure - Web Application Firewall Services (the “Service Level Agreement”) applies to the following SKUs:

SKU	CLOUD SERVICE
B90329	Oracle Cloud Infrastructure - Web Application Firewall - Requests - 1,000,000 Incoming Requests
B90330	Oracle Cloud Infrastructure - Web Application Firewall - Good Traffic - Gigabyte Of Good Traffic
B90332	Oracle Cloud Infrastructure - Web Application Firewall - Bot Management - 1,000,000 Incoming Requests

Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure - Web Application Firewall Services listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.99% during any calendar month (the “Service Commitment”). In the event an Oracle Cloud Infrastructure - Web Application Firewall Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.99% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

For the purposes of the Oracle Cloud Infrastructure - Web Application Firewall Services listed above, the following shall apply:

- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the applicable Oracle Cloud Infrastructure - Web Application Firewall Service was Unavailable (as defined below).
- “Unavailable” means, on a per-Region basis, any time when the Oracle Cloud Infrastructure - Web Application Firewall Service is not able to receive HTTP/S requests according to the configured Web Application Firewall settings. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

2.7.1.7 Control Plane Service Level Agreements

2.7.1.7.1 Oracle Cloud Infrastructure - API Platform

The service level agreement described below for the Oracle Cloud Infrastructure - API Platform Service (the “Service Level Agreement”) applies to the following SKU:

SKU	CLOUD SERVICE
B89652	Oracle API Platform Cloud Service - Gateway Per Hour

Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure - API Platform Service listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.95% during any calendar month (the “Service Commitment”). In the event the Oracle Cloud Infrastructure - API Platform Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage

Less than 99.95% but equal to or greater than 99.0%
 Less than 99.0% but equal to or greater than 95.0%
 Less than 95.0%

Service Credit Percentage

10%
 25%
 100%

For the purposes of the Oracle Cloud Infrastructure - API Platform Service listed above, the following shall apply:

- “Control Plane API Error Rate” means, on a per Availability Domain basis, the percentage value corresponding to: (i) the total number of internal server errors returned by the applicable Oracle Cloud Infrastructure - API Platform Service with an error status of “Internal Service Error” or “Service Unavailable” in a five-minute period during a calendar month divided by, (ii) the total number of Control Plane API requests made to such Oracle Cloud Infrastructure - API Platform Service in such five-minute period. This excludes circumstances resulting directly or indirectly from any Common Exclusion.
- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the average of the Control Plane API Error Rate for each five-minute period during the applicable calendar month.

2.7.1.7.2 Oracle Cloud Infrastructure - Big Data Service

The service level agreement described below for the Oracle Cloud Infrastructure - Big Data Services (the “Service Level Agreement”) applies to the following SKUs:

SKU	CLOUD SERVICE
B91121	Oracle Cloud SQL - Compute Capacity
B91128	Oracle Big Data Service - Compute - Standard - OCPU Per Hour
B91129	Oracle Big Data Service - Compute - Dense I/O - OCPU Per Hour
B91130	Oracle Big Data Service - Compute - HPC - OCPU Per Hour

Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure - Big Data Services listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.9% during any calendar month (the “Service Commitment”). In the event an Oracle Cloud Infrastructure - Big Data Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage

Less than 99.9% but equal to or greater than 99.0%
 Less than 99.0% but equal to or greater than 95.0%
 Less than 95.0%

Service Credit Percentage

10%
 25%
 100%

For the purposes of the Oracle Cloud Infrastructure - Big Data Services listed above, the following shall apply:

- “Control Plane API Error Rate” means, on a per Availability Domain basis, the percentage value corresponding to: (i) the total number of internal server errors returned by the applicable Oracle Cloud Infrastructure - Big Data Service with an error status of “Internal Service Error” or “Service Unavailable” in a five-minute period during a calendar month divided by, (ii) the total number of Control Plane API requests made to such Oracle Cloud Infrastructure - Big Data Service in such five-minute period. This excludes circumstances resulting directly or indirectly from any Common Exclusion.
- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the average of the Control Plane API Error Rate for each five-minute period during the applicable calendar month.

2.7.1.7.3 Oracle Cloud Infrastructure - Big Data - Compute Edition

The service level agreement described below for the Oracle Cloud Infrastructure - Big Data - Compute Edition Services (the “Service Level Agreement”) applies to the following SKUs:

SKU	CLOUD SERVICE
B88306	Oracle Big Data Cloud Service - Compute Edition - High Performance Storage Capacity - Gigabyte Storage Capacity Per Month
B88307	Oracle Big Data Cloud Enterprise - Compute Capacity - OCPU Per Hour
B88308	Oracle Big Data Cloud Service - Compute Edition - Storage Capacity - Gigabyte Storage Capacity Per Month

Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure - Big Data - Compute Edition Services listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.9% during any calendar month (the "Service Commitment"). In the event an Oracle Cloud Infrastructure - Big Data - Compute Edition Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

For the purposes of the Oracle Cloud Infrastructure - Big Data - Compute Edition Services listed above, the following shall apply:

- "Control Plane API Error Rate" means, on a per Availability Domain basis, the percentage value corresponding to: (i) the total number of internal server errors returned by the applicable Oracle Cloud Infrastructure - Big Data - Compute Edition Service with an error status of "Internal Service Error" or "Service Unavailable" in a five-minute period during a calendar month divided by, (ii) the total number of Control Plane API requests made to such Oracle Cloud Infrastructure - Big Data - Compute Edition Service in such five-minute period. This excludes circumstances resulting directly or indirectly from any Common Exclusion.
- "Monthly Uptime Percentage" is calculated by subtracting from 100%, the average of the Control Plane API Error Rate for each five-minute period during the applicable calendar month.

2.7.1.7.4 Oracle Cloud Infrastructure - Blockchain Platform Cloud

The service level agreement described below for the Oracle Cloud Infrastructure - Blockchain Platform Cloud Services (the "Service Level Agreement") applies to the following SKUs:

SKU	CLOUD SERVICE
B92302	Oracle Cloud Infrastructure - Blockchain Platform Cloud Service - Standard - OCPU per hour
B92303	Oracle Cloud Infrastructure - Blockchain Platform Cloud Service - Enterprise - OCPU per hour
B92304	Oracle Cloud Infrastructure - Blockchain Platform Cloud Service - Storage - TB Storage Capacity per month
B92305	Oracle Cloud Infrastructure - Blockchain Platform Cloud Service - Enterprise - BYOL - OCPU per hour

Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure - Blockchain Platform Cloud Services listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.9% during any calendar month (the "Service Commitment"). In the event an Oracle Cloud Infrastructure - Blockchain Platform Cloud Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

For the purposes of the Oracle Cloud Infrastructure - Blockchain Platform Cloud Services listed above, the following shall apply:

- “Control Plane API Error Rate” means on per-Region basis, the percentage value corresponding to: (i) the total number of internal server errors returned by the applicable Oracle Cloud Infrastructure - Blockchain Platform Cloud Service with an error status of “Internal Service Error” or “Service Unavailable” in a five-minute period during a calendar month divided by, (ii) the total number of Control Plane API requests made to such Oracle Cloud Infrastructure - Blockchain Platform Cloud Service in such five-minute period. This excludes circumstances resulting directly or indirectly from any Common Exclusion.
- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the average of the Control Plane API Error Rate for each five-minute period during the applicable calendar month.

2.7.1.7.5 Oracle Cloud Infrastructure - Block Volume

The service level agreement described below for the Oracle Cloud Infrastructure - Block Volume Services (the “Service Level Agreement”) applies to the following SKUs:

SKU	CLOUD SERVICE
B88322	Oracle Cloud Infrastructure - Block Volume - Gigabyte Storage Capacity per Month
B91961	Oracle Cloud Infrastructure - Block Volume Storage - Gigabyte Storage Capacity Per Month
B91962	Oracle Cloud Infrastructure - Block Volume Performance - Performance Units Per Gigabyte Per Month

Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure - Block Volume Services listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.9% during any calendar month (the “Service Commitment”). In the event an Oracle Cloud Infrastructure - Block Volume Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

For the purposes of the Oracle Cloud Infrastructure - Block Volume Services listed above, the following shall apply:

- “Control Plane API Error Rate” means, on a per Availability Domain basis, the percentage value corresponding to: (i) the total number of internal server errors returned by the applicable Oracle Cloud Infrastructure - Block Volume Service with an error status of “Internal Service Error” or “Service Unavailable” in a five-minute period during a calendar month divided by, (ii) the total number of Control Plane API requests made to such Oracle Cloud Infrastructure - Block Volume Service in such five-minute period. This excludes circumstances resulting directly or indirectly from any Common Exclusion.
- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the average of the Control Plane API Error Rate for each five-minute period during the applicable calendar month.

2.7.1.7.6 Oracle Cloud Infrastructure - Compute

The service level agreement described below for the Oracle Cloud Infrastructure - Compute Services (the “Service Level Agreement”) applies to the following SKUs:

SKU	CLOUD SERVICE
B88313	Oracle Cloud Infrastructure - Compute - Bare Metal Dense I/O - X5 - OCPU Per Hour
B88314	Oracle Cloud Infrastructure - Compute - Bare Metal High I/O - X5 - OCPU Per Hour

SKU	CLOUD SERVICE
B88315	Oracle Cloud Infrastructure - Compute - Bare Metal Standard - X5 - OCPU Per Hour
B88316	Oracle Cloud Infrastructure - Compute - Virtual Machine Dense I/O - X5 - OCPU Per Hour
B88317	Oracle Cloud Infrastructure - Compute - Virtual Machine Standard - X5 - OCPU Per Hour
B88318	Oracle Cloud Infrastructure - Compute - Windows OS - OCPU Per Hour
B88513	Oracle Cloud Infrastructure - Compute - Bare Metal Standard - X7 - OCPU Per Hour
B88514	Oracle Cloud Infrastructure - Compute - Virtual Machine Standard - X7 - OCPU Per Hour
B88515	Oracle Cloud Infrastructure - Compute - Bare Metal Dense I/O - X7 - OCPU Per Hour
B88516	Oracle Cloud Infrastructure - Compute - Virtual Machine Dense I/O - X7 - OCPU Per Hour
B88517	Oracle Cloud Infrastructure - Compute - Bare Metal GPU Standard - X7 - GPU Per Hour
B88518	Oracle Cloud Infrastructure - Compute - Virtual Machine GPU Standard - X7 - GPU Per Hour
B89734	Oracle Cloud Infrastructure - Compute - GPU Standard - V2 - GPU Per Hour
B90398	Oracle Cloud Infrastructure - Compute - HPC - X7 - OCPU Per Hour
B90425	Oracle Cloud Infrastructure - Compute - Standard - E2 - OCPU Per Hour
B91119	Oracle Cloud Infrastructure - Compute - Bare Metal Standard - B1 - OCPU Per Hour
B91120	Oracle Cloud Infrastructure - Compute - Virtual Machine Standard - B1 - OCPU Per Hour
B91372	Oracle Cloud Infrastructure - Compute - Microsoft SQL Enterprise - OCPU Per Hour
B91373	Oracle Cloud Infrastructure - Compute - Microsoft SQL Standard - OCPU Per Hour
B92306	Oracle Cloud Infrastructure - Compute - Standard E3 OCPU
B92307	Oracle Cloud Infrastructure - Compute - Standard E3 Memory

Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure - Compute Services listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.9% during any calendar month (the “Service Commitment”). In the event an Oracle Cloud Infrastructure - Compute Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

For the purposes of the Oracle Cloud Infrastructure - Compute Services listed above, the following shall apply:

- “Control Plane API Error Rate” means, on a per Availability Domain basis, the percentage value corresponding to: (i) the total number of internal server errors returned by the applicable Oracle Cloud Infrastructure - Compute Service with an error status of “Internal Service Error” or “Service Unavailable” in a five-minute period during a calendar month divided by, (ii) the total number of Control Plane API requests made to such Oracle Cloud Infrastructure - Compute Service in such five-minute period. This excludes circumstances resulting directly or indirectly from any Common Exclusion.
- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the average of the Control Plane API Error Rate for each five-minute period during the applicable calendar month.

2.7.1.7.7 Oracle Cloud Infrastructure - Database Cloud

The service level agreement described below for the Oracle Cloud Infrastructure - Database Cloud Services (the “Service Level Agreement”) applies to the following SKUs:

SKU	CLOUD SERVICE
B88290	Oracle Database Cloud Service - Enterprise Edition - General Purpose - OCPU Per Hour
B88291	Oracle Database Cloud Service - Enterprise Edition Extreme Performance - General Purpose - OCPU Per Hour
B88292	Oracle Database Cloud Service - Enterprise Edition High Performance - General Purpose - OCPU Per Hour
B88293	Oracle Database Cloud Service - Standard Edition - General Purpose - OCPU Per Hour
B88328	Oracle Cloud Infrastructure - Database Enterprise Edition - Additional Capacity - OCPU Per Hour
B88329	Oracle Cloud Infrastructure - Database Enterprise Edition High Performance - Additional Capacity - OCPU Per Hour
B88330	Oracle Cloud Infrastructure - Database Enterprise Edition Extreme Performance - Additional Capacity - OCPU Per Hour
B88331	Oracle Cloud Infrastructure - Database Standard Edition - Additional Capacity - OCPU Per Hour
B88404	Oracle Database Cloud Service - All Editions - BYOL - OCPU Per Hour
B88846	Oracle Cloud Infrastructure - Database All Editions - Additional Capacity - BYOL - OCPU Per Hour
B90569	Oracle Cloud Infrastructure - Database Cloud Service - Standard Edition - OCPU Per Hour
B90570	Oracle Cloud Infrastructure - Database Cloud Service - Enterprise Edition - OCPU Per Hour
B90571	Oracle Cloud Infrastructure - Database Cloud Service - Enterprise Edition High Performance - OCPU Per Hour
B90572	Oracle Cloud Infrastructure - Database Cloud Service - Enterprise Edition Extreme Performance - OCPU Per Hour
B90573	Oracle Cloud Infrastructure - Database Cloud Service - All Editions - BYOL - OCPU Per Hour

Oracle will use commercially reasonable efforts to the Oracle Cloud Infrastructure - Database Cloud Services listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.9% during any calendar month (the “Service Commitment”). In the event an Oracle Cloud Infrastructure - Database Cloud Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

For the purposes of the Oracle Cloud Infrastructure - Database Cloud Services listed above, the following shall apply:

- “Control Plane API Error Rate” means, on a per Availability Domain basis, the percentage value corresponding to: (i) the total number of internal server errors returned by the applicable Oracle Cloud Infrastructure – Database Cloud Service with an error status of “Internal Service Error” or “Service Unavailable” in a five-minute period during a calendar month divided by, (ii) the total number of Control Plane API requests made to such Oracle Cloud Infrastructure - Database Service in such five-minute period. This excludes circumstances resulting directly or indirectly from any Common Exclusion.
- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the average of the Control Plane API Error Rate for each five-minute period during the applicable calendar month.

2.7.1.7.8 Oracle Cloud Infrastructure - Database Exadata

The service level agreement described below for the Oracle Cloud Infrastructure - Database Exadata Services (the "Service Level Agreement") applies to the following SKUs:

SKU	CLOUD SERVICE
B87866	Oracle Cloud Infrastructure - Database Exadata Quarter Rack - X6 - Metered - Hosted Environment Per Month
B87867	Oracle Cloud Infrastructure - Database Exadata Half Rack - X6 - Metered
B87868	Oracle Cloud Infrastructure - Database Exadata Full Rack - X6 - Metered
B87869	Oracle Cloud Infrastructure - Database Exadata Additional OCPU's - X6 - Metered
B87870	Oracle Cloud Infrastructure - Database Exadata Additional OCPU's - X6 - Metered
B87871	Oracle Cloud Infrastructure - Database Exadata Quarter Rack - X6 - Non-metered
B87872	Oracle Cloud Infrastructure - Database Exadata Half Rack - X6 - Non-metered
B87873	Oracle Cloud Infrastructure - Database Exadata Full Rack - X6 - Non-metered
B87874	Oracle Cloud Infrastructure - Database Exadata Additional OCPU's - X6 - Non-metered
B88592	Oracle Cloud Infrastructure - Database Exadata OCPU - OCPU Per Hour
B88593	Oracle Cloud Infrastructure - Database Exadata Quarter Rack - X6 - Hosted Environment Per Hour
B88594	Oracle Cloud Infrastructure - Database Exadata Half Rack - X6 - Hosted Environment Per Hour
B88595	Oracle Cloud Infrastructure - Database Exadata Full Rack - X6 - Hosted Environment Per Hour
B88847	Oracle Cloud Infrastructure - Database Exadata OCPU - BYOL - OCPU Per Hour
B88854	Oracle Cloud Infrastructure - Database Exadata Full Rack - X6 - BYOL - Hosted Environment Per Hour
B88855	Oracle Cloud Infrastructure - Database Exadata Half Rack - X6 - BYOL - Hosted Environment Per Hour
B88856	Oracle Cloud Infrastructure - Database Exadata Quarter Rack - X6 - BYOL - Hosted Environment Per Hour
B89999	Oracle Cloud Infrastructure - Database Exadata Infrastructure - Quarter Rack - X7 - Hosted Environment Per Hour
B90000	Oracle Cloud Infrastructure - Database Exadata Infrastructure - Half Rack - X7 - Hosted Environment Per Hour
B90001	Oracle Cloud Infrastructure - Database Exadata Infrastructure - Full Rack - X7 - Hosted Environment Per Hour
B90777	Oracle Cloud Infrastructure - Database Exadata Infrastructure - Base System - Hosted Environment Per Hour
B91535	Oracle Cloud Infrastructure - Database Exadata Infrastructure - Quarter Rack - X8 - Hosted Environment Per Hour
B91536	Oracle Cloud Infrastructure - Database Exadata Infrastructure - Half Rack - X8 - Hosted Environment Per Hour
B91537	Oracle Cloud Infrastructure - Database Exadata Infrastructure - Full Rack - X8 - Hosted Environment Per Hour

Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure - Database Exadata Services listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.95% during any monthly billing cycle (the "Service Commitment"). In the event an Oracle Cloud Infrastructure - Database Exadata Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.95% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%

Less than 95.0%

100%

For the purposes of the Oracle Cloud Infrastructure - Database Exadata Services listed above, the following shall apply:

- “Control Plane API Error Rate” means, on a per Availability Domain basis, the percentage value corresponding to: (i) the total number of internal server errors returned by the applicable Oracle Cloud Infrastructure - Database Exadata Service with an error status of “Internal Service Error” or “Service Unavailable” in a five-minute period during a calendar month divided by, (ii) the total number of Control Plane API requests made to such Oracle Cloud Infrastructure - Database Exadata Service in such five minute period. This excludes circumstances resulting directly or indirectly from any Common Exclusion.
- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the average of the Control Plane API Error Rate for each five-minute period during the applicable calendar month.

2.7.1.7.9 Oracle Cloud Infrastructure - Database - Dense I/O

The service level agreement described below for the Oracle Cloud Infrastructure - Database - Dense I/O Services (the “Service Level Agreement”) applies to the following SKUs:

SKU	CLOUD SERVICE
B88332	Oracle Cloud Infrastructure - Database Enterprise Edition - Dense I/O - Hosted Environment Per Hour
B88333	Oracle Cloud Infrastructure - Database Enterprise Edition Extreme Performance - Dense I/O - Hosted Environment Per Hour
B88334	Oracle Cloud Infrastructure - Database Enterprise Edition High Performance - Dense I/O - Hosted Environment Per Hour
B88335	Oracle Cloud Infrastructure - Database Standard Edition - Dense I/O - Hosted Environment Per Hour
B89621	Oracle Cloud Infrastructure - Database Standard Edition - Dense I/O - X7 - Hosted Environment Per Hour
B89622	Oracle Cloud Infrastructure - Database Enterprise Edition - Dense I/O - X7 - Hosted Environment Per Hour
B89623	Oracle Cloud Infrastructure - Database Enterprise Edition High Performance - Dense I/O - X7 - Hosted Environment Per Hour
B89624	Oracle Cloud Infrastructure - Database Enterprise Edition Extreme Performance - Dense I/O - X7 - Hosted Environment Per Hour
B89625	Oracle Cloud Infrastructure - Database All Editions - Dense I/O - X7 - BYOL - Hosted Environment Per Hour

Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure - Database - Dense I/O Services listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.9% during any calendar month (the “Service Commitment”). In the event an Oracle Cloud Infrastructure - Database - Dense I/O Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

For the purposes of the Oracle Cloud Infrastructure - Database - Dense I/O Services listed above, the following shall apply:

- “Control Plane API Error Rate” means, on a per Availability Domain basis, the percentage value corresponding to: (i) the total number of internal server errors returned by the applicable Oracle Cloud Infrastructure - Database - Dense I/O Service with an error status of “Internal Service Error” or “Service Unavailable” in a five-minute period during a calendar month divided by, (ii) the total number of Control Plane API requests made to such Oracle Cloud

Infrastructure - Database - Dense I/O Service in such five-minute period. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the average of the Control Plane API Error Rate for each five-minute period during the applicable calendar month.

2.7.1.7.10 Oracle Cloud Infrastructure - Data Integration

The service level agreement described below for Oracle Cloud Infrastructure - Data Integration Services (the “Service Level Agreement”) applies to the following SKUs:

SKU	CLOUD SERVICE
B92598	Cloud Infrastructure - Data Integration - Workspace - Workspace Usage Per Hour
B92599	Cloud Infrastructure - Data Integration - Gigabyte of Data Processed Per Hour

Oracle will use commercially reasonable efforts to have Oracle Cloud Infrastructure - Data Integration Services listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.9% during any calendar month (the “Service Commitment”). In the event Oracle Cloud Infrastructure - Data Integration Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

For the purposes of Oracle Cloud Infrastructure - Data Integration Services listed above, the following shall apply:

- “Control Plane API Error Rate” means, on a per Availability Domain basis, the percentage value corresponding to: (i) the total number of internal server errors returned by the applicable Oracle Cloud Infrastructure - Data Integration Service with an error status of “Internal Service Error” or “Service Unavailable” in a five-minute period during a calendar month divided by, (ii) the total number of Control Plane API requests made to such Oracle Cloud Infrastructure - Data Integration Service in such five-minute period. This excludes circumstances resulting directly or indirectly from any Common Exclusion.
- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the average of the Control Plane API Error Rate for each five-minute period during the applicable calendar month.

2.7.1.7.11 Oracle Cloud Infrastructure - Data Integrator Cloud

The service level agreement described below for the Oracle Cloud Infrastructure - Data Integrator Cloud Services (the “Service Level Agreement”) applies to the following SKUs:

SKU	CLOUD SERVICE
B88299	Oracle Data Integrator Cloud Service - OCPU Per Hour
B88406	Oracle Data Integrator Cloud Service - BYOL - OCPU Per Hour

Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure - Data Integrator Cloud Services listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.9% during any calendar month (the “Service Commitment”). In the event an Oracle Cloud Infrastructure - Data Integrator Cloud Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%

Less than 95.0%

100%

For the purposes of the Oracle Cloud Infrastructure - Data Integrator Cloud Services listed above, the following shall apply:

- “Control Plane UI” means the interface available to You in supported internet browsers that allows You to perform provisioning, termination, and other lifecycle operations in accordance with the Service Specifications for the applicable Oracle Cloud Infrastructure - Data Integrator Cloud Service.
- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the applicable Oracle Cloud Infrastructure - Data Integrator Cloud Service was Unavailable (as defined below).
- “Unavailable” means any time when You are unable to access the Control Plane UI to perform operations with the applicable Oracle Cloud Infrastructure - Data Integrator Cloud Service. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

2.7.1.7.12 Oracle Cloud Infrastructure - Data Safe

The service level agreement described below for the Oracle Cloud Infrastructure - Data Safe Services (the “Service Level Agreement”) applies to the following SKUs:

SKU	CLOUD SERVICE
B91631	Oracle Cloud Infrastructure - Data Safe for Database Cloud Service - Audit Record Collection Over 1 Million Records - 10,000 Audit Records Per Target Per Month
B91632	Oracle Cloud Infrastructure - Data Safe for Database Cloud Service - Each
B92733	Oracle Cloud Infrastructure - Data Safe for On-Premises Databases - Target Database Per Month
B92734	Oracle Cloud Infrastructure - Data Safe for On-Premises Databases - 10,000 Audit Records Per Target Per Month

Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure - Data Safe Services listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.9% during any calendar month (the “Service Commitment”). In the event an Oracle Cloud Infrastructure - Data Safe Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

For the purposes of the Oracle Cloud Infrastructure - Data Safe Services listed above, the following shall apply:

- “Control Plane API Error Rate” means, on a per Availability Domain basis, the percentage value corresponding to: (i) the total number of internal server errors returned by the applicable Oracle Cloud Infrastructure - Data Safe Service with an error status of “Internal Service Error” or “Service Unavailable” in a five-minute period during a calendar month divided by, (ii) the total number of Control Plane API requests made to such Oracle Cloud Infrastructure - Data Safe Service in such five-minute period. This excludes circumstances resulting directly or indirectly from any Common Exclusion.
- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the average of the Control Plane API Error Rate for each five-minute period during the applicable calendar month.

2.7.1.7.13 Oracle Cloud Infrastructure - File Storage

The service level agreement described below for the Oracle Cloud Infrastructure - File Storage Services (the “Service Level Agreement”) applies to the following SKUs:

SKU	CLOUD SERVICE
B89057	Oracle Cloud Infrastructure - File Storage - Gigabyte Storage Capacity per Month
B89336	Oracle Cloud Infrastructure - File Storage - Metered - Gigabyte Storage Capacity per Month
B89439	Oracle Cloud Infrastructure Service - File Storage

Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure - File Storage Services listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.9% during any calendar month (the “Service Commitment”). In the event an Oracle Cloud Infrastructure - File Storage Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

For the purposes of the Oracle Cloud Infrastructure - File Storage Services listed above, the following shall apply:

- “Control Plane API Error Rate” means, on a per Availability Domain basis, the percentage value corresponding to: (i) the total number of internal server errors returned by the applicable Oracle Cloud Infrastructure - File Storage Service with an error status of “Internal Service Error” or “Service Unavailable” in a five-minute period during a calendar month divided by, (ii) the total number of Control Plane API requests to such Oracle Cloud Infrastructure - File Storage Service in such five-minute period. This excludes circumstances resulting directly or indirectly from any Common Exclusion.
- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the average of the Control Plane API Error Rate for each five-minute period during the applicable calendar month.

2.7.1.7.14 Oracle Cloud Infrastructure - Integration Cloud

The service level agreement described below for the Oracle Cloud Infrastructure - Integration Cloud Services (the “Service Level Agreement”) applies to the following SKUs:

SKU	CLOUD SERVICE
B89639	Oracle Integration Cloud Service - Standard - 5K Messages Per Hour
B89640	Oracle Integration Cloud Service - Enterprise - 5K Messages Per Hour
B89643	Oracle Integration Cloud Service - Standard - BYOL - 20K Messages Per Hour
B89644	Oracle Integration Cloud Service - Enterprise - BYOL - 20K Messages Per Hour

Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure - Integration Cloud Services listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.9% during any calendar month (the “Service Commitment”). In the event an Oracle Cloud Infrastructure - Integration Cloud Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

For the purposes of the Oracle Cloud Infrastructure - Integration Cloud Services listed above, the following shall apply:

- “Control Plane API Error Rate” means, on a per Availability Domain basis, the percentage value corresponding to: (i) the total number of internal server errors returned by the applicable Oracle Cloud Infrastructure - Integration Cloud Service with an error status of “Internal Service Error” or “Service Unavailable” in a five-minute period during a calendar month divided by, (ii) the total number of Control Plane API requests made to such Oracle Cloud Infrastructure - Integration Cloud Service in such five-minute period. This excludes circumstances resulting directly or indirectly from any Common Exclusion.
- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the average of the Control Plane API Error Rate for each five-minute period during the applicable calendar month.

2.7.1.7.15 Oracle Cloud Infrastructure - Java Cloud

The service level agreement described below for the Oracle Cloud Infrastructure - Java Cloud Services (the “Service Level Agreement”) applies to the following SKUs:

SKU	CLOUD SERVICE
B88287	Oracle Java Cloud Service - Enterprise - OCPU Per Hour
B88288	Oracle Java Cloud Service - Standard - OCPU Per Hour
B88289	Oracle Java Cloud Service - High Performance - OCPU Per Hour
B88399	Oracle Java Cloud Service - Enterprise - BYOL - OCPU Per Hour
B88400	Oracle Java Cloud Service - High Performance - BYOL - OCPU Per Hour
B88844	Oracle Java Cloud Service - Standard - BYOL - OCPU Per Hour

Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure - Java Cloud Services listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.9% during any calendar month (the “Service Commitment”). In the event an Oracle Cloud Infrastructure - Java Cloud Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

For the purposes of the Oracle Cloud Infrastructure - Java Cloud Services listed above, the following shall apply:

- “Control Plane UI” means the interface available to You in supported internet browsers that allows You to perform provisioning, termination, and other lifecycle operations in accordance with the Service Specifications for the applicable Oracle Cloud Infrastructure - Java Cloud Service.
- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the applicable Oracle Cloud Infrastructure - Java Cloud Service was Unavailable (as defined below).
- “Unavailable” means any time when You are unable to access the Control Plane UI to perform operations with the applicable Oracle Cloud Infrastructure - Java Cloud Service. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

2.7.1.7.16 Oracle Cloud Infrastructure - MySQL Database

The service level agreement described below for the Oracle Cloud Infrastructure - MySQL Database Services (the “Service Level Agreement”) applies to the following SKUs:

SKU	CLOUD SERVICE
B92425	Oracle Cloud Infrastructure - MySQL Database - Standard - E2 - OCPU Per Hour
B92426	Oracle Cloud Infrastructure - MySQL Database - Storage - Gigabyte Storage Capacity Per Month
B92483	Oracle Cloud Infrastructure - MySQL Database - Backup Storage - Gigabyte Storage Capacity Per Month
B92807	Oracle Cloud Infrastructure - MySQL Database - Bare Metal Standard - E2 - Node Per Hour
B92962	Oracle Cloud Infrastructure - MySQL Database - Standard - E3 - OCPU Per Hour
B92963	Oracle Cloud Infrastructure - MySQL Database - Standard - E3 - Memory - Gigabyte Per Hour

Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure - MySQL Database Services listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.9% during any calendar month (the "Service Commitment"). In the event an Oracle Cloud Infrastructure - MySQL Database Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

For the purposes of the Oracle Cloud Infrastructure - MySQL Database Services listed above, the following shall apply:

- "Control Plane API Error Rate" means, on a per Availability Domain basis, the percentage value corresponding to: (i) the total number of internal server errors returned by the applicable Oracle Cloud Infrastructure - MySQL Database Service with an error status of "Internal Service Error" or "Service Unavailable" in a five-minute period during a calendar month, divided by (ii) the total number of Control Plane API requests to such Oracle Cloud Infrastructure - MySQL Database Service during such five-minute period. This excludes circumstances resulting directly or indirectly from any Common Exclusion.
- "Monthly Uptime Percentage" is calculated by subtracting from 100 percent, the average of the Control Plane API Error Rate for each five-minute period during the applicable calendar month.

2.7.1.7.17 Oracle Cloud Infrastructure - NoSQL Database Cloud

The service level agreement described below for the Oracle Cloud Infrastructure - NoSQL Database Cloud Services (the "Service Level Agreement") applies to the following SKUs:

SKU	CLOUD SERVICE
B89737	Oracle NoSQL Database Cloud Service - Write - Write Unit Per Month
B89738	Oracle NoSQL Database Cloud Service - Read - Read Unit Per Month
B89739	Oracle NoSQL Database Cloud Service - Storage - Gigabyte Storage Capacity Per Month

Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure - NoSQL Database Cloud Services listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.9% during any calendar month (the "Service Commitment"). In the event an Oracle Cloud Infrastructure - NoSQL Database Cloud Services listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

For the purposes of the Oracle Cloud Infrastructure - NoSQL Database Cloud Services listed above, the following shall apply:

- “Control Plane API Error Rate” means the percentage value corresponding to: (i) the total number of internal server errors returned by the applicable Oracle Cloud Infrastructure - NoSQL Database Cloud Service with an error status of “Internal Service Error” or “Service Unavailable” in a five-minute period during a calendar month divided by, (ii) the total number of Control Plane API requests made to such Oracle Cloud Infrastructure - NoSQL Database Cloud Service in such five-minute period. This excludes circumstances resulting directly or indirectly from any Common Exclusion.
- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the average of the Control Plane API Error Rate for each five-minute period during the applicable calendar month.

2.7.1.7.18 Oracle Cloud Infrastructure - SOA Suite Cloud

The service level agreement described below for the Oracle Cloud Infrastructure - SOA Suite Cloud Services (the “Service Level Agreement”) applies to the following SKUs:

SKU	CLOUD SERVICE
B88160	Oracle SOA Suite Cloud Service - B2B Adapter for EDI - OCPU per Hour
B88407	Oracle SOA Suite Cloud Service - BYOL - OCPU Per Hour
B88460	Oracle SOA Suite Cloud Service - OCPU Per Hour
B92450	Oracle SOA Suite for Oracle Cloud Infrastructure - OCPU per Hour
B92451	Oracle SOA Suite for Oracle Cloud Infrastructure - with B2B Adapter for EDI - OCPU per Hour

Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure - SOA Suite Cloud Services listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.9% during any calendar month (the “Service Commitment”). In the event an Oracle Cloud Infrastructure - SOA Suite Cloud Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

For the purposes of the Oracle Cloud Infrastructure - SOA Suite Cloud Services listed above, the following shall apply:

- “Control Plane UI” means the interface available to You in supported internet browsers that allows You to perform provisioning, termination, and other lifecycle operations in accordance with the Service Specifications for the applicable Oracle Cloud Infrastructure - SOA Suite Cloud Service.
- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the applicable Oracle Cloud Infrastructure - SOA Suite Cloud Service was Unavailable (as defined below).
- “Unavailable” means any time when You are unable to access the Control Plane UI to perform operations with the applicable Oracle Cloud Infrastructure - SOA Suite Cloud Service. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

2.7.1.7.19 Oracle Cloud Infrastructure - Visual Builder Cloud

The service level agreement described below for the Oracle Cloud Infrastructure - Visual Builder Cloud Services (the “Service Level Agreement”) applies to the following SKUs:

SKU	CLOUD SERVICE
B89646	Oracle Visual Builder Cloud Service - OCPU Per Hour
B90203	Oracle Visual Builder Studio - Additional Storage - Gigabyte Storage Capacity Per Month

Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure - Visual Builder Cloud Services listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.9% during any calendar month (the "Service Commitment"). In the event an Oracle Cloud Infrastructure - Visual Builder Cloud Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

For the purposes of the Oracle Cloud Infrastructure - Visual Builder Cloud Services listed above, the following shall apply:

- "Control Plane API Error Rate" means, on a per Availability Domain basis, the percentage value corresponding to: (i) the total number of internal server errors returned by the applicable Oracle Cloud Infrastructure - Visual Builder Cloud Service with an error status of "Internal Service Error" or "Service Unavailable" in a five-minute period during a calendar month divided by, (ii) the total number of Control Plane API requests made to such Oracle Cloud Infrastructure - Visual Builder Cloud Service in such five-minute period. This excludes circumstances resulting directly or indirectly from any Common Exclusion.
- "Monthly Uptime Percentage" is calculated by subtracting from 100%, the average of the Control Plane API Error Rate for each five-minute period during the applicable calendar month.

2.7.1.7.20 Oracle Cloud Infrastructure - WebLogic

The service level agreement described below for the Oracle Cloud Infrastructure - WebLogic Services (the "Service Level Agreement") applies to the following SKUs:

SKU	CLOUD SERVICE
B91346	Oracle WebLogic Server Enterprise Edition for Oracle Cloud Infrastructure - OCPU Per Hour
B91347	Oracle WebLogic Suite for Oracle Cloud Infrastructure - OCPU Per Hour

Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure - WebLogic Services listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.9% during any calendar month (the "Service Commitment"). In the event an Oracle Cloud Infrastructure - WebLogic Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

For the purposes of the Oracle Cloud Infrastructure - WebLogic Services listed above, the following shall apply:

- "Control Plane UI" means the interface available to You in supported internet browsers that allows You to perform provisioning, termination, and other lifecycle operations in accordance with the Service Specifications for the applicable Oracle Cloud Infrastructure - WebLogic Service.

- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the applicable Oracle Cloud Infrastructure - WebLogic Service was Unavailable (as defined below).
- “Unavailable” means any time when You are unable to access the Control Plane UI to perform operations with the applicable Oracle Cloud Infrastructure - WebLogic Service. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

2.7.1.8 Performance Service Level Agreements

2.7.1.8.1 Oracle Cloud Infrastructure - Block Volume

The service level agreement described below for the Oracle Cloud Infrastructure - Block Volume Services (the “Service Level Agreement”) applies to the following SKU:

SKU	CLOUD SERVICE
B88322	Oracle Cloud Infrastructure - Block Volume - Gigabyte Storage Capacity per Month
B91961	Oracle Cloud Infrastructure - Block Volume Storage - Gigabyte Storage Capacity Per Month
B91962	Oracle Cloud Infrastructure - Block Volume Performance - Performance Units Per Gigabyte Per Month

Oracle will use commercially reasonable efforts to deliver the performance of Block Volumes utilized in the Oracle Cloud Infrastructure - Block Volume Services listed above at a Monthly Performance Rate (as defined below) of at least 99.9% during any calendar month (the "Service Commitment"). In the event Oracle Cloud Infrastructure - Block Volume Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Performance Rate	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

For the purposes of the Oracle Cloud Infrastructure - Block Volume Services listed above, the following shall apply:

- “Block Volume IOPS” is defined as IOPS that is measured at 4K Block Size. The Block Volume IOPS will vary with the Block Size; You should refer to the published information for the IOPS for the specified Block Size.
- “Block Volume Performance Decay Rate” means the percentage value corresponding to: (i) the total number of hours in a calendar month during which the IOPS of a single Block Volume of the applicable Oracle Cloud Infrastructure - Block Volume Service is less than 90% of the minimum Block Volume IOPS published by Oracle divided by, (ii) the total number of hours in such calendar month. This excludes circumstances resulting directly or indirectly from any Common Exclusion and any time while a backup or snapshot is performed.
- “Monthly Performance Rate” is calculated by subtracting from 100%, the Block Volume Performance Decay Rate for a calendar month of the applicable Oracle Cloud Infrastructure - Block Volume Service.

2.7.1.8.2 Oracle Cloud Infrastructure - Compute - Local NVMe Storage

The service level agreement described below for the Oracle Cloud Infrastructure - Compute Services (the “Service Level Agreement”) applies to the following SKUs:

SKU	CLOUD SERVICE
B88313	Oracle Cloud Infrastructure - Compute - Bare Metal Dense I/O - X5 - OCPU Per Hour
B88314	Oracle Cloud Infrastructure - Compute - Bare Metal High I/O - X5 - OCPU Per Hour

SKU	CLOUD SERVICE
B88316	Oracle Cloud Infrastructure - Compute - Virtual Machine Dense I/O - X5 - OCPU Per Hour
B88515	Oracle Cloud Infrastructure - Compute - Bare Metal Dense I/O - X7 - OCPU Per Hour
B88516	Oracle Cloud Infrastructure - Compute - Virtual Machine Dense I/O - X7 - OCPU Per Hour
B90398	Oracle Cloud Infrastructure - Compute - HPC - X7 - OCPU Per Hour

Oracle will use commercially reasonable efforts to deliver the performance of the NVMe drives utilized in the Oracle Cloud Infrastructure - Compute Services listed above at a Monthly Performance Rate (as defined below) of at least 99.9% during any calendar month (the "Service Commitment"). In the event an Oracle Cloud Infrastructure - Compute Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Performance Rate	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

For the purposes of the Oracle Cloud Infrastructure - Compute Services listed above, the following shall apply:

- "NVMe Performance Decay Rate" means the percentage value corresponding to: (i) the total number of hours in a calendar month during which the NVMe IOPS in the applicable Oracle Cloud Infrastructure - Compute Service is less than 90 percent of the minimum IOPS published by Oracle, divided by (ii) the total number of hours in such calendar month. This excludes circumstances resulting directly or indirectly from any Common Exclusion and any time while a backup or snapshot is being performed.
- "Monthly Performance Rate" is calculated by subtracting from 100%, the NVMe Performance Decay Rate for a calendar month of the applicable Oracle Cloud Infrastructure - Compute Service.

2.7.1.8.3 Oracle Cloud Infrastructure - Compute - Network

The service level agreement described below for the Oracle Cloud Infrastructure - Compute Services (the "Service Level Agreement") applies to the following SKUs:

SKU	CLOUD SERVICE
B88313	Oracle Cloud Infrastructure - Compute - Bare Metal Dense I/O - X5 - OCPU Per Hour
B88314	Oracle Cloud Infrastructure - Compute - Bare Metal High I/O - X5 - OCPU Per Hour
B88315	Oracle Cloud Infrastructure - Compute - Bare Metal Standard - X5 - OCPU Per Hour
B88513	Oracle Cloud Infrastructure - Compute - Bare Metal Standard - X7 - OCPU Per Hour
B88515	Oracle Cloud Infrastructure - Compute - Bare Metal Dense I/O - X7 - OCPU Per Hour
B88517	Oracle Cloud Infrastructure - Compute - Bare Metal GPU Standard - X7 - GPU Per Hour
B88518	Oracle Cloud Infrastructure - Compute - Virtual Machine GPU Standard - X7 - GPU Per Hour
B90425	Oracle Cloud Infrastructure - Compute - Standard - E2 - OCPU Per Hour
B89734	Oracle Cloud Infrastructure - Compute - GPU Standard - V2 - GPU Per Hour
B90398	Oracle Cloud Infrastructure - Compute - HPC - X7 - OCPU Per Hour
B91119	Oracle Cloud Infrastructure - Compute - Bare Metal Standard - B1 - OCPU Per Hour
B91120	Oracle Cloud Infrastructure - Compute - Virtual Machine Standard - B1 - OCPU Per Hour

SKU	CLOUD SERVICE
B92306	Oracle Cloud Infrastructure - Compute - Standard E3 OCPU
B92307	Oracle Cloud Infrastructure - Compute - Standard E3 Memory

Oracle will use commercially reasonable efforts to deliver a Network Performance (as defined below) for the Oracle Cloud Infrastructure - Compute Services listed above at a Monthly Performance Rate (as defined below) of at least 99.9% during any calendar month (the "Service Commitment"). In the event an Oracle Cloud Infrastructure - Compute Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Performance Rate	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

For the purposes of the Oracle Cloud Infrastructure - Compute Services listed above, the following shall apply:

- "Monthly Performance Rate" is calculated by subtracting from 100%, the Network Performance Rate (as defined below) in the calendar month for the applicable Oracle Cloud Infrastructure - Compute Service.
- "Network Performance" is defined as the average rate of data transfer using 9KB packets over a 5-minute interval as measured between two bare-metal instances of the applicable Oracle Cloud Infrastructure - Compute Service using VCN private IP addresses within an Availability Domain. This excludes circumstances resulting directly or indirectly from any Common Exclusion.
- "Network Performance Rate" means the percentage value corresponding to: (i) the total number of 5-minute intervals during a calendar month in which the Network Performance for the applicable Oracle Cloud Infrastructure - Compute Service is less than 90% of the Oracle-published network throughput per Oracle-provided compute instance shape, divided by (ii) the total number of 5-minute intervals in such calendar month.

3 ORACLE CLOUD SECURITY POLICY

3.1 Oracle Information Security Practices - General

For the Oracle Video Plus (formerly Sauce mobile client) component of the Oracle Content and Experience Cloud Service – Advanced Video Management, the second paragraph of section 1.1 of the *Oracle Cloud Hosting and Delivery Policies* regarding alignment with ICO/IEC 27002 Code of Practice does not apply.

3.2 Physical Security Safeguards

For the Oracle Apiary Cloud Service, Oracle Container Pipelines Cloud Service, Oracle Cloud Infrastructure - Ravello Service, Oracle CASB Cloud Services, and the Oracle Video Plus (formerly Sauce mobile client) component of the Oracle Content and Experience Cloud Service – Advanced Video Management, the following applies in lieu of the text in section 1.2 of the *Oracle Cloud Hosting and Delivery Policies*:

In accordance with reasonable practices, Oracle provides secured computing facilities for both office locations and production Cloud infrastructure.

4 ORACLE CLOUD SERVICE CONTINUITY POLICY

Based on service availability, Oracle PaaS and IaaS Public Cloud Services may be provisioned at multiple data centers, and dependent on product capability and customer solution design, You may be able to configure such Cloud Services with disaster recovery capabilities. You are solely responsible for any such post provisioning configuration, data backups, and execution of disaster recovery activities.

4.1 Oracle Cloud Services High Availability Strategy

For Oracle Apiary Cloud Service and Oracle CASB Cloud Services, the following applies in lieu of the text in section 2.1 of the *Oracle Cloud Hosting and Delivery Policies*: Oracle CASB Cloud Services are designed to maintain service availability in the case of an incident affecting the services.

5 ORACLE CLOUD SERVICE LEVEL OBJECTIVE POLICY

Sections 3.2 (including sub sections) and 3.3 of section 3 (Oracle Cloud Service Level Agreement) of the *Oracle Cloud Hosting and Delivery Policies* does not apply to Oracle Container Pipelines Cloud Service.

6 ORACLE CLOUD CHANGE MANAGEMENT POLICY

The scheduled maintenance periods for the Oracle PaaS and IaaS Public Cloud Services are documented on My Oracle Support in Knowledge Article 1681146.1: <https://support.oracle.com/epmos/faces/DocumentDisplay?id=1681146.1>.

6.1 Emergency Maintenance

For Oracle Cloud Infrastructure - Ravello Service, the following applies in lieu of the text in section 4.1.1 of the *Oracle Cloud Hosting and Delivery Policies*: Oracle will work to provide prior notice for any emergency maintenance requiring a service interruption.

6.2 Data Center Migrations

For Oracle Cloud Infrastructure - Ravello Service, the following applies in lieu of the text in section 4.1.3 of the *Oracle Cloud Hosting and Delivery Policies*: For data center migrations for purposes other than disaster recovery, Oracle will provide prior notice to You.

6.3 Service Change Notification

Oracle will provide You with no less than 12 months advance notice prior to the date when the Oracle Cloud Services are no longer generally available as a service (i.e., Oracle will no longer support, or make available for use, any versions of the Cloud Services). Oracle will also provide You with no less than 12 months advance notice prior to the date of removing or changing an existing API of a Cloud Service that You have deployed which requires You to materially update the code of Your application(s) which interface(s) with such Cloud Service (i.e., a material break of the API). For clarity, for orders of Oracle Monthly or Annual Universal Credits for PaaS and IaaS, the notification requirement in this section applies only to Cloud Services that You have actually deployed using the application of such credits.

7 CLOUD SUPPORT POLICY

For FUJITSU Cloud Service K5 DB powered by Oracle® Cloud service, Fujitsu provides first level support to customers by responding to technical inquiries and incidents reported by customers via email and telephone. Oracle provides second line support in case the technical inquires and incidents cannot be solved by Fujitsu.

8 ORACLE CLOUD SUSPENSION AND TERMINATION POLICY

The second paragraph of section 6.1 of the *Oracle Cloud Hosting and Delivery Policies* does not apply to Oracle Cloud Infrastructure - Ravello Services.

The first paragraph of section 6.1 of the *Oracle Cloud Hosting and Delivery Policies* does not apply to Oracle Apiary Cloud Service.

9 ORACLE ALWAYS FREE CLOUD SERVICES

The following sections of the *Oracle Cloud Hosting and Delivery Policies* do not apply to Always Free Cloud Services: Cloud Service Continuity Policy, Cloud Service Level Agreement and Oracle Cloud Support Policy. However, if You use more than just the Free Tier of a multi-tier rate card Cloud Service and commence paying for that applicable Cloud Service, You will receive the benefit of the entire *Oracle Cloud Hosting and Delivery Policies* for all of Your use of that applicable Cloud Service during such a paid subscription period.

Oracle in its sole discretion may remove or modify an Always Free Cloud Service from the Always Free category (a “Removed Service”) at any time. With respect to the foregoing, if You are at the time of the removal using the Removed Service, then You may switch to a subscription fee-based version of the Removed Service in order to continue using the applicable Oracle Cloud Service.

10 SURGE PROTECTOR FOR WEB APPLICATION FIREWALL (WAF)

This Section 10 applies only to periods during Your subscription (a “WAF Period”) where You have acquired and deployed the Oracle Cloud Infrastructure - Web Application Firewall (“WAF”) Service and at least one of the following Oracle PaaS and IaaS Public Cloud Services (each of the following Cloud Services being referred to as an “Impacted Service” and collectively, the “Impacted Services”): Oracle Cloud Infrastructure - API Gateway, Oracle Cloud Infrastructure - Compute, Oracle Cloud Infrastructure - Functions, and Oracle Cloud Infrastructure - Load Balancer.

10.1 Definitions

The following terms apply to this Section 10:

- “DDoS” is a distributed denial of service attack.
- “DDoS Mitigation Specialist” is a member of Oracle’s Security Operations Center or Cloud Customer Support team who provides support for Layer 7 DDoS attacks.
- “Excess Consumption” refers to the increased amount of Impacted Services that You consume during a WAF Period due to the automatic scaling of such Impacted Services in response to a Layer 7 DDoS attack on WAF.
- “Layer 7” is defined by the Open Systems Initiative seven-layer model.
- “Layer 7 DDoS” is a DDoS attack at Layer 7 that sends HTTP/HTTPS traffic to consume resources of an Impacted Service.
- “Measured Excess Consumption” is any Excess Consumption that occurs following Your receipt of guidance from a DDoS Mitigation Specialist that his/her continued efforts are unlikely to prevent further Excess Consumption.
- “OCIDs” are unique identifiers for resources in the Oracle Public Cloud and that contain metadata about the resources.
- “Region” refers to a localized geographic area in which one or more Oracle data centers are located.
- “Service Credit Requests Validation Team” is a group of Oracle engineers and product managers that validates claims of Excess Consumption submitted via Service Requests.
- “Service Request” is a support service request ticket that is submitted into the “My Oracle Support” portal.
- “WAF Service Credits” are credits that equal the total amount of Cloud Service fees that You have paid Oracle for Measured Excess Consumption during a WAF Period.

10.2 WAF Service Credits Claims

If during a WAF Period a Layer 7 DDoS attack on Your deployed WAF Services results in You incurring Excess Consumption, then You may seek to receive WAF Service Credits in accordance with the following criteria:

- During the DDoS Layer 7 attack, You must submit a Service Request into the “My Oracle Support” portal, selecting the WAF Services and the applicable DDoS component, to engage a DDoS Mitigation Specialist.
- You must comply with, and implement, all of the DDoS Mitigation Specialist’s recommendations, which may include providing the DDoS Mitigation Specialist with control of Your WAF Service deployment during the WAF Period.

- If the DDoS Mitigation Specialist advises You that his/her continued efforts are unlikely to prevent further Excess Consumption, then You may submit a claim for WAF Service Credits either through the “My Oracle Support” portal or by contacting Your Oracle customer success manager. Your claim must include all the following information:
- a detailed description of the circumstances for Your claim;
- information regarding the time and duration of the Layer 7 DDoS attack that caused the Excess Consumption;
- the name(s) of the Impacted Services that had Excess Consumption;
- the Region in which the applicable Impacted Service(s) had Excess Consumption;
- the names of the relevant OCIDs, including tenancy OCID, compartment(s) OCID, and affected resource OCID(s);
- a description of Your attempts to resolve the issue at the time of occurrence, including information on Your implementation of recommendations received from the DDoS Mitigation Specialist; and
- relevant documentation/logs (such as audit console and OS events/logs) that can confirm that the applicable Impacted Service(s) experienced Excess Consumption.
- After reviewing Your claim, if the Service Credit Requests Validation Team determines that the incident was a valid Layer 7 DDoS attack and that the underlying Impacted Services automatically scaled to absorb the attack, Oracle will provide You with WAF Service Credits for any Measured Excess Consumption incurred due to such attack.
- If You have purchased the WAF Services under a Monthly Universal Credit or Annual Universal Credit model (as described in the Oracle PaaS and IaaS Universal Credits Service Descriptions document), then WAF Service Credits may only be applied towards Your next invoice for such Monthly or Annual Universal Credits following the issuance of such credits. Alternatively, if You purchased the WAF Services under a consumption model (such as Pay as You Go, as described in the Oracle PaaS and IaaS Universal Credits Service Descriptions document), then the WAF Service Credits may only be applied towards Your next invoice for Cloud Service fees You owe for WAF Services following the issuance of such credits. Other than the foregoing, WAF Service Credits may not be used to acquire any Oracle products or services.
- The provision of WAF Service Credits are **YOUR EXCLUSIVE REMEDY AND ORACLE’S ENTIRE LIABILITY** for any Excess Consumption due to a Layer 7 DDoS attack.
- If as a result of a Layer 7 DDoS attack You would be entitled to receive both Service Credits for the WAF Services or any Impacted Service under Section 2.7 above and WAF Service Credits under this Section 10, You will only receive WAF Service Credits under this Section 10.

10.3 Exclusions


WAF Service Credit are not granted for, and the terms of this Section 10 do not apply to:


- Government SKUs,
- any DDoS attack initiated by You, Your Users or agents and contractors, or
- any increased consumption or deployment of any Oracle Cloud Services other than the Impacted Services.


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Oracle PaaS and IaaS Public Cloud Services Pillar Document
July 2020

Data Processing Agreement for Oracle Services

("Data Processing Agreement")

Version June 26, 2019

1. Scope and Applicability

1.1 This Data Processing Agreement applies to Oracle's Processing of Personal Information on Your behalf as a Processor for the provision of the Services specified in Your Services Agreement. Unless otherwise expressly stated in Your Services Agreement, this version of the Data Processing Agreement shall be effective and remain in force for the term of Your Services Agreement.

1.2 In addition, any Processing of Personal Information subject to Applicable European Data Protection Law is subject to the additional terms of the [European DPA Addendum](#) set out in Exhibit 1 and the Oracle Processor Code referenced therein.

2. Responsibility for Processing of Personal Information and Your instructions

2.1 You are a Controller and Oracle is a Processor for the Processing of Personal Information as part of the provision of the Services. Each party is responsible for compliance with its respective obligations under Applicable Data Protection Law.

2.2 Oracle will Process Personal Information solely for the purpose of providing the Services in accordance with the Services Agreement and this Data Processing Agreement.

2.3 In addition to Your instructions incorporated into the Services Agreement, You may provide additional instructions in writing to Oracle with regard to Processing of Personal Information in accordance with Applicable Data Protection Law. Oracle will promptly comply with all such instructions to the extent necessary for Oracle to (i) comply with its Processor obligations under Applicable Data Protection Law; or (ii) assist You to comply with Your Controller obligations under Applicable Data Protection Law relevant to Your use of the Services.

2.4 Oracle will follow Your instructions at no additional cost to You and within the timeframes reasonably necessary for You to comply with your obligations under Applicable Data Protection Law. To the extent Oracle expects to incur additional charges or fees not covered by the fees for Services payable under the Services Agreement, such as additional license or third party contractor fees, it will promptly inform You thereof upon receiving Your instructions. Without prejudice to Oracle's obligation to comply with Your instructions, the parties will then negotiate in good faith with respect to any such charges or fees.

2.5 Unless otherwise specified in the Services Agreement, You may not provide Oracle with any sensitive or special Personal Information that imposes specific data security or data protection obligations on Oracle in addition to or different from those specified in the Data Processing Agreement or Services Agreement.

3. Privacy Inquiries and Requests from Individuals

3.1 If You receive a request or inquiry from an Individual related to Personal Information processed by

Oracle for the provision of Services, You can either (i) securely access Your Services environment that holds Personal Information to address the request, or (ii) to the extent such access is not available to You, submit a “service request” via My Oracle Support (or other applicable primary support tool or support contact provided for the Services, such as Your project manager) with detailed written instructions to Oracle on how to assist You with such request.

3.2 If Oracle directly receives any requests or inquiries from Individuals that have identified You as the Controller, it will promptly pass on such requests to You without responding to the Individual. Otherwise, Oracle will advise the Individual to identify and contact the relevant controller(s).

4. Oracle Affiliates and Third Party Subprocessors

4.1 To the extent Oracle engages Third Party Subprocessors and/or Oracle Affiliates to Process Personal Information, such entities shall be subject to the same level of data protection and security as Oracle under the terms of the Services Agreement. Oracle is responsible for the performance of the Oracle Affiliates’ and Third Party Subprocessors’ obligations in compliance with the terms of this Data Processing Agreement and Applicable Data Protection Law.

5. Cross-border data transfers

5.1 Without prejudice to any applicable regional data center restrictions for hosted Services specified in Your Services Agreement, Oracle may Process Personal Information globally as necessary to perform the Services.

5.2 To the extent such global access involves a transfer of Personal Information subject to cross-border transfer restrictions under Applicable Data Protection Law, such transfers shall be subject to (i) for transfers to Oracle Affiliates, the terms of the Oracle Intra-Company Data Transfer and Mandate Agreement, which requires all transfers of Personal Information to be made in compliance with Applicable Data Protection Law and all applicable Oracle security and data privacy policies and standards globally; and (ii) for transfers to Third Party Subprocessors, security and data privacy requirements consistent with the relevant requirements of this Data Processing Agreement and Applicable Data Protection Law.

6. Security and Confidentiality

6.1 Oracle has implemented and will maintain appropriate technical and organizational security measures for the Processing of Personal Information designed to prevent accidental or unlawful destruction, loss, alteration, unauthorized disclosure of, or access to Personal Information. These security measures govern all areas of security applicable to the Services, including physical access, system access, data access, transmission and encryption, input, data backup, data segregation and security oversight, enforcement and other security controls and measures. Additional details regarding the specific security measures that apply to the Services You have ordered are set out in the relevant security practices for these Services:

- For **Cloud Services**: Oracle’s Hosting & Delivery Policies, available at <http://www.oracle.com/us/corporate/contracts/cloud-services/index.html>;
- For **NetSuite (NSGBU) Services**: NetSuite’s Terms of Service, available at: <http://www.netsuite.com/portal/resource/terms-of-service.shtml>;
- For **Global Customer Support Services**: Oracle’s Global Customer Support Security Practices available at: <https://www.oracle.com/support/policies.html>;

- For **Consulting and Advanced Customer Support (ACS) Services**: Oracle's Consulting and ACS Security Practices available at: <http://www.oracle.com/us/corporate/contracts/consulting-services/index.html>.

6.2 All Oracle and Oracle Affiliates employees, as well as any Third Party Subprocessors that Process Personal Information, are subject to appropriate written confidentiality arrangements, including confidentiality agreements, regular training on information protection, and compliance with Oracle policies concerning protection of confidential information.

7. Audit Rights

7.1 You may audit Oracle's compliance with its obligations under this Data Processing Agreement up to once per year. In addition, to the extent required by Applicable Data Protection Law, You or Your Regulator may perform more frequent audits.

7.2 If a third party is to conduct the audit, the third party must be mutually agreed to by You and Oracle (except if such third party is a Regulator). Oracle will not unreasonably withhold its consent to a third party auditor requested by You. The third party must execute a written confidentiality agreement acceptable to Oracle or otherwise be bound by a statutory or legal confidentiality obligation.

7.3 To request an audit, You must submit a detailed proposed audit plan to Oracle at least two weeks in advance of the proposed audit date. The proposed audit plan must describe the proposed scope, duration, and start date of the audit. Oracle will review the proposed audit plan and provide You with any concerns or questions. Oracle will work cooperatively with You to agree on a final audit plan.

7.4 The audit must be conducted during regular business hours at the applicable facility, subject to the agreed final audit plan and Oracle's health and safety or other relevant policies, and may not unreasonably interfere with Oracle business activities.

7.5 Upon completion of the audit, You will provide Oracle with a copy of the audit report, which is subject to the confidentiality terms of Your Services Agreement. You may use the audit reports only for the purposes of meeting Your regulatory audit requirements and/or confirming compliance with the requirements of this Data Processing Agreement.

7.6 Each party will bear its own costs in relation to the audit, unless Oracle promptly informs you upon reviewing Your audit plan that it expects to incur additional charges or fees in the performance of the audit that are not covered by the fees payable under Your Services Agreement, such as additional license or third party contractor fees. The parties will negotiate in good faith with respect to any such charges or fees.

7.7 Without prejudice to the rights granted in Section 7.1 above, if the requested audit scope is addressed in a SOC, ISO, NIST, PCI DSS, HIPAA or similar audit report issued by a qualified third party auditor within the prior twelve months and Oracle provides such report to You confirming there are no known material changes in the controls audited, You agree to accept the findings presented in the third party audit report in lieu of requesting an audit of the same controls covered by the report.

8. Incident Management and Breach Notification

8.1 Oracle has implemented controls and policies designed to detect and promptly respond to incidents that create suspicion of or indicate destruction, loss, alteration, unauthorized disclosure or access to

Personal Information transmitted, stored or otherwise Processed. Oracle will promptly define escalation paths to investigate such incidents in order to confirm if a Personal Information Breach has occurred, and to take reasonable measures designed to identify the root cause(s) of the Personal Information Breach, mitigate any possible adverse effects and prevent a recurrence.

8.2 Oracle will notify you of a confirmed Personal Information Breach without undue delay but at the latest within 24 hours. As information regarding the Personal Information Breach is collected or otherwise reasonably becomes available to Oracle, Oracle will also provide You with (i) a description of the nature and reasonably anticipated consequences of the Personal Information Breach; (ii) the measures taken to mitigate any possible adverse effects and prevent a recurrence; and (iii) where possible, information about the types of Personal Information that were the subject of the Personal Information Breach. You agree to coordinate with Oracle on the content of Your intended public statements or required notices for the affected Individuals and/or notices to the relevant Regulators regarding the Personal Information Breach.

9. Return and Deletion of Personal Information

9.1 Upon termination of the Services, Oracle will promptly return, including by providing available data retrieval functionality, or delete any remaining copies of Personal Information on Oracle systems or Services environments, except as otherwise stated in the Services Agreement.

9.2 For Personal Information held on Your systems or environments, or for Services for which no data retrieval functionality is provided by Oracle as part of the Services, You are advised to take appropriate action to back up or otherwise store separately any Personal Information while the production Services environment is still active prior to termination.

10. Legal Requirements

10.1 Oracle may be required by law to provide access to Personal Information, such as to comply with a subpoena or other legal process, or to respond to government requests, including public and government authorities for national security and/or law enforcement purposes.

10.2 Oracle will promptly inform You of requests to provide access to Personal Information, unless otherwise required by law.

11. Definitions

“**Applicable Data Protection Law**” means all data privacy or data protection laws or regulations globally that apply to the Processing of Personal Information under this Data Processing Agreement, which may include Applicable European Data Protection Law.

“**Applicable European Data Protection Law**” means (i) the EU General Data Protection Regulation EU/2016/679, as supplemented by applicable EU Member State law and as incorporated into the EEA Agreement; (ii) the Swiss Federal Act of 19 June 1992 on Data Protection, as amended; and (iii) the UK Data Protection Act 2018.

“**Europe**” means for the purposes of this Data Processing Agreement (i) the European Economic Area, consisting of the EU Member States, Iceland, Lichtenstein and Norway; (ii) Switzerland and (iii) the UK after it withdraws from the EU.

“**Individual**” shall have the same meaning as the term “data subject” or the equivalent term under Applicable Data Protection Law.

“**Process/Processing**”, “**Controller**”, “**Processor**” and “**Binding Corporate Rules**” (or the equivalent terms) have the meaning set forth under Applicable Data Protection Law.

“**Oracle Affiliate(s)**” means the subsidiar(y)(ies) of Oracle Corporation that may Process Personal Information as set forth in Section 4.

“**Oracle Intra-Company Data Transfer and Mandate Agreement**” means the Oracle Intra-Company Data Transfer and Mandate Agreement for Customer Services Personal Information entered into between Oracle Corporation and the Oracle Affiliates.

“**Oracle Processor Code**” means Oracle’s Privacy Code for Processing Personal Information of Customer Individuals referenced in the European DPA Addendum.

“**Oracle**” means the Oracle Affiliate that has executed the Services Agreement.

“**Personal Information**” shall have the same meaning as the term “personal data”, “personally identifiable information (PII)” or the equivalent term under Applicable Data Protection Law.

“**Personal Information Breach**” means a breach of security leading to the misappropriation or accidental or unlawful destruction, loss, alteration, unauthorized disclosure of, or access to, Personal Information transmitted, stored or otherwise Processed on Oracle systems or the Services environment that compromises the security, confidentiality or integrity of such Personal Information.

“**Regulator**” shall have the same meaning as the term “supervisory authority”, “data protection authority” or the equivalent term under Applicable Data Protection Law.

“**Services**” or the equivalent terms “Service Offerings” or “services” means the Cloud, Advanced Customer Support, Consulting, or Global Technical Support services specified in the Services Agreement.

“**Services Agreement**” means (i) the applicable order for the Services you have purchased from Oracle; (ii) the applicable master agreement referenced in the applicable order, and (iii) the Service Specifications.

“**Third Party Subprocessor**” means a third party, other than an Oracle Affiliate, which Oracle subcontracts with and which may Process Personal Information as set forth in Section 4.

“**You**” means the customer entity that has executed the Services Agreement.

Other capitalized terms have the definitions provided for them in the Services Agreement.

Exhibit 1: European Data Processing Addendum for Oracle Services ("European DPA Addendum")

This European DPA Addendum supplements the Data Processing Agreement to include additional Processor terms applicable to the Processing of Personal Information subject to Applicable European Data Protection Law.

Except as expressly stated otherwise in the Data Processing Agreement, the Services Agreement, this European DPA Addendum or the Oracle Processor Code, in the event of any conflict between these documents, the following order of precedence applies (in descending order): (i) the Oracle Processor Code; (ii) this European DPA Addendum; (iii) the body of the Data Processing Agreement; and (iv) the Services Agreement.

1. Cross-Border Data Transfers – Oracle Processor Code

1.1 The Oracle Processor Code (Binding Corporate Rules for Processors) applies to the Processing of Personal Information by Oracle on Your behalf in its role as a Processor as part of the provision of Services under the Services Agreement and this European DPA Addendum, where such Personal Information is: (i) subject to any data transfer restrictions under Applicable European Data Protection Law; and (ii) processed by Oracle or an Oracle Affiliate in a country outside Europe.

1.2 The most current version of the Oracle Processor Code is available on <https://www.oracle.com/a/ocom/docs/corporate/bcr-privacy-code-051719.pdf>, and is incorporated by reference into the Services Agreement and this European DPA Addendum. Oracle has obtained EEA authorization for its Processor Code and will maintain such authorization for the duration of the Services Agreement.

1.3 Transfers to Third Party Subprocessors shall be subject to security and data privacy requirements consistent with the Oracle Processor Code, the Data Processing Agreement and the Services Agreement.

2. Description of Processing

2.1 *Duration of processing activities.* Oracle may Process Personal Information during the term of the Services Agreement and to perform its obligations under Section 9 of the Data Processing Agreement, unless otherwise required by applicable law.

2.2 *Processing activities.* Oracle may Process Personal Information as necessary to perform the Services, including where applicable for hosting and storage; backup and disaster recovery; service change management; issue resolution; applying new product or system versions, patches, updates and upgrades; monitoring and testing system use and performance; IT security purposes including incident management; maintenance and performance of technical support systems and IT infrastructure; and migration, implementation, configuration and performance testing.

2.3 *Categories of Personal Information.* In order to perform the Services and depending on the Services You have ordered, Oracle may Process some or all of the following categories of Personal Information: personal contact information such as name, home address, home telephone or mobile number, fax

number, email address, and passwords; information concerning family, lifestyle and social circumstances including age, date of birth, marital status, number of children and name(s) of spouse and/or children; employment details including employer name, job title and function, employment history, salary and other benefits, job performance and other capabilities, education/qualification, identification numbers, and business contact details; financial details; goods and services provided; unique IDs collected from mobile devices, network carriers or data providers; IP addresses and online behavior and interest data.

2.4 *Categories of Data Subjects.* Categories of Data Subjects whose Personal Information may be Processed in order to perform the Services may include, among others, Your representatives and end users, such as Your employees, job applicants, contractors, collaborators, partners, suppliers, customers and clients.

2.5 Additional or more specific descriptions of Processing activities, categories of Personal Information and Data Subjects may be described in the Services Agreement.

3. Your Instructions

3.1 Your right to provide instructions to Oracle as specified in Section 2 of the Data Processing Agreement encompasses instructions regarding (i) data transfers as set forth in Section 1 of this European DPA Addendum; and (ii) assistance with Data Subject requests to access, delete or erase, restrict, rectify, receive and transmit (data portability), block access to or object to Processing of specific Personal Information or sets of Personal Information as described in Section 3 of the Data Processing Agreement.

3.2 To the extent required by the Applicable EEA Data Protection Law, Oracle will immediately inform You if, in its opinion, Your instruction infringes Applicable European Data Protection Law. You acknowledge and agree that Oracle is not responsible for performing legal research and/or for providing legal advice to You.

4. Notice and Objection Right to New Oracle Affiliates and Third Party Subprocessors

4.1 Subject to the terms and restrictions specified in this Section 4 of the European DPA Addendum and Section 4 of the Data Processing Agreement, You provide Oracle general written authorization to engage Oracle Affiliates and Third Party Subprocessors to assist in the performance of the Services.

4.2 Oracle maintains lists of Oracle Affiliates and Third Party Subprocessors that may Process Personal Information. These lists are available via [My Oracle Support](#), Document ID 2121811.1 (or other applicable primary support tool, user interface or contact provided for the Services, such as the [NetSuite Support Portal](#) or Your Oracle project manager). If You would like to receive notice of any intended changes to these lists of Oracle Affiliates and Third Party Subprocessors, You can (i) sign up per the instructions on My Oracle Support, Document ID 2288528.1; or (ii) Oracle will provide you notice of intended changes where a sign up mechanism is not available. For ACS and Consulting Services, any additional Third Party Subprocessors that Oracle intends to use will be listed in Your order for ACS or Consulting Services, or in a subsequent "Oracle Subprocessor Notice", which Oracle will send to you by e-mail as necessary.

4.3 Within fourteen (14) calendar days of Oracle providing such notice to You under Section 4.2 above, You may object to the intended involvement of a Third Party Subprocessor or Oracle Affiliate in the performance of the Services, providing objective justifiable grounds related to the ability of such Third Party Subprocessor or Oracle Affiliate to adequately protect Personal Information in accordance with the Data Processing Agreement or Applicable European Data Protection Law in writing by submitting a "service

request” via (i) My Oracle Support (or other applicable primary support tool) or (ii) for ACS and Consulting Services, the project manager for the Services. You and Oracle will work together in good faith to find a mutually acceptable resolution to address such objection, including but not limited to reviewing additional documentation supporting the Third Party Subprocessor’s or Oracle Affiliate’s compliance with the Data Processing Agreement or Applicable European Data Protection Law, or delivering the Services without the involvement of such Third Party Subprocessor. To the extent You and Oracle do not reach a mutually acceptable resolution within a reasonable timeframe, You shall have the right to terminate the relevant Services (i) upon serving thirty (30) days prior notice; (ii) without liability to You or Oracle and (iii) without relieving You from Your payment obligations under the Services Agreement up to the date of termination. If the termination in accordance with this Section 4.3 only pertains to a portion of Services under an order, You will enter into an amendment or replacement order to reflect such partial termination.

5. Information and Assistance

5.1 For hosted Services, Your audit rights under Section 7 of the Data Processing Agreement include the right to conduct inspections of the applicable Services data center facility that hosts Personal Information.

5.2 In addition, You may request that Oracle audit a Third Party Subprocessor or provide confirmation that such an audit has occurred (or, where available, obtain or assist You in obtaining a third-party audit report concerning the Third Party Subprocessor’s operations) to verify compliance with the Third Party Subprocessor’s obligations. You will also be entitled, upon written request, to receive copies of the relevant privacy and security terms of Oracle’s agreement with any Third Party Subprocessors and Oracle Affiliates that may Process Personal Information.

5.3 Oracle provides You with information and assistance reasonable necessary for You to conduct Your data protection impact assessments or consult with Your Regulator(s), by granting You electronic access to a record of Processing activities and any available privacy & security functionality guides for the Services. This information is available via (i) My Oracle Support, Document ID 111.1 or other applicable primary support tool provided for the Services, such as the [NetSuite Support Portal](#), or (ii) upon request, if such access to My Oracle Support (or other primary support tool) is not available to You.

6. Data Protection Officer

6.1 Oracle has appointed a Global Data Protection Officer and, in some European countries, a local Data Protection Officer. Further details on how to contact Oracle’s Global Data Protection Officer and, where applicable, the local Data Protection Officer, are available [here](#).

6.2 If You have appointed a Data Protection Officer, You may request Oracle to include the contact details of Your Data Protection Officer in the relevant Services order.



Oracle Government PaaS and IaaS Cloud Services- Service Descriptions



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METRICS

1,000,000 API Calls: is defined as 1,000,000 API calls or notifications (or combination thereof) incoming from a client to the Oracle Cloud Infrastructure API Gateway Service. Billing for partial 1,000,000 API calls will be prorated.

100 Entities Per Hour: is defined as 100 entities where each entity refers to a technical asset being managed or monitored, such as a server, database, or application that resides either in the cloud and/or on-premise during a one hour period. Examples of entities include, but are not limited to: Host, Docker Container, SQL Server instance, MySQL instance, Oracle database instance, WebLogic Server, Tomcat, Oracle Traffic Director instance, custom created entity.

You have the ability to extend existing pre-defined entities and create Your own entirely custom entities. In extending pre-defined entities, a maximum of five (5) additional numeric time series is allowed. For custom entities, a total of 40 numeric time series are allowed (a numeric time series is a measurement of time associated with an entity, such as response time, transaction per second, CPU percent, etc.).

For the purposes of counting certain entity types, a conversion factor will be applied:

- One database Oracle Compute Unit (OCPU) will count as 3 entities.
- One database processor will count as 6 entities.
- One Application Performance Monitoring Agent (an “APM Agent”) will count as 60 entities.

An APM Agent is defined as the data collector on a target application server being monitored, whether in the cloud or on-premise. Examples of target application servers include but are not limited to a single JVM, a single .NET Application Domain, or a single host running Node.

1,000,000 DNS Traffic Management Queries: is defined as 1,000,000 DNS Traffic Management queries received by the OCI authoritative DNS nameserver infrastructure during the monthly billing period.

- Oracle will charge You for the number of DNS Traffic Management queries received by the Public DNS Authoritative Service at a prorated cost of \$4.00 per 1 Million Traffic Management queries during the billing period (e.g., 100 Million Traffic Management queries received will be charged $100 \times \$4.00 = \400).

1,000,000 Function Invocations: A function invocation is defined as a request received from a client to execute a single function. Oracle will charge You for the number of 1,000,000 invocation quantities used in a month. Billing for partial 1,000,000 invocation quantities will be prorated.

10,000 Gigabyte Memory-Seconds: A Gigabyte Memory-Second is defined as the amount of RAM (GB) allocated to a function during its execution (S). Oracle will charge You for the number of 10,000 GB-S quantities used by all functions in a month. Billing for partial 10,000 GB-S quantities will be prorated.

1,000,000 Incoming Requests Per Month: is defined as a collection of 1,000,000 page hits over HTTP/S incoming from a client on the internet or CDN to the Web Application Firewall.

1,000,000 Queries: is defined as the number of DNS queries received by the public authoritative DNS server at a prorated cost of \$1.00 per 1 Million queries during the monthly billing period. (e.g., 500 Million queries received would be invoiced at $500 \times \$1.00 = \500).

250 Video Assets per Month: is defined as 250 video assets per month, where one (1) video asset is one (1) advanced video (published or not published) stored in an Oracle Content and Experience Cloud Service asset repository, or 20 files of any type stored in the Oracle Content and Experience advanced video project workspace. An advanced video project workspace is used for storing user-contributed draft files.

If the total number of video assets utilized during a month exceeds the number of video assets that are entitled per 250 Video Assets per Month, an additional 250 Video Assets per Month will be charged. Only the current top level revision of any given video asset is counted toward the total number of video assets.

If an Oracle Content and Experience Cloud instance has been provisioned and designated as a non-primary instance, only a single quantity of 250 Video Assets Per Month will be charged regardless of the total number of video assets being replicated. A non-primary instance can be used for disaster recovery, development, staging or quality assurance activities.

300 Gigabytes Per Hour: is defined as 300 gigabytes of total indexed size of log data during a one hour period.

5,000 Assets Per Month: is defined as 5,000 assets in a monthly billing period where one asset is one item of any type (published or not published) that is stored in the asset repository of the Oracle Content and Experience Cloud Service. An asset that is stored in the asset repository can be either a file-based asset (e.g., a document, an image, or a video) or a content item (a block of information created using a content type). Every twenty files of any type stored in the documents file repository of the Oracle Content and Experience Cloud Service counts as one asset.

Only the current top level revision of any given file or asset must be counted toward the total number of assets.

If an Oracle Content and Experience Cloud Service instance has been provisioned and designated as a non-primary instance, only a single quantity of 5,000 Assets Per Month will be charged regardless of the total number of assets being replicated. A non-primary instance may be used for development, staging, quality assurance or disaster recovery purposes.

500 Transactions Per Hour: is defined as 500 blockchain transactions attempted in an Oracle Blockchain Platform Cloud Service instance in one hour. A blockchain transaction is defined as a ledger query, an attempted endorsement transaction (irrespective of the outcome of the transaction – success or failure), or an attempted commit transaction (irrespective of the outcome of the transaction – success or failure) for each peer in the Oracle Blockchain Cloud Service instance. A peer represents an entity (organization registered on the blockchain) executing Blockchain Transactions. One entity can have multiple peers. You specify the number of peers at the time of provisioning and You can dynamically start additional peers.

5,000 Messages per Hour: is defined as the number of 5,000 message quantities used as part of the Oracle Cloud Service. A message is defined as up to 50Kb of in-and-out transmission from/to the Oracle Cloud Service. Any messages over 50Kb in size must be counted as multiple messages, with

each 50Kb or portion thereof counting as equivalent to one message (e.g., 210Kb would be counted as 5 messages). One concurrent user for the process automation feature is equal to 400 messages.

For the purposes of the Oracle Integration Cloud Service – Enterprise - Government, a message is calculated following these rules:

- Integrations:
 - Trigger: Each trigger activity counts as at least one message, depending on the message size. If the inbound message payload exceeds 50KB, 1 additional message is counted for each additional 50KB.
 - Invoke: Invoke requests don't count as messages, but invoke responses over 50KB count. If the message payload exceeds 50KB, 1 additional message is counted for each additional 50KB (e.g., 210 kB would be counted as 5 messages). If the invoke response payload is less than 50KB, it is not counted.
 - File: For file based scheduled flows where there are incoming files into integrations, each file is converted into a billed message (in multiples of 50KB) only when the size is greater than 50KB.
- Process Automation:
 - One concurrent user for the process automation feature is equal to 400 messages
- Integration Insight:
 - Each business transaction in Insight counts as one message
- Visual Builder
 - One concurrent user for the Visual Apps feature is equal to 100 messages
- Internal: Internal calls within the same Oracle Integration Cloud Service instance aren't counted as messages. For example, the following aren't counted:
 - Process to Integration
 - Visual Builder to Integration
 - Integration to Integration
- Calling another Oracle Integration Cloud Service instance does incur messages in the target Oracle Integration Cloud Service instance, and, depending on the response size, may also incur messages in the calling Oracle Integration Cloud Service instance.

. Any combination of message input, message output, concurrent users, or message sizes may be utilized concurrently, but must not exceed the maximum quantity of 5,000 Messages per Hour that You set when You create an instance for the Oracle Cloud Service.

20,000 Messages per Hour: is defined as the number of 20,000 message quantities used as part of the Oracle Cloud Service. A message is defined as up to 50Kb of in-and-out transmission from/to the Oracle Cloud Service. Any message over 50Kb in size must be counted as multiple messages, with each 50Kb or portion thereof counting as equivalent to one message (e.g., 210Kb would be counted as 5 messages).

For the purposes of the Oracle Integration Cloud Service Enterprise – BYOL - Government, a message is calculated following these rules:

- Integrations:
 - Trigger: Each trigger activity counts as at least one message, depending on the message size. If the inbound message payload exceeds 50KB, 1 additional message is counted for each additional 50KB.

- Invoke: Invoke requests don't count as messages, but invoke responses over 50KB count. If the message payload exceeds 50KB, 1 additional message is counted for each additional 50KB (e.g., 210 kB would be counted as 5 messages). If the invoke response payload is less than 50KB, it is not counted.
- File: For file based scheduled flows where there are incoming files into integrations, each file is converted into a billed message (in multiples of 50KB) only when the size is greater than 50KB.
- Process Automation:
 - One concurrent user for the process automation feature is equal to 400 messages
- Integration Insight:
 - Each business transaction in Insight counts as one message
- Visual Builder
 - One concurrent user for the Visual Apps feature is equal to 100 messages
- Internal: Internal calls within the same Oracle Integration Cloud Service instance aren't counted as messages. For example, the following aren't counted:
 - Process to Integration
 - Visual Builder to Integration
 - Integration to Integration
- Calling another Oracle Integration Cloud Service instance does incur messages in the target Oracle Integration Cloud Service instance, and, depending on the response size, may also incur messages in the calling Oracle Integration Cloud Service instance.

Any combination of message input, message output, concurrent users, or messages sizes may be utilized concurrently, but must not exceed the maximum quantity of 5,000 Messages per Hour that You set when You create an instance for the Oracle Cloud Service.

Active User per Hour: is defined as a unique active user that interacts with the service through a specific channel (website, app, API, email, etc.) during a 1-hour period. Active users are tracked thru the use of cookie, user id, token, device id, IP or session id. An active user is tracked for each instance of the cloud service.

For the purposes of the Oracle Content and Experience Cloud Service and the Oracle Content and Experience Cloud Service - Classic, the service tracks either named user or visitors based on the role given in the service to a user. Anonymous access to the service is tracked as a visitor. Anonymous or registered visitor access across multiple channels during the same hour counts as multiple active visitors. In addition, during the 1-hour period, the service also tracks:

- The number of API calls made to the service by third party applications. If the number of API calls exceeds the API calls that are entitled per active user, a new active user must be added.
- The number of published assets (Enterprise). A published asset is either a file based asset (e.g., a document, an image, or a video) or a content item that has been published during the 1-hour period. A content item is a block of information created using a content type. If the number of published assets exceeds the published assets that are entitled per active user, a new active user must be added.
- Outbound Data Transfer per Active User Per Hour. This is defined as the quantity during an hour of the Oracle Cloud Service of both the data You download from the Oracle Cloud Service and any transfer of data from the Oracle Cloud Service over the internet including responses to Your client requests.

Endpoints Per Month: is defined as the number of Oracle Cloud Infrastructure- or non-Oracle Cloud Infrastructure-hosted endpoints (IP addresses or HTTP targets) monitored from up to 10 vantage points (**from** locations) for each protocol (HTTP, HTTPS, TCP, ICMP, etc.) at either a high or low frequency rate of measurements (e.g., every 10 seconds versus every 30 seconds), during a given calendar month of the service.

Exadata TB (Terabyte) Storage Capacity Per Month: is defined as the number of terabytes of Exadata storage space used by Oracle Autonomous Data Warehouse or Oracle Autonomous Transaction Processing during each month of the Services Period of the applicable Oracle Cloud Service. Each terabyte of Exadata storage space consumed for part of a month will be billed on an hourly basis.

Gateway Per Hour: is defined as single state representation of one or many instances (called gateway nodes) of the gateway application component installation. A gateway is represented as a “Gateway” in the management service gateway table in the database and is shown as such in the user interface. A gateway is counted by counting the number of gateways in the “Gateways” tab in the management service user interface during a single hour. When a gateway node is registered to the management service, You have the option to register it to an existing gateway or to create a new gateway. When the last node is de-registered, You will have the option to delete the gateway and reduce the count of gateways.

GB (Gigabyte) of Data Processed: is defined as the quantity of gigabytes of data processed from/to the Oracle Data Integration Platform Cloud Service (host or remote agents), which may include counting any combination of data throughput for data replication, batch data movement, data streaming or data cleansing operations.

GB (Gigabyte) Data Capacity per Hour: is defined as the volume of data generated, ingested, managed and analyzed from Monitored Accounts and Monitored Apps. Capacity may include but is not limited to development, test, quality assurance, training, pre-production, production, high availability, disaster recovery or any other environments that You deem necessary to be monitored by the Oracle CASB Cloud Services.

GB (Gigabyte) of Good Traffic Per Month: is defined as the data of the incoming HTTP request passed through the Web Application Firewall as a reverse proxy to the origin server.

GB (Gigabyte) of Data Processed Per Hour: is defined as the quantity of any transfer of data to or from the Load Balancer over the internet including responses to Your client requests during a one hour period.

GB (Gigabyte) Memory Per Hour: is defined as the number of GB memory hours allocated as part of an Oracle Application Container Cloud Service instance.

GB (Gigabyte) Per Hour: is defined as 1 GB of memory capacity in the server as a part of an Oracle Cloud Service. GB is defined as a unit of information equal to one billion (10^9) or strictly 2^{30} bytes.

GB (Gigabyte) Outbound Data Transfer Per Month: is defined as the quantity during a calendar month of the applicable Oracle Cloud Service of both the data You download directly from the Oracle Cloud Service plus the quantity of outbound data transfers from the Oracle Cloud Service over the internet, including responses to Your client requests.

GB (Gigabyte) Performance Units Per Month: is defined as per gigabyte storage performance characteristics for the Oracle Cloud Infrastructure block volume during a month of the service. This metric must be purchased and is metered in increments of 10. You may adjust performance

characteristics such as IOPS/GB, Throughput/GB, and maximum IOPS for the Oracle Cloud Infrastructure block volume.

GB (Gigabyte) Storage Capacity Per Month: is defined as a gigabyte of computer storage space used by a storage filer of the Oracle Cloud Service during a month of the Service.

Gigabyte (GB) Storage Retrieved Per Month: is defined as a gigabyte (1073741824 bytes) of computer storage retrieved during a month of the Oracle Cloud Service.

Hosted Environment Per Month: is the combination of systems and supporting resources to which Oracle grants You access as part of the Oracle Cloud Services ordered by You that is measured on a per month basis and that is (i) configured for the Oracle Programs operating on it and for specific uses as part of the applicable Oracle Cloud Services, and (ii) used by Oracle to perform the applicable Oracle Cloud Services. The hosted environment consists of the production environment, and any non-production environment(s), as referenced in the applicable order and in the *Oracle Cloud Hosting and Delivery Policies*. Each partial hosted environment month consumed will be billed as a full month.

Key Version Per Month: is defined as one key version in a single-tenant accessible encryption key storage vault used on an Oracle Cloud Infrastructure Cloud Service where that Service is measured and billed on a monthly basis.

Load Balancer Hour: is the number of hours from when a given load balancer is launched until it is terminated. Each partial server-hour consumed will be billed as a full hour.

Mbps Per Hour: is the bandwidth of the load balancer represented in Mbps per hour.

Monitored Service User per Hour: is defined as an individual user of Your Cloud/SaaS applications, who You are authorized to monitor each hour for each service with the Oracle CASB Service with the applicable Oracle Cloud Service. Users may include but are not limited to the employees, customers, partners, consultants, contractors and agents of You and of Your customers. For the purpose of Oracle CASB Cloud Service, an Oracle Cloud Infrastructure Compartment is considered to be equivalent to an account.

Monitored Account per Hour: is defined as the account that You established with Your IaaS or PaaS provider that includes (1) the Your email address and password, (2) the control of resources available or created within the account, and (3) payment for the IaaS or PaaS activity related to those resources. The term “active” means that the account is configured and activated in the Oracle CASB Cloud Service. For the purpose of Oracle CASB Cloud Service, an Oracle Cloud Infrastructure Compartment is considered to be equivalent to an account

Monitored App per Hour: is defined as any custom or tailor-made application or workload that is specifically developed and deployed by You on a PaaS or IaaS based infrastructure, either for internal or external use, that is configured and activated and that You monitor each hour with the applicable Oracle Cloud Service. A Monitored App may include but is not limited to development, test, quality assurance (QA), training, pre-production, high availability (HA), disaster recovery (DR) or other environments that You monitor with this Oracle CASB Cloud Service.

OCPU Per Hour: is defined as the number of Oracle Compute Unit (OCPU) hours used as part of the Oracle Cloud Service. An OCPU provides CPU capacity equivalent of one physical core of a processor with hyper-threading enabled. Each OCPU corresponds to two hardware execution threads, known as vCPUs. Each OCPU has a pre-defined amount of memory. Each partial OCPU Hour consumed will be billed as a full hour subject to the following exceptions.

- For the purposes of Oracle Autonomous Data Warehouse and Oracle Autonomous Transaction Processing, partial OCPU hours consumed are billed as partial hours with a one-minute minimum.
- For the purposes of Oracle Database Cloud Service – Virtual Machine and Oracle Database Cloud Service – Bare Metal, partial OCPU hours consumed are billed as partial hours with a one-minute minimum.
- For the purposes of Oracle Database Exadata Cloud Service, partial OCPU hours consumed are billed as partial hours with a one-minute minimum.
- For the purposes of Oracle Gen 2 Exadata Cloud@Customer, partial OCPU hours consumed are billed as partial hours with a one-minute minimum.
- For the purposes of Oracle Exadata Cloud@Customer – Autonomous Data Warehouse and Oracle Exadata Cloud@Customer – Autonomous Transaction Processing, partial OCPU hours consumed are billed as partial hours with a one-minute minimum.
- For the purposes of the Oracle Integration Cloud Service – Standard - Classic, and the Oracle Integration Cloud Service – Enterprise - Classic, each Cloud Service tracks OCPUs that are in running status on an hourly basis.

Request: is defined as the number of request calls made to the Oracle Cloud Service. A request is defined as an API call from a mobile app or one round trip interaction (request to a bot and a response from that bot) or a push initiated from the Oracle Cloud Service. For the purposes of the Oracle Digital Assistant Cloud Service, a request is counted as follows: (a) any round-trip conversation with the chatbot skill, (b) authentication and an authorization (login); (c) invocation of an instant app or WebView component; (d) use of the tester in the Bots admin tool; (e) push notifications from the skill; (f) drill down from the Bot Insights home page to Insight Details; and (c) calling the Oracle Mobile Hub Cloud Service.

Request Per Hour: is defined as the number of request calls made to the Oracle Cloud Service during a one hour period. A request is defined as an API call from a mobile app or one round trip interaction (request to a bot and a response from that bot) or a push initiated from the Oracle Cloud Service.

TB Storage Capacity/Month: is defined as the number of TBs of block volume storage consumed as part of the Oracle Cloud Service. Each TB consumed for part of a month will be billed for a full month

User per Month: is defined as an individual configured to access the hosted service during the billing period, regardless of whether the individual is actively accessing the hosted service at any given time. For purposes of the Oracle CASB for Discovery - Government, User per Month is defined as the number of Shadow IT users per month that are expected to be discovered by Oracle CASB through analysis of perimeter logs, Salesforce AppExchange application marketplace and analysis of data transmission into and out of shadow applications.

Virtual Private Vault Per Hour: is defined as one (1) single-tenant accessible encryption key storage vault used on a

Oracle Cloud Infrastructure Cloud Service that is measured on an hourly basis and billed on a monthly

ADDITIONAL TERMS

Oracle Cloud Infrastructure Data Catalog

You may begin using the Oracle Cloud Infrastructure Data Catalog service after Oracle has activated Your Cloud Services Account.

Oracle Cloud Infrastructure Data Catalog is a metadata management service that creates an organized, searchable inventory of data assets based on technical, business, and operational metadata. It allows users to collaborate, enrich and manage the enterprise view of data assets by capturing domain knowledge regarding the data's business meaning, context, usefulness, quality levels, origins, and policy constraints. You will be able to create and use up to 2 Data Catalogs, and if You require more, You may log an SR with Oracle Cloud Support to request additional Data Catalogs.

Oracle Cloud Infrastructure - Application Migration

Oracle Cloud Infrastructure Application Migration is a Cloud Service available in the Oracle Cloud Infrastructure console, and assists You with the migration of applications from Oracle Cloud

Infrastructure Classic to an Oracle Cloud Infrastructure tenancy for eligible customers. An application is defined as a combination of deployable artifacts and the applied configuration, which can be exported from a service instance running in a source environment and imported into a compatible service instance running on Oracle Cloud Infrastructure. You can use the Oracle Cloud Infrastructure Application Migration service to migrate applications, such as Oracle Java Cloud Service, SOA Cloud Service, and Oracle Integration Cloud Services instances, from an Oracle Cloud Infrastructure Classic account to an Oracle Cloud Infrastructure tenancy.

Oracle Cloud Infrastructure Console

The Oracle Cloud Infrastructure console (the “**Console**”) is the simple and intuitive web-based user interface that You can use to access and manage Oracle Cloud Infrastructure resources. The Console is accessible via regional *.oraclecloud.com URLs. From the Console, You can navigate to Oracle Cloud Infrastructure services and manage account and user settings.

All customers with an active Oracle Cloud Account can access the Console by using a supported web browser. When You sign up to use Oracle Cloud Infrastructure services, You receive a customized, regional *.oraclecloud.com URL for Your organization. For the list of supported browsers and information about how to sign in, see [Signing In to the Console](#) in the Oracle Cloud Infrastructure documentation.

Oracle Cloud Infrastructure Cloud Shell

Oracle Cloud Infrastructure Cloud Shell is a web browser-based terminal available from the Console. Oracle Cloud Infrastructure Cloud Shell provides access to a Linux shell with a pre-authenticated Oracle Cloud Infrastructure CLI and key development tools for following Oracle Cloud Infrastructure service tutorials and labs. Oracle Cloud Infrastructure Cloud Shell is a feature available to all Oracle Cloud Infrastructure users and is accessible from the Console.

Access and Usage

Oracle Cloud Infrastructure Cloud Shell currently is a free service. Administrators are required to grant user access to Oracle Cloud Infrastructure Cloud Shell with a valid IAM policy. Use of Oracle Cloud Infrastructure Cloud Shell is limited to a specified number of hours per month. When users reach the hourly limit for their tenancy, they will receive a notification in Oracle Cloud Infrastructure Cloud Shell. Users can view their tenancy limit and current usage from settings for Oracle Cloud Infrastructure Cloud Shell. Oracle Cloud Infrastructure Cloud Shell is meant for interactive use, engaging with Oracle Cloud Infrastructure resources. After a period of inactivity, users will receive a notification that their session will be disconnected.

If there is no access to a user's Oracle Cloud Infrastructure Cloud Shell for six months, Oracle may delete that user's home directory storage. The tenant admin will receive a notification warning that the user's storage will be removed in 60 days, unless the user logs in to the Console and accesses Oracle Cloud Infrastructure Cloud Shell.

Oracle Cloud Infrastructure Cloud Shell collects general usage information about the Service, but does not log or collect any information from the user's Oracle Cloud Infrastructure Cloud Shell terminal session. Oracle reserves the right to disconnect and terminate CPU-intensive or memory-intensive long running Oracle Cloud Infrastructure Cloud Shell user sessions.

Oracle Cloud Infrastructure Data Catalog

You may begin using the Oracle Cloud Infrastructure Data Catalog service after Oracle has activated Your Cloud Services Account.

Oracle Cloud Infrastructure Data Catalog is a metadata management service that creates an organized, searchable inventory of data assets based on technical, business, and operational metadata. It allows users to collaborate, enrich and manage the enterprise view of data assets by capturing domain knowledge regarding the data's business meaning, context, usefulness, quality levels, origins, and policy constraints. You will be able to create and use up to 2 Data Catalogs, and if you require more, you may log an SR with Oracle Cloud Support to request additional Data Catalogs.

Secrets on Oracle Cloud Infrastructure Vault helps customers to securely store, manage, and reference secrets. Secrets are generally small, security-sensitive strings, with no restrictions on format or structure. Secrets can include credentials and authentication tokens and are used for access to Oracle databases, external software-as-a-service applications, or even other Oracle Cloud Infrastructure Services. Secrets on Oracle Cloud Infrastructure Vault enables cloud security professionals to reduce security operations risks associated with storing and transacting secrets in plain text. Secrets on Oracle Cloud Infrastructure Vault provides users encryption guarantees for secret encryption at-rest and in-transit. This Cloud Service allows for strict access controls and complete auditability for all secret lifecycle operations.

BRING YOUR OWN LICENSE (“BYOL”)

You may activate the BYOL version of a Cloud Service if available (not all Cloud Services have BYOL versions) and You will be charged the BYOL rate for the activated Cloud Service provided that You have sufficient supported on premise licenses as required and specified in the Service Description for the Cloud Service.

You remain responsible for compliance with any license restrictions applicable to the on premise licenses (including metrics), as defined in Your Program order for those licenses. The following license types may be applied towards Your use in a BYOL Cloud Service environment: Full Use, Limited Use, Application Specific Full Use and Proprietary Hosting (subject to an ISV Amendment). Term licenses are eligible to apply toward Your use in a BYOL Cloud Service environment as long as the term of the license is in effect. For enterprise or non-standard metrics where the license applies to Your entire population (e.g., a Campus license), You are entitled to use the same number of OCPUs or other Cloud metric to support the same number of associated on premise licenses as granted under Your enterprise or non-standard metric. Embedded Software Licenses are not eligible to be applied towards Your use in a BYOL Cloud Service environment. For clarity, the license type retains its type when applied towards Your use in a BYOL Cloud Service environment (e.g., Full Use stays as Full Use and Limited Use stays as Limited Use). Licenses applied towards Your requirements for the BYOL version of a Cloud Service are deemed deployed and in use (i.e., You may not also use these licenses on premise) and may be verified in an audit.

For any BYOL Cloud Service where multiple Program licenses are identified as eligible to apply towards BYOL Cloud Service requirements and are listed with an “or” in the description for the applicable BYOL Cloud Service, You may aggregate Your supported license quantities of those listed Program licenses to meet Your license requirement for that BYOL Cloud Service.

You acknowledge that a BYOL Cloud Service may not be available for all versions of a Program license that You might have previously deployed on premise. For example, You may have previously deployed applications on version 10 of the applicable Oracle Program but Your chosen BYOL Cloud Service may be running version 12 of the applicable Oracle Program.

A BYOL Cloud Service instance must at all times have a sufficient number of supported licenses to meet Your requirement for use of the applicable BYOL Cloud Service. If You do not have sufficient supported licenses at any point in time, then You must either stop the instance and redeploy the standard Cloud Service (non-BYOL) or You must acquire enough supported licenses to meet Your requirement for use of the applicable BYOL Cloud Service.

Oracle will allow you up to 100 days from the Cloud Services Start Date to transition from the applicable on premise Program licenses to the BYOL version of the Cloud Service(s) (i.e., upon the earlier of Your transition date or the end of the 100 days, licenses applied towards Your requirements for the BYOL version of a Cloud Service are deemed deployed and in use (i.e., You may not also use these licenses on premise); once a license has been deemed deployed and in use, You may not apply the same license towards a different BYOL version of a Cloud Service and Your license usage may be verified in an audit.

OVERAGE

You are responsible for monitoring Your use of the Cloud Services. If, at the end of any month during the Services Period, You have exceeded the total amount You have ordered of any Cloud Services, Oracle will invoice You for the excess usage of the Cloud Service(s) at the Net Unit Price(s) specified in your order.

You may have access to additional Cloud Services that You have not ordered. All usage of these services by You will be billed monthly in arrears at the current list price.

You may set quotas, alerts, and use other monitoring tools within the Cloud Portal to assist You in managing and tracking Your usage.

FOUNDATION SERVICES

Included with Your order for these Oracle Government PaaS and IaaS Cloud Services are Oracle Foundation Services.

ORACLE IDENTITY CLOUD	PART#	METRIC
Oracle Identity Foundation Cloud Service Government	B90937	Each

Oracle provisions this version of Oracle Identity Cloud Service for customers that subscribe to Oracle Platform-as-a-Service (PaaS) applications (for example, Oracle Analytics Cloud Service) that natively leverage Oracle Identity Cloud Service as its Identity and Access Management solution. A customer can use this version to provide basic identity management functionalities for such Oracle PaaS applications, including user management, group management, and basic reporting. It also provides Oracle-certified templates to provision accounts and to perform federated single sign-on (SSO) across Oracle PaaS and Oracle Software-as-a-Service (SaaS) applications.

ORACLE ANALYTICS CLOUD SERVICES

ORACLE ANALYTIC CLOUD-CLASSIC	PART #	NOTE	METRIC
Oracle Analytics Cloud – Standard –Classic – Government	B88798	1	OCPU Per Hour
Oracle Analytics Cloud– Enterprise – Classic – Government	B88797	1	OCPU Per Hour
Oracle Analytics Cloud - Essbase – Classic – Government	B88777	1	OCPU Per Hour
Oracle Analytics Cloud			
Oracle Analytics Cloud – Professional– Government	B90284	1	OCPU Per Hour
Oracle Analytics Cloud – Enterprise – Government	B90285	1	OCPU Per Hour
Oracle Analytics Cloud - Essbase – Government	B90286	1	OCPU Per Hour
Oracle Analytics Cloud - Classic – BYOL			
Oracle Analytics Cloud – Standard – Classic - BYOL – Government	B90034	1	OCPU Per Hour
Oracle Analytics Cloud – Enterprise – Classic - BYOL – Government	B90036	1	OCPU Per Hour
Oracle Analytics Cloud - Data Lake – Classic - BYOL – Government	B90035	1	OCPU Per Hour
Oracle Analytics Cloud – BYOL			
Oracle Analytics Cloud - Standard – BYOL – Government	B90287	1	OCPU Per Hour
Oracle Analytics Cloud – Data Lake – BYOL – Government	B90288	1	OCPU Per Hour
Oracle Analytics Cloud - Enterprise – BYOL – Government	B90289	1	OCPU Per Hour

Note

1: Limited Availability-This Cloud Service may not be available in all data center regions.

Description

The Oracle Analytics Cloud – Professional - Government and the Oracle Analytics Cloud - Standard - BYOL - Government Services provide capabilities that include data visualization, data preparation and collaboration.

Limits: The Oracle Analytics Cloud – Professional - Government and the Oracle Analytics Cloud - Standard - BYOL - Government Services are subject to the following quantities:

- Entitlement for You to any number of users of Oracle Data Visualization Desktop posted on the Oracle Software Delivery Cloud

The Oracle Analytics Cloud – Essbase - Government and the Oracle Analytics Cloud – Essbase - Government Services provide capabilities that include data visualization, data preparation, collaboration, scenario analysis, and access to a variety of big data sources.

Limits: The Oracle Analytics Cloud Service – Essbase - Government and the Oracle Analytics Cloud – Essbase - BYOL - Government Services are subject to the following quantities:

- Entitlement for You to any number of users of Oracle Data Visualization Desktop posted on the Oracle Software Delivery Cloud
- Entitlement for all users of these Oracle Cloud Services to the Oracle SmartView® application posted on the Oracle Software Delivery Cloud

The Oracle Analytics Cloud – Enterprise - Government and the Oracle Analytics Cloud – Enterprise - BYOL - Government Services provide capabilities that include data visualization, data preparation, collaboration, business modeling, enterprise reporting, scenario analysis, and mobile access.

Limits: The Oracle Analytics Cloud – Enterprise - Government and the Oracle Analytics Cloud – Enterprise - BYOL - Government Services are subject to the following quantities:

- Entitlement for all users of these Oracle Cloud Services to the Oracle Business Intelligence Mobile application posted on the Apple Store and the Google Store
- Entitlement for all users of these Oracle Cloud Services to the Oracle Day by Day application posted on the Apple Store and the Google Store
- Entitlement for You to any number of users of Oracle Data Visualization Desktop posted on the Oracle Software Delivery Cloud
- Entitlement for all users of these Oracle Cloud Services to the Oracle SmartView® application posted on the Oracle Software Delivery Cloud
- Each OCPU of a service environment includes an entitlement to 5 unique users of Oracle Business Intelligence Server Administrator posted on the Oracle Software Delivery Cloud

The Oracle Analytics Cloud - Standard – Classic - Government and Oracle Analytics Cloud – Standard – Classic - BYOL – Government Services provides capabilities that include data

visualization, data preparation, collaboration, and scenario analysis with customer-controlled environment creation, backup, patching and scaling through cloud tooling.

Limits: The Oracle Analytics Cloud – Standard – Classic - Government and Oracle Analytics Cloud – Standard – Classic - BYOL – Government Services are subject to the following quantities:

- Entitlement for You to any number of users of Oracle Data Visualization Desktop posted on the Oracle Software Delivery Cloud
- Entitlement for all users of these Oracle Cloud Services to the Oracle SmartView® application posted on the Oracle Software Delivery Cloud

The Oracle Analytics Cloud - Enterprise – - Classic - Government and Oracle Analytics Cloud – Enterprise – Classic - BYOL – Government Services provide capabilities that include data visualization, data preparation, collaboration, business modeling, enterprise reporting, scenario analysis, and mobile with customer-controlled environment creation, backup, patching and scaling through cloud tooling.

Limits: The Oracle Analytics Cloud – Enterprise – Classic - Government and Oracle Analytics Cloud – Enterprise – Classic - BYOL – Government Services are subject to the following quantities:

- Entitlement for all users of these Oracle Cloud Services to the Oracle Business Intelligence Mobile application posted on the Apple Store and the Google Store
- Entitlement for all users of these Oracle Cloud Services to the Oracle Day by Day application posted on the Apple Store and the Google Store
- Entitlement for You to any number of users of Oracle Data Visualization Desktop posted on the Oracle Software Delivery Cloud
- Entitlement for all users of these Oracle Cloud Services to the Oracle SmartView® application posted on the Oracle Software Delivery Cloud
- Entitlement to one named user of Oracle Business Intelligence Server Administrator posted on the Oracle Software Delivery Cloud

The Oracle Analytics Cloud – Essbase - Classic - Government and Oracle Analytics Cloud – Essbase - Classic – BYOL - Government Services provide capabilities that include data visualization, data preparation, collaboration, scenario analysis, and access to a variety of big data sources with customer-controlled environment creation, backup, patching and scaling through cloud tooling.

Limits: The Oracle Analytics Cloud – Essbase - Classic - Government and Oracle Analytics Cloud – Essbase - Classic – BYOL - Government Services are subject to the following quantities:

- Entitlement for You to any number of users of Oracle Data Visualization Desktop posted on the Oracle Software Delivery Cloud
- Entitlement for all users of these Oracle Cloud Services to the Oracle SmartView® application posted on the Oracle Software Delivery Cloud

The **Oracle Analytics Cloud Service – Standard** environment provide capabilities that include self-service analytics, data preparation and collaboration.

Limits: The Oracle Analytics Cloud Service – Standard are subject to the following quantities:

- This service entitles each hosted named user to Oracle Analytics Desktop posted on the Oracle Software Delivery Cloud
- Entitlement for all users of these Oracle Cloud Services to the Oracle Day by Day application posted on the Apple Store and the Google Store.

The **Oracle Analytics Cloud Service – Enterprise** environment provide capabilities that include business modelling, enterprise reporting and mobile access.

Limits: The Oracle Analytics Cloud Service – Enterprise are subject to the following quantities:

- Entitlement for each hosted named user of these Oracle Cloud Services to the Oracle SmartView® application posted on the Oracle Software Delivery Cloud
- Entitlement for all users of these Oracle Cloud Services to the Oracle Day by Day application posted on the Apple Store and the Google Store
- Entitlement for each hosted named user of Oracle Analytics Desktop posted on the Oracle Software Delivery Cloud
- Each hosted named user includes an entitlement to use 1 unique user of Oracle Business Intelligence Server Administrator posted on the Oracle Software Delivery Cloud.

Customer Responsibilities

Certain aspects of service management are Your responsibility. These include, but are not limited to the following:

- You are responsible for ensuring that files marked for upload are scanned for viruses. If You do not scan those marked files for viruses You are liable for any resulting damage.
- You are responsible for managing and maintaining Oracle Analytics Cloud – Classic and its availability. You are responsible for patching Oracle Analytics Cloud - Classic using the update mechanism provided as part of the Cloud Service. You are responsible for backup and restoration of Your service environment using mechanisms provided as part of the Cloud Service.

Service Activation, Measurement and Usage

You may begin using the Oracle Analytics Cloud – Classic (all editions) and the Oracle Analytics Cloud (all editions) Services after Oracle has activated Your Cloud Services Account. You may view Your usage of the Oracle Analytics Cloud– Classic or Oracle Analytics Cloud Services in the Oracle Cloud Portal on a daily basis. Oracle will measure Your usage every month for billing purposes.

- For the purposes of the Oracle Analytics Cloud – Classic and the Oracle Analytics Cloud Services, Your usage is measured by calculating the number of OCPU hours used by You. Pricing is per OCPU hour consumed for each OCPU instance provisioned, from the time an instance is

launched until it is terminated or stopped. Each partial OCPU hour consumed will be billed as a full hour.

- You may initiate instances of the Oracle Analytics Cloud – Classic and the Oracle Analytics Cloud Services to meet your cloud requirements. It is up to You to determine how many instances are deployed and for what duration, subject to the practices described below. For Your planning purposes, Oracle operates the Oracle Analytics Cloud Service on a 744 hour per month basis.

Oracle Cloud Policies and Pillar Documentation

Your order for these Oracle PaaS and IaaS Cloud Services are subject to the *Oracle Cloud Hosting and Delivery Policies* and the Oracle PaaS and IaaS Public Cloud Services pillar document, which may be viewed at www.oracle.com/contracts.

BYOL Required Licenses

BYOL Cloud Services	Part #	Metric
Oracle Analytics Cloud – Standard – BYOL - Government	B90287	OCPU per Hour
Oracle Analytics Cloud – Standard – Classic - BYOL - Government	B90034	OCPU per Hour
<p>Conversion Ratios:</p> <ul style="list-style-type: none"> For each supported Processor license You may activate up to 2 OCPUs of the above referenced BYOL Cloud Service. For every 25 supported Named User Plus licenses You may activate 1 OCPU of the above referenced BYOL Cloud Service. <p>The following supported program licenses may be aggregated to meet the conversion ratio above.</p> <p>- Oracle Data Visualization</p>		
Oracle Analytics Cloud – Essbase – BYOL - Government	B90289	OCPU per Hour
Oracle Analytics Cloud – Essbase – Classic - – BYOL - Government	B90035	OCPU per Hour
<p>Conversion Ratios:</p> <ul style="list-style-type: none"> For each supported Processor license You may activate up to 2 OCPUs of the above referenced BYOL Cloud Service. For every 25 supported Named User Plus licenses You may activate 1 OCPU of the above referenced BYOL Cloud Service. <p>The following supported program licenses may be aggregated to meet the conversion ratio above.</p>		

Attachment: Oracle Cloud Services Agreement [Revision 1] (4252 : APPROVE AGREEMENTS FOR THE PURCHASE AND IMPLEMENTATION

- Oracle Essbase Plus		
Oracle Analytics Cloud – Enterprise – BYOL - Government	B90288	OCPU per Hour
Oracle Analytics Cloud – Enterprise – Classic – BYOL - Government	B90036	OCPU per Hour
<p>Conversion Ratios:</p> <ul style="list-style-type: none"> For each supported Processor license You may activate up to 2 OCPUs of the above referenced BYOL Cloud Service. For every 25 supported Named User Plus licenses You may activate 1 OCPU of the above referenced BYOL Cloud Service. <p>Any of the following supported program licenses may be aggregated to meet the conversion ratio above.</p> <ul style="list-style-type: none"> - Business Intelligence Suite Foundation Edition; OR - Business Intelligence Suite Extended Edition; OR - Oracle Business Intelligence Foundation Suite; OR - Oracle Business Intelligence Enterprise Edition Plus 		

ORACLE APPLICATION DEVELOPMENT CLOUD SERVICES

ORACLE APPLICATION CONTAINER CLOUD SERVICE	PART #	NOTE	METRIC
Oracle Application Container Cloud Service – Government	B88799	1	GB Memory Per Hour
Oracle Blockchain Platform Cloud Service			
Oracle Blockchain Platform Cloud – Standard - Government	B92332		OCPU Per Hour
Oracle Blockchain Platform Cloud – Enterprise - Government	B92333		OCPU Per Hour
Oracle Blockchain Platform Cloud – Storage - Government	B92334		TB Storage Capacity Per Month
Oracle Java Cloud Service			
Oracle Java Cloud Service – Enterprise -Government	B88800	1	OCPU Per Hour
Oracle Java Cloud Service - High Performance - Government	B88801	1	OCPU Per Hour
Oracle Java Cloud Service - BYOL			

Oracle Java Cloud Service – Enterprise – BYOL - Government	B90031	1	OCPU Per Hour
Oracle Java Cloud Service - High Performance – BYOL - Government	B90032	1	OCPU Per Hour
Oracle Mobile Hub Cloud Service			
Oracle Mobile Hub Cloud Service – Government	B90281	1	Request
Oracle Digital Assistant Cloud Service			
Oracle Digital Assistant Cloud Service - Government	B90306	1	Request
Oracle Visual Builder Cloud Service			
Oracle Visual Builder Cloud Service - Government	B90292	1	OCPU Per Hour
Oracle Visual Builder Cloud Service - Classic			
Oracle Visual Builder Cloud Service – Classic.- Government	B88778	1	OCPU Per Hour

Note

1: Limited Availability-This Cloud Service may not be available in all data center regions.

Descriptions

The Oracle Application Container Cloud Service provides a cloud-based environment for the execution of any runtime available within the offering. Rich cloud tooling and comprehensive REST APIs enable customer-controlled application deployment, environment sizing, scaling, runtime language version upgrading, and Flight Recorder control. The Oracle Application Container Cloud Service can be used through the Application Container Cloud console for the Oracle Application Container Cloud Service.

The Oracle Java Cloud Service provides a cloud-based application server (Oracle WebLogic Server with automated customer-controlled provisioning, backup, patching, scaling with cloud tooling) designed to support any Java application. You may use the Oracle Java Cloud Service through the Oracle Java Cloud Service console.

- The Oracle Java Cloud Service - Enterprise – is a Java EE application service with enterprise capabilities like clustering and Java SE Advanced
- The Oracle Java Cloud Service High Performance – is a Java EE application server with advanced enterprise capabilities included in Enterprise Edition, plus full data grid capability of Oracle Coherence, and advanced connectivity through Active Gridlink to Oracle Database RAC

The Oracle Mobile Hub Cloud Service-Government is a platform that helps You to build engaging mobile and web applications. The Oracle Mobile Hub Cloud Service provides all the tools to build these experiences and adds contextual services based on the platform. The Oracle Mobile Hub Cloud Service

analytics tools give You deep insights into user adoption and behavior so that You may personalize Your engagement with Your end users and may ensure that everything is running at peak performance. The Oracle Mobile Hub Cloud Service provides up to 50 gigabyte capacity for applications and data.

Users of the **Oracle Mobile Hub Cloud Service - Government** are authorized to access the following modules or features:

- Mobile core services such as push notification, storage, data offline and sync
- Customer API Designer and Implementations
- Connectors

The **Oracle Digital Assistant Cloud Service - Government** introduces conversation interactions via the chatbots functionality that is powered by AI, called Digital Assistant. Users of the Oracle Digital Assistant Cloud Service - Government are authorized to access the following modules or features:

- AI-powered natural language processing (NLP) for Intent and Entity detection
- Deployment of bots to multiple channels, abstracting the differences
- Bots Builder UI for defining Intents, Entities, Conversation Flows, and Channel Configuration
- Integration with backend applications and data through custom components
- Instant Apps Designer and Runtime

The **Oracle Visual Builder Cloud Service - Government** is a cloud-based, low-code application development solutions for creating, extending, and customizing business applications. Users may create and publish hosted web applications that work on mobile devices and web browsers through visual development of user interfaces, business objects, and business logic. The Oracle Visual Builder Cloud Service - Government is based on an extensible, standards-based, component architecture and supports the integration and extension of Oracle PaaS and SaaS Cloud Services as well as third party REST-based services. This includes the ability to create, copy, edit, and delete applications in the Oracle Visual Builder Cloud Service - Government, as well as to version, stage, and publish those applications as part of application lifecycle management.

As part of the Oracle Visual Builder Cloud Service - Government, any number of authenticated users may be granted a role authorizing access to development tools for this Oracle Cloud Service and may develop and publish any number of applications. Any number of authenticated and unauthenticated users may access a published application. Additionally, any number of API calls may be made to published APIs provided by this Oracle Cloud Service or by published applications. Service performance may be affected by the number of users, by the number of API calls, and by the service configuration, such as the number of OCPUs utilized.

The Oracle Visual Builder Cloud Service - Government allows application developers to create and host applications along with custom data needed for those applications. You are responsible for the content of these applications and data. The Oracle Visual Builder Cloud Service - Government provides up to 5 gigabyte of capacity for applications and data. Application developers may upload static resources (including but not limited to images, JavaScript files, CSS files, and HTML files) but these static resources are not executed on Oracle's servers. Application developers may create applications that consume REST services exposed by other non-Oracle cloud services (including products subject to different hosting and delivery policies and terms of service). You are responsible for ensuring that Your

use of these non-Oracle cloud services complies with the policies and terms that govern the use of these non-Oracle cloud services.

The Oracle Visual Builder Cloud Service - Classic - Government is a low-code app development solution for creating, extending, and customizing business apps. Users may create and publish hosted web applications that work on mobile devices and web browsers through visual development of user interfaces, business objects, and business logic. The Oracle Visual Builder Cloud Service - Classic - Government is based on an extensible, standards-based, component architecture, and supports the integration and extension of Oracle PaaS and SaaS Cloud Services as well as third party REST-based services. This includes the ability to create, copy, edit, and delete applications in the Oracle Visual Builder Cloud Service – Classic - Government, as well as to version, stage, and publish those applications as part of application lifecycle management.

The Oracle Blockchain Platform Cloud Service provides a pre-assembled platform on Oracle Cloud for building and running chaincode and maintaining a distributed ledger for business transactions. With the Oracle Blockchain Platform Cloud Service, users can create a new blockchain network or join an existing blockchain network, which is ready for chaincode deployment. Chaincode functions, also known as transactions, can be invoked from end-user applications via private channels. Users are also authorized to perform tasks related to administration and monitoring of the network.

In addition to the above, Oracle Blockchain Platform Cloud Service – Enterprise – Government provides scalability and high availability by distributing workload across multiple availability domains and/or fault domains.

Usage Limits:

The Oracle Blockchain Platform Cloud Service is subject to the following usage limits:

- Up to fourteen (14) peer nodes for each Blockchain Cloud Service instance. One blockchain network can have multiple Blockchain Platform Cloud Service instances.
- Up to two (2) TB storage capacity (block and object storage). The storage capacity is used to store transaction ledgers for all channels, state of the world, transaction history database, chaincode, and other data, such as configuration files, etc.

The Oracle Blockchain Platform Cloud Service – Standard – Government is subject to the following usage limits per Blockchain Platform instance:

- Up to sixteen (16) peer nodes and up to seven (7) ordering service nodes on up to one (1) virtual machine. One blockchain network can have multiple Blockchain Platform instances.
- The storage capacity is used to store transaction ledgers for all channels, state of the world, transaction history database, chaincode, and other data, such as configuration files. Up to fifty (50) GB of block storage capacity is included in the Oracle Blockchain Platform Cloud Service – Standard - Government.

The Oracle Blockchain Platform Cloud Service – Enterprise - Government is subject to the following usage limits per Blockchain Platform instance:

- Up to sixteen (16) peer nodes and up to seven (7) ordering service nodes on up to ten (10) virtual machines. One blockchain network can have multiple Blockchain Platform instances.
- The storage capacity is used to store transaction ledgers for all channels, state of the world, transaction history database, chaincode, and other data, such as configuration files. Up to one hundred fifty (150) GB of block storage capacity is included in the Oracle Blockchain Platform

Cloud Service – Enterprise - Government. You may set the number of additional TBs for Your Blockchain Platform instance via API or via the Cloud Service console, and pricing is per TB per month consumed until the Blockchain Platform instance is deleted.

Third Party Web Sites, Platforms and Services

The Oracle Mobile Hub Cloud Service - - Government, Oracle Digital Assistant Cloud Service - Government and Oracle Blockchain Platform Cloud Service may enable You to link to, transmit Your Content or Third Party Content to, or otherwise access, other Web sites, platforms or services of third parties. Oracle does not control and is not responsible for such third party Web sites or platforms or services. You bear all risks associated with Your access to and use of such third party Web sites, platforms, and services and You are solely responsible for entering into and being in compliance with separate terms with such third party. Oracle is not responsible for the security, protection or confidentiality of such content (including obligations in the *Oracle Cloud Hosting and Delivery Policies* and the Data Processing Agreement and Oracle's Privacy Policy) that is transmitted to such third parties.

Responsibilities

The following aspects of service management are Your responsibility. These include, but are not limited to:

- The Cloud Services are not intended to hold sensitive or regulated information. You must not use the Cloud Services to store or process any health, payment card or similarly sensitive information that imposes specific data security obligations for the processing of such data.
- You are responsible for managing and maintaining Oracle Visual Builder Cloud Service - Classic – Government and its availability. You are responsible for patching Oracle Visual Builder Cloud Service - Classic – Government using the update mechanism provided as part of the Cloud Service
- You are responsible for managing and maintaining Oracle Java Cloud - Enterprise – Government, Oracle Java Cloud - Enterprise – BYOL Government, Oracle Java Cloud – High Performance – Government, and Oracle Java Cloud – High Performance – BYOL - Government ; and its availability. You are responsible for patching the Oracle Cloud Service using the update mechanism provided as part of the Cloud Service
- You are responsible for ensuring that files marked for upload are scanned for viruses.
- Oracle will create Your instance of Oracle Blockchain Platform Cloud Service including managing and maintaining Your instance and its availability.
- Oracle is responsible for patching and upgrading Oracle Blockchain Platform Cloud Service.
- You are responsible for compliance with laws, rules, and regulations governing the type of data and the use of blockchain technology while using Oracle A Blockchain Platform Cloud Service.

Service Activation, Measurement and Usage

You may begin using the Oracle Cloud Services after Oracle has activated Your Cloud Services Account. You may view Your usage of the Oracle Cloud Services in the Oracle Cloud Portal on a daily basis. Oracle will measure Your usage every month for billing purposes

- For the purposes of the Oracle Application Container Cloud Service, Your usage is measured by calculating the number of GB Memory Per hour used by You. Pricing is per GB Memory Per Hour allocated for each application instance, from the time an instance is launched until it is terminated or stopped. Each partial GB Memory Per Hour consumed will be billed as a full hour.

You may initiate instances of the Oracle Applications Container Cloud Service to meet your cloud requirements. It is up to You how many instances are deployed and for what duration. For planning purposes, Oracle operates the service on a 744 hour per month basis.

For the purposes of the Oracle Java Cloud Service, the Oracle Visual Cloud Service – Classic and the Oracle Visual Builder Cloud Service, Your usage is measured by calculating the number of OCPU hours used by You. Pricing is per OCPU hour consumed for each VM instance, from the time an instance is launched until it is terminated or stopped. Each partial OCPU hour consumed will be billed as a full hour. You may initiate instances of Oracle Java Cloud Service, Oracle Visual Builder Cloud Service – Classic and Oracle Visual Cloud Service to meet Your cloud requirements. It is up to You how many instances are deployed and for what duration. For planning purposes, Oracle operates the service on a 744 hour per month basis.

- For the purposes of the Oracle Mobile Hub Cloud Service - Government, during instance creation You are advised to enter the number of requests per hour that will be used for measurement and billing for the entire month (for 24 hours a day).

For the purposes of the Oracle Digital Assistant Cloud Service - Government, during instance creation You are advised to enter the number of requests per hour that will be used for measurement and billing for the entire month (for 24 hours a day).

Customer Responsibilities

You agree to provide reasonable assistance to Oracle in order to configure, operate, maintain, and secure the operating systems and other associated software of Your Cloud Services including Your applications. You agree to provide reasonable assistance to Oracle in order to maintain appropriate security, protection, and backup of Your Content, which may include the use of encryption technology to protect Your Content from unauthorized access and routine archiving of Your Content. Oracle Cloud Services log-in credentials and private keys generated as part of the Oracle Cloud Services are for Your internal use of the services only, and You may not sell, share, transfer or sublicense them to any other entity or person, except that You may disclose Your private key to Your subcontractors who are Users of the Oracle Cloud Services and who are performing work on Your behalf.

For cloud services delivered by the Oracle Cloud Marketplace, Oracle is responsible for initial provisioning of the Service, as described in the Service documentation. You are responsible for management of the service after provisioning, including, but not limited to, the following: maintaining and updating the software product versions provided by the Service; configuring the software as required for Your applications, or for Your usage of the Service; configuring the software and Your content to appropriate security levels per your business needs; ongoing monitoring and management of Your configuration; backing up Your content and restoring Your content as required; configuring and maintaining any prerequisite software required by the Service; performing these responsibilities as may be required to maintain compatibility of the Service with any prerequisite Oracle Cloud Services required by the Service.

Login credentials or private keys that may be generated for Your access to the Service to perform these responsibilities, are for Your internal use of the services only, and You may not sell, share, transfer or sublicense them to any other entity or person, except that You may disclose Your credentials or private keys to Your subcontractors who are Users of the Oracle Cloud Services and who are performing work on Your behalf.

You agree to provide reasonable assistance to Oracle in order to enable Oracle to provide You with support services for the software included in Your Cloud Services.

Oracle Cloud Policies and Pillar Documentation

Your order for these Oracle PaaS and IaaS Cloud Services are subject to the *Oracle Cloud Hosting and Delivery Policies* and the Oracle PaaS and IaaS Public Cloud Services pillar document, which may be viewed at www.oracle.com/contracts.

BYOL Required Licenses

BYOL Cloud Services		
Oracle Java Cloud Service-Enterprise – BYOL – Government	B90031	OCPU per Hour
Oracle Java Cloud Service-High Performance – BYOL - Government	B90032	OCPU per Hour
<p>The BYOL requirements are based on the edition of the WebLogic Server that you choose to run in the BYOL Cloud Service environment.</p> <p>Conversion Ratios for WebLogic Enterprise Edition and WebLogic Suite:</p> <ul style="list-style-type: none"> For each supported Processor license You may activate up to 2 OCPUs of the BYOL Cloud Service. For every 25 supported Named User Plus licenses You may activate 1 OCPU of the BYOL Cloud Service. <p>Java Cloud Service – Enterprise - Government</p> <p>If You elect to run Oracle Java Cloud Service - Enterprise - Government as a BYOL Cloud Service, then Your BYOL requirement is to bring licenses of Oracle WebLogic Server Enterprise Edition</p> <p>Java Cloud Service - High Performance - Government</p> <p>If You elect to run Oracle Java Cloud Service - High Performance - Government edition as a BYOL Cloud Service then any of the following supported program licenses may be aggregated to meet the conversion ratio above.</p> <p>Oracle WebLogic Suite</p> <p>-or-</p> <p>Oracle WebLogic Suite for Oracle Applications</p>		

ORACLE BIG DATA CLOUD SERVICES

Oracle Big Data Service			
Oracle Big Data Service – Compute – Standard – Government	B91124		OCPU Per Hour
Oracle Big Data Service – Compute – Dense I/O – Government	B91125		OCPU Per Hour
Oracle Big Data Service – Compute – HPC – Government	B91126		OCPU Per Hour
Oracle Cloud SQL - Compute Capacity - Government	B91123		OCPU Per Hour

Note

1: Limited Availability-This Cloud Service may not be available in all data center regions.

Descriptions

The Oracle Big Data Cloud Service – Compute Edition provides a dedicated Hadoop cluster instance with managed patching, scaling and lifecycle management. You may use the Oracle Big Data Cloud Service – Compute Edition through the Oracle Big Data Cloud Service – Compute Edition console.

The Oracle Big Data Service provisions fully-configured, secure, highly available and dedicated Hadoop and Spark clusters on demand. You can scale the cluster to fit Your big data and analytics workloads using a range of Oracle Cloud Infrastructure compute shapes – supporting small test and development clusters to large production clusters. The Cloudera distribution (including Apache Hadoop and Apache Spark) is included with this service and is automatically configured with advanced security, including encryption and auditing. You can use Oracle SQL to query data in Your Hadoop cluster, object storage, Apache Kafka and NoSQL stores by leveraging Oracle Cloud SQL. You may use the Oracle Big Data Service through the Oracle Big Data Service console.

Service Activation, Measurement and Usage

You may begin using the Oracle Cloud Service after Your Cloud Services Account has been set up for consumption. You may view Your usage of the Oracle Cloud Service in the Oracle Cloud Portal on a daily basis. Oracle will measure Your usage every month for billing purposes.

- For the purposes of the Oracle Big Data Cloud Service – Compute Edition,
 - Your compute capacity usage is measured by calculating the number of OCPU hours used by You. Pricing is per OCPU hour consumed for each VM instance, from the time an instance is launched until it is terminated or stopped. Each partial OCPU hour consumed will be billed as a full hour.
 - You may initiate instances of the Oracle Big Data Cloud Service - Compute Edition to meet your cloud requirements. It is up to You to determine how many instances are

deployed and for what duration. For Your planning purposes, Oracle operates the Oracle Big Data Cloud Service - Compute Edition on a 744 hour per month basis.

- Your storage capacity usage is measured by calculating the average storage (Gigabyte of Storage Capacity) used by You during each month. Usage data is collected at one-hour intervals and the storage usage is measured in "TimedStorage-ByteHrs" which are added up at the end of each calendar month to generate Your monthly charges.
- For the purposes of the Oracle Big Data Service and Oracle Cloud SQL,
 - Oracle Cloud SQL is an optional component that can be added to Your Oracle Big Data Service.
 - Your usage is measured by calculating the OCPU usage monitored hourly through the calendar month. OCPU usage is counted per hour and then added up at the end of the calendar month to determine monthly usage.

Customer Responsibilities

Certain aspects of service management are Your responsibility. These include, but are not limited to the following:

- You are responsible for managing and maintaining Big Data Cloud Service – Compute Edition - Government and its availability. You are responsible for patching Big Data Cloud Service – Compute Edition - Government using the update mechanism provided as part of the Cloud Service.
- You are responsible for managing and maintaining Oracle Big Data Service and its availability. You are responsible for patching Oracle Big Data Service using the update mechanism provided by Oracle.

Oracle Cloud Policies and Pillar Documentation

Your order for these Oracle PaaS and IaaS Cloud Services are subject to the *Oracle Cloud Hosting and Delivery Policies* and the Oracle PaaS and IaaS Public Cloud Services pillar document, which may be viewed at www.oracle.com/contracts.

ORACLE COMPUTE CLOUD SERVICE

Oracle Cloud Infrastructure - Compute Classic – Compute Capacity	Part #	Note	Metric
Oracle Cloud Infrastructure – Compute Classic – Compute Capacity - Government	B88783	1	OCPU Per Hour
Oracle Cloud Infrastructure – Compute Classic – High I/O Compute Capacity - Government	B88784	1	OCPU Per Hour
Oracle Cloud Infrastructure – Compute Classic – Unassociated Static IP - Government	B88787	1	Static IP Per Hour
Oracle Cloud Infrastructure – Load Balancer Classic			
Oracle Cloud Infrastructure – Load Balancer Classic -Government	B88785	1	Load Balancer Hour

Oracle Cloud Infrastructure – Load Balancer Classic - Data Processed - Government	B88786	1	GB of Data Processed Per Hour
Oracle Cloud Infrastructure - Load Balancer Base - Government	B93032		Load Balancer Hour
Oracle Cloud Infrastructure - Load Balancer Bandwidth - Government	B93033		Mbps Per Hour
Oracle Cloud Infrastructure - Compute X7			
Oracle Cloud Infrastructure – Compute – Bare Metal Standard - X7 – Government	B89421	1	OCPU Per Hour
Oracle Cloud Infrastructure – Compute – Bare Metal Dense I/O - X7 – Government	B89423	1	OCPU Per Hour
Oracle Cloud Infrastructure – Compute - Virtual Machine Standard - X7 – Government	B89422	1	OCPU Per Hour
Oracle Cloud Infrastructure – Compute – Virtual Machine Dense I/O - X7 – Government	B89424	1	OCPU Per Hour
Oracle Cloud Infrastructure – Compute – Windows OS - Government	B89426	1	OCPU Per Hour
Oracle Cloud Infrastructure – Compute – Bare Metal GPU Standard - X7 - Government	B89425	1, 2	GPU Per Hour
Oracle Cloud Infrastructure - Compute - GPU Standard - V2 - Government	B90019	1, 2	GPU Per Hour
Oracle Cloud Infrastructure – Compute-HPC – X7 Government	B90399	1	OCPU Per Hour
Oracle Cloud Infrastructure - Compute - Standard - E2 -Government	B90426	1	OCPU Per Hour
Oracle Cloud Infrastructure - Compute E3			
Oracle Cloud Infrastructure - Compute - GPU - E3 - Government	B92741	2	GPU Per Hour
Oracle Functions Cloud Service			
Oracle Functions—Execution Time	B91355		10,000 Gigabyte Memory-Seconds
Oracle Functions—Invocations	B91356		1,000,000 Function Invocations
Oracle API Gateway			
Oracle Cloud Infrastructure - API Gateway - 1,000,000 API Calls – Government	B92073		1,000,000 API Calls per Month
Oracle Cloud Infrastructure - Compute Cloud Services			

Oracle Cloud Infrastructure - Compute - Standard - E3 - OCPU - Government	B92340		OCPU Per Hour
Oracle Cloud Infrastructure - Compute - Standard - E3 - Memory - Government	B92341		GB per Hour
Oracle Cloud Infrastructure - Compute - Standard - E4 - OCPU - Government	B93117		OCPU Per Hour
Oracle Cloud Infrastructure - Compute - Standard - E4 - Memory - Government	B93118		Gigabyte per Hour

Note

1: Limited Availability-This Cloud Service may not be available in all data center regions.

2: There are three instance types available for the Oracle Cloud Infrastructure – Compute service: Standard, Dense I/O, GPU; GPU - V2 is also available now and is based on Nvidia’s Volta architecture and the additional terms and conditions for Your use of these Cloud Services can be found in Appendix A.

Descriptions

The Oracle Cloud Infrastructure - Compute Classic – Compute Capacity service is an infrastructure service designed to provide elastic compute capacity, enabling You to activate virtual machine environments in response to Your business needs and to end them when no longer needed. You may use Oracle Cloud Infrastructure - Compute Classic through the Oracle Cloud Infrastructure - Compute Classic console.

The Oracle Cloud Infrastructure - Compute Classic services includes a restricted use license to the Oracle Traffic Director during the Services Period subject to terms and conditions set forth in Your order. Use of the Oracle Traffic Director is limited to the balancing of workloads among the virtual machines on which Oracle Programs are running within the Oracle Cloud Infrastructure – Compute Classic services (AppsUnlimited use cases).

The Oracle Cloud Infrastructure – Compute Classic - High I/O Compute Capacity service provides High I/O capabilities by leveraging SSD based technologies. You may use the Oracle Cloud Infrastructure – Compute Classic - High I/O Compute Capacity service through the Oracle Cloud Infrastructure - Compute Classic console.

The Oracle Cloud Infrastructure – Load Balancer Classic service provides virtual load-balancing (VLBR) as an IaaS feature to complement other Oracle IaaS offerings. Key features include multi-tenant load balancing, SSL termination, certificate management, DR failover scenarios and other uses. The service is delivered as a RESTful API and is integrated into the Oracle Cloud Infrastructure – Compute Classic console, APIs and the command line interface tool.

The Oracle Cloud Infrastructure Service – Load Balancer Cloud Services provides virtual load-balancing (VLBR) as an IaaS feature to complement other Oracle IaaS Cloud Service offerings. Key features include multi-tenant load balancing, SSL termination, certificate management, and DR

failover scenarios. This Oracle Cloud Service is delivered as a RESTful API and is integrated into the Oracle Compute Console and the command line interface tool.

Oracle Cloud Infrastructure – Load Balancer Base-Government (Parent SKU) and Oracle Cloud Infrastructure – Load Balancer Bandwidth-Government (Child SKU) are the two SKUs required to deploy a load balancer instance.

The Oracle Cloud Infrastructure – Compute X7 Cloud Service is an infrastructure service that provides on-demand, self-service provisioned compute capacity in a configurable private network in the cloud. It enables You to respond rapidly to changing IT infrastructure needs, scaling up and down and paying only for what You use. You may use the Oracle Cloud Infrastructure – Compute X7 Cloud Service through the Oracle Cloud Infrastructure Cloud Service console and the associated API. There are three instance types available for the Oracle Cloud Infrastructure – Compute X7 Cloud Service: Standard, Dense I/O and GPU. The Dense I/O instance type have more memory and local NVMe SSD available as compared to the Standard instance type and the GPU instance type. GPU V1 is based on Nvidia’s Pascal architecture. GPU V2 is also available now and is based on Nvidia’s Volta architecture. The development, release, and timing of any future features, functionality or service offerings remain at the sole discretion of Oracle.

The Oracle Cloud Infrastructure – Compute - Windows OS – Government Cloud Service provides You the license to run an instance of Windows Server Operating System (OS) on the Oracle Cloud Infrastructure – Compute – Windows OS – Government Cloud Service. You may select the Windows Server OS for Your compute instance using the Oracle Cloud Infrastructure Cloud Service console and the associated API.

The Oracle Cloud Infrastructure – Load Balancer Cloud Service provides virtual load-balancing as an Oracle Cloud Infrastructure service feature to complement other Oracle Cloud Infrastructure service offerings. Key features include multi-tenant load balancing, SSL termination, certificate management, and disaster recovery failover scenarios. This Oracle Cloud Infrastructure – Load Balancer Cloud Service is delivered as a RESTful API and is integrated into the Oracle Cloud Infrastructure Cloud Service Console and the command line interface tool.

Oracle Cloud Infrastructure – Load Balancer Base-Government (Parent SKU) and Oracle Cloud Infrastructure – Load Balancer Bandwidth-Government (Child SKU) are the two SKUs required to deploy a 10 Mbps Paid load balancer instance. The Oracle Cloud Infrastructure – Load Balancer Bandwidth-Government license metric needs to be configured at 10 Mbps.

The Oracle Functions Cloud Service is a fully managed, multi-tenant functions-as-a-service platform. It lets You write code to meet Your business needs without having to know about infrastructure concepts while Oracle Functions ensures that Your application is highly-available, scalable, secure and monitored. It allows You to upload code, execute the code in response to events, and be billed only for the resources consumed during the execution—measured right down to the millisecond. The Oracle Functions Cloud Service is built on the open source Fn Project which, unlike with most cloud functions platforms, means no vendor lock-in.

Oracle Cloud Infrastructure API Gateway is a fully managed, regional gateway that integrates with Your network on Oracle Cloud Infrastructure.

Oracle Cloud Infrastructure API Gateway fronts public or private APIs, processes incoming requests

from a client, applies policies for security, availability and validation, forwards requests to back-end services, applies policies to the response from a back-end and forwards the response to the client.

Oracle Cloud Infrastructure API Gateway protects and isolates back-end services and help You meter API calls. Connections from clients to the Oracle Cloud Infrastructure API Gateway always use transport level security (TLS) to ensure the privacy and integrity of data flowing between clients and the API Gateway. For flexibility, You can configure the connections from the Oracle Cloud Infrastructure API Gateway to back-end services with or without TLS. If You do not use TLS between Your Oracle Cloud Infrastructure API Gateway and back-end services You do so at Your own risk.

Service Activation, Measurement and Usage

You may begin using the Oracle Cloud Service after Oracle has activated Your Cloud Services Account. You may view Your usage of the Oracle Cloud Service in the Oracle Cloud Portal.

- For the purposes of Oracle Cloud Infrastructure - Compute Classic - Compute Capacity and Oracle Cloud Infrastructure - Compute Classic - High I/O Compute Capacity
 - Your usage is measured per the OCPU Per Hour metric by calculating the number of OCPU hours used by You. Fees are based on per OCPU-hour consumed for each Oracle Cloud Infrastructure Compute instance, from the time a compute instance is launched until it is terminated. ^[SEP]
 - You may initiate instances of the Oracle Cloud Infrastructure - Compute Classic -Compute Capacity service to meet your cloud requirements. It is up to You to determine how many instances are deployed and for what duration. For Your planning purposes, Oracle operates the Oracle Cloud Infrastructure - Compute Classic - Compute Capacity service on a 744 hour per month basis.
- For the purposes of Oracle Cloud Infrastructure - Load Balancer Classic - Government
 - Your usage is measured by calculating the number of Load Balancer Hours used by You. Pricing is per load balancer launched per hour. Each partial Load Balancer Hour consumed will be billed as a full hour.
 - You may initiate load balancers to meet your cloud requirements. It is up to You to determine how many load balancers are deployed and for what duration., For Your planning purposes, Oracle operates the Oracle Cloud Infrastructure - Load Balancer Classic - Government service on a 744 hour per month basis.
- For the purposes of Oracle Cloud Infrastructure - Load Balancer Classic - Data Processed
 - Your usage is measured by the calculating the quantity of data transferred to and from the load balancer during a one hour period.
 - You may initiate load balancers to meet your cloud requirements. It is up to You to determine how many load balancers are deployed and for what duration. For Your planning purposes, Oracle operates the Oracle Cloud Infrastructure - Load Balancer Classic - Data Processed service on a 744 hour per month basis.

- For the purposes of Oracle Cloud Infrastructure - Compute Classic - Compute Unassociated Static IP – Government
 - Your usage is measured by calculating the number of OCPU hours used by You. Pricing is per OCPU hour consumed for each VM instance, from the time an instance is launched until it is terminated or stopped. Each partial OCPU hour consumed will be billed as a full hour.
 - For the purposes of the Oracle Cloud Infrastructure – Compute non-GPU Cloud Services, Your usage is measured per the “OCPU Per Hour” metric by calculating the number of OCPU hours used. Fees are based on per OCPU hour consumed for each Oracle Cloud Infrastructure compute instance, from the time a compute instance is launched until it is terminated.
 - For the purposes of the Oracle Cloud Infrastructure – Compute GPU Cloud Services, Your usage is measured per the “GPU Per Hour” metric by calculating the number of GPU hours used. Fees are based on per GPU hour consumed for each Oracle Cloud Infrastructure compute instance, from the time a compute instance is launched until it is terminated.
 - For the purposes of the Oracle Cloud Infrastructure – Compute – Windows OS – Government Cloud Service, Your usage is measured per the “OCPU Per Hour” metric by calculating the number of OCPU hours used. Fees are based on per OCPU hour consumed for each Oracle Cloud Infrastructure compute instance, from the time a compute instance is launched until it is terminated.
 - For the purposes of the Oracle Cloud Infrastructure – Compute – Standard - E3 (Flex Offerings), Your usage is measured per the “OCPU Per Hour” metric by calculating the number of OCPU hours used and also per “GB per Hour” metric by calculating the number of memory GB hours used. Fees are billed on per second of usage with a 1 minute minimum for the VM offerings and are billed on a per second of usage with a 1 hour minimum for the Bare Metal offering, from the time a compute instance is launched until it is terminated.

Operating System

These Oracle Compute Cloud Services require the installation of an operating system prior to use. If You choose to use the Oracle Linux operating system, You may acquire that through the applicable Oracle Compute Cloud service subject to the separate Oracle license terms for Oracle Linux set forth at www.oracle.com/contracts in the folder titled “Ordering Documents and Systems Integrated Software Information.” Alternatively, You may separately license and install any other supported operating system, provided that You first obtain all rights in such software as required by Oracle to perform this Oracle Compute Cloud Service. For any other supported operating system, Oracle is only responsible for infrastructure and platform issues.

Oracle Cloud Policies and Pillar Documentation

Your order for these Oracle PaaS and IaaS Cloud Services are subject to the *Oracle Cloud Hosting and Delivery Policies* and the Oracle PaaS and IaaS Public Cloud Services pillar document, which may be viewed at www.oracle.com/contracts.

ORACLE CONTENT AND EXPERIENCE CLOUD

Oracle Content and Experience Cloud Service	Part #	Note	Metric
Oracle Content and Experience Cloud Service - Enterprise - Government	B90265	1	Active User per Hour
Oracle A Content and Experience Cloud Service - Visitor - Government	B90266	1	Active User per Hour
Oracle Content and Experience Cloud Service – Government	B91212		5000 Assets Per Month
Oracle Content and Experience Cloud Service – Outbound Data Transfer - Government	B91213		Gigabyte Outbound Data Transfer Per Month
Oracle Content and Experience Cloud Service Advanced Video Management- Government	B92226		250 Video Assets Per Month
Oracle Content and Experience Cloud Service - Classic			
Oracle Content and Experience Cloud Service - Enterprise – Classic - Government	B88834	1	Active User per Hour
Oracle Content and Experience Cloud Service - Visitor – Classic – Government	B88835	1	Active User per Hour

Note

1: Limited Availability-This Cloud Service may not be available in all data center regions.

Description

The Oracle Content and Experience Cloud Services and the Oracle Content and Experience Cloud Services – Classic are cloud-based content hubs that drive omni-channel content management and accelerate experience delivery. Collaboration and workflow management capabilities streamline the creation and delivery of content and seek to improve customer and employee engagement.

The Oracle Content and Experience Cloud Services and the Oracle Content and Experience Cloud Services – Classic provide an underlying storage for files and documents managed by the applicable Cloud Service through an instance of Your Oracle Storage Cloud Service which must be paid for separately.

Usage limits

The Oracle Content and Experience Cloud Services – Enterprise - Government and Oracle Content and Experience Cloud Services – Enterprise – Classic - Government are subject to the following quantities:

- Every 10 Published Assets per Active User per Hour are billed as 1 additional Active User per Hour

- Every 100 API Calls per Active User per Hour via a custom third party application are billed as 1 additional Active User per Hour
- Every 1 GB of outbound data transfer per Active User per Hour are billed as 1 additional Active User per Hour

The Oracle Content and Experience Cloud Service – Visitor - Government and the Oracle Content and Experience Cloud Service – Visitor – Classic - Government are subject to the following quantities:

- Every 100 API Calls per Active User per Hour via a custom third party application are billed as 1 additional Active User per Hour
- Anonymous or registered visitor access across multiple channels during the same hour counts as multiple active visitor users
- Every 10MB of outbound data transfer per Active User per Hour are billed as 1 additional Active User per Hour

Users of Oracle Content and Experience Cloud Service have access to Oracle Content and Experience Cloud Service with the following usage limits: 5000 Assets per month.

Users of Oracle Content and Experience -Advanced Video Management have access to Oracle Content and Experience Cloud Service – Advanced Video Management with the following usage limits: 250 Video Assets Per Month.

For the purposes of Oracle Content and Experience Cloud Service - Outbound Data Transfer, Your usage is measured by calculating for each calendar month the total GB of outbound data transfer directly from the Oracle Cloud Service (including downloads by You or transfers over the internet).

Customer Responsibilities

By default, Oracle makes an attempt to scan files marked for upload using commercially available virus signatures. The default setting for this service will reject the upload if a virus is detected. Some files, such as encrypted or otherwise protected files may not be scanned. You have the option to disable the virus scan and allow un-scanned files to be uploaded. Disabling or limiting the virus scan is at your own risk and you bear all liability for any resulting damage. While the Oracle Content and Experience Cloud interface will mark files that have not been scanned, this visual indicator will not be available in all interfaces and users may not have any notice that one or more files were not virus scanned.

This Oracle Cloud Service enables You to deploy software code (such as website templates or other applications) onto websites developed by use of this service. For purposes of this Oracle Cloud Service, such software code shall be deemed to be “Your Applications” as defined in the Agreement.

You are solely responsible for making any disclosures to, and obtaining any consents from, such any users as may be required under applicable laws, rules, regulations and industry self-regulatory guidelines, regarding Your use or placement of any pixels tags, cookies, or other identifiers that allow for the tracking of activity on any websites or other web assets developed by Your use of this Oracle Cloud Service. You also remain solely responsible for Your legal and regulatory compliance (including accessibility requirements, e.g., Section 508 compliance) in connection with use of this Oracle Cloud Service.

This Oracle Cloud Service utilizes an instance of the Oracle Storage Cloud Classic Service in your service domain that you control. For proper operation, this Oracle Cloud Service must be the only application that utilizes this storage instance. If thru your control you access this instance, modify its data or delete this underlying storage at anytime, this Oracle Cloud service has no ability to revert or recover the lost or changed data.

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies*, which may be viewed at www.oracle.com/contracts.

ORACLE DATA INTEGRATION CLOUD SERVICES

Oracle Data Integration Cloud Services	Part #	Note	Metric
Oracle GoldenGate Cloud Service			
Oracle GoldenGate Cloud Service – Enterprise – Government	B90025	1	OCPU Per Hour
Oracle GoldenGate Cloud Service - BYOL			
Oracle GoldenGate Cloud Service – Enterprise - BYOL - Government	B90026	1	OCPU Per Hour
Oracle Data Integration Platform Cloud Service - Classic			
Oracle Data Integration Platform Cloud Service- Enterprise – Classic - Government	B88833	1	OCPU Per Hour
Oracle Data Integration Platform Cloud Service - Governance – Classic - Government	B89818	1	OCPU Per Hour
Oracle Data Integration Platform Cloud Service			
Oracle Data Integration Platform Cloud Service - Enterprise – Government	B90268	1	Gigabyte of Data Processed per Hour
Oracle Data Integration Platform Cloud Service - Governance – Government	B90269	1	Gigabyte of Data Processed per Hour
Oracle Data Integration Platform Cloud Service – BYOL			
Oracle Data Integration Platform Cloud Service - Enterprise – BYOL - Government	B90270	1	Gigabyte of Data Processed per Hour
Oracle Data Integration Platform Cloud Service- Governance – BYOL - Government	B90271	1	Gigabyte of Data Processed per Hour

Note

1: Limited Availability-This Cloud Service may not be available in all data center regions.

Descriptions

The Oracle GoldenGate Cloud Service – Enterprise - Government provides a cloud-based real-time data integration and replication service. The Oracle GoldenGate Cloud Service – Enterprise - Government provides data movement while maintaining the data consistency and offering fault tolerance and resiliency.

For the purposes of the Oracle GoldenGate Cloud Service – Enterprise- Government, only the OCPUs running the Oracle GoldenGate Cloud Service – Enterprise - Government must be counted. One (1) OCPU gives You up to one (1) Connection (as defined below), more Connections requires more OCPUs. A Connection is defined as a unique connection used to build integrations between applications or databases using the Oracle GoldenGate Cloud Service – Enterprise- Government. A Connection is counted per unique application, data source, third party software, Oracle software, Web Service or REST endpoint to which the Oracle GoldenGate Cloud Service – Enterprise - Government is connected. Applications, databases or Web Services that use the same URL and credential are counted as one Connection. Files hosted on a file system do not count as a Connection. The service environment for the Oracle Golden Gate Cloud Service -Enterprise - Government includes 1 terabyte of local block storage.

The Oracle Data Integration Platform Cloud Service – Classic (all editions) is a cloud-based platform for data transformation, integration, replication, governance and stream analytics. It provides seamless batch and real-time data movement among cloud and on-premises data sources, maintaining data consistency with fault tolerance and resiliency. The Oracle Data Integration Platform Cloud Service – Classic may be used to connect to data sources to prepare, transform, replicate, govern and monitor data. The Oracle Data Integration Platform Cloud Service – Classic may also be used to create dashboards to profile and audit data for data integrity; correlate, transform, and analyze streaming data; and set up policies to receive notifications and manage all your data sources from a single platform.

For the purposes of the **Oracle Data Integration Platform Cloud Service – Classic (all editions)**, the quantity of gigabytes of data processed from/to the Oracle Data Integration Platform Cloud Service (host or remote agents) is measured. This may include counting any combination of data throughput for data replication, batch data movement, data streaming or data cleansing operations

The **Oracle Data Integration Platform Cloud Service - Enterprise – Classic - Government and Oracle Data Integration Platform Cloud Service – Enterprise – Classic - BYOL - Government** allow You to access all big data technologies, along with real time data replication and streaming capabilities. The Oracle Data Integration Platform Cloud Service - Enterprise – Classic - Government and Oracle Data Integration Platform Cloud Service – Enterprise – Classic - BYOL - Government may be used for big data integration, data synchronization, zero downtime migration, real-time data warehouses and active - active data sources.

Users of the Oracle Data Integration Platform Cloud Service - Enterprise – Classic - Government and the Oracle Data Integration Platform Cloud Service – Enterprise – Classic - BYOL - Government have access to the following:

- All capabilities from the Oracle Data Integration Platform Cloud Service – Standard - Classic. This includes: base data integration platform cloud home page, basic profiling to support source/target connectivity, bulk data ETL capabilities, and monitoring and administrative

- All bulk data and streaming ETL functionality for big data sources, targets and ETL transformations
- All data replication functionality for Oracle databases and non-Oracle databases
- All data replication functionality for messaging, and big data technologies
- All stream analytics functionality

The Oracle Data Integration Platform Cloud Service - Governance – Classic - Government and the Oracle Data Integration Platform Cloud Service – Governance – Classic - BYOL - Government allow You to profile, cleanse and govern Your data sources with customized dashboards. The Oracle Data Integration Platform Cloud Service - Governance – Classic - Government and the Oracle Data Integration Platform Cloud Service – Governance – Classic - BYOL - Government may be used for data profiling and validation, match and merge, creating glossaries, data lineage and metadata management.

Usage limits

- 1TB of Object Storage per Tenant. Additional Storage may be purchased separately.

Users of the Oracle Data Integration Platform Cloud Service - Governance – Classic - Government and the Oracle Data Integration Platform Cloud Service – Governance – Classic - BYOL - Government have access to the following:

- All capabilities from the Oracle Data Integration Platform Cloud Service – Enterprise - Classic
- All profiling, standardization, cleansing and matching capabilities, and all user applications and extensions.
- Address verification is included, but customers requiring address verification must either supply their own data packs (available as a separate license from Oracle’s business partner, GB Group Loqate) or must subscribe to the Oracle Address Verification Cloud Service

The Oracle Data Integration Platform Cloud Services (all editions) are cloud-based platforms for data transformation, integration, replication, stream analytics and governance. These Cloud Services provide seamless batch and real-time data movement among cloud and on-premises data sources, maintaining data consistency with fault tolerance and resiliency. These Cloud Services may be used to connect to data sources to prepare, transform, replicate, correlate, govern and monitor data. The Oracle Data Integration Platform Cloud Services (all editions) may also be used to create dashboards to profile and audit data for data integrity and to set up policies to receive notifications and manage all your data sources from a single platform.

The Oracle Data Integration Platform Cloud Service – Enterprise - Government and the Oracle Data Integration Platform Cloud Service – Enterprise – BYOL - Government allow You to access big data technologies along with real time data replication and streaming capabilities. The Oracle Data Integration Platform Cloud Service – Enterprise - Government and the Oracle Data Integration Platform Cloud Service – Enterprise – BYOL - Government may be used for big data integration, data synchronization, zero-downtime migration, real-time data warehouses and active-active data sources.

Users of the Oracle Data Integration Platform Cloud Service – Enterprise - Government and of the Oracle Data Integration Platform Cloud Service – Enterprise – BYOL - Government have access to the following:

- All capabilities from the Oracle Data Integration Platform Cloud Service – Standard. This includes: base data integration platform cloud home page, basic profiling to support source/target connectivity, bulk data ETL capabilities, monitoring and administrative functions
- Bulk data and streaming ETL functionality for big data sources, targets and ETL transformations
- Data replication functionality

Usage limits

- 1TB of object storage per tenant. Additional Storage may be purchased separately.

The Oracle Data Integration Platform Cloud Service – Governance - Government and the Oracle Data Integration Platform Cloud Service – Governance – BYOL - Government allow You to profile, cleanse and govern Your data sources with customized dashboards. The Oracle Data Integration Platform Cloud Service – Governance - Government may be used for data profiling and validation, match and merge, creating glossaries, data lineage and metadata management.

Users of the Oracle Data Integration Platform Cloud Service – Governance - Government and of the Oracle Data Integration Platform Cloud Service – Governance – BYOL - Government have access to the following:

- All capabilities from the Oracle Data Integration Platform Cloud Service – Enterprise - Government
- Profiling, standardization, cleansing and matching capabilities, and user applications and extensions

Service Activation, Measurement and Usage

You may begin using the Oracle Cloud Services after Oracle has activated Your Cloud Services Account. You may view Your usage of the Oracle Cloud Service in the Oracle Cloud Service console on a daily basis.

For the purposes of the Oracle Data Integration Platform Cloud Service – Enterprise – Government Your usage is measured by calculating the number of OCPU hours used by You. Pricing is per OCPU hour consumed for each OCPU instance provisioned, from the time an instance is launched until it is terminated or stopped. Each partial OCPU hour consumed will be billed as a full hour.

You may initiate instances of the Oracle Data Integration Platform Cloud Service - Enterprise – Government to meet your cloud requirements. It is up to You to determine how many instances are deployed and for what duration. For Your planning purposes, Oracle operates the Oracle Data Integration Platform Cloud Service– Enterprise – Government on a 744 hour per month basis.

Customer Responsibilities

Certain aspects of service management are Your responsibility. These include, but are not limited to the following:

- The Cloud Services are not intended to hold sensitive or regulated information. You must not use the Cloud Services to store or process any health, payment card or similarly sensitive information that imposes specific data security obligations for the processing of such data.
- You are responsible for managing and maintaining Oracle GoldenGate Cloud Service – Enterprise – Government and Oracle GoldenGate Cloud Service – Enterprise – BYOL – Government and its availability. You are responsible for patching the cloud service using the update mechanism provided as part of the Cloud Service
- You are responsible for managing and maintaining Oracle Data Integration Cloud Service – Enterprise – Classic - Government and Oracle Data Integration Cloud Service – Enterprise – Classic - BYOL - Government and its availability. You are responsible for patching the cloud service using the update mechanism provided as part of the Cloud Service
- You are responsible for managing and maintaining Oracle Data Integration Cloud Service – Governance – Classic Government and Oracle Data Integration Cloud Service – Governance – Classic - BYOL – Government and its availability. You are responsible for patching the cloud service using the update mechanism provided as part of the Cloud Service

Oracle Cloud Policies and Pillar Documentation

Your order for these Oracle PaaS and IaaS Cloud Services are subject to the *Oracle Cloud Hosting and Delivery Policies* and the Oracle PaaS and IaaS Public Cloud Services pillar document, which may be viewed at www.oracle.com/contracts.

BYOL REQUIRED LICENSES

BYOL Cloud Services		
Oracle GoldenGate Cloud Service – Enterprise – BYOL - Government	B90026	OCPU Per Hour
Conversion Ratios: <ul style="list-style-type: none"> • For every 4 supported Processor licenses You may activate 1 OCPU of the above referenced BYOL Cloud Service. • For every 200 supported Named User Plus licenses You may activate 1 OCPU of the above referenced BYOL Cloud Service. Any of the following supported program licenses may be aggregated to meet the conversion ratio above: Oracle GoldenGate -or- Oracle GoldenGate for Oracle Applications		

Attachment: Oracle Cloud Services Agreement [Revision 1] (4252 : APPROVE AGREEMENTS FOR THE PURCHASE AND IMPLEMENTATION

-or- Oracle GoldenGate for Non Oracle Database		
Oracle Data Integration Platform Cloud Service – Enterprise – BYOL – Government	B90270	Gigabyte of Data Processed per Hour
Oracle Data Integration Platform Cloud Service – Enterprise – Classic - BYOL - Government	B90352	Gigabyte of Data Processed per Hour
Conversion Ratios: <ul style="list-style-type: none"> For each supported Processor license You may process up to 2GB per hour from/to the above referenced BYOL Cloud Service. For every 25 supported Named User Plus licenses You process 1GB per hour from/to the above referenced BYOL Cloud Service. Any of the following supported program licenses may be aggregated to meet the conversion ratio above. <p style="margin-left: 40px;">Oracle GoldenGate</p> -or- <p style="margin-left: 40px;">Oracle GoldenGate for Non Oracle Database</p>		
Oracle Data Integration Platform Cloud Service – Governance – BYOL - Government	B90271	Gigabyte of Data Processed per Hour
Conversion Ratios: <ul style="list-style-type: none"> For each supported Processor license You may process up to 2GB per hour from/to the above referenced BYOL Cloud Service. For every 25 supported Named User Plus licenses You process 1GB per hour from/to the above referenced BYOL Cloud Service. Any of the following supported program licenses may be aggregated to meet the conversion ratio above. <p style="margin-left: 40px;">Oracle Enterprise Data Quality Batch Processing for Data Integration</p> -or- <p style="margin-left: 40px;">Oracle Enterprise Data Quality Standardization and Match</p>		

ORACLE DATA MANAGEMENT CLOUD SERVICES

Oracle Database Cloud Service	Part #	Note	Metric
Oracle Database Cloud Service - Enterprise Edition – General Purpose- Government	B88808	1	OCPU Per Hour
Oracle Database Cloud Service - Enterprise Edition Extreme Performance – General Purpose- Government	B88809	1	OCPU Per Hour
Oracle Database Exadata Cloud Service - X6			
Oracle Database Exadata Cloud Service - Full Rack - X6 -Government	B88817	1	Hosted Environment Per Month
Oracle Database Exadata Cloud Service - Half Rack - X6 -Government	B88816	1	Hosted Environment Per Month
Oracle Database Exadata Cloud Service – Quarter Rack - X6 -Government	B88815	1	Hosted Environment Per Month
Oracle Database Exadata Cloud Service - Additional OCPU's -Government	B88814	1, 5	OCPU Per Hour
Oracle Database Exadata Cloud Service – -Infrastructure			
Oracle Cloud Infrastructure - Database Exadata Infrastructure - Base System – Government Note: Must order OCPUs with the Exadata Infrastructure	B90778	1	Hosted Environment Per Month
Oracle Cloud Infrastructure - Database Exadata Infrastructure - Quarter Rack – X7 - Government Note: Must order OCPUs with the Exadata	B90484	1	Hosted Environment Per Month
Oracle Cloud Infrastructure - Database Exadata Infrastructure - Half Rack – X7 - Government Note: Must order OCPUs with the Exadata	B90485	1	Hosted Environment Per Month
Oracle Cloud Infrastructure - Database Exadata Infrastructure - Full Rack – X7 - Government Note: Must order OCPUs with the Exadata	B90486	1	Hosted Environment Per Month
Oracle Cloud Infrastructure - Database Exadata Infrastructure - Quarter Rack – X8 - Government Note: Must order OCPUs with the Exadata Infrastructure	B91539		Hosted Environment Per Month
Oracle Cloud Infrastructure - Database Exadata Infrastructure - Half Rack – X8 - Government Note: Must order OCPUs with the Exadata Infrastructure	B91540		Hosted Environment Per Month

Oracle Cloud Infrastructure - Database Exadata Infrastructure - Full Rack – X8 - Government Note: Must order OCPUs with the Exadata Infrastructure	B91541		Hosted Environment Per Month
Oracle Cloud Infrastructure - Database Exadata Infrastructure - Quarter Rack – X8M – Government. Note: Must order OCPUs with the Database Exadata Infrastructure Rack	B92383		Hosted Environment Per Month
Oracle Cloud Infrastructure - Database Exadata Infrastructure - Database Server – X8M – Government. For use with Database Exadata Infrastructure Rack: B92383 above. Note: Must order OCPUs with the Database Exadata Infrastructure – Database Server	B92384		Hosted Environment Per Month
Oracle Cloud Infrastructure - Database Exadata Infrastructure - Storage Server – X8M – Government. For use with Database Exadata Cloud Infrastructure: B92383 above	B92385		Hosted Environment Per Month
Oracle Database Exadata Cloud Service – OCPUs			
Oracle Cloud Infrastructure- Database Exadata OCPU - Government	B90487	1, 5	OCPU Per Hour
Oracle Cloud Infrastructure – Database Exadata OCPU – BYOL – Government	B90488	1, 4, 5	OCPU Per Hour
Gen 2 Exadata Cloud at Customer			
Gen 2 Exadata Cloud at Customer - Database OCPU - BYOL - Government - OCPU Per Hour For use with Gen 2 Exadata Cloud at Customer Infrastructure - Non-metered B891029, B891030, B91031, B91032, B891037, B891038, B891039, B891040 Additional enabled OCPUs. OCPUs are purchased in increments of 744 hours.	B91053	5	OCPU Per Hour
Oracle Cloud Infrastructure - Exadata Cloud at Customer - Database OCPU - BYOL – Government For use with Gen 2 Exadata Cloud at Customer Infrastructure - Non-metered	B91054	4, 5	OCPU Per Hour

<p>B891029, B891030, B91031, B91032, B891037, B891038, B891039, B891040</p> <p>Additional enabled OCPUs. OCPUs are purchased in increments of 744 hours.</p>			
<p>Exadata Cloud at Customer - Autonomous Transaction Processing - Database OCPU - Government</p> <p>For use with Gen 2 Exadata Cloud at Customer Infrastructure - Non-metered</p> <p>B92406- Gen 2 Exadata Cloud at Customer Infrastructure - XM - Base System - Non-metered</p> <p>B92407- Gen 2 Exadata Cloud at Customer Infrastructure - X8M - Quarter Rack - Non-metered</p> <p>B92408- Gen 2 Exadata Cloud at Customer Infrastructure - X8M - Half Rack - Non-metered</p> <p>B92409- Gen 2 Exadata Cloud at Customer Infrastructure - X8M - Full Rack - Non-metered</p> <p>B92412- Gen 2 Exadata Cloud at Customer Infrastructure - XM - Base System - Partner Hardware - Non-metered</p> <p>B92413- Gen 2 Exadata Cloud at Customer Infrastructure - X8M - Quarter Rack - Partner Hardware - Non-metered</p> <p>B92414- Gen 2 Exadata Cloud at Customer Infrastructure - X8M - Half Rack - Partner Hardware - Non-metered</p> <p>B92415- Gen 2 Exadata Cloud at Customer Infrastructure - X8M - Full Rack - Partner Hardware - Non-metered</p> <p>B891029, B891030, B91031, B91032, B891037, B891038, B891039, B891040</p> <p>Additional enabled OCPUs. OCPUs are purchased in increments of 744 hours.</p>	<p>B92387</p>	<p>1, 3, 5</p>	<p>OCPU Per Hour</p>
<p>Exadata Cloud at Customer - Autonomous Transaction Processing - Database OCPU - BYOL - Government</p> <p>For use with Gen 2 Exadata Cloud at Customer Infrastructure - Non-metered</p>	<p>B92388</p>	<p>1, 2, 4, 5</p>	<p>OCPU Per Hour</p>

Attachment: Oracle Cloud Services Agreement [Revision 1] (4252 : APPROVE AGREEMENTS FOR THE PURCHASE AND IMPLEMENTATION

<p>B92406- Gen 2 Exadata Cloud at Customer Infrastructure - XM - Base System - Non-metered</p> <p>B92407- Gen 2 Exadata Cloud at Customer Infrastructure – X8M – Quarter Rack - Non-metered</p> <p>B92408- Gen 2 Exadata Cloud at Customer Infrastructure – X8M – Half Rack - Non-metered</p> <p>B92409- Gen 2 Exadata Cloud at Customer Infrastructure – X8M – Full Rack - Non-metered</p> <p>B92412- Gen 2 Exadata Cloud at Customer Infrastructure - XM - Base System - Partner Hardware - Non-metered</p> <p>B92413- Gen 2 Exadata Cloud at Customer Infrastructure – X8M – Quarter Rack - Partner Hardware - Non-metered</p> <p>B92414- Gen 2 Exadata Cloud at Customer Infrastructure – X8M – Half Rack - Partner Hardware - Non-metered</p> <p>B92415- Gen 2 Exadata Cloud at Customer Infrastructure – X8M – Full Rack - Partner Hardware - Non-metered</p> <p>B891029, B891030, B91031, B91032, B891037, B891038, B891039, B891040</p> <p>Additional enabled OCPUs. OCPUs are purchased in increments of 744 hours.</p>			
<p>Exadata Cloud at Customer - Autonomous Data Warehouse - Database OCPU - Government</p> <p>For use with Gen 2 Exadata Cloud at Customer Infrastructure - Non-metered</p> <p>B92406- Gen 2 Exadata Cloud at Customer Infrastructure - XM - Base System - Non-metered</p> <p>B92407- Gen 2 Exadata Cloud at Customer Infrastructure – X8M – Quarter Rack - Non-metered</p> <p>B92408- Gen 2 Exadata Cloud at Customer Infrastructure – X8M – Half Rack - Non-metered</p> <p>B92409- Gen 2 Exadata Cloud at Customer Infrastructure – X8M – Full Rack - Non-metered</p>	<p>B92389</p>	<p>1, 3, 5</p>	<p>OCPU Per Hour</p>

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<p>B92412- Gen 2 Exadata Cloud at Customer Infrastructure - XM - Base System - Partner Hardware - Non-metered</p> <p>B92413- Gen 2 Exadata Cloud at Customer Infrastructure - X8M - Quarter Rack - Partner Hardware - Non-metered</p> <p>B92414- Gen 2 Exadata Cloud at Customer Infrastructure - X8M - Half Rack - Partner Hardware - Non-metered</p> <p>B92415- Gen 2 Exadata Cloud at Customer Infrastructure - X8M - Full Rack - Partner Hardware - Non-metered</p> <p>B891029, B891030, B91031, B91032, B891037, B891038, B891039, B891040</p> <p>Additional enabled OCPUs. OCPUs are purchased in increments of 744 hours.</p>			
<p>Exadata Cloud at Customer - Autonomous Data Warehouse - Database OCPU - Government</p> <p>For use with Gen 2 Exadata Cloud at Customer Infrastructure - Non-metered</p> <p>B92406- Gen 2 Exadata Cloud at Customer Infrastructure - XM - Base System - Non-metered</p> <p>B92407- Gen 2 Exadata Cloud at Customer Infrastructure - X8M - Quarter Rack - Non-metered</p> <p>B92408- Gen 2 Exadata Cloud at Customer Infrastructure - X8M - Half Rack - Non-metered</p> <p>B92409- Gen 2 Exadata Cloud at Customer Infrastructure - X8M - Full Rack - Non-metered</p> <p>B92412- Gen 2 Exadata Cloud at Customer Infrastructure - XM - Base System - Partner Hardware - Non-metered</p> <p>B92413- Gen 2 Exadata Cloud at Customer Infrastructure - X8M - Quarter Rack - Partner Hardware - Non-metered</p>	<p>B92390</p>	<p>1, 3, 5</p>	<p>OCPU Per Hour</p>

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B92414- Gen 2 Exadata Cloud at Customer Infrastructure – X8M – Half Rack - Partner Hardware - Non-metered			
B92415- Gen 2 Exadata Cloud at Customer Infrastructure – X8M – Full Rack - Partner Hardware - Non-metered			
B891029, B891030, B91031, B91032, B891037, B891038, B891039, B891040			
Additional enabled OCPUs. OCPUs are purchased in increments of 744 hours.			
Oracle Database Backup Service - Storage Capacity - Government			
Oracle Database Backup Service - Storage Capacity – Government	B88807	1	GB Storage Capacity Per Month
Oracle Database Backup Cloud – Object Storage - Government			
Oracle Database Backup Cloud-Object Storage-Government	B90232	1	GB Storage Capacity per Month
Oracle Database Backup Cloud – Archive Storage - Government			
Oracle Database Backup Cloud –Archive Storage-Government	B90233	1	GB Storage Capacity per Month
Oracle Autonomous Data Warehouse Cloud Service			
Oracle Autonomous JSON Database – Government	B92208		OCPU per Hour
Oracle Autonomous Data Warehouse Cloud Service			
Oracle Autonomous Data Warehouse - Government	B89816	1, 3	OCPU per Hour
Oracle Autonomous Data Warehouse - Exadata Storage - Government	B89817	1	Terabyte Storage Capacity per Month
Oracle Autonomous Data Warehouse - Dedicated – Government	B92186		OCPU Per Hour
Oracle Autonomous Transaction Processing Cloud Service			
Oracle Autonomous Transaction Processing - Government	B90499	1, 3	OCPU per Hour
Oracle Autonomous Transaction Processing - Exadata Storage - Government	B90500	1	Terabyte Storage Capacity per Month
Oracle Autonomous Transaction Processing - Dedicated – Government	B92185		OCPU per Hour
Oracle Cloud Infrastructure - Database Cloud Service – Government			

Oracle Cloud Infrastructure – Database Cloud Service – Enterprise Edition – Government	B90559	1, 2	OCPU Per Hour
Oracle Cloud Infrastructure – Database Cloud Service – Enterprise Edition Extreme Performance - Government	B90560	1, 3	OCPU Per Hour
Oracle Data Management Cloud Services – BYOL			
Oracle Database Cloud Service - All Editions - BYOL Government	B90033	1	OCPU per Hour
Oracle Database Cloud Service-Enterprise Edition Extreme Performance RAC-BYOL Government	B90149	1, 4	OCPU per Hour
Oracle Autonomous Data Warehouse Cloud Service-BYOL			
Oracle Autonomous Data Warehouse - BYOL – Government	B90028	1	OCPU per Hour
Oracle Autonomous Data Warehouse – Dedicated - BYOL – Government	B92188		OCPU per Hour
Oracle Autonomous Transaction Processing Cloud Service-BYOL			
Oracle Autonomous Transaction Processing – BYOL- Government	B90501	1	OCPU Per Hour
Oracle Autonomous Transaction Processing – Dedicated - BYOL - Government	B92187		OCPU per Hour
Oracle Cloud Infrastructure –Database Cloud Service-BYOL			
Oracle Cloud Infrastructure-Database Cloud Service-All Editions-BYOL-Government	B90561	1, 4	OCPU Per Hour

Note

- 1: Limited Availability-This Cloud Service may not be available in all data center regions.
- 2: This Cloud Service Includes the entitlement for Data Masking and Subsetting Pack, Diagnostics and Tuning Packs, and Real Application Testing.
- 3: This Cloud Service Includes the entitlement for In-Memory Database, Real Application Clusters (RAC), Active Data Guard, Multitenant, Partitioning, Real Application Testing, Advanced Compression, Advanced Security, Label Security, Database Vault, OLAP, Advanced Analytics, Spatial and Graph, Diagnostics Pack, Tuning Pack, Database Lifecycle Management Pack, Data Masking and Subsetting Pack, and Cloud Management Pack for Oracle Database.
- 4: You may use the Transparent Database Encryption feature in the BYOL Cloud Service and only with the BYOL Cloud Service even if You do not have a supported license of the Advanced Security database option.
- 5: When OCPUs are enabled, there is a minimum of 2 OCPUs per Database Node or per VM, 4 for a Base System or Quarter Rack, 8 for a Half Rack, and 16 for a Full Rack. Additional OCPUs must be deployed symmetrically across all nodes, in multiples of 2 for a Base System or Quarter Rack, 4 for a Half Rack,

and 8 for a Full Rack. Total OCPUs per rack/shape may not exceed the maximum limit for the particular rack/shape. OCPUs are ordered in increments of 744 hours.

Descriptions

The **Oracle Database Cloud Services-Government** provide a dedicated Oracle Database instance with automated customer-controlled backup, patching, and DBMS management with cloud tooling. They provide broad SQL*NET access and supports Oracle Enterprise Manager and other DBMS tools. You may use the Oracle Database Cloud Services through the Oracle Database Cloud Service web console and the services published REST API.

Oracle Database Exadata Cloud Service – Government provides a dedicated Oracle Exadata system, on which You may deploy a single-node or multi-node Oracle database instances. Each of the Oracle Exadata Infrastructure rack comes with a minimum and maximum number of OCPUs, dedicated memory and storage based on the shape and the total number of optional Oracle Database Exadata Infrastructure – Database Server and Storage Server enabled. The optional Database Servers and Storage Servers are only supported for selected configurations. Exadata Cloud Service instances are enabled with automated customer-controlled backup, patching, and DBMS management, along with Oracle Cloud tooling. The Oracle Database Exadata Cloud Services provide broad SQL*NET access and may be used with Oracle Enterprise Manager and other Oracle DBMS tools. You may use Oracle Database Exadata Cloud Services through the OCI Web Console and the services published REST APIs.

When you use an Oracle Database Exadata Cloud Service You pay:

- 1 - a fee for the Oracle Database Exadata Cloud Service Infrastructure enabled:
 - a fee for the Exadata Infrastructure shape which does not include any OCPU usage, and
 - a fee for the optional Exadata Infrastructure Database Server which does not include any OCPU usage, and
 - a fee for the optional Exadata Infrastructure Storage Server
 - Note: An Exadata Infrastructure – Quarter Rack shape is equivalent to 2 Database Servers and 3 Storage Servers.
- 2 - an OCPU usage fee for the enabled OCPUs. Two types of OCPU usage are available:
 - Oracle Database Exadata Cloud - Database OCPU - Government: includes Extreme Performance Database Software for enabled OCPUs
 - Oracle Database Exadata Cloud - Database OCPU – BYOL - Government: Bring Your Own License for enabled OCPUs

You must choose the type of OCPU (Database Exadata OCPU – Government or Database Exadata OCPU – BYOL – Government) at the time of Your initial order. OCPU types cannot be mixed within the same physical Oracle Exadata Cloud Service Infrastructure.

Oracle Database Backup Cloud Services-Government provide the ability to send Oracle Database backups directly from RMAN to the Object Storage or to the Archive Storage in OCI-C. These Cloud Services can be used to back up on premise databases or cloud instances. They also include the ability to use advanced compression and encryption for RMAN backups without the need to purchase licenses for advanced compression and advanced security options.

Oracle Autonomous JSON Database - Government provides database as a service that is optimized for the storage and retrieval of JSON documents and empowers developers with faster, more agile

database application development. Infrastructure and database lifecycle operations are automated leveraging machine learning software with exceptions managed by Oracle operations. Database lifecycle includes: creation, backup, patching, upgrade, scaling, high availability and workload optimization of the database. The service has REST based API, UX and CLI providing well defined consumer controls to influence how and when specific database lifecycle operations are performed by Oracle. Oracle Autonomous JSON Database – Government is built upon the Oracle Database, so familiar tools that support Oracle Database also work with the service. These tools and applications connect to the service database using standard database connectivity such as SQL*Net or JDBC. Oracle Autonomous JSON Database – Government includes a workload optimization capability to eliminate complex tuning, freeing developers to rapidly create high performance data driven applications. Autonomous JSON Database – Government is elastic, allowing a specification for number of OCPUs and storage capacity in TB's of Oracle Autonomous Database – Exadata Storage – Government for each service instance at provisioning. At any time, You may increase or decrease the OCPUs or increase the storage capacity and the service will scale without incurring any downtime.

Oracle Autonomous Data Warehouse – Government provides a fully-managed database that is tuned and optimized for data warehouse workloads. As a fully-managed Cloud Service, all infrastructure and database lifecycle operations are managed by the Cloud Service: the creation of the database, the backups of the database, the patching and the upgrading of the database, and the growing or the shrinking of the database. The Oracle Autonomous Data Warehouse – Government is fully elastic; You simply specify the number of OCPUs and the storage capacity in TB's for the data warehouse. At any time, You may scale, increase or decrease either the OCPUs or the storage capacity without incurring any downtime. The Oracle Autonomous Data Warehouse – Government is built upon the Oracle database, so business intelligence applications and tools that support the Oracle database also support the Oracle Autonomous Data Warehouse - Government. These tools and applications connect to the Cloud Service using standard database connectivity such as SQL*Net or JDBC.

Oracle Autonomous Data Warehouse – Government entitles You to any number of users of Oracle Analytics Desktop (posted on the Oracle Software Delivery Cloud) for data analysis where at least one of the data sources is the Oracle Autonomous Data Warehouse - Government. Oracle Analytics Desktop provides personal data exploration and visualization for fast self-service analysis of data from the Oracle Autonomous Data Warehouse – Government and other sources.

Oracle Autonomous Data Warehouse – Exadata Storage - Government is the physical database storage space including space that is required for internal database storage files necessary to support service operation, such as for example SYSTEM, SYSAUX, UNDO or TEMP. The storage required for automated backups is separate and included in the Cloud Service.

Oracle Autonomous Transaction Processing – Government provides a fully managed database that is optimized for transaction processing and mixed workloads. Oracle Autonomous Transaction Processing - Government empowers developers with faster, more agile database application development. As a fully managed Cloud Service, all infrastructure and database lifecycle operations are managed by the Cloud Service: the creation of the database, the backups of the database, and the growing or shrinking of the database. Oracle Autonomous Transaction – Government is fully elastic; You simply specify the number of OCPUs and the storage capacity for the database. At any time, You may scale, increase or decrease either the OCPUs or the storage capacity without incurring any downtime. Oracle Autonomous Transaction Processing – Government is built on the Oracle Database, so familiar tools that support Oracle database also work with the service. These tools and applications connect to the service database using standard database connectivity such as SQL*Net or JDBC.

Oracle Autonomous Transaction Processing – Exadata Storage – Government is the physical database storage space including space that is required for internal database storage files necessary to support service operation, such as for example SYSTEM, SYSAUX, UNDO, or TEMP. The storage required for automated backups is separate and included in the Cloud Service.

Oracle Cloud Infrastructure - Database Service - Government:

The Oracle Cloud Infrastructure - Database Service – Government provides a dedicated Oracle Database instance inside Your selected Virtual Cloud Network with automated customer-controlled backup, patching, and DBMS management with cloud tooling. The Cloud Service provides broad SQL*NET access and supports Oracle Enterprise Manager and other DBMS tools. You may use the Oracle Cloud Infrastructure - Database Service through the Oracle Cloud Infrastructure Cloud Service web console, through the Oracle Cloud Infrastructure Command Line Utility (CLI) and through the service’s published REST API. There are multi-database database consolidation environments, which allow You to spin up multiple databases inside a single database instance.

For Virtual Machine based deployments, you can choose any shape as defined with Oracle Cloud Infrastructure Virtual Instance Compute shapes as permitted by the service console or service API. Additionally, you will select the use of Oracle Cloud Infrastructure – Block Volume from a list of Available Storage sizes as permitted by the service console or service API. For more details, please read the Oracle Cloud Infrastructure Block Volume Storage Service Description section.

The Oracle Cloud Infrastructure - Database Service – Government supports two service editions – Enterprise Edition and Enterprise Edition Extreme Performance.

Service Activation, Measurement and Usage

You may begin using the Oracle Cloud Services after Your Cloud Services Account has been set up for consumption. The Oracle Cloud Service may be used after the Oracle Cloud Service has been activated. You may view Your usage of the Oracle Cloud Service in the Oracle Cloud Portal on a daily basis. Oracle will measure Your usage every month for billing purposes.

- For the purposes of the Oracle Database Cloud Services – Government, Your usage is measured by calculating the number of OCPU hours used by You.
 - OCPUs are ordered in increments of 744 hours
 - Pricing is per OCPU hour consumed for each VM instance, from the time an instance is launched until it is terminated or stopped. Each partial OCPU hour consumed will be billed as a partial hour.
 - You may initiate instances of the Oracle Database Cloud Services to meet Your cloud requirements. It is up to You to determine how many instances are deployed and for what duration. For Your planning purposes, Oracle operates the Oracle Database Cloud Services on a 744 hour per month basis.
 - For Virtual Machine based deployments, you are also charged per Gigabyte per Month for the Total Storage of Oracle Cloud Infrastructure – Block Volume as configured for use by your service instance. For more details, please read the Oracle Cloud Infrastructure Block Volume Storage Service Description section.
- For the purposes of the Oracle Database Backup Cloud Service - Storage Capacity - Government, Your usage is measured by calculating the average storage (Gigabyte of Storage Capacity) used by You during each month. Usage data is collected at one-hour intervals and the storage usage is measured in “TimedStorage-ByteHrs” which are added up at the end of

each calendar month to generate Your monthly charges. These charges combine database backup and cloud storage in a single price.

- For the purposes of the Oracle Database Backup Cloud Service (Object Storage - Government or Archive Storage - Government) Your usage is measured by calculating the average storage (Gigabyte of Storage Capacity) used by Oracle RMAN backup data. Usage data is collected at one-hour intervals and the storage usage is measured in “TimedStorage ByteHrs” which are added up at the end of each calendar month to generate your monthly charges. These charges are only related to database backup; storage will be charged separately.
- For the purposes of the Oracle Database Exadata Cloud Service – Government, Your usage is measured by calculating the sum of the number of Hosted Environment Per Month for the Oracle Database Exadata Infrastructures and the additional number of OCPU Hours enabled for the database instances. The fees are calculated:
 - on a per Hosted Environment Per Month basis for the Oracle Database Exadata Infrastructure shape/instance; plus
 - on a per Hosted Environment Per Month basis for the Oracle Database Exadata Infrastructure Database Server or Storage Server; plus
 - on a per OCPU Per Hour basis for any additional enabled OCPU Hours for each database instance, from the time the OCPUs are enabled until they are stopped/terminated.
- The Oracle Database Exadata Infrastructure Database Server X8M – Government and Storage Server X8M – Government are only supported on Oracle Database Exadata Cloud Service X8M – Government instances.
- An Exadata Cloud Service – Government instance requires a minimum of 2 Database Servers and 3 Storage Servers which is equivalent to an Exadata Infrastructure Quarter Rack or Base System shape.
 - OCPUs are ordered in increments of 744 hours
 - Each partial OCPU Hour enabled will be billed as a partial hour.
 - When OCPUs are enabled, there is a minimum of 2 OCPUs per database node or per VM; 4 for a Base System or Quarter Rack, 8 for a Half Rack, and 16 for a Full Rack.
 - Additional OCPUs must be deployed symmetrically across all nodes, in multiples of 2 for a Base System or Quarter Rack, 4 for a Half Rack, and 8 for a Full Rack.
 - At the time of service creation, You must choose the type of OCPU license type, Oracle Database Exadata OCPU or Oracle Database Exadata OCPU – BYOL.
 - OCPU types cannot be mixed within the same Oracle Database Exadata Infrastructure shape.
 - Total OCPUs per rack/shape may not exceed the maximum limit for the particular rack/shape.
- For the purposes of the Oracle Database Exadata Cloud Service – X8M – Government, Your environment usage per month is defined as:
 - For the Oracle Cloud Infrastructure - Database Exadata Infrastructure – Quarter Rack – X8M – Government, zero (0) OCPUs enabled and 149 TB of usable storage. An Exadata Infrastructure Quarter Rack shape is equivalent to 2 Database Servers and 3 Storage Servers. You may scale up to 100 OCPUs in increments of 2. When OCPUs are enabled, there is a minimum of 4 for Quarter Rack; 2 OCPUs per database node or per VM. Mid-term cancellation will not be allowed.

- For the Oracle Cloud Infrastructure - Database Exadata Infrastructure – Database Server – X8M – Government, zero (0) OCPUs enabled. You may scale up to 50 OCPUs in increments of 1. When OCPUs are enabled, there is a minimum of 2 OCPUs per database node or per VM. The Database Exadata Infrastructure – Database Server must co-terminate with the original Database Exadata Infrastructure Rack. Mid-term cancellation will not be allowed.
- For the Oracle Cloud Infrastructure - Database Exadata Infrastructure – Storage Server – X8M – Government, 49 TB of usable storage. The Database Exadata Infrastructure – Storage Server must co-terminate with the original Database Exadata Infrastructure Rack. Mid-term cancellation will not be allowed.
- For the purposes of the Oracle Database Exadata Cloud Services - X-6 - Government, Your environment usage per month is defined as:
 - For a quarter rack Hosted Environment, 22 OCPUs enabled and 144 TB of raw storage or 42 TB of usable storage. You may scale up to 84 OCPUs in increments of 2.
 - For a half rack Hosted Environment, 44 OCPUs enabled and 288 TB of raw storage or 84 TB of usable storage. You may scale up to 168 OCPUs in increments of 4.
 - For a full rack Hosted Environment, 88 OCPUs enabled and 1152 TB of raw storage or 336 TB of usable storage. You may scale up to 336 OCPUs in increments of 8.
- For the purposes of the Oracle Database Exadata Cloud Services – Base System, Your environment usage per month is defined as:

For the Oracle Cloud Infrastructure - Database Exadata Cloud Service Infrastructure - Base System - Government, zero (0) OCPUs enabled and 252 TB of raw storage or 74.6 TB of usable storage. You may scale up to 48 OCPUs in increments of 2.
- For the purposes of the Oracle Database Exadata Cloud Services – X7 - Government, Your environment usage per month is defined as:
 - For the Oracle Cloud Infrastructure - Database Exadata Infrastructure - Quarter Rack – X7 - Government, zero (0) OCPUs enabled and 360 TB of raw storage or 106 TB of usable storage. You may scale up to 92 OCPUs in increments of 2.
 - For the Oracle Cloud Infrastructure - Database Exadata Infrastructure - Half Rack – X7 - Government, zero (0) OCPUs enabled and 720 TB of raw storage or 212 TB of usable storage. You may scale up to 184 OCPUs in increments of 4.

For the Oracle Cloud Infrastructure - Database Exadata Infrastructure - Full Rack – X7 - Government, zero (0) OCPUs enabled and 1440 TB of raw storage or 424 TB of usable storage. You may scale up to 368 OCPUs in increments of 8.
- For the purposes of the Oracle Database Exadata Cloud Service – X8 - Government, Your environment usage per month is defined as:
 - For the Oracle Cloud Infrastructure - Database Exadata Infrastructure - Quarter Rack – X8 - Government, zero (0) OCPUs enabled and 149 TB of usable storage. You may scale up to 100 OCPUs in increments of 2.
 - For the Oracle Cloud Infrastructure - Database Exadata Infrastructure - Half Rack – X8 - Government, zero (0) OCPUs enabled and 298 TB of usable storage. You may scale up to 200 OCPUs in increments of 4.
 - For the Oracle Cloud Infrastructure - Database Exadata Infrastructure - Full Rack – X8 - Government, zero (0) OCPUs enabled and 596 TB of usable storage. You may scale up to 400 OCPUs in increments of 8.

For the purpose of the Oracle Autonomous JSON Database – Government:

- Your Compute is measured by calculating the number of OCPU hours You use. You may set the number of OCPUs for Your Cloud Service via the Cloud Service console, via CLI, or via API. You may also choose to enable auto scaling.
 - If auto scaling is not enabled, then pricing is per OCPU hour consumed by the Cloud Service, from the time that the Cloud Service is launched until the Compute is terminated or stopped.
 - If auto scaling is enabled, the Cloud Service will always provide capacity for the number of OCPUs you specified when You created or explicitly scaled Your service, but the Cloud Service may also provide additional OCPUs up to a total of 3x of the number of OCPUs You specified when creating or explicitly scaling Your Service, as needed based upon Your workload. Your OCPU consumption per hour will be computed as follows: maximum (the number of OCPUs for Your Service, actual OCPUs consumed by Your service). The actual OCPU usage is based upon per minute consumption, averaged across the hour.
 - If Autonomous Data Guard is enabled for Your service instance, then the additional pricing for the Cloud Service will be the number of OCPU's You specified when You created or explicitly scaled Your service, regardless of whether auto scaling is enabled or not. Auto scaling related OCPU consumption does not occur on the standby.
 - If Your service is open for only part of an hour, it will be billed for the partial OCPU hour based upon the OCPU consumption during the period when the service instance was open. The minimum consumption is one minute. A service instance can be stopped, consuming no compute. However, any active service instance must consume a minimum 1 terabyte of storage at any given point in time.
- For the purposes of the Oracle Autonomous Data Warehouse – Government:
 - Your compute is measured by calculating the number of OCPU hours You use. You may set the number of OCPUs for Your Cloud Service via the Cloud Service console, via CLI, or via API. You may also choose to enable auto scaling.
 - If auto scaling is not enabled, then pricing is per OCPU hour consumed by the Cloud Service, from the time that the Cloud Service is launched until the Compute is terminated or stopped.
 - If auto scaling is enabled, the Cloud Service will always provide capacity for the number of OCPUs you specified when You created or explicitly scaled Your service, but the Cloud Service may also provide additional OCPUs up to a total of 3x of the number of OCPUs You specified when creating or explicitly scaling Your Service, as needed based upon Your workload. Your OCPU consumption per hour will be computed as follows: maximum (the number of OCPUs for Your Service, actual OCPUs consumed by Your service). The actual OCPU usage is based upon per minute consumption, averaged across the hour.
 - If Autonomous Data Guard is enabled for Your service instance, then the additional pricing for the Cloud Service will be the number of OCPU's You specified when You created or explicitly scaled Your service, regardless of whether auto scaling is enabled or not. Auto scaling related OCPU consumption does not occur on the standby.
 - If Your service is open for only part of an hour, it will be billed for the partial OCPU hour based upon the OCPU consumption during the period when the

- service instance was open. The minimum consumption is one minute. A service instance can be stopped, consuming no compute. However, any active service instance must consume a minimum 1 terabyte of storage at any given point in time.
- Your Storage usage in the Oracle Autonomous Data Warehouse - Exadata Storage - Government is measured by calculating the number of TB months You use. Storage consists of core database file storage for Your database plus Your user data but exclude automated backups of the Service. You may set the number of TBs for Your Cloud Service via the Cloud Service console, via CLI, or via API. Pricing is per TB month consumed by the Cloud Service, from the time that the Cloud Service is launched until the Cloud Service is terminated. Each TB consumed for part of a month will be billed as TB per Hour.
 - For the purpose of the Oracle Autonomous Transaction Processing – Government:
 - Your Compute is measured by calculating the number of OCPU hours You use. You may set the number of OCPUs for Your Cloud Service via the Cloud Service console, via CLI, or via API. You may also choose to enable auto scaling.
 - If auto scaling is not enabled, then pricing is per OCPU hour consumed by the Cloud Service, from the time that the Cloud Service is launched until the Compute is terminated or stopped.
 - If auto scaling is enabled, the Cloud Service will always provide capacity for the number of OCPUs you specified when You created or explicitly scaled Your service, but the Cloud Service may also provide additional OCPUs up to a total of 3x of the number of OCPUs You specified when creating or explicitly scaling Your Service, as needed based upon Your workload. Your OCPU consumption per hour will be computed as follows: maximum (the number of OCPUs for Your Service, actual OCPUs consumed by Your service). The actual OCPU usage is based upon per minute consumption, averaged across the hour.
 - If Autonomous Data Guard is enabled for Your service instance, then the additional pricing for the Cloud Service will be the number of OCPU's You specified when You created or explicitly scaled Your service, regardless of whether auto scaling is enabled or not. Auto scaling related OCPU consumption does not occur on the standby.
 - If Your service is open for only part of an hour, it will be billed for the partial OCPU hour based upon the OCPU consumption during the period when the service instance was open. The minimum consumption is one minute. A service instance can be stopped, consuming no compute. However, any active service instance must consume a minimum 1 terabyte of storage at any given point in time.
 - Your Storage usage in Oracle Autonomous Transaction Processing – Exadata Storage – Government is measured by calculating the number of TB months You use. Storage consists of core database file storage for Your database plus Your user data but exclude automated backups of the Service. You may set the number of TB per Month for Your Cloud Service via the Cloud Service console, via CLI, or via API. Pricing is TB per Month consumed by the Cloud Service, from the time that the Cloud Service is launched until the Cloud Service is terminated. Each TB consumed for part of a month will be billed as a TB per Hour.

BYOL Required Licenses

BYOL Cloud Services		
**Oracle Autonomous Data Warehouse - BYOL	B90028	OCPU Per Hour
<p>Conversion Ratios for Oracle Database Enterprise Edition plus Options</p> <p>If You run Oracle Database Enterprise Edition and the required options listed below, then Your BYOL requirements are as follows. The requirements are applicable on a per-Service Instance base:</p> <p>For 1-16 OCPUs of a single Oracle Autonomous Data Warehouse – Government Service Instance:</p> <ul style="list-style-type: none"> • For each supported Processor license of Oracle Database Enterprise Edition plus Options: Multitenant, You may activate up to 2 OCPUs of the BYOL Cloud Service. Using Autonomous Data Guard with Your Autonomous Data Warehouse – Government Service Instance additionally requires the option Active Data Guard. • For every 25 supported Named User Plus licenses of Oracle Database Enterprise Edition plus Options: Multitenant, You may activate 1 OCPU of the BYOL Cloud Service. Using Autonomous Data Guard with Your Autonomous Data Warehouse – Government Service Instance additionally requires the option Active Data Guard. • Each Oracle Autonomous Data Warehouse – Government Service Instance may not exceed 16 OCPUs. The aggregate of all Autonomous Data Warehouse – Government Service Instances may exceed this limit. <p>For 17 OCPUs or more of a single Oracle Autonomous Data Warehouse – Government Service Instance:</p> <ul style="list-style-type: none"> • For each supported Processor license of Oracle Database Enterprise Edition plus Options: Multitenant and Real Application Clusters, You may activate up to 2 OCPUs of the BYOL Cloud Service. Using Autonomous Data Guard with Your Autonomous Data Warehouse – Government Service Instance additionally requires the option Active Data Guard. • For every 25 supported Named User Plus licenses of Oracle Database Enterprise Edition plus Options: Multitenant and Real Application Clusters, You may activate 1 OCPU of the BYOL Cloud Service. Using Autonomous Data Guard with Your Autonomous Data Warehouse – Government Service Instance additionally requires the option Active Data Guard. <p>This Cloud Service Includes the entitlement for Data Masking and Subsetting Pack, Diagnostics and Tuning Packs, and Real Application Testing.</p> <p>**Promotion available until May 31, 2021</p>		

The requirement to have a Multitenant option license or the Real Application Cluster license is waived for this Cloud Service until **May 31, 2021**. If You continue to use this Cloud Service after **May 31, 2021**, then You will be required to meet all licensing policies described above or transition Your use to the non-BYOL SKU for this Cloud Service.

**Exadata Cloud at Customer - Autonomous Data Warehouse - Database OCPU - BYOL - Government	B92390	OCPU Per Hour
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Conversion Ratios for **Oracle Database Enterprise Edition plus Options**

If You run Oracle Database Enterprise Edition and the required options listed below, then Your BYOL requirements are as follows. The requirements are applicable on a per-Service Instance base:

For 1-16 OCPUs of a single Oracle Autonomous Data Warehouse – Government Service Instance:

- For each supported Processor license of Oracle Database Enterprise Edition plus Options: Multitenant, You may activate up to 2 OCPUs of the BYOL Cloud Service.
- For every 25 supported Named User Plus licenses of Oracle Database Enterprise Edition plus Options: Multitenant, You may activate 1 OCPU of the BYOL Cloud Service.
- Each Oracle Autonomous Data Warehouse – Government Service Instance may not exceed 16 OCPUs. The aggregate of all Autonomous Data Warehouse – Government Service Instances may exceed this limit.

For 17 OCPUs or more of a single Oracle Autonomous Data Warehouse – Government Service Instance:

- For each supported Processor license of Oracle Database Enterprise Edition plus Options: Multitenant and Real Application Clusters, You may activate up to 2 OCPUs of the BYOL Cloud Service.
- For every 25 supported Named User Plus licenses of Oracle Database Enterprise Edition plus Options: Multitenant and Real Application Clusters, You may activate 1 OCPU of the BYOL Cloud Service.

This Cloud Service Includes the entitlement for Data Masking and Subsetting Pack, Diagnostics and Tuning Packs, and Real Application Testing.

****Promotion available until May 31, 2021**

The requirement to have a Multitenant option license or the Real Application Cluster license is waived for this Cloud Service until **May 31, 2021**. If You continue to use this Cloud Service after **May 31, 2021**, then You will be required to meet all licensing policies described above or transition Your use to the non-BYOL SKU for this Cloud Service.

Oracle Cloud Infrastructure – Database Cloud Service – All Editions – BYOL-Government	B90561	OCPU Per Hour
<p>Conversion Ratios for Enterprise Edition:</p> <ul style="list-style-type: none"> For each supported Processor license you may activate up to 2 OCPUs of the BYOL Cloud Service. For every 25 supported Named User Plus licenses you may activate 1 OCPU of the BYOL Cloud Service. <p>The Enterprise Editions of this Cloud Service Includes the entitlement for Data Masking and Subsetting Pack, Diagnostics and Tuning Packs, and Real Application Testing.</p>		
**Oracle Autonomous Transaction Processing - BYOL - Government	B90501	OCPU per Hour
<p>Conversion Ratios for Oracle Database Enterprise Edition plus Options</p> <p>If You run Oracle Database Enterprise Edition and the required options listed below, then Your BYOL requirements are as follows. The requirements are applicable on a per-Service Instance base:</p> <p>For 1-16 OCPUs of a single Oracle Autonomous Transaction Processing – Government Service Instance:</p> <ul style="list-style-type: none"> For each supported Processor license of Oracle Database Enterprise Edition plus Options: Multitenant, You may activate up to 2 OCPUs of the BYOL Cloud Service. - For every 25 supported Named User Plus licenses of Oracle Database Enterprise Edition plus Options: Multitenant, You may activate 1 OCPU of the BYOL Cloud Service. Using Autonomous Data Guard with Your Autonomous Transaction Processing – Government Service Instance additionally requires the option Active Data Guard. Each Oracle Autonomous Transaction Processing – Government Service Instance may not exceed 16 OCPUs. The aggregate of all Autonomous Transaction Processing – Government Service Instances may exceed this limit. <p>For 17 OCPUs or more of a single Oracle Autonomous Transaction Processing – Government Service Instance:</p> <ul style="list-style-type: none"> For each supported Processor license of Oracle Database Enterprise Edition plus Options: Multitenant and Real Application Clusters, You may activate up to 2 OCPUs of the BYOL Cloud Service. - For every 25 supported Named User Plus licenses of Oracle Database Enterprise Edition plus Options: Multitenant and Real Application Clusters, You may activate 1 OCPU of the BYOL Cloud Service. Using Autonomous Data Guard with Your Autonomous Transaction Processing – Government Service Instance additionally requires the option Active Data Guard. 		

This Cloud Service Includes the entitlement for Data Masking and Subsetting Pack, Diagnostics and Tuning Packs, and Real Application Testing.

****Promotion available until May 31, 2021**

The requirement to have a Multitenant option license or the Real Application Cluster license is waived for this Cloud Service until **May 31, 2021**. If You continue to use this Cloud Service after **May 31, 2021**, then You will be required to meet all licensing policies described above or transition Your use to the non-BYOL SKU for this Cloud Service.

Oracle Autonomous Transaction Processing Dedicated - Government	B92187	OCPU per Hour
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Conversion Ratios for **Oracle Database Enterprise Edition plus Options**

If You run Oracle Database Enterprise Edition and the required options listed below, then Your BYOL requirements are as follows. The requirements are applicable on a per-Service Instance base:

For 1-16 OCPUs of a single Oracle Autonomous Transaction Processing Dedicated – Government Service Instance:

- For each supported Processor license of Oracle Database Enterprise Edition plus Options: Multitenant, You may activate up to 2 OCPUs of the BYOL Cloud Service. - For every 25 supported Named User Plus licenses of Oracle Database Enterprise Edition plus Options: Multitenant, You may activate 1 OCPU of the BYOL Cloud Service.
- Each Oracle Autonomous Transaction Processing Dedicated – Government Service Instance may not exceed 16 OCPUs. The aggregate of all Autonomous Transaction Processing – Government Service Instances may exceed this limit.

For 17 OCPUs or more of a single Oracle Autonomous Transaction Processing Dedicated – Government Service Instance:

- For each supported Processor license of Oracle Database Enterprise Edition plus Options: Multitenant and Real Application Clusters, You may activate up to 2 OCPUs of the BYOL Cloud Service. - For every 25 supported Named User Plus licenses of Oracle Database Enterprise Edition plus Options: Multitenant and Real Application Clusters, You may activate 1 OCPU of the BYOL Cloud Service.

This Cloud Service Includes the entitlement for Data Masking and Subsetting Pack, Diagnostics and Tuning Packs, and Real Application Testing.

****Promotion available until May 31, 2021**

The requirement to have a Multitenant option license or the Real Application Cluster license is waived for this Cloud Service until **May 31, 2021**. If You continue to use this Cloud Service after **May 31, 2021**, then You will be required to meet all licensing policies described above or transition Your use to the non-BYOL SKU for this Cloud Service.

**Exadata Cloud at Customer - Autonomous Transaction Processing - Database OCPU - BYOL Government	B92388	OCPU per Hour
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Conversion Ratios for **Oracle Database Enterprise Edition plus Options**

If You run Oracle Database Enterprise Edition and the required options listed below, then Your BYOL requirements are as follows. The requirements are applicable on a per-Service Instance base:

For 1-16 OCPUs of a single Oracle Autonomous Transaction Processing – Government Service Instance:

- For each supported Processor license of Oracle Database Enterprise Edition plus Options: Multitenant, You may activate up to 2 OCPUs of the BYOL Cloud Service. - For every 25 supported Named User Plus licenses of Oracle Database Enterprise Edition plus Options: Multitenant, You may activate 1 OCPU of the BYOL Cloud Service.
- Each Oracle Autonomous Transaction Processing – Government Service Instance may not exceed 16 OCPUs. The aggregate of all Autonomous Transaction Processing – Government Service Instances may exceed this limit.

For 17 OCPUs or more of a single Oracle Autonomous Transaction Processing – Government Service Instance:

- For each supported Processor license of Oracle Database Enterprise Edition plus Options: Multitenant and Real Application Clusters, You may activate up to 2 OCPUs of the BYOL Cloud Service. - For every 25 supported Named User Plus licenses of Oracle Database Enterprise Edition plus Options: Multitenant and Real Application Clusters, You may activate 1 OCPU of the BYOL Cloud Service.

This Cloud Service Includes the entitlement for Data Masking and Subsetting Pack, Diagnostics and Tuning Packs, and Real Application Testing.

****Promotion available until May 31, 2021**

The requirement to have a Multitenant option license or the Real Application Cluster license is waived for this Cloud Service until **May 31, 2021**. If You continue to use this Cloud Service after **May 31, 2021**, then You will be required to meet all licensing policies described above or transition Your use to the non-BYOL SKU for this Cloud Service.

Oracle Cloud Infrastructure- Database Exadata OCPU – BYOL-Government	B90488	OCPU Per Hour
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Conversion Ratios for Enterprise Edition:

- For each supported Processor license you may activate up to 2 OCPUs of the BYOL Cloud Service.
- For every 25 supported Named User Plus licenses you may activate 1 OCPU of the BYOL Cloud Service.

Oracle Database Cloud Service – All Editions – BYOL - Government

B90033

OCPU Per Hour

Conversion Ratios for Standard Edition 2:

- For each supported Processor license you may activate up to 2 OCPUs of the BYOL Cloud Service The maximum number of OCPU's is 8 per SE 2 database.
- For every 10 Named User Plus licenses you may activate 2 OCPUs of the BYOL Cloud Service. The minimum required to bring is 10 Named User Plus per SE 2 database.

Conversion Ratios for Enterprise Edition:

- For each supported Processor license you may activate up to 2 OCPUs of the BYOL Cloud Service.
- For every 25 supported Named User Plus licenses you may activate 1 OCPU of the BYOL Cloud Service.

The BYOL requirements for Database Cloud Services are based on the edition of the Database that you choose to run in the BYOL Cloud Service environment and must be in accordance with the conversion ratios for the specified services

Standard Edition2

If you elect to run Oracle Database Standard Edition 2 as a BYOL Cloud Service, then your BYOL requirements are:

Oracle Database Standard Edition

-or-

Oracle Database Standard Edition One

-or-

Oracle Database Standard Edition 2

Enterprise Edition + Enterprise Edition Options/Management Packs

If you elect to run Oracle Database Enterprise Edition and any of the eligible options/management packs listed below then your BYOL requirements are as follows:

Oracle Data base Enterprise Edition plus a license for each database option/management pack that you elect to run in your Cloud environment.

Eligible options include:

Active Data Guard, Advanced Analytics, Advanced Compression, Advanced Security Database In-Memory, Database Lifecycle Management Pack, Database Vault, Label Security, Multitenant, OLAP, Partitioning, Real Application Clusters and Spatial & Graph.

You may use the following options in the BYOL Cloud Service for use only with the BYOL Cloud Service without a supported license:
Data Masking and Subsetting Pack, Diagnostics Pack, Tuning Pack, and Real Application Testing

Additionally, You may use the Transparent Database Encryption feature in the BYOL Cloud Service for use only with the BYOL Cloud Service without a supported license of the Advanced Security database option.

Oracle Database Cloud Service-Enterprise Edition Extreme Performance-RAC-BYOL-Government	B90149	OCPU Per Hour
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Conversion Ratios for Enterprise Edition:

- For each supported Processor license you may activate up to 2 OCPUs of the BYOL Cloud Service.
- For every 25 supported Named User Plus licenses you may activate 1 OCPU of the BYOL Cloud Service.

Oracle Cloud Policies and Pillar Documentation

Your order for these Oracle PaaS and IaaS Cloud Services are subject to the *Oracle Cloud Hosting and Delivery Policies* and the Oracle PaaS and IaaS Public Cloud Services pillar document, which may be viewed at www.oracle.com/contracts.

ORACLE VISUAL BUILDER CLOUD SERVICE

Oracle Cloud Infrastructure Offering	Part #	Metric
Oracle Visual Builder Cloud Service – Government - Each	B92035	Each

Description

The **Oracle Visual Builder Cloud Service – Government** provides a complete DevOps platform that streamlines team development processes and automates software delivery. The integrated platform includes an issue tracking system, agile development dashboards, a code versioning and code review platform, continuous integration and delivery automation, as well as team collaboration and project

Attachment: Oracle Cloud Services Agreement [Revision 1] (4252 : APPROVE AGREEMENTS FOR THE PURCHASE AND IMPLEMENTATION

management features. The Oracle Visual Builder Cloud Service – Government does not enable customers to expand their storage usage requirements beyond the monthly storage entitlement for the Cloud Service.

Usage Limits

Included with Your order are Oracle Foundation Services. An Oracle Visual Builder Cloud Service environment is provisioned as a foundation service. The usage of Oracle Visual Builder Cloud Service is subject to the following quantities: 1 Visual Builder Cloud Service instance per Cloud Services Account, and 20GB of cumulative storage. Additional storage used beyond this limit will be billed as “Oracle Visual Builder Cloud Service – Additional Storage – Government -Gigabyte Data Capacity”, which will be available in January 2020.

Service Activation, Measurement and Usage

You may begin using the Oracle Cloud Services after Oracle has activated Your Cloud Services Account. You may view Your usage of the Oracle Cloud Service in the Oracle Cloud Service console on a daily basis. Oracle will measure Your usage every month for billing purposes.

- For the purposes of the Oracle Visual Builder Cloud Service - Additional Storage - Government, Your usage is measured by calculating the number of gigabytes You use once You have exceeded Your monthly 20 gigabyte storage entitlement. Pricing is per Gigabyte Storage Capacity Per Month.

Oracle Cloud Policies and Pillar Documentation

Your order for these Oracle Cloud Services are subject to the *Oracle Cloud Hosting and Delivery Policies* and the Oracle PaaS and IaaS Public Cloud Services pillar document, which may be viewed at www.oracle.com/contracts.

ORACLE ENTERPRISE INTEGRATION CLOUD SERVICES

Oracle API Platform Cloud Service	Part #	Note	Metric
Oracle API Platform Cloud Service – Classic - Government	B88822	1	Gateway Per Hour
Oracle API Platform Cloud Service - Government	B90267		Gateway Per Hour
Oracle Integration Cloud Service			
Oracle Integration Cloud Service - Enterprise – Government	B90290	1	5,000 Messages per Hour
Oracle Integration Cloud Service - Classic			
Oracle Integration Cloud Service - Enterprise – Classic - Government	B88781	1	OCPU Per Hour
Oracle SOA Suite Cloud Service			
Oracle SOA Suite Cloud Service – Government	B90022	1	OCPU Per Hour

Oracle SOA Suite Cloud Service – B2B Adapter for EDI – Government	B90023	1	OCPU Per Hour
Oracle SOA Suite Cloud Service - BYOL			
Oracle SOA Suite Cloud Service - BYOL - Government	B90024	1	OCPU Per Hour
Oracle Integration Cloud Service - BYOL			
Oracle Integration Cloud Service - Enterprise – BYOL - Government	B90291	1	20,000 Messages per Hour
Oracle Integration Cloud Service – Classic - BYOL			
Oracle Integration Cloud Service - Enterprise – Classic - BYOL – Government	B90027	1	OCPU Per Hour

Note

1: Limited Availability-This Cloud Service may not be available in all data center regions.

Descriptions

The **Oracle Autonomous API Platform Cloud Service** comprises the following components: a cloud based management service for designing, configuring, managing and monitoring APIs, one or more customer-owned and customer-installed gateway(s) for processing runtime API calls, and an API consumption portal for discovering and consuming APIs.

Additionally, the Oracle Autonomous API Platform Cloud Service entitles You to use all the capabilities of the Oracle Apiary Cloud Services, including but not limited to API design, mock service, documentation viewer, team management, style-guides, and Dredd.

Usage Limits

The Oracle Autonomous API Platform Cloud Service allows for registration of one gateway with thirty-five thousand API calls per configured gateway per hour and 25 users of the Oracle Apiary Cloud Services - Professional. Additional sets of thirty-five thousand API calls per hour will be charged at additional gateway hours.

- Requests which are sent from the gateway to the backend Cloud Service are counted against the thirty-five thousand API calls per hour limit. Requests which are rejected or are “errored out” in the request flow will not count against this limit.
- Your use of the Oracle Apiary Cloud Services are limited to:
 - Per each provisioned tenant of the Oracle Autonomous API Platform Cloud Service, one team account in the Oracle Apiary Cloud Service – Professional to be used by users of the Oracle Autonomous API Platform Cloud Service tenant with which the Oracle Apiary Cloud Services - Professional is associated.

The **Oracle API Platform Cloud Service - Classic** comprises the following components: a cloud based application server, the management server for designing and monitoring APIs, a customer-owned and

customer-installed gateway for processing runtime messages, and a consumer-facing developer portal that lets users browse and choose APIs for consumption.

The cloud based application server is based on a single compute shape and supports a single topology that is HA ready. The Oracle API Platform Cloud Service – Classic subscription price allows for registration of one gateway, with a maximum of 25 million messages per month and a maximum of 25 users of the Oracle Apiary Cloud Service per gateway. Additional messages used beyond this limit are billed as additional gateways.

Additionally, the Oracle API Platform Cloud Service - Classic entitles You to use all the capabilities of the Oracle Apiary Cloud Service, including but not limited to API design, mock service, documentation viewer, team management, style-guides, and Dredd.

Usage Limits

The Oracle API Platform Cloud Service - Classic subscription price entitles You to a maximum of 25 million API calls per configured gateway per month and 25 users of the Oracle Apiary Cloud Service. Additional API calls beyond this limit are billed as additional gateways.

- Requests which are sent from the gateway to the backend Cloud Service are counted against the 25 million API calls per configured gateway monthly limit. Requests which are rejected or are “errored out” in the request flow will not count against this limit.
- Your use of the Oracle Apiary Cloud Service is limited to:
 - Per each provisioned tenant of the Oracle API Platform Cloud Service - Classic, one team account in the Oracle Apiary Cloud Service to be used by users of the Oracle API Platform Cloud Service - Classic tenant with which the Oracle Apiary Cloud Service is associated.

The **Oracle SOA Suite Cloud Service** offerings consists of a cloud-based application server (Oracle WebLogic Server, installed with the selected software according to the cloud service above) and supports one kind of shape for virtual machines, High Memory.

You may use the Oracle SOA Suite Cloud Service through the Oracle SOA Suite Cloud Service console.

Oracle SOA Suite Cloud Service – B2B Adapter for EDI provides the capability to translate EDI document formats to XML and vice versa (EDI Translation). Oracle SOA Suite Cloud Service – B2B Adapter for EDI must be applied to an Oracle SOA Suite Cloud Service or to an Oracle SOA Suite Cloud Service – BYOL Instance, and will be metered as an additional charge on each OCPU allocated to that instance, to use the EDI Translation capabilities available in the Oracle B2B component of Oracle SOA Suite.

The Oracle SOA Suite Cloud Service requires as a prerequisite any of the following Oracle Database Cloud Service - Government offerings (Government PaaS):

- Oracle Database Cloud Service - Enterprise Edition - Government; OR
 - Oracle Database Cloud Service - Enterprise Edition Extreme Performance - Government;
- AND:
- Oracle Cloud Infrastructure - Object Storage Classic - Government (Government IaaS); and
 - Oracle Java Cloud Service - High Performance - Government.

The **Oracle Integration Cloud Service - Enterprise - Government** and **Oracle Integration Cloud Service – Enterprise – Government – BYOL** are cloud-based integration and process automation platforms.

The Oracle Integration Cloud Service – Enterprise - Government tracks each 5,000 message quantity per hour that is processed by each instance. The Oracle Integration Cloud Service – Enterprise - Government requires a minimum of 5000 Messages per Hour per service instance, and high availability is provided for all services instances along with underlying infrastructure components needed to run this Oracle Cloud Service, including databases and storage.

The Oracle Integration Cloud Service – Enterprise – BYOL – Government tracks each 20,000 message quantity per hour that is processed by each instance. The Oracle Integration Cloud Service - Enterprise – BYOL - Government requires a minimum of 20,000 Messages per Hour per service instance, and high availability is provided for all services instances along with underlying infrastructure components needed to run this Oracle Cloud Service, including databases and storage.

Users of the Oracle Integration Cloud Service - Enterprise - Government and the Oracle Integration Cloud Service – Enterprise - BYOL - Government receive the following additional capabilities:

- Oracle Integration Cloud Service – Standard feature sets and usage limits. This includes: SaaS integration adapters, technology adapters, Visual Builder and File Server. For usage limits, see below.
- On-premise enterprise application adapters
- Process automation
- B2B
- Integration Insight

Usage limits

The Oracle Integration Cloud Service – Enterprise - Government and the Oracle Integration Cloud Service – Enterprise - BYOL - Government are subject to the following quantities:

- Messages incoming or outgoing via all protocols except file (file, sftp, ftps, or attachments) are limited to 10 MB in size
- Files or attachments over 1MB and up-to 1GB in size are temporarily stored in the Oracle Integration Cloud Service instance while being processed with a limit of 10GB at any point in time. Individual file or attachment size limitations are clearly visible in the product design time user interface, and are subject to change as this Oracle Cloud Service evolves
- Instance information regarding processed messages or message traces are retained in the database for up to 3 days
- Oracle Integration Cloud Service Enterprise - Government and Oracle Integration Cloud Service – Enterprise - BYOL - Government has the ability to start/stop instances.

- Production instances of Oracle Integration Cloud Service Enterprise - Government and Oracle Integration Cloud Service – Enterprise - BYOL - Government must not be stopped at any time.
- Development and test instances of Oracle Integration Cloud Service Enterprise - Government and Oracle Integration Cloud Service – Enterprise - BYOL - Government can only be stopped for a maximum of 480 hours per month. Instances stopped for more than this amount in a given month will be metered at the normal rate for the remainder of the month.

Usage limits

The Oracle Integration Cloud Service – Standard is subject to the following quantities:

- Messages incoming or outgoing via all protocols except file (file, sftp, ftps, or attachments) are limited to 10 MB in size
- Files or attachments over 1MB and up to 1GB in size are temporarily stored in the Oracle Integration Cloud Service instance while being processed with a limit of 10GB at any point in time. Individual file or attachment size limitations are clearly visible in the product design time UI, and are subject to change as this Oracle Cloud Service evolves
- Instance information regarding processed messages or message traces are retained in the database for up to 3 days

The **Oracle Integration Cloud Service – Enterprise - Classic** is a cloud-based integration and process automation platform that consists of a cloud-based application server – Oracle WebLogic Server, installed with the selected software according to the cloud service above. The Oracle WebLogic Server software may only be used for the purposes of the Oracle Integration Cloud Service capabilities. You are restricted from deploying custom applications to Oracle WebLogic Server and from installing custom applications to the Compute infrastructure running the Oracle Integration Cloud Service. For the purposes of the Oracle Integration Cloud Service, the Cloud Service tracks OCPUs that are in running status on an hourly basis. The Oracle Integration Cloud Service requires a minimum of 1 OCPU per instance. For high availability configurations, a minimum of 2 OCPUs are required per instance.

Users of the Oracle Integration Cloud Service - Enterprise – Classic - Government and Oracle Integration Cloud Service - Enterprise – Classic - BYOL - Government are allowed to use the following additional capabilities:

- Integration Cloud Service – Standard - Classic functionality such as SaaS integration adapters, technology adapters, business object modeler, visual builder cloud service, and scheduled file transfer
- On-premise application adapters
- Process automation
- Integration insight
- Streaming analytics

Usage limits

Oracle Integration Cloud Service – Standard – Classic is subject to the following quantities:

- Messages incoming or outgoing via all protocols except file (file, sftp, or ftps) are limited to 10 MB in size
- Files over 1MB in size are temporarily stored in the Oracle Integration Cloud Service – Standard while being processed with a limit of 10GB at any point in time

Service Activation, Measurement and Usage

You may begin using the Oracle Cloud Services after Oracle has activated Your Cloud Services Account. You may view Your usage of the Oracle Cloud Service in the Oracle Cloud Service console on a daily basis. Oracle will measure Your usage every month for billing purposes.

- For the purposes of the Oracle API Platform Cloud Service - Classic, Your usage is measured by calculating the number of gateway hours used by You. Pricing is per gateway hours consumed in a one hour period. Each partial gateway hour consumed will be billed as a full hour.
- You may initiate gateways of the Oracle API Platform Cloud Service – Classic to meet your cloud requirements. It is up to You to determine how many gateways are deployed and for what duration. For Your planning purposes, Oracle operates the Oracle API Platform Cloud Service on a 744 hour per month basis.
- For the purposes of the Oracle Integration Cloud Service – Enterprise – Classic, Your usage is measured by calculating the number of OCPU hours used by You. Pricing is per OCPU hour consumed for each OCPU instance provisioned, from the time an instance is launched until it is terminated or stopped. Each partial OCPU hour consumed will be billed as a full hour.
- You may initiate instances of the Oracle Integration Cloud Service - Classic to meet your cloud requirements. It is up to You to determine how many instances are deployed and for what duration,. For Your planning purposes, Oracle operates the Oracle Integration Cloud Service on a 744 hour per month basis.

Third Party Web Sites, Platforms and Services

All of these Oracle Cloud Services may enable You to link to, transmit Your Content or Third Party Content to, or otherwise access, other Web sites, platforms or services of third parties. Oracle does not control and is not responsible for such third party Web sites or platforms or services. You bear all risks associated with Your access to and use of such third party Web sites, platforms, and services and You are solely responsible for entering into and being in compliance with separate terms with such third party. Oracle is not responsible for the security, protection or confidentiality of such content (including obligations in the *Oracle Cloud Hosting and Delivery Policies* and the Data Processing Agreement and Oracle's Privacy Policy, which may be viewed at www.oracle.com/contracts) which is transmitted to such third parties.

Oracle Cloud Policies and Pillar Documentation

Your order for these Oracle PaaS and IaaS Cloud Services are subject to the *Oracle Cloud Hosting and Delivery Policies* and the Oracle PaaS and IaaS Public Cloud Services pillar document, which may be viewed at www.oracle.com/contracts.

BYOL Required Licenses

BYOL Cloud Services		
Oracle SOA Suite Cloud Service – BYOL - Government	B90024	OCPU Per Hour
<p>Conversion Ratios:</p> <ul style="list-style-type: none"> For each supported Processor license You may activate up to 2 OCPUs of the BYOL Cloud Service. For every 25 supported Named User Plus licenses You may activate 1 OCPU of the BYOL Cloud Service. <p>Any of the following supported program licenses may be aggregated to meet the conversion ratio above.</p> <p style="padding-left: 40px;">Oracle SOA Suite for Oracle Middleware AND Oracle Weblogic Suite</p> <p style="padding-left: 40px;">-or-</p> <p style="padding-left: 40px;">Oracle SOA Suite for Oracle Middleware for Oracle Applications, AND one of the following: Oracle WebLogic Suite or Oracle WebLogic Suite for Oracle Applications</p> <p style="padding-left: 40px;">or-</p> <p style="padding-left: 40px;">If You use managed file transfer functionality in the Oracle SOA Suite Cloud Service: Oracle Managed File Transfer; AND Oracle Weblogic Suite or WebLogic Enterprise Edition)</p>		
Oracle Integration Cloud Service – Enterprise – BYOL - Government	B90291	20,000 Messages per Hour
<p>Conversion Ratios:</p> <ul style="list-style-type: none"> For each supported Processor license You may activate up to 2 OCPUs, which is 40,000 messages per hour of the above referenced BYOL Cloud Services. For every 25 supported Named User Plus licenses You may activate 1 OCPU of the above referenced BYOL Cloud Services, which is 20,000 messages per hour. <p>Any of the following supported program licenses may be aggregated to meet the conversion ratio above.</p> <p>For Oracle Integration Cloud Service – Enterprise – BYOL - Government</p> <p style="padding-left: 40px;">Oracle SOA Suite for Oracle Middleware AND Oracle Weblogic Suite AND Oracle Unified BPM Suite AND applicable application adapter(s) (if being used)</p>		
Oracle Integration Cloud Service – Enterprise – Classic - BYOL - Government	B90027	OCPU per Hour

Conversion Ratios:

- For each supported Processor license You may activate up to 2 OCPUs of the BYOL Cloud Service.
- For every 25 supported Named User Plus licenses You may activate 1 OCPU of the BYOL Cloud Service.

Any of the following supported program licenses may be aggregated to meet the conversion ratio above.

- Oracle SOA Suite for Oracle Middleware AND Oracle Weblogic Suite AND Oracle Unified BPM Suite AND applicable application adapter(s) (if being used)

ORACLE MANAGEMENT CLOUD SERVICES

Oracle Management Cloud	Part #	Note	Metric
Oracle Management Cloud - Enterprise Edition – Government	B88823	1	100 Entities Per Hour
Oracle Management Cloud - Log Analytics Edition –Government	B88824	1	300 Gigabytes Per Hour
Oracle Cloud Infrastructure Operations Insights for Oracle Autonomous Databases - Government	B92885		OCPU Per Hour

Note

1: Limited Availability-This Cloud Service may not be available in all data center regions.

Descriptions

Users of the **Oracle Management Cloud Service – Enterprise Edition - Government** will have access to the following modules:

- Application Performance Monitoring
- Infrastructure Monitoring
- Orchestration
- IT Analytics

Users of the **Oracle Management Cloud Service - Log Analytics Edition - Government** will have access to the following modules:

- Log Analytics

Oracle Cloud Infrastructure Operations Insights for Oracle Autonomous Databases-Government enables business executives, devops, database, IT administrators to make informed, data-driven database resource and performance management decisions. It provides insight into performance, capacity and resource utilization of Oracle Autonomous Database fleets. The Oracle Cloud Infrastructure Operations Insights Service identifies key resource utilization trends, detect anomalies, assist in capacity planning exercises, identifies key database and SQL performance trends across Oracle Autonomous Database fleet.

- Key capabilities
 - Analyzes resource usage of databases across Oracle Autonomous Database fleet
 - Forecasts future demand for resources based on historical trends
 - Identifies SQL performance trends across the enterprise wide Oracle Autonomous Databases
 - Compares SQL Performance across Oracle Autonomous Databases and identifies common patterns
- Oracle Cloud Infrastructure Operations Insights Service is a billable Service based on OCPU per hour target database enabled for target database monitoring as part of the Oracle Cloud Infrastructure Operations Insights service.

Oracle Cloud Infrastructure Operations Insights for Oracle Autonomous Databases-Government also uses Oracle Cloud Infrastructure Monitoring Datapoints – Retrieval. Customer may get charged for it over and above the free limits offered by Oracle.

Service Activation, Measurement and Usage

You may begin using the Oracle Cloud Services after Oracle has activated Your Cloud Services Account. You may view Your usage of the Oracle Cloud Service in the Oracle Cloud Service console on a daily basis. Oracle will measure Your usage every month for billing purposes.

- For the purposes of the Oracle Management Cloud Service - Enterprise Edition – Government and the Oracle Security Monitoring and Compliance Cloud Service - Configuration and Compliance Edition - Government:
 - Your usage is measured by calculating the quantity of 100 entities per hour used by You. Pricing is per 100 entities per hour consumed for each entity being managed or monitored during a one hour period. Each partial amount of 100 entities per hour consumed will be billed as a full hour.
 - You may initiate entities of the Cloud Services to meet your cloud requirements. It is up to You to determine how many entities are deployed and for what duration. For Your planning purposes, Oracle operates the Oracle Management Cloud Service - Enterprise Edition – Government and Oracle Security Monitoring and Compliance Cloud Service - Configuration and Compliance Edition - Government on a 744 hour per month basis.
- For the purposes of the Oracle Management Cloud Service - Log Analytics Edition – Government and the Oracle Security Monitoring and Compliance Cloud Service - Security Monitoring and Analytics Edition - Government:
 - Your usage is measured by calculating the quantity of 300 gigabytes per hour used by You. Each partial amount of 300 gigabytes per hour consumed will be billed as a full hour.

- You may initiate additional gigabytes per hour of the applicable Cloud Services to meet your cloud requirements. It is up to You to determine how many instances are deployed and for what duration. For Your planning purposes, Oracle operates these Cloud Services on a 744 hour per month basis.
- For the purposes of the **Oracle Cloud Infrastructure Operations Insights for Oracle Autonomous Databases-Government**, usage is measured by calculating the OCPU per hour monitored hourly.
- Data collected and analyzed by Oracle Cloud Infrastructure Operations Insights Service will only be stored for last 25 months from the current date.
- Data collected and analyzed by Oracle Cloud Infrastructure Operations Insights Service will be purged after 30 days once the Oracle Cloud Infrastructure Operations Insights Service is disabled on a target database.
- Oracle Cloud Infrastructure Operations Insights Service pricing does not depend on the actual amount of data stored.
- Stopping a target Oracle Autonomous Database or instance that has Oracle Cloud Infrastructure Operations Insights enabled has no effect on retention or visibility of historical data for that instance. The period during which the Oracle Autonomous Database or instance was stopped or not available will contain no data.
- If the data was not collected from the target Oracle Autonomous Databases for an underlying reason then that period will contain no data for Oracle Cloud Infrastructure Operations Insights.
- Customer must explicitly disable Oracle Cloud Infrastructure Operations Insights Service for required target Oracle Autonomous Database from the Administration page to stop metering the Oracle Cloud Infrastructure Operations Insights Service.

Oracle Cloud Policies and Pillar Document

Your order for these Oracle PaaS and IaaS Cloud Services are subject to the *Oracle Cloud Hosting and Delivery Policies* and the Oracle PaaS and IaaS Public Cloud Services pillar document, which may be viewed at www.oracle.com/contracts.

ORACLE NETWORK CLOUD SERVICES

Oracle Cloud Infrastructure – DNS-Government	Part #	Note	Metric
Oracle Cloud Infrastructure Service – DNS - Government	B89433	1	1,000,000 Queries
Oracle Cloud Infrastructure – DNS Traffic Management			
Oracle Cloud Infrastructure – DNS Traffic Management - Government	B90342		1,000,000 DNS Traffic Management Queries
Oracle Cloud Infrastructure Service-Email Delivery-Government			

Oracle Cloud Infrastructure Service - Email Delivery - Government	B49434	1	1,000 Emails Sent
Oracle Cloud Infrastructure – FastConnect-Government			
Oracle Cloud Infrastructure - FastConnect 1 Gbps – Government	B89430	1	Port Hour
Oracle Cloud Infrastructure - FastConnect 10 Gbps - Government	B89431	1	Port Hour
Oracle Cloud Infrastructure – FastConnect Classic -Government			
Oracle Cloud Infrastructure – FastConnect Classic - Port Speed 1 Gbps – Government	B89709	1	Port Hour
Oracle Cloud Infrastructure – FastConnect Classic - Port Speed 10 Gbps - Government	B89708	1	Port Hour
Oracle Cloud Infrastructure - Logging - Storage - Government			
Oracle Cloud Infrastructure - Logging - Storage - Government	B92595		Gigabyte Log Storage Per Month
Oracle Cloud Infrastructure Outbound Data Transfer - Government			
First 10 terabytes per month	B89432	1	Gigabyte Outbound Data Transfer Per Month
Over 10 terabytes per month	B89432		Gigabyte Outbound Data Transfer Per Month
Oracle Cloud Infrastructure - Content Delivery Network - Government			
Oracle Cloud Infrastructure - Content Delivery Network - Metered - Government	B90343		Gigabyte Egress Delivered Per Month
Oracle Cloud Infrastructure – Web Application Firewall - Government			
Oracle Cloud Infrastructure - Health Checks - Basic - OCI Endpoint - Government	B90338		Endpoints Per Month
Oracle Cloud Infrastructure - Health Checks - Basic - Non-OCI Endpoint - Government	B90339		Endpoints Per Month
Oracle Cloud Infrastructure - Health Checks - Premium - OCI Endpoint - Government	B90340		Endpoints Per Month

Oracle Cloud Infrastructure - Health Checks - Premium - Non-OCI Endpoint - Government	B90341		Endpoints Per Month
Oracle Cloud Infrastructure – Web Application Firewall - Government			
Oracle Cloud Infrastructure - Web Application Firewall - Requests - Government	B90345		1,000,000 Incoming Requests Per Month
Oracle Cloud Infrastructure - Web Application Firewall - Good Traffic - Government	B90346		Gigabyte Of Good Traffic Per Month
Oracle Cloud Infrastructure - Web Application Firewall - Bot Management - Government	B90348		1,000,000 Incoming Requests Per Month
Oracle Cloud Infrastructure – Notifications-Government			
Oracle Cloud Infrastructure - Notifications - HTTPS Delivery - Government - Million Delivery Operations	B91102		Million Delivery Operations
Oracle Cloud Infrastructure - Notifications - Email Delivery - Government - 1,000 Emails Sent	B91103		1,000 Emails Sent
Oracle Cloud Infrastructure - Monitoring -			
Oracle Cloud Infrastructure - Monitoring - Ingestion - Government	B91106		
First 500 Million Datapoints			Million Datapoints
Over 500 Million Datapoints Per Month			Million Datapoints
Oracle Cloud Infrastructure - Monitoring Service - Retrieval - Government	B91107		
First 1 Billion Datapoints			Million Datapoints
Over 1 Billion Datapoints			Million Datapoints

Note

1: Limited Availability-This Cloud Service may not be available in all data center regions.

Descriptions

The Oracle Cloud Infrastructure - DNS Cloud Service is a cloud-based, high-performance, standards-based, public Domain Name System (DNS) service that enables customers to host domains and to offer low-latency global DNS resolution for those domains. The DNS is the system that converts domain names (domain.com) into IP addresses. Domain name servers make DNS queries for requested domains.

Oracle Cloud Infrastructure - DNS Traffic Management provides advanced traffic management capabilities to steer DNS traffic across multiple publicly-exposed Oracle Cloud Infrastructure instances and other private and third party assets. Oracle Cloud Infrastructure - DNS Traffic Management supports comprehensive policies to provide intelligent responses to ensure high performance, scalability and availability of Your public internet properties.

Steering policies include:

- **Active Failover**, which distributes traffic across multiple instances/assets and automatically steers traffic to healthy and available assets. [SEP]
- **Ratio Load Balancing**, which enables You to adjust the ratios of how much DNS traffic You would like distributed across each instance/asset. [SEP]
- **Geolocation Steering**, which allows steering of DNS queries from a user-defined geographical region to specific instances/assets for improved performance. [SEP]
- **ASN and IP Prefix Steering**, which allows You to steer traffic from specific AS numbers or prefixes to different instances/assets than general public DNS traffic. [SEP]

The **Oracle Cloud Infrastructure - FastConnect Cloud Service** is a network connectivity alternative to using the public internet for connecting Your network with the Oracle Cloud Infrastructure Cloud Services. The Oracle Cloud Infrastructure - FastConnect Cloud Service provides an easy way to create a dedicated and private connection with higher bandwidth options, and a more consistent networking experience when compared to internet-based connections.

The **Oracle Cloud Infrastructure - FastConnect Classic Cloud Service** is a network connectivity service designed to provide You with a dedicated connection between Your on premise networks or datacenter and Your Oracle Cloud Services. The Oracle Cloud Infrastructure - FastConnect Classic Cloud Service is facilitated either through direct or virtual cross-connect from Your network routers at a co-located facility or through connectivity providers such as Your chosen network service providers, Cloud Exchange providers or MPLS-VPN providers. The connectivity leverages industry standard 802.1Q VLANs and Layer3 routing using BGP.

Using the **Oracle Cloud Infrastructure - FastConnect Classic Cloud Service**, Your network traffic will be routed over a dedicated 1Gbps or 10Gbps path in the locations where You establish this connectivity.

Oracle will make the Oracle Cloud Infrastructure - FastConnect Classic Cloud Service available at specific Oracle network end-points. You must provision the Oracle Cloud Infrastructure - FastConnect Classic Cloud Service at each Oracle end-point to which You desire connectivity using the service.

With respect to NTT, the Oracle Cloud Infrastructure - FastConnect Classic Cloud Service will only be available for customers in Japan and the port speed will be limited to 100 Mbps per subscription.

Our customers will rely on **Oracle Cloud Infrastructure - Logging - Storage** to be single pane of glass for all of their logs. The core value proposition of logging can be summarized into three key pillars:

- **Ingest & Manage** all of logs (Audit, OCI Service) seamlessly into one unified single pane of glass
- **Search & Analyze** logs to deep dive and investigate issues in your application & services
- **Take Action** on your logs with an intuitive & simple rules engine that makes every log line actionable.
- The service allows authorized users to provision up to 50 log rules per region, and 1000 log groups per region. Users can request for higher limits via the standard limit increase requests.
- For purposes of Oracle Cloud Infrastructure Logging, usage is measured by calculating the number of logs stored inside OCI Logging during a month of the service. The minimum threshold is 1MB. Log storage is counted per hour and then added up at the end of the month to compute overall usage.

The **Oracle Cloud Infrastructure - Email Delivery – Government Cloud Service** is an email sending service for sending high-volume, application-generated emails for mission-critical communications, such as receipts, fraud detection alerts, multifactor identity verification, and password resets.

The **Oracle Cloud Infrastructure – Health Checks Cloud Service** provides external availability and performance testing of Oracle Cloud Infrastructure- and non- Oracle Cloud Infrastructure-hosted endpoints from a number of edge locations around the internet. Oracle Cloud Infrastructure - Health Checks provides HTTP, HTTPS and TCP tests of domains, URLs and IP addresses, returning availability status along with a breakdown of performance metrics. The Oracle Cloud Infrastructure - Health Checks Cloud Service is being delivered in support of the future Oracle Cloud Infrastructure - DNS Traffic Management Cloud Service, which will utilize Oracle Cloud Infrastructure - Health Checks to provide service failover in the event of unavailability of endpoints. Oracle Cloud Infrastructure - Health Checks represents a subset of a larger grouping of external monitoring features Oracle is building that expand the types of tests to include TCP and ICMP pings and traceroutes, DNS performance and security certificate testing. Oracle Cloud Infrastructure - Health Checks are accessible through REST APIs, SDKs, and OCI Console.

Oracle Cloud Infrastructure - Web Application Firewall is a PCI-compliant, cloud-based, globally distributed cybersecurity solution. Oracle Cloud Infrastructure - Web Application Firewall protects web applications from common internet attacks like cross-site scripting, SQL injection and other OWASP-defined vulnerabilities. Oracle Cloud Infrastructure - Web Application Firewall enables application owners to define rules for handling requests based on threat intelligence and known signatures. You can manage desired bots versus malicious bots by detecting and challenging bad bots via CAPTCHA, device fingerprinting and JavaScript-based bot thwarting mechanisms. Oracle Cloud Infrastructure - Web Application Firewall can protect API surfaces via HTTP/S through access rules.

Oracle Cloud Infrastructure Notifications is a fully managed pub-sub service that pushes messages, including monitoring alarms, to a number of subscription endpoints at scale in a reliable fashion. As part of our initial launch, ONS supports email delivery and HTTPS (PagerDuty) delivery.

The OCI Notifications supports key enterprise features such as –

- 1) Fan out to multiple subscription endpoints – Deliver message to endpoints such as HTTPS and Email with default integration
- 2) Durable – Replicates any incoming message to 3 OCI data centers
- 3) Elastic - Scale up your workload instantly from few thousands to million messages and pay for what you use

- 4) Monitoring & alarming – Provides critical metrics such as error rate, error type, publish and delivery messages

Email-delivered messages will be processed in the U.S.

Oracle Cloud Infrastructure - Notifications service delivery of messages to topic subscribers via email will have those messages processed and delivered through Oracle resources in the U.S.

Oracle Cloud Infrastructure - Monitoring service enables you to observe and manage the health of your OCI resource stack by ingesting and analyzing billions of fine-grained Datapoints. Using the OCI Monitoring service, you are able to store historic data, graph the trends over time, troubleshoot various components of your resources with pre-canned and powerful custom queries, and get notified for anomalous resource behavior.

Out of the box performance and health Metrics are provided for your Oracle Cloud Infrastructure Resources. The Metrics provided are resource specific, providing critical insight into each service.

Additionally, Alarms can be created on these Metrics using industry standard statistics, trigger operators, and time intervals. Alarms alert you in real time to important changes across your stack via email and PagerDuty using the Oracle Notification service.

The interactive Metrics Explorer in the Oracle Cloud Infrastructure Console provides a comprehensive view of Metrics across your Resources and Metrics with the ability to customize and filter the data. The Monitoring Service offers a best-in-class metric engine, allowing you to perform powerful aggregation and slice-and-dice queries across multiple metric streams and dimensions in real time. The OCI Monitoring service public API, and SDK/CLI enable easy integration with your existing enterprise infrastructure.

Your Obligations

To connect to Oracle Cloud Services using the Oracle Cloud Infrastructure – FastConnect Cloud Service, You must provision Your own network equipment capable of supporting Layer3 routing using BGP and You must manage the configuration on Your network devices. You are responsible for managing the physical security of Your own infrastructure and for implementing any additional tools or equipment (such as firewalls) to address Your organization’s data security requirements.

To use the Oracle Cloud Infrastructure - FastConnect Cloud Service, Your network must meet one of the following conditions:

- Your network is co-located in an existing Oracle Cloud Infrastructure - FastConnect Cloud Service location. For more information about available Oracle Cloud Infrastructure - FastConnect Cloud Service locations, see <https://docs.usphoenix1.oraclecloud.com/Content/FastConnect/Locations>.
- You network attaches to an Oracle Cloud Infrastructure - FastConnect Cloud Service partner. For a list of Oracle Cloud Infrastructure - FastConnect Cloud Service partners who can help You connect, see <https://docs.us-phoenix-1.oraclecloud.com/Content/FastConnect/Partners>.
- You use an independent network service provider to connect to an Oracle Cloud Infrastructure - FastConnect Cloud Service location.

In addition, Your network must meet the following conditions:

- Connections to the Oracle Cloud Infrastructure - FastConnect Cloud Service require single mode fiber, 1000BASE-LX (1310nm) for 1 gigabit ethernet, or 10GBASE-LR (1310nm) for 10 gigabit ethernet. You must support 802.1Q (Single-Tag) VLANs and link aggregation control protocol (LACP) across these connections.
- Your network must support Border Gateway Protocol (BGPv4).

To connect to the Oracle Cloud Infrastructure Virtual Cloud Network (VCN), You must first do the following:

- Provide a private autonomous system number (ASN).
- Create a dynamic routing gateway (DRG) and attach it to Your VCN. For more information about creating a DRG, see <https://docs.us-phoenix-1.oraclecloud.com/Content/Network/Tasks/managingDRGs.htm?Highlight=DRG#>
- Create a FastConnect connection in the Oracle Cloud Infrastructure Cloud Service console and create at least one virtual circuit attached to Your DRG. For more information about creating a FastConnect connection, see <https://docs.us-phoenix-1.oraclecloud.com/Content/FastConnect/>.
- You must not use the Oracle Cloud Services for the purposes of distributing “spam” emails, bulk unsolicited instant messages, or any other form of unsolicited electronic communications distributed on a bulk basis to recipients with which You have no preexisting business or personal relationship. Additionally, You must not use the Oracle Cloud Services to collect responses from spam. You must not harvest, collect, gather, or assemble information or data of users, including, but not limited to, email addresses, without their consent. Without limiting the foregoing, You must not use the Oracle Cloud Services for, or in connection with, the following: (a) sending pyramid schemes; (b) sending chain letters; (c) sending any mail in contravention of the CAN SPAM Act of 2003, Canada’s Anti-Spam Legislation (CASL), or any other applicable state or federal laws and regulations; (d) to send email to address lists obtained from third-parties, whether such lists were rented, purchased or otherwise obtained; or (e) altering or obscuring email headers or assuming the identity of a sender without the explicit permission of that sender.
- Your hourly sending rates must not exceed the greater of either (i) 6,000 per hour or (ii) 0.6% of the previous 30 days’ total volume. Examples:
- If You sent 750,000 emails in the previous 30 days, Your hourly send cannot exceed 6,000 emails per hour.
- If You sent 25 million emails in the previous 30 days, Your hourly send cannot exceed 150,000 emails per hour.

You are responsible for compliance with laws, rules, and regulations governing electronic communications in connection with Your use of the Oracle Cloud Infrastructure Notifications Service.

CUSTOMER RESPONSIBILITIES

You agree to provide reasonable assistance to Oracle in order to configure, operate, maintain, and secure the operating systems and other associated software of Your Cloud Services including Your applications. You agree to provide reasonable assistance to Oracle in order to maintain appropriate security, protection, and backup of Your Content, which may include the use of encryption technology to protect Your Content from unauthorized access and routine archiving of Your Content. Oracle Cloud

Services log-in credentials and private keys generated as part of the Oracle Cloud Services are for Your internal use of the services only, and You may not sell, share, transfer or sublicense them to any other entity or person, except that You may disclose Your private key to Your subcontractors who are Users of the Oracle Cloud Services and who are performing work on Your behalf.

Oracle Cloud Policies and Pillar Document

Your order for these Oracle PaaS and IaaS Cloud Services are subject to the *Oracle Cloud Hosting and Delivery Policies* and the Oracle PaaS and IaaS Public Cloud Services pillar document, which may be viewed at www.oracle.com/contracts.

NOT DISCOUNT ELIGIBLE CLOUD SERVICES

Oracle Cloud Infrastructure - VMware Solution – Government	Part #	Metric
Oracle Cloud - VMware Solution - Government	B92432	OCPU Per Hour

Description

Authorized users of the **Oracle Cloud VMware Solution** can access the Oracle Cloud console/API/SDK to provision, manage and monitor their VMware SDDC environments on Oracle Cloud Infrastructure. Key capabilities include:

- Provisioning and orchestration support
- Life cycle management support for adding and deleting instances from VMware SDDC environments.

Once a VMware SDDC environment is provisioned, You will be able to use it to migrate Your on-premises VMware workloads or use it as a DR location.

Usage Limits

The Oracle Cloud Infrastructure - VMware Solution – Government Oracle Cloud Service allows authorized users to provision up to 4 VMware SDDC instances initially. Users can request for higher limits via the standard limit increase requests.

Third Party Web Sites, Platforms and Services

The Oracle Cloud Infrastructure - VMware Solution – Government Cloud Service deploys VMware software – vSphere, vSAN, NSX on Oracle Cloud Infrastructure-provided baremetal instances.

Service Activation, Measurement and Usage

Users may begin using the The Oracle Cloud Infrastructure - VMware Solution – Government Cloud Service once Oracle has activated your Oracle Cloud Infrastructure account. You may view Your usage in the Oracle Cloud Infrastructure console.

Usage is measured by calculating the number of VMware SDDC instances that were consumed during an hour. This is measured based on the total number of SDDC instances across all SDDC environments created by the user.

- A VMware SDDC environment requires a minimum of 3 SDDC instances. Deleting instances to reduce the count will not reduce the usage calculation below 3xSDDC instances per SDDC environment.
- Once a VMware SDDC instance is created, it will count towards consumption for the duration of an entire month and every month thereafter. Deleting an instance prior to completion of this 1-month period will not reduce the usage calculation.

Customer Responsibilities

You agree to provide reasonable assistance to Oracle in order to configure, operate, maintain, and secure the operating systems and other associated software of Your VMware SDDC environments including Your applications. You agree to provide reasonable assistance to Oracle in order to maintain appropriate security, protection, and backup of Your Content, which may include the use of encryption technology to protect Your Content from unauthorized access and routine archiving of Your Content. Oracle Cloud Services log-in credentials and private keys generated as part of the Oracle Cloud Services are for Your internal use of the services only, and You may not sell, share, transfer or sublicense them to any other entity or person, except that You may disclose Your private key to Your subcontractors who are Users of the Oracle Cloud Services and who are performing work on Your behalf.

Oracle Cloud Policies and Pillar Document

Your order for these Oracle PaaS and IaaS Cloud Services are subject to the *Oracle Cloud Hosting and Delivery Policies* and the Oracle PaaS and IaaS Public Cloud Services pillar document, which may be viewed at www.oracle.com/contracts.

ORACLE CLOUD INFRASTRUCTURE EDGE SERVICES

Descriptions

Oracle Cloud Infrastructure Service - DNS (Oracle Cloud DNS) is a cloud-based, high-performance standards-based, public DNS service that enables customers to host domains and to offer low-latency global DNS resolution for those domains. The Domain Name System (DNS) is the system that converts domain names (domain.com) into IP addresses. Domain Name servers make DNS queries for requested domains.

Oracle Cloud Infrastructure - Email Delivery is an email sending service that provides a fast and reliable managed service for sending high-volume emails that need to reach your users' inbox. Email Delivery provides customers the tools necessary to quickly and reliably send application-generated email for mission-critical communications such as receipts, fraud detection alerts, multifactor identity verification, password resets.

Oracle's Email Delivery offering is ideal for sending application-generated email. These transactional and bulk emails are some of the most critical interaction for a company's day to day business and as such need a reputable and secure offering to power email delivery. Email Delivery is backed by industry leading experts in Email Deliverability, Authentication, Security and Reputation Management ensuring quality inbox delivery.

Your Obligations

For the Oracle Cloud Infrastructure - Email Delivery Service:

- You shall not use the Cloud Services for purposes of distributing “spam” emails, bulk unsolicited instant messages, or any other form of unsolicited electronic communications distributed on a bulk basis to recipients with which You have no preexisting business or personal relationship. Additionally, You shall not use the Cloud Services to collect responses from spam. You shall not harvest, collect, gather, or assemble information or data of users, including, but not limited to, email addresses, without their consent. Without limiting the foregoing, You shall not use the Cloud Services for, or in connection with, the following: (a) sending pyramid schemes; (b) sending chain letters; (c) sending any mail in contravention of the CAN SPAM Act of 2003, Canada’s Anti-Spam Legislation (CASL), or any other applicable state or federal laws and regulations; (d) to send email to address lists obtained from third-parties, whether such lists were rented, purchased or otherwise obtained; or (e) altering or obscuring email headers or assuming the identity of a sender without the explicit permission of that sender.

Service Activation, Measurement and Usage

You may begin using the Oracle Cloud Services after Oracle has activated Your Cloud Services Account. You may view Your usage of the Oracle Cloud Service in the Oracle Cloud Service console on a daily basis. Oracle will measure Your usage every month for billing purposes.

- For the purposes of Oracle Cloud Infrastructure - DNS, Your usage is measured per queries received by the public authoritative DNS server. You may view Your usage of Oracle Cloud Infrastructure - DNS in the Oracle Cloud Portal. Oracle will measure and invoice Your usage on a monthly basis.
- For the purposes of Oracle Cloud Infrastructure – DNS Traffic Management, Your usage is measured per queries received by the Authoritative Public DNS service for zones configured with the Oracle Cloud Infrastructure - DNS Traffic Management Cloud Service.^[SEP]
- For the purposes of Oracle Cloud Infrastructure Service - Email Delivery, Your usage is measured on a monthly basis by determining the unique number of emails accepted by the Email Delivery service to send.
- For the purposes of Oracle Cloud Infrastructure - Health Checks, usage is measured by calculating the endpoints monitored hourly through the calendar month. Endpoints monitored are counted per hour and then added up at the end of the calendar month to determine monthly Oracle Cloud Infrastructure - Health Check monitoring usage.
- For the purposes of Oracle Cloud Infrastructure - Web Application Firewall, usage is measured by calculating the requests processed, good traffic flowing through Oracle Cloud Infrastructure - Web Application Firewall and endpoints protected, hourly through the calendar month.
- For the purposes of the Oracle Cloud Infrastructure – FastConnect Cloud Service, Your usage is measured by calculating the number of port hours used. Port hours are billed once the BGP connection is established to the Oracle Cloud Infrastructure - FastConnect Cloud Service router, or 30 days after You ordered the port, whichever comes first. Each partial port hour consumed will be billed as a full hour. Port charges will continue to be billed until You deactivate the Oracle Cloud Service. If You wish to deactivate, You must delete Your FastConnect connection from the Oracle Cloud Infrastructure Cloud Service console.
- For the purposes of the Oracle Cloud Infrastructure – DNS – Government Cloud Service, Your usage is measured per queries received by the public authoritative DNS server. You may view

your usage of the Oracle Cloud Infrastructure – DNS - Government Cloud Service in the Oracle Cloud Portal. Oracle will measure and invoice Your usage monthly.

- For the purposes of the Oracle Cloud Infrastructure Service - Email Delivery – Government Cloud Service, Your usage is measured monthly by determining the unique outbound deliveries sent to the email delivery service for it to send.
- For purposes of Oracle Cloud Infrastructure Notifications-Government, usage is measured by counting the number of request, size of each request and the delivery endpoint type.
- For purposes of Oracle Cloud Infrastructure - Monitoring, your usage is measured by counting the number of Monitoring Metric Datapoints ingested or retrieved.

Oracle Cloud Policies and Pillar Document

Your order for these Oracle PaaS and IaaS Cloud Services are subject to the *Oracle Cloud Hosting and Delivery Policies* and the Oracle PaaS and IaaS Public Cloud Services pillar document, which may be viewed at www.oracle.com/contracts.

ORACLE SECURITY AND IDENTITY CLOUD SERVICES

Oracle Identity Cloud	Part#	Note	Metric
Oracle Identity Cloud Service - Enterprise User - Government	B90565		User Per Month
Oracle Identity Cloud - Consumer User - Government	B90566		User Per Month
Oracle Identity Cloud - Enterprise User - BYOL - Government	B90567		User Per Month
Oracle Cloud Infrastructure – Key Management			
Oracle Cloud Infrastructure – Key Management – Government	B90344	1	Virtual Private Vault Per Hour
Oracle Cloud Infrastructure - Key Management - Vault – Government	B92093		Key Version Per Month
Oracle CASB Cloud Service			
Oracle CASB for SaaS – Enterprise User - Government	B88827	1	Monitored Service User per Hour
Oracle CASB for SaaS – Non-Enterprise User - Government	B88828	1	Monitored Service User per Hour
Oracle CASB for IaaS - Government	B88829	1	Monitored Account per Hour
Oracle CASB for IaaS – Additional Capacity - Government	B88830	1	Gigabyte Data Capacity per Hour

Oracle CASB for Custom Apps - Government	B88831	1	Monitored App per Hour
Oracle CASB for Data Protection - Data Loss Prevention - Government	B90020	1	Monitored Service User Per Hour
Oracle CASB for Data Protection - Data Loss Prevention - Retroactive Scan - Government	B90021	1	Gigabyte Data Capacity Per Hour
Oracle CASB for Discovery - Government	B90513	1	User per Month

Note

1: Limited Availability-This Cloud Service may not be available in all data center regions.

Descriptions

The **Oracle Identity Cloud Service** is a cloud-based multi-tenant solution that is designed to be an integral part of the enterprise security fabric and provide advanced identity and access management functions for on-premise and cloud enterprise resources. It provides a powerful set of hybrid identity features to maintain a single identity for users across on-premise and cloud services without compromising on security or end user experience.

- An **Enterprise User – Government** is defined as a user, who is Your employee, contractor or outsourcer and who is authorized by You to use the Cloud Service, regardless of whether or not the individual is actively using the service at any given time.
- A **Consumer User – Government** is defined as user, who is not Your employee, contractor or outsourcer but who is authorized by You to use the Cloud Service, regardless of whether or not the individual is actively using the service at any given time.
- **User per Month:** is defined as an individual configured to access the hosted service during the billing period, regardless of whether the individual is actively accessing the hosted service at any given time. You will be billed at the maximum configured user count during each billing period, even if users are removed from the hosted service during this period.
- An Enterprise User – Government of the Oracle Identity Cloud Service is authorized to access the following core features and custom application/ services built or hosted on Oracle Public Cloud and for third party cloud services:
 - Basic authentication
 - User, group and application management
 - Account Management
 - Group-based application assignment
 - Group-based access
 - Self-Service user registration
 - Self-Service password management (change and reset)
 - Self-Service user profile management
 - Self-Service access request
 - AppCatalog

- User provisioning and synchronization for Oracle Cloud SaaS apps and third party SaaS apps
- Single Sign On to Oracle SaaS or PaaS apps, third party SaaS apps and applications hosted on Your premise
- Multi-Factor authentication
- Social authentication
- Delegated authentication
- Identity synchronization using identity bridge and OIM connector
- External IDP federation including social IDP providers
- Audit and reporting
- Schema Extensions
- Adaptive security
- EBS asserter
- AppGate
- WebGate

The **Oracle Cloud Infrastructure Key Management service** helps You centrally control encryption keys that supported Oracle Cloud Infrastructure services use to protect the data You store with these services. Provided as a managed service and backed by FIPS 140-2 Level 3 certified hardware security modules (“HSMs”) that host Your virtual private vaults and Your vaults to store Your encryption keys, Key Management offers a secure means for creating and managing Your keys from a central place. You can use the Key Management service through Your Oracle Cloud Infrastructure console, command line interface, or Key Management application programming interface to create, use, rotate, enable, and disable and delete Your encryption keys.

The **Oracle CASB for SaaS service** monitors users of target SaaS applications. Users of Oracle CASB for SaaS – Enterprise User – Government and Oracle CASB for SaaS – Non-Enterprise User – Government are authorized to access modules or features that include the following:

- Provisioning of security configurations and controls into the SaaS applications
- Key security indicators that provide early warning signs of risks to SaaS applications
- User behavioral analytics that quantify risk scores when anomalies in user activity are identified
- An Enterprise User is defined as an active user per hour who is Your employee, contractor or outsourcer and who is authorized by You to use the Cloud Service, regardless of whether or not the individual is actively using the service at any given time.
- A Consumer User or Non-Enterprise User is defined as an active user per hour who is not Your employee, contractor or outsourcer but who is authorized by You to use the Cloud Service, regardless of whether or not the individual is actively using the service at any given time.

Oracle CASB for IaaS monitors IaaS accounts. Users of Oracle CASB for IaaS are authorized to access modules or features including the following:

- Provisioning of security configurations and controls into the IaaS providers

- Key security indicators that provide early warning signs of risks to IaaS providers
- Dynamic policy framework that detects risk events for IaaS

Oracle CASB for IaaS - Additional Capacity consists of a block of one (1) GB of additional data capacity per month. Oracle CASB for IaaS - Additional Capacity may be used only for Oracle CASB for IaaS.

Oracle CASB for Discovery – Government monitors users from target services. Users of Oracle CASB for Discovery are authorized to access the modules or features including the following: [SEP]

- Discovery and risk reports of shadow IT activity by analyzing perimeter logs [SEP]
- Discovery and risk reports of shadow IT activity by analyzing Salesforce AppExchange application [SEP] marketplace [SEP]

Reports on users who conduct shadow IT including analysis of data transmission into and out of shadow [SEP] applications.

The **Oracle CASB for Data Protection, Data Loss Prevention Cloud Service** monitors content handled by users of specific applications monitored by the Oracle CASB for Data Protection, Data Loss Prevention Cloud Service. Features include:

- Content classification of supported documents actively being transacted
- Alerting and remediation of data policy violations by quarantining or deleting new files
- User-defined data protection policies that require content classification

For more information about content inspection limitations such as currently supported applications, file formats, file size, file types, archive nesting limits, pre-defined data types and other capabilities, see <http://www.oracle.com/pls/topic/lookup?ctx=en/cloud/paas/casb-cloud&id=PALUG-GUID-545DBDB4-8663-43C1-AD1E-92C4A83740DE>.

The **Oracle CASB for Data Protection, Data Loss Prevention Retroactive Scan Cloud Service** examines content stored in specific applications monitored by the Oracle CASB for Data Protection, Data Loss Prevention Retroactive Scan Cloud Service. Features include:

- Content classification of supported documents already in the cloud
- Alerting and remediation of data policy violations by quarantining or deleting existing files

For more information about content inspection limitations such as currently supported applications, file formats, file size, file types, archive nesting limits, pre-defined data types and other capabilities, see <http://www.oracle.com/pls/topic/lookup?ctx=en/cloud/paas/casb-cloud&id=PALUG-GUID-545DBDB4-8663-43C1-AD1E-92C4A83740DE>.

Usage Limits

- The number of monthly users as set forth in Your service
- For Oracle Public Cloud and third party cloud services
- SMS messaging limits: 10 messages/user/month. Additional SMS messaging used beyond this limit will be billed as additional monthly users.

A Consumer User - Government of the Oracle Identity Cloud Service is authorized to access the following core features and custom application/ services built or hosted on the Oracle Public Cloud and for third party cloud services:

- Basic authentication
 - User, group and application management
 - Account Management
 - Group-based application assignment
 - Group-based access
 - Self-Service user registration
 - Self-Service password management (change and reset)
 - Self-Service user profile management
 - Self-Service access request
 - AppCatalog
 - User provisioning and synchronization for Oracle Cloud SaaS apps and third party SaaS apps
 - Single Sign On to Oracle SaaS or PaaS apps, third party SaaS apps and applications hosted on Your premise
 - Multi-Factor authentication
 - Social authentication
 - Delegated authentication
 - Identity synchronization using identity bridge and OIM connector
 - External IDP federation including social IDP providers
 - Audit and reporting
 - Schema Extensions
 - Adaptive security
 - EBS asserter
 - AppGate
 - WebGate
-
- The number of monthly users as set forth in Your service.
 - For Oracle Public Cloud and third Party Cloud Services
 - SMS messaging limits: 3 messages/user/month. Additional SMS messaging used beyond this limit will be billed as additional monthly users.
 - For the purposes of the Oracle Identity Cloud Service - Standard – Government Your usage is measured by calculating the number of Active Users Per Hour used by You.
 - You may initiate instances of the Oracle Identity Cloud Service - Standard – Government to meet your cloud requirements. It is up to you how many Active Users Per Hour are deployed and for what duration. For planning purposes, Oracle operates the Oracle Identity Cloud Service - Standard – Government on a 744 hour per month basis.
 - You may begin using the Key Management service after Oracle has activated Your Cloud Services account. You may view Your usage of the Key Management service in Your Oracle Cloud Infrastructure Service console.
 - You pay an hourly fee for Key Management for each virtual private vault You create, and You are charged at the end of the month for that month's usage. You are not charged for keys You create inside Your virtual private vault and use with supported Oracle Cloud Infrastructure services.

- You pay a monthly fee for Key Management for each key version You create in a vault, and You are charged at the end of the month for that month's usage. You are not charged for the vaults you create to hold your keys and key versions.

The usage limit for Oracle CASB for SaaS is the maximum number of Monitored Service Users as set forth in Your order.

Oracle CASB for IaaS is subject to the following limits:

- the maximum number of Monitored Accounts as set forth in Your order
- Ten (10) GB of data capacity.

Oracle CASB for IaaS - Additional Capacity provides one (1) GB data capacity.

Oracle CASB for Custom Apps is subject to the following limits:

- the maximum number of Monitored Apps as set forth in Your order

Ten (10) GB of data capacity.

Third Party Web Sites, Platforms and Services

The Oracle CASB Cloud Service and Oracle Identity Cloud Service may enable You to link to, transmit Your Content or Third Party Content to, or otherwise access, third parties' websites, platforms, content, products, services, and information ("Third Party Services"). Oracle does not control and is not responsible for such Third Party Services. You are solely responsible for complying with the terms of access and use of Third Party Services, and if Oracle accesses or uses any Third Party Services on Your behalf to facilitate performance of the Services, You are solely responsible for ensuring that such access and use, including through passwords, credentials or tokens issued or otherwise made available to You, is authorized by the terms of access and use for such services. Oracle is not responsible for the security, protection or confidentiality of Your Content or Third Party Content (including obligations in the *Oracle Cloud Hosting and Delivery Policies* and the Data Processing Agreement and Oracle's Privacy Policy) transmitted to such Third Party Services.

This Oracle Identity Cloud Service may enable You to link to, transmit Your Content or Third Party Content to, or otherwise access, other Web sites, platforms or services of third parties. Oracle does not control and is not responsible for such third party Web sites or platforms or services. You bear all risks associated with Your access to and use of such third party Web sites, platforms, and services and You are solely responsible for entering into and being in compliance with separate terms with such third party. Oracle is not responsible for the security, protection or confidentiality of such content (including obligations in the *Oracle Cloud Hosting and Delivery Policies* and the Data Processing Agreement and Oracle's Privacy Policy) which is transmitted to such third parties.

Service Activation, Measurement and Usage

You may begin using the Oracle Cloud Services after Oracle has activated Your Cloud Services Account. You may view Your usage of the Oracle Cloud Service in the Oracle Cloud Service console on monthly basis. Oracle will measure Your usage every month for billing purposes.

- For the purposes of the Oracle Identity Cloud Service - Enterprise – Government Your usage is measured by calculating the number of monthly users.
- You may initiate instances of the Oracle Identity Cloud Service - Enterprise – Government to meet your cloud requirements. It is up to you how many monthly users are deployed and for what duration,.
- You may initiate instances of the Oracle CASB Cloud Service to meet Your cloud requirements. It is Your responsibility to determine how many instances are deployed and for what duration, subject to the usage limits described below. For Your planning purposes, Oracle operates the Oracle CASB Cloud Service on a 744 hour per month basis.

Oracle Cloud Policies and Pillar Documentation

Your order for these Oracle PaaS and IaaS Cloud Services are subject to the *Oracle Cloud Hosting and Delivery Policies* and the Oracle PaaS and IaaS Public Cloud Services pillar document, which may be viewed at www.oracle.com/contracts.

BYOL Required Licenses

BYOL Cloud Services		
Oracle Identity Cloud Service - Enterprise User - Government - BYOL	B90567	User Per Month
<p>Conversion Ratios:</p> <ul style="list-style-type: none"> • For each supported Employee User license you may activate one user of the BYOL Cloud Service. • For each supported Processor license you may activate up to 50,000 users of the BYOL Cloud Service • For every 10 supported Named User Plus licenses you may activate up to 10,000 users of the BYOL Cloud Service. <p>Any of the following supported program licenses may be aggregated to meet the conversion ratio above.</p> <p>Oracle Access Manager -or- Oracle Adaptive Access Manager -or- Oracle Identity Federation -or- Oracle Access Management Suite</p>		

- or-
- Oracle Access Management Suite Plus
- or-
- Oracle Identity and Access Management Suite
- or-
- Oracle Identity and Access Management Suite Plus
- or-
- Oracle Enterprise Identity Services Suite

BYOL Cloud Services

Oracle Identity Cloud - Consumer User - Government - BYOL	B90568	User Per Month
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Conversion Ratios:

- For each supported Non Employee User – External license you may activate one user of the BYOL Cloud Service.
- For each supported Processor license you may activate up to 50,000 users of the BYOL Cloud Service.
- For every 10 supported Named User Plus licenses you may activate up to 10,000 users of the BYOL Cloud Service.

Any of the following supported program licenses may be aggregated to meet the conversion ratio above.

- Oracle Access Manager
- or-
- Oracle Adaptive Access Manager
- or-
- Oracle Identity Federation
- or-
- Oracle Access Management Suite
- or-
- Oracle Access Management Suite Plus
- or-
- Oracle Identity and Access Management Suite

-or-
 Oracle Identity and Access Management Suite Plus
 -or-
 Oracle Enterprise Identity Services Suite

ORACLE STORAGE CLOUD SERVICES

Oracle Cloud Infrastructure - Archive Storage Classic-Government	Part #	Note	Metric
Oracle Cloud Infrastructure - Archive Storage Classic -Government	B88790		Capacity
Oracle Cloud Infrastructure - Block Storage Classic-Government			
Oracle Cloud Infrastructure - Block Storage Classic - Government	B88788	1	Gigabyte Storage Capacity Per Month
Oracle Cloud Infrastructure - Object Storage Classic - Government			
First terabyte per month	B88796	1	Gigabyte Storage Capacity per Month
> 1 terabyte per month			Gigabyte Storage Capacity per Month
> 1,000 terabytes per month			Gigabyte Storage Capacity per Month
> 5,500 terabytes per month			Gigabyte Storage Capacity per Month
Oracle Cloud Infrastructure - Storage-Government			
Oracle Cloud Infrastructure - Object Storage - Requests - Government	B89436	1	10,000 Requests Per Month
Oracle Cloud Infrastructure - Object Storage - Storage - Government	B89437	1	Gigabyte Storage Capacity Per Month
Oracle Cloud Infrastructure - Archive Storage - Government	B89438	1	Gigabyte Storage Capacity Per Month
Oracle Cloud Infrastructure - File Storage - Government	B89439	1	Gigabyte Storage Capacity Per Month
Oracle Cloud Infrastructure - Streaming - PUT or GET - Government	B91104		Gigabytes of Data Transferred
Oracle Cloud Infrastructure - Streaming - Storage - Government	B91105		Gigabytes Per Hour

Attachment: Oracle Cloud Services Agreement [Revision 1] (4252 : APPROVE AGREEMENTS FOR THE PURCHASE AND IMPLEMENTATION

Oracle Cloud Infrastructure Block Volume Storage - Government			
Oracle Cloud Infrastructure Block Volume Storage - Government	B91963		Gigabyte Storage Capacity Per Month
Oracle Cloud Infrastructure Block Volume Performance - Government	B91964		Gigabyte Performance Units Per Month
Oracle Cloud Infrastructure – Infrequent Access Storage - Government			
Oracle Cloud Infrastructure – Infrequent Access Storage – Storage – Government	B93002		Gigabyte Storage Capacity Per Month
Oracle Cloud Infrastructure – Data Retrieval – Storage – Government	B93003		Gigabyte Storage Retrieved Per Month

Note

1: Limited Availability-This Cloud Service may not be available in all data center regions.

Descriptions

Oracle Storage Services is designed for scalable and durable data storage. They are suitable for the storage of a large amount of data and this data may be stored or retrieved directly from the internet or from within the Oracle Cloud Infrastructure platform at any time. The Oracle Storage Services may be accessed via REST APIs, SDK and the Oracle Cloud Infrastructure Service console.

The **Oracle Cloud Infrastructure - Archive Storage Classic – Government Cloud Service** is an object storage service that allows Your Users to store and access data via the internet. Access to data within the Oracle Cloud Infrastructure - Archive Storage Classic Cloud Service is through an OpenStack Swift compatible REST API and Java library. To store Oracle database backups, You must purchase the Oracle Database Backup Cloud Service.

The **Oracle Cloud Infrastructure - Block Storage Classic - High I/O – Government Cloud Service** provides high performance block storage capabilities by leveraging SSD/flash storage.

The **Oracle Cloud Infrastructure – Cloud Services** are designed for scalable and durable data storage. They are suitable for the storage of a large amount of data and this data may be stored or retrieved directly from the internet or from within the Oracle Cloud Infrastructure platform, at any time. The Oracle Cloud Infrastructure - Storage Cloud Services may be accessed via REST APIs, via SDK and through the Oracle Cloud Infrastructure Cloud Service console.

The **Oracle Cloud Infrastructure - Archive Storage Cloud Service** is a class of storage that enables You to efficiently and durably store long living cold data. This Cloud Service is infinitely scalable and offers exceptional data durability. It is suitable for use in scenarios when You want to store a large amount of data, which once created, is accessed infrequently. The Oracle Cloud Infrastructure - Archive Storage Cloud Service may be accessed via REST APIs, via SDK and through the Oracle Cloud Infrastructure Cloud Service console. When data is read back from the Oracle Cloud Infrastructure -

Archive Storage Cloud Service, You should expect a delay of about 4 hours between the times You make a data restore request to the time when the data can be read back.

The **Oracle Cloud Infrastructure Streaming service** provides a fully managed, scalable, and durable storage option for continuous, high-volume streams of data that you can consume and process in real-time. Streaming can be used for messaging, data ingestion, and real-time analytics use cases.

The OCI Streaming supports key enterprise features such as -

- 1) Elastic - Scale up your workload instantly and pay for what you use
- 2) Fault tolerant – Synchronous replication of data to multiple OCI data centers in a region
- 3) Data backup - Supports data retention up to 8 days
- 4) Security – Data encryption in motion as well as at rest
- 5) Monitoring & alarming – Provides critical metrics such as error rate, error type, records for ingress/egress

The **Oracle Cloud Infrastructure Block Volume Storage - Government service** lets You dynamically provision and manage block storage volumes. You can create, attach, connect, and move volumes as needed to meet storage and application requirements. After attaching and connecting a volume to an instance, You can use the volume like a regular hard drive. You can also disconnect a volume and attach it to another instance without the loss of data.

The **Oracle Cloud Infrastructure Block Volume Storage – Government** service by default provides block storage volumes with balanced performance that is suitable for most workloads. You have the flexibility to adjust the price and performance of the volume at any time, by adding or removing Oracle Cloud Infrastructure Block Volume Performance – Government units.

Oracle Cloud Infrastructure Block Volume Performance - Government enables You to adjust the price and performance of Your block storage volume at any time, to suit the needs of Your workload. Adding or removing Block Volume Performance units to a volume changes the performance characteristics of the volume, such as IOPS/GB, Throughput/GB, and the maximum IOPS enabled for the volume.

Block Volume Performance is added or removed in increments of 10 units per gigabyte storage allocated to the volume. By default, 10 Block Volume Performance units per gigabyte is added to block storage volumes, providing the block storage volume with balanced performance that is suitable for most workloads.

Lower Cost option incurs 0 unit of Block Volume Performance without additional cost over the Block Volume Storage, Balanced option incurs 10 units per gigabyte added to the Block Volume Storage, and Higher Performance option incurs 20 units per gigabyte added to the Block Volume Storage.

Oracle Cloud Infrastructure – Infrequent Access Storage-Government services are designed for scalable and durable data storage. This Cloud Service is suitable for the storage of a large amount of data that does not need to be accessed frequently. This data may be stored or retrieved directly from the internet or from within the Oracle Cloud Infrastructure platform at any time; there is a data retrieval fee whenever data is accessed. The Oracle Cloud Infrastructure – Infrequent Access Storage services may be accessed via REST APIs, SDK and via the Oracle Cloud Infrastructure console.

Oracle Cloud Infrastructure – Data Retrieval-Government is the amount of data retrieved from Infrequent Access Storage.

Service Activation, Measurement and Usage

- For the purposes of the Oracle Cloud Infrastructure - Object Storage Classic – Government Cloud Service, usage is measured by calculating the storage used in each month. This includes the storage space used to store the object and its associated metadata. Storage is measured in byte-hour, which is added up at the end of each calendar month to determine monthly storage usage.
- For the purposes of the Oracle Cloud Infrastructure - Object Storage Classic – Government Cloud Services, Your usage is measured by calculating the average storage (gigabyte of storage capacity) used by You during each month. Usage data is collected at one-hour intervals and the storage usage is measured in “TimedStorage-ByteHrs” which are added up at the end of each calendar month to generate Your monthly charges.
- For the purposes of the Oracle Cloud Infrastructure - Block Storage Classic – Government and the Oracle Cloud Infrastructure - Block Storage Classic - High I/O – Government Cloud Services, Your usage is measured by calculating the average storage (gigabyte of storage capacity) used by You during each month. Usage data is collected at one-hour intervals and the storage usage is measured in “TimedStorage-ByteHrs” which are added up at the end of the calendar month to generate Your monthly charges.
- For the purposes of the Oracle Cloud Infrastructure – Block Volume – Government Cloud Service, Your usage is measured per the “Gigabyte Storage Capacity per Month” metric by calculating for each calendar month the total block volume storage consumed, until the block volumes are deleted.
- For the purposes of the Oracle Cloud Infrastructure - File Storage Service – Government Cloud Service, Your usage is measured by calculating the storage You consume hourly throughout the applicable month. This includes the storage space used to store data, including snapshots, and its associated metadata. Storage is measured in gigabytes per hour, which is totaled at the end of the month to determine monthly storage usage.
- The Oracle Cloud Infrastructure - Archive Storage - Government Cloud Service is a class of storage that enables You to cost efficiently and durably store long living cold data. This storage service is infinitely scalability and offers exceptional data durability. It is suitable for use in scenarios when You want to store a large amount of data, which once created, is accessed infrequently. The Oracle Cloud Infrastructure - Archive Storage – Government Cloud Service may be accessed via REST APIs, via SDK and through the Oracle Cloud Infrastructure Cloud Service console. When data is read back from the Oracle Cloud Infrastructure - Archive Storage – Government Cloud Service, You should expect a delay of about 4 hours between the times You make a data restore request to the time when the data can be read back.
- For purposes of Oracle Cloud Infrastructure Streaming, usage is measured by counting the number of request, each request size and number of days of additional retention selected.
- For the purposes of Oracle Cloud Infrastructure – Block Volume Storage - Government, your usage is measured per the “Gigabyte Storage Capacity per Month” metric, by calculating for each calendar month the total block volume storage consumed, until the block volumes are deleted.
- For the purposes of Oracle Cloud Infrastructure – Block Volume Performance - Government, your usage is measured per the “Gigabyte Performance Units per Month” metric, by calculating for each calendar month the total block volume performance consumed, until the block volumes are deleted.

- For the purposes of the Oracle Cloud Infrastructure – Archive Storage-Government, Oracle Cloud Infrastructure – Infrequent Access Storage Government, and Oracle Cloud Infrastructure – Object Storage Government services, Your usage is measured by calculating the storage consumed hourly throughout the applicable month. This includes the storage space used to store data. Storage is measured in Gigabytes Per Hour, which is added up at the end of the month to determine monthly storage usage.
-

Oracle Cloud Policies and Pillar Documentation

Your order for these Oracle PaaS and IaaS Cloud Services are subject to the *Oracle Cloud Hosting and Delivery Policies* and the Oracle PaaS and IaaS Public Cloud Services pillar document, which may be viewed at www.oracle.com/contracts.

ORACLE DATA AND AI CLOUD SERVICES

Oracle Data and AI Cloud Services	Part #	Metric
Oracle Cloud Infrastructure Data Flow	N/A	N/A
Oracle Cloud Infrastructure Data Science	N/A	N/A

DESCRIPTION

The **Oracle Cloud Infrastructure Data Flow service** is a fully-managed big data service that lets You run Apache Spark™ applications with no infrastructure to deploy or manage.

Oracle Cloud Infrastructure Data Science is a fully managed platform for data science teams to build, train, deploy, and manage machine learning models using Oracle Cloud Infrastructure.

SERVICE ACTIVATION, MEASUREMENT AND USAGE

Usage of the Oracle Cloud Infrastructure Data Flow service depends on Oracle Cloud Infrastructure Compute and Block Storage services and Your usage of Oracle Cloud Infrastructure Data Flow will draw down against the SKUs listed below:

Oracle Cloud Infrastructure – Compute - Virtual Machine Standard - X7 – Government B89422

Oracle Cloud Infrastructure - Compute - Standard - E2 - Government B90426

Oracle Cloud Infrastructure Block Volume Storage - Government B91963

Usage of the Oracle Cloud Infrastructure Data Science service depends on Oracle Cloud Infrastructure Compute, Object Storage, and Block Storage services and Your usage Oracle Cloud Infrastructure Data Science will draw down against the SKUs listed below:

Oracle Cloud Infrastructure – Compute - Virtual Machine Standard - X7 – Government B89422
 Oracle Cloud Infrastructure - Compute - Standard - E2 - Government B90426
 Oracle Cloud Infrastructure - Compute - GPU Standard - V2 - Government B90019
 Oracle Cloud Infrastructure - Object Storage – Storage - Government B89437
 Oracle Cloud Infrastructure Block Volume Storage - Government B91963
 Oracle Cloud Infrastructure Block Volume Performance - Government B91964
 Oracle Cloud Infrastructure - Load Balancer Base - Government B92604
 Oracle Cloud Infrastructure - Load Balancer Bandwidth - Government B92605

Third Party Web Sites, Platforms and Services

The Oracle Cloud Infrastructure Data Science service and the Oracle Cloud Infrastructure Data Science service may enable You to link to, transmit Your Content or Third Party Content to, or otherwise access, other Web sites, platforms or services of third parties. Oracle does not control and is not responsible for such third party web sites or platforms or services. You bear all risks associated with Your access to and use of such third party web sites, platforms, and services and You are solely responsible for entering into and being in compliance with separate terms with such third party. Oracle is not responsible for the security, protection or confidentiality of such content (including obligations in the Oracle Cloud Hosting and Delivery Policies and the Data Processing Agreement and Oracle's Privacy Policy) which is transmitted to such third parties.

CUSTOMER RESPONSIBILITIES

You agree to provide reasonable assistance to Oracle in order to configure, operate, maintain, and secure the operating systems and other associated software of Your Cloud Services including Your applications. You agree to provide reasonable assistance to Oracle in order to maintain appropriate security, protection, and backup of Your Content, which may include the use of encryption technology to protect Your Content from unauthorized access and routine archiving of Your Content. Oracle Cloud Services log-in credentials and private keys generated as part of the Oracle Cloud Services are for Your internal use of the services only, and You may not sell, share, transfer or sublicense them to any other entity or person, except that You may disclose Your private key to Your subcontractors who are Users of the Oracle Cloud Services and who are performing work on Your behalf.

ORACLE HIPAA FOR PAAS AND IAAS GOVERNMENT- EACH

Part # B90299

Note

1: Limited Availability-This Cloud Service may not be available in all data center regions.

This offering is designed as an option for customers who must comply with the Health Insurance Portability and Accountability Act (HIPAA) and who anticipate persisting Protected Health Information (PHI) in the Oracle Public Cloud. The Oracle HIPAA for PaaS and IaaS Cloud Service assists customers in meeting the requirements set out by HIPAA regarding the storage of PHI.

Your Obligations

- You must purchase one or more Government IaaS and/or PaaS Services. For a list of HIPAA assessed Government IaaS and PaaS Services, please see the Customer Portal
- You are responsible for implementing, enabling and configuring all user entity controls applicable to Your organization's HIPAA related requirements and Your use of the PaaS and IaaS instances,
- You are responsible for placing ePHI only in those PaaS and IaaS instances clearly identified in the Oracle Customer Portal at: <https://cloud.oracle.com/data-regions> as "HIPAA Assessed".

Oracle Cloud Policies and Pillar Documentation

Your order for these Oracle PaaS and IaaS Cloud Services are subject to the *Oracle Cloud Hosting and Delivery Policies* and the Oracle PaaS and IaaS Public Cloud Services pillar documentation, which may be viewed at www.oracle.com/contracts.

OFFERINGS

As of January 14, 2021, new customers may not place orders for the SKU's below:

Oracle Network Cloud Service	Part #	Metric
Oracle Cloud Infrastructure - Outbound Data Transfer - Originating in North America, Europe, and UK - Government		
First 10 terabytes per month	B92994	Gigabyte Outbound Data Transfer Per Month
Over 10 terabytes per month	B92994	Gigabyte Outbound Data Transfer Per Month
Oracle Cloud Infrastructure - Outbound Data Transfer - Originating in APAC, Japan, and South America - Government		
First 10 terabytes per month	B92995	Gigabyte Outbound Data Transfer Per Month
Over 10 terabytes per month	B92995	Gigabyte Outbound Data Transfer Per Month
Oracle Cloud Infrastructure - Outbound Data Transfer - Originating in Middle East and Africa - Government		
First 10 terabytes per month	B92996	Gigabyte Outbound Data Transfer Per Month
Over 10 terabytes per month	B92996	Gigabyte Outbound Data Transfer Per Month

As of December 10, 2020, new customers may not place orders for the SKU's below:

Oracle Cloud Infrastructure - Load Balancer	Part #	Note	Metric
Oracle Cloud Infrastructure – 100 Mbps Load Balancer Capacity - Government	B89427	1	Load Balancer Hour
Oracle Cloud Infrastructure – 400 Mbps Load Balancer Capacity - Government	B89428	1	Load Balancer Hour
Oracle Cloud Infrastructure – 8000 Mbps Load Balancer Capacity – Government	B89429	1	Load Balancer Hour
Oracle Cloud Infrastructure – Load Balancer Base - Government	B92604		Load Balancer Hour
Oracle Cloud Infrastructure – Load Balancer Bandwidth - Government	B92605		Mbps per Hour
Oracle Cloud Infrastructure - Email Delivery - Government	B49434		1,000 Emails Sent
Oracle Blockchain Platform Cloud Service			
Oracle Blockchain Platform Cloud Service - Government	B90353		500 Transactions Per Hour

As of September 10, 2020, new customers may not place orders for the SKU's below:

Oracle Big Data Cloud Service – Compute Edition	Part #	Note	Metric
Oracle Big Data Cloud Service – Compute Edition – Compute Capacity - Government	B88803	1	OCPU Per Hour
Oracle Big Data Cloud Service – Compute Edition – Storage Capacity	B89417		GB Storage Capacity Per Month
Oracle Big Data Cloud Service - Compute Edition - High Performance Storage Capacity – Government	B88802		GB Storage Capacity Per Month

Oracle Cloud Infrastructure – Storage-Government	Part #	Note	Metric
Oracle Cloud Infrastructure - Block Volume - Government	B89435	1	Gigabyte Storage Capacity Per Month

As of June 25, 2020, new customers may not place orders for the SKU's below:

Cloud Service	Part #	Metric
Oracle Security Monitoring and Compliance Cloud - Configuration and Compliance Edition - Government	B88825	100 Entities Per Hour
Oracle Security Monitoring and Compliance Cloud - Security Monitoring and Analytics Edition - Government	B88826	300 Gigabytes Per Hour
Oracle Cloud Infrastructure - Web Application Firewall - Non-OCI Endpoint - Government	B90347	Endpoints Per Month
Oracle Event Hub Cloud Service – Partition Capacity – Government	B88928	Partition Hour
Oracle Event Hub Cloud Service - Dedicated – Compute Capacity - Government	B88804	Partition Hour

As of September 2019, new customers may not place orders for the SKU's below:

Cloud Service	Part #	Metric
Oracle Data Integration Platform Cloud Service - Enterprise – Classic - BYOL – Government	B90351	OCPU Per Hour
Oracle Data Integration Platform Cloud Service – Governance – Classic – BYOL - Government	B90352	OCPU Per Hour

As of November 9, 2018, new customers may not place orders for the SKU's below:

Cloud Service	Part #	Metric
Oracle Event Hub Cloud Service – Partition Capacity – Government	B88928	Partition Hour

APPENDIX A

As a condition to installing or accessing the specified Nvidia software and associated Oracle Cloud Services, You agree to comply with the terms in the following Nvidia Cloud End User License Agreement which includes the "Glossary of Terms" (the "Nvidia Agreement"), For the purposes of the associated Cloud Services and notwithstanding any provision to the contrary in the Nvidia Agreement, Nvidia software will be deemed Services that are warranted by Oracle under the terms of Your agreement with Oracle applicable to the Cloud Services.

NVIDIA CLOUD END USER LICENSE AGREEMENT

IMPORTANT—READ BEFORE DOWNLOADING, INSTALLING, COPYING OR USING THE LICENSED SOFTWARE

This Cloud End User License Agreement ("EULA"), made and entered into as of the time and date of click through action ("Effective Date"), is a legal agreement between you and NVIDIA Corporation ("NVIDIA") and governs the use of the NVIDIA computer software and the documentation made available for use with such NVIDIA software. By downloading, installing, copying, or otherwise using the NVIDIA software and/or documentation, you agree to be bound by the terms of this EULA. If you do not agree to the terms of this EULA, do not download, install, copy or use the NVIDIA software or documentation. IF YOU ARE ENTERING INTO THIS EULA ON BEHALF OF A COMPANY OR OTHER LEGAL ENTITY, YOU REPRESENT THAT YOU HAVE THE LEGAL AUTHORITY TO BIND THE ENTITY TO THIS EULA, IN WHICH CASE "YOU" WILL MEAN THE ENTITY YOU REPRESENT. IF YOU DON'T HAVE SUCH AUTHORITY, OR IF YOU DON'T ACCEPT ALL THE TERMS AND CONDITIONS OF THIS EULA, THEN NVIDIA DOES NOT AGREE TO LICENSE THE LICENSED SOFTWARE TO YOU, AND YOU MAY NOT DOWNLOAD, INSTALL, COPY OR USE IT.

1. LICENSE.

1.1 License Grant. Subject to the terms of this EULA, NVIDIA hereby grants you a non-exclusive, non-transferable license, without the right to sublicense, during the term of this EULA to access and use the Software for compute purposes and, if applicable, use Documentation provided with the Software as part of a software as a service solution provided to you by an approved NVIDIA cloud service provider.

1.2 Enterprise and Contractor Usage. You may allow your Enterprise employees and Contractors to access and use the Licensed Software pursuant to the terms in Section 1 solely to perform work on your behalf, provided further that with respect to Contractors: (i) you obtain a written agreement from each Contractor which contains terms and obligations with respect to access to and use of Licensed Software no less protective of NVIDIA than those set forth in this EULA, and (ii) such Contractor's access and use expressly excludes any sublicensing or distribution rights for the Licensed Software. You are responsible for the compliance with the terms and conditions of this EULA by your Enterprise and Contractors. Any act or omission that if committed by you would constitute a breach of this EULA shall be deemed to constitute a breach of this EULA if committed by your Enterprise or Contractors.

1.3 No Support. NVIDIA is under no obligation to provide support for the Licensed Software or to provide any error corrections or updates to the Licensed Software under this EULA.

2. LIMITATIONS.

2.1 License Restrictions. Except as expressly authorized in this EULA, you agree that you will not (nor allow third parties to): (i) copy and use Software outside of the authorized software as a service solution; (ii) reverse engineer, decompile, disassemble (except to the extent applicable laws specifically require that such activities be permitted) or attempt to derive the source code, underlying ideas, algorithm or structure of Software provided to you in object code form; (iii) sell, transfer, assign, distribute, rent, loan, lease, sublicense or otherwise make available the Licensed Software or its functionality to third parties (a) as an application services provider or service bureau, (b) by operating hosted/virtual system environments, (c) by hosting, time sharing or providing any other type of services, or (d) otherwise by means of the Internet; (iv) modify, translate or otherwise create any derivative works of any Licensed Software; (v) remove, alter, cover or obscure any proprietary notice that appears on or with the Licensed Software or any copies thereof; (vi) use the Licensed Software, or allow its use, transfer, transmission or export in violation of any applicable export control laws, rules or regulations; (vii) distribute, permit access to, or sublicense the Licensed Software as a stand-alone product; (viii) bypass, disable, circumvent or remove any form of copy protection, encryption, security or digital rights management or authentication mechanism used by NVIDIA in connection with the Licensed Software, or use the Licensed Software together with any authorization code, serial number, or other copy protection device not supplied by NVIDIA directly or through an authorized reseller; (ix) use the Licensed Software for the purpose of developing competing products or technologies or assisting a third party in such activities; (x) use the Licensed Software with any system or application where the use or failure of such system or application can reasonably be expected to threaten or result in personal injury, death, or catastrophic loss including, without limitation, use in connection with any nuclear, avionics, navigation, military, medical, life support or other life critical application ("Critical Applications"), unless the parties have entered into a Critical Applications agreement; (xi) distribute any modification or derivative work you make to the Licensed Software under or by reference to the

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Utilities Global Business Unit* Service Descriptions and Metrics



Effective Date: 10-December-2020

***Note:** The service descriptions for Oracle DataRaker and Opower Cloud Services can be found in a separate document at www.oracle.com/contracts.

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METRIC DEFINITIONS

100 Utilities Assets per Month is defined as one hundred records of Utilities Assets that are stored in the Oracle Utilities Asset Management Base program. Utilities Assets are devices tracked using the Operational Device Cloud Service, including, but not limited to, meters, communication devices, components, motors, pumps, pipes and vehicles. This metric is used for the Oracle Utilities Operational Device Cloud Service.

250 Gigabytes (GB) is defined as additional database storage in 250 gigabytes (GB) per month required beyond the storage capacity initially purchased as part of the Oracle Cloud Service.

500 Gigabytes (GB) is defined as additional database storage in 500 Gigabytes (GB) per month required beyond the storage capacity initially purchased as part of the Oracle Cloud Service.

Field Resource (for purposes of Oracle Mobile Workforce Cloud Services) is defined as a dispatcher authorized by You to access the Oracle Cloud Service, as well as any engineer, technician, representative or other person scheduled by the Cloud Service.

Hosted Named User is defined as an individual authorized by You to access the Cloud Service, regardless of whether the individual is actively accessing the service at any given time.

Billable Service Customer per Month is defined as the total number of Your and Your Affiliates' individual utilities services that are billable to each of Your and Your Affiliates' Customers. If You will bill multiple utility services to one Customer, each service will count as a single billable service. If a Customer will be billed for utility services at multiple locations (e.g., a chain store, an apartment building, or a municipality), each utility service for each such location shall count as a single billable service.

Examples of Utilities Customer Billable Service Types include:

- Electric
- Gas
- Water
- Wastewater (if billing independently from water utility service type)
- Water / Wastewater (if billing for wastewater is dependent on billing for water utility service type)
- Refuse

Examples not considered as utility services are: products / services billed as one-time invoices, loans, payment arrangements, non-billed budgets, deposits and charitable contributions.

Utilities Device is defined as a hardware or firmware element in the applicable utilities (e.g., gas, water or electric) network. Utilities Devices include, but are not limited to, meters, grid

devices, home area network devices, and demand response devices. Oracle Cloud Services may (a) communicate with Utilities Devices or enable communications with Utilities Devices and (b) process event and usage data from Utilities Devices. For the purposes of the Oracle Utilities Meter Data Management Services (including the Oracle Utilities Smart Grid Gateway), a Utilities Device is a meter which processes meter event and usage data within such Oracle Cloud Services.

Utilities Device Data Channel per Month is defined as a stream of periodic or time-series measurement data of any frequency (set or variable), of a single unit of measure, as transmitted by a Utilities Device and which is used for a single measurement purpose, per month.

Terabyte (TB) is defined as additional database storage in terabytes (TB) per month required beyond the storage capacity initially purchased as part of the Oracle Utilities Cloud Services.

Registration Point: is defined as a unique identifier used by market participants in a deregulated market to identify the supply point for a utility service at a consumer's property.

GLOSSARY

Customer is defined as Your or Your Affiliates' end customer.

CIS is defined as a Customer Information System.

Daily Data is defined as data recorded in intervals of once per day.

Monthly Data is defined as data recorded in intervals of once per month or a more frequent but regular basis during a month.

Non-Production Environment may be either a test, backup or development environment provided to You as part of the Oracle Cloud Services. The Non-Production Environment is specifically sized and designed for development and training purposes and may not be used for production purposes or for performance or stress testing. Any service levels, performance targets and disaster recovery described for the applicable Oracle Cloud Service are not applicable to Non-Production Environments.

Production Environment is an environment provided to You as part of the Oracle Cloud Service that is designed for daily commercial use and production operations of live data. Unless otherwise specified, a single Production Environment is provided for an Oracle Cloud Service.

Template is a set of pre-configurations used as a project accelerator for a Cloud Service.

ORACLE UTILITIES METER SOLUTION CLOUD SERVICE

Oracle Utilities Meter Solution Cloud Service – Per Utilities Device Data Channels per Month

Part #: B91158

Users of the Oracle Utilities Meter Solution Cloud Service are authorized to access the following modules and services:

- Oracle Utilities Meter Data Management
- Oracle Utilities Smart Grid Gateway
 - Oracle Utilities Smart Grid Gateway Adapter for Landis+Gyr
 - Oracle Utilities Smart Grid Gateway Adapter for Networked Energy Services (NES)
 - Oracle Utilities Smart Grid Gateway MV-90 Adapter for Itron
 - Oracle Utilities Smart Grid Gateway Adapter for Itron OpenWay
 - Oracle Utilities Smart Grid Gateway Adapter for Sensus RNI
 - Oracle Utilities Smart Grid Gateway Adapter for Silver Spring Networks
- Oracle Utilities Service Order Management¹
- Oracle Utilities Operational Device Management

Users of the Oracle Utilities Meter Solution Cloud Service may leverage Implementation Support and Live Operate services as defined in the Program Documentation².

Use of Oracle Utilities Operational Device Management is restricted to those Utilities Devices managed by this Oracle Cloud Service, as derived from the number Utilities Device Data Channels per Month as defined in Your order.

Any use not expressly permitted above is not included and requires a separate subscription to Oracle Utilities Operational Device Cloud Service.

Usage Limits:

The Oracle Utilities Meter Solution Cloud Service is subject to usage limits based on the following points:

- A maximum number of Utilities Device Data Channels per Month as defined in Your order.

¹ The Customer Care and Billing Integration to Service Order Management and the Service Order Management Integration to Mobile Workforce Management are not available as part of this Oracle Cloud Service.

² All referenced Cloud Services, release schedule(s), roles and responsibilities, features, functions and process flows are documented in the Program Documentation on docs.oracle.com → [Industries](#) → Oracle Utilities Documentation
Oracle Utilities Global Business Unit Cloud Service Descriptions

- Oracle will provision three (3) Environments for this Oracle Cloud Service: one (1) Production Environment and two (2) Non-Production Environments (test and development).
- Non-Production Environments may be refreshed, at Your request, no more than once in any three (3) month period, provided the Non-Production Environment database and file storage are equal to or greater in size than the Production Environment database and file storage.
- Additional data storage for Production and Non-Production Environments may be purchased subject to additional fees.
- Not more than thirteen (13) months of historic usage or consumption data may be migrated into this Oracle Cloud Service
- Usage of any provided functional testing tools is limited to:
 - Testing related to this Oracle Cloud Service only
 - Testing in Non-Production Environments only
 - Functional testing only (e.g. no performance/stress testing)
 - A maximum of 40 users

The following database storage limits apply for the Oracle Utilities Meter Data Management (including the Oracle Utilities Smart Grid Gateway, Oracle Utilities Service Order Management and Oracle Utilities Operational Device Management specific components of the Oracle Meter Solution Cloud Service) per the applicable Environment:

Utilities Device Data Channels	Environment Type	Total Database Storage
100,000 to 200,000	Production	1,750 GB
	Test	1,750 GB
	Development	500 GB
200,001 to 1,000,000	Production	1,750 GB
	Test	1,750 GB
	Development	500 GB
1,000,001 to 2,000,000	Production	1,750 GB
	Test	1,750 GB
	Development	500 GB
2,000,001 to 4,000,000	Production	1,750 GB
	Test	1,750 GB
	Development	500 GB
4,000,001 to 8,000,000	Production	1,750 GB
	Test	1,750 GB
	Development	500 GB

Service Level Targets:

For purposes of Disaster Recovery and Service Availability Level as described in the *Oracle Cloud Hosting and Delivery Policies* referenced below, this Oracle Cloud Service has the following Service Level Targets for the Production Environment:

Cloud Service	Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target Service Availability
Oracle Utilities Meter Solution Cloud Service	12 hours	1 hour	99.5%

The Service Level Targets do not apply to the Non-Production Environment(s). The Target Service Availability does not apply in the event of a declared disaster. The Recovery Time and Recovery Point Objectives do not apply to customizations or third party software.

Your Secure Data Transfer Obligations:

- You will work with Oracle to establish and maintain the necessary private circuit, VPN or IP whitelisting solution, and to facilitate secure traffic between the Oracle servers and Your network.
- You, and not Oracle, are responsible and liable for impacts to the availability and performance of this Oracle Cloud Service due to system connectivity or external application problems associated with data loads initiated by You or Your Users or with any outbound integrations.
- You, and not Oracle, are responsible for the installation, configuration or monitoring of any on premise or hosted systems owned or operated by You.

Your Data Related Obligations:

- For any initial data load or data migration, You will provide Oracle with data, in formats requested by Oracle, during the initial phases of the deployment of this Oracle Cloud Service.
- You, and not Oracle, are responsible for the correct formatting of any data provided to Oracle as part of any initial or ongoing data load.
- You will appoint a point of contact within Your organization authorized to work with Oracle to resolve incidents related to any data loading, import, export or interface process.
- You will provide all necessary data (e.g., test data, configuration data, samples of daily files for all Interfaces, historical data, etc.) to support Your use of this Oracle Cloud Service, in format(s) requested by Oracle.

- If data quality issues are identified with any data received in this Oracle Cloud Service, then You, and not Oracle, are responsible for providing corrected, validated, formatted and cleansed data from Your source application(s), or other data correction method permitted by Oracle.
- As reasonably requested by Oracle, You will provide Oracle, on a timely basis, with complete and accurate information and responses to questions as needed to support the performance of the Oracle Cloud Service.
- You, and not Oracle, are responsible for downloading any data You require to a storage location local to Your organization when Oracle periodically removes data stored on the file storage server based on the data retention periods applicable to the Oracle Cloud Service.
- You are responsible for purchasing any additional storage required for Your use of the Oracle Cloud Service. Oracle will not automatically allocate additional storage.
- You, and not Oracle, are responsible for all data conversion/migration/cleansing activities, including:
 - Mapping any required existing transactional data to the pre-defined, supported Oracle format(s).
 - Exporting, cleansing and converting any historical transactional data that is to be migrated into this Oracle Cloud Service.

Your Implementation Obligations:

- Gate reviews:
 - You must schedule the configurations and extensions gate review. This review may not occur before all extensions have been identified and associated solution designs have been finalized.
 - You must schedule the Operational Readiness gate review. This gate review is not to perform a complete readiness assessment for going live; its purpose is to validate select operational considerations have been made prior to go live. Completing this gate review requires validating the following:
 - Full end to end batch execution has been tested in production environment, completing within customer defined batch window
 - Production Environment has been performance tested for peak concurrent online usage
 - Regression test process that will be used for future patches and version updates has been defined and executed
 - You have reviewed and addressed obligations as defined in the service descriptions related to Your order
 - You have reviewed the operational readiness advisory section of Your product Overview Guide (available on docs.oracle.com)

Your Operational Obligations:

- You must operate a Generally Available version of this Oracle Cloud Service. GA and End of Life (EOL) dates are published in the Oracle Utilities Program Documentation²

- You are responsible for all regression testing of maintenance packs and version updates, including the regression testing of integration with other Oracle or third party systems or solutions

Assumptions:

- You acknowledge and agree that Oracle's gate review services and any findings and/or recommendations are based on information made available by You and/or third parties at the time of the review. Any such review is intended to provide You with general information, and You acknowledge that a number of facts and circumstances outside the scope of such review may affect the outcome of Your project. Oracle findings and recommendations, therefore, may not provide a complete assessment of Your project and Oracle is not responsible or liable for any actions You take based on any such findings or recommendations.
- You may not use this Oracle Cloud Service for production activities until You have successfully completed the following mandatory gate reviews:
 - Operational readiness gate review

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies* and the *Oracle Global Business Unit Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Notwithstanding any statements in the Oracle Global Business Unit Cloud Services Pillar Document, Oracle will schedule production environment application upgrades and updates to occur on one Saturday a month between 09:00 PM (Saturday) - 06:00 AM (Sunday) data center local time. Oracle typically schedules core system maintenance, if required, to occur on any other Saturday of the month between 09:00 PM (Saturday) - 06:00 AM (Sunday) data center local time.

Oracle Utilities Meter Solution Cloud Service - Additional Data Storage – Per Terabyte

Part #: B91159

Retired part #: B86091

Oracle Utilities Meter Solution Cloud Service – Additional Data Storage enables You to purchase one (1) additional terabyte of database storage for Your Production Environment beyond what is provided with the Oracle Utilities Meter Solution Cloud Service. Any additional database storage purchased for the Oracle Utilities Meter Solution Cloud Service Production Environment will also be added to each Test Environment provisioned as part of the Oracle Utilities Meter Solution Cloud Service or any Oracle Utilities Meter Solution Cloud Service - Additional Test Environment instances.

You may make multiple purchases of Oracle Utilities Meter Solution Cloud Service – Additional Data Storage for the Oracle Utilities Meter Solution Cloud Service. If You make more than two purchases in a calendar year, additional fees related to the setup of such additional storage will apply. You are responsible for planning and ensuring that You have sufficient database storage to meet Your operational requirements.

Your purchase of Oracle Utilities Meter Solution Cloud Service - Additional Data Storage applies for the duration of the Service Period of the Oracle Utilities Meter Solution Cloud Service under Your order.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies* and the *Oracle Global Business Unit Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Oracle Utilities Meter Solution Cloud Service - Additional Development Environment

Part #: B91160

Retired part #: B86763

The Oracle Utilities Meter Solution Cloud Service – Additional Development Environment is designed for non-production activities such as development, training and testing, but not for production operations or stress/performance testing. The maintenance or upgrade schedule for any Additional Development Environments is the same as the schedule for the Production Environment of the pre-requisite Oracle Utilities Meter Solution Cloud Service.

All Additional Development Environments are subject to the following contracting restrictions:

- A minimum contract period of twelve (12) months
- A maximum contract period equal to the end date of the Service Period specified in the Oracle Cloud Ordering Document for the pre-requisite Oracle Utilities Meter Solution Cloud Service
- A maximum total of ten (10) development environments, including any development environment(s) originally provisioned as part of the pre-requisite Oracle Utilities Meter Solution Cloud Service

To use this Oracle Utilities Meter Solution Cloud Service – Additional Development Environment, You are required to first purchase and maintain the Oracle Utilities Meter Solution Cloud Service, subject to the restrictions listed directly above. If the Oracle Utilities Meter Solution Cloud Service lapses or otherwise ends, the Oracle Utilities Meter Solution Cloud Service – Additional Development Environment will also automatically end.

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All Additional Oracle Utilities Meter Solution Cloud Service – Additional Development Environments purchased will be equivalent to the development environment(s) included as part of the pre-requisite Oracle Utilities Meter Solution Cloud Service.

Usage Limits:

Oracle Utilities Meter Solution Cloud Service - Additional Development Environments are subject to usage limits based on the following points:

- The number of Utilities Device Data Channels per Month specified in the Oracle Cloud Ordering Document for the pre-requisite Oracle Utilities Meter Solution Cloud Service
- The storage limits specified in the Oracle Cloud Ordering Document and/or Service Description for the pre-requisite Oracle Utilities Meter Solution Cloud Service

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies* and the *Oracle Global Business Unit Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Oracle Utilities Meter Solution Cloud Service - Additional Database Storage for Development Environments – Per Terabyte

Part #: B91162

Retired part #: B86765

Oracle Utilities Meter Solution Cloud Service – Additional Database Storage for Development Environments enables users of Oracle Utilities Meter Solution Cloud Service to purchase an additional 1 (one) terabyte of database storage for a specified development environment over and above the database storage provided as part of Oracle Utilities Meter Solution Cloud Service or any Oracle Utilities Meter Solution Cloud Service - Additional Development Environment instances.

You may purchase multiple instances of the Oracle Utilities Meter Solution Cloud Service – Additional Database Storage for Development Environments, however more than two purchases per calendar year may incur additional setup fees. You are responsible for planning and ensuring that You have sufficient database storage to meet Your development requirements. You are also responsible for defining the development environment(s) to which the Oracle Utilities Meter Solution Cloud Service - Additional Database Storage for Development Environments should be provisioned.

Any Oracle Utilities Meter Solution Cloud Service – Additional Database Storage for Development Environments purchased applies for the duration of the Service Period under the Ordering Document of the Oracle Utilities Meter Solution Cloud Service Development Environment to which it is provisioned.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies* and the *Oracle Global Business Unit Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Oracle Utilities Meter Solution Cloud Service - Additional Test Environment

Part #: B91161

Retired part #: B86764

The Oracle Utilities Meter Solution Cloud Service – Additional Test Environment Cloud Service is designed for non-production activities such as testing. The maintenance or upgrade schedule for any Additional Test Environments is the same as the schedule for the Production Environment of the pre-requisite Oracle Utilities Meter Solution Cloud Service.

All Additional Test Environments are subject to the following contracting restrictions:

- A minimum contract period of twelve (12) months
- A maximum contract period equal to the end date of the Service Period specified in the Oracle Cloud Ordering Document for the pre-requisite Oracle Utilities Meter Solution Cloud Service
- A maximum total of three (3) test environments (including the test environment(s) provisioned as part of the pre-requisite Oracle Utilities Meter Solution Cloud Service)

To use this Oracle Utilities Meter Solution Cloud Service – Additional Test Environment, You are required to first purchase and maintain the Oracle Utilities Meter Solution Cloud Service, subject to the restrictions listed directly above. If the Oracle Utilities Meter Solution Cloud Service lapses or otherwise ends, the Oracle Utilities Meter Solution Cloud Service – Additional Test Environment will also automatically end.

All Additional Oracle Utilities Meter Solution Cloud Service – Additional Test Environments purchased will be equivalent to the test environment(s) included as part of the pre-requisite Oracle Utilities Meter Solution Cloud Service.

Additional database storage cannot be purchased separately for Additional Test Environments, however any additional database storage purchased for the pre-requisite

Oracle Utilities Meter Solution Cloud Service Production Environment will also be added to each test environment provisioned as part of the pre-requisite Oracle Utilities Meter Solution Cloud Service or any Oracle Utilities Meter Solution Cloud Service - Additional Test Environment instances.

Usage Limits:

Oracle Utilities Meter Solution Cloud Service - Additional Test Environments are subject to usage limits based on the following points:

- The number of Utilities Device Data Channels per Month specified in the Oracle Cloud Ordering Document for the pre-requisite Oracle Utilities Meter Solution Cloud Service
- The storage limits specified in the Oracle Cloud Ordering Document and/or Service Description for the pre-requisite Oracle Utilities Meter Solution Cloud Service

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies and the *Oracle Global Business Unit Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts

ORACLE UTILITIES WORK AND ASSET CLOUD SERVICE

Oracle Utilities Work and Asset Cloud Service – Per Hosted Named User

Part #: B91131

Users of the Oracle Utilities Work and Asset Cloud Service are authorized to access the following modules and features:

- Oracle Utilities Work and Asset Management Enterprise Edition
- Oracle Utilities Work and Asset Management Purchasing
- Oracle Utilities Construction Work Management
- Oracle Utilities Work and Asset Management Connector for Geospatial Information Systems
- Oracle Utilities Operational Device Management

Users of the Oracle Utilities Work and Asset Cloud Service may leverage Implementation Support and Live Operate services as defined in the Program Documentation³.

Usage Limits:

The Oracle Utilities Work and Asset Cloud Service is subject to usage limits based on the following points:

- A maximum number of Hosted Named Users per Month as defined in Your order.
- Oracle will provision three (3) Environments for this Oracle Cloud Service: one (1) Production Environment and two (2) Non-Production Environments (test and development).
- Non-Production Environments may be refreshed, at Your request, no more than once in any three (3) month period, provided the Non-Production Environment database and file storage are equal to or greater in size than the Production Environment database and file storage.
- Additional data storage for Production and Non-Production Environments may be purchased subject to additional fees
- Usage of any provided functional testing tools is limited to:
 - Testing related to this Oracle Cloud Service only
 - Testing in Non-Production Environments only
 - Functional testing only (e.g. no performance/stress testing)
 - A maximum of 40 users

The following storage limits apply per the applicable Environment:

³ All referenced Cloud Services, release schedule(s), roles and responsibilities, features, functions and process flows are documented in the Program Documentation on docs.oracle.com → [Industries](#) → Oracle Utilities Documentation
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Hosted Named Users	Environment Type	Total Database Storage
50 to 100	Production	50 GB
	Test	50 GB
	Development	50 GB
101 to 300	Production	50 GB
	Test	50 GB
	Development	50 GB
301 to 750	Production	150 GB
	Test	150 GB
	Development	50 GB
751 to 2,000	Production	300 GB
	Test	300 GB
	Development	100 GB

Service Level Targets:

For purposes of Disaster Recovery and Service Availability Level as described in the *Oracle Cloud Hosting and Delivery Policies* referenced below, this Oracle Cloud Service has the following Service Level Targets for the Production Environment:

Cloud Service	Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target Service Availability
Oracle Utilities Work and Asset Cloud Service	12 hours	1 hour	99.5%

The Service Level Targets do not apply to the Non-Production Environment(s). The Target Service Availability does not apply in the event of a declared disaster. The Recovery Time and Recovery Point Objectives do not apply to customizations or third party software.

Your Secure Data Transfer Obligations:

- You will work with Oracle to establish and maintain the necessary private circuit, VPN or IP whitelisting solution, and to facilitate secure traffic between the Oracle servers and Your network.
- You, and not Oracle, are responsible and liable for impacts to the availability and performance of this Oracle Cloud Service due to system connectivity or external

application problems associated with data loads initiated by You or Your Users or with any outbound integrations.

- You, and not Oracle, are responsible for the installation, configuration or monitoring of any on premise or hosted systems owned or operated by You.

Your Data Related Obligations:

- For any initial data load or data migration, You will provide Oracle with data, in formats requested by Oracle, during the initial phases of the deployment of this Oracle Cloud Service.
- You, and not Oracle, are responsible for the correct formatting of any data provided to Oracle as part of any initial or ongoing data load.
- You will appoint a point of contact within Your organization authorized to work with Oracle to resolve incidents related to any data loading, import, export or interface process.
- You will provide all necessary data (e.g. test data, configuration data, samples of daily files for all Interfaces, historical data) to support Your use of this Oracle Cloud Service, in format(s) requested by Oracle.
- If data quality issues are identified with any data received in this Oracle Cloud Service, then You, and not Oracle, are responsible for providing corrected, validated, formatted and cleansed data from Your source application(s).
- As reasonably requested by Oracle, You will provide Oracle, on a timely basis, with complete and accurate information and responses to questions as needed to support the performance of the Oracle Cloud Service.
- You, and not Oracle, are responsible for downloading any data You require to a storage location local to Your organization when Oracle periodically removes data stored on the file storage server based on the data retention periods applicable to the Oracle Cloud Service.
- You are responsible for purchasing any additional storage required for Your use of the Oracle Cloud Service. Oracle will not automatically allocate additional storage.
- You, and not Oracle, are responsible for all data conversion/migration/cleansing activities, including:
 - Mapping any required existing transactional data to the pre-defined, supported Oracle format(s).
 - Exporting, cleansing and converting any historical transactional data that is to be migrated into this Oracle Cloud Service.

Your Implementation Obligations:

- Gate reviews:
 - You must schedule the configurations and extensions gate review. This review may not occur before all extensions have been identified and associated solution designs have been finalized.

- You must schedule the Operational Readiness gate review. This gate review is not to perform a complete readiness assessment for going live; its purpose is to validate select operational considerations have been made prior to go live. Completing this gate review requires validating the following:
 - Full end to end batch execution has been tested in production environment, completing within customer defined batch window
 - Production Environment has been performance tested for peak concurrent online usage
 - Regression test process that will be used for future patches and version updates has been defined and executed
 - You have reviewed and addressed obligations as defined in the service descriptions related to Your order
 - You have reviewed the operational readiness advisory section of Your product Overview Guide (available on docs.oracle.com)

Your Operational Obligations:

- You must operate a Generally Available version of this Oracle Cloud Service. GA and End of Life (EOL) dates are published in the Oracle Utilities Program Documentation³
- You are responsible for all regression testing of maintenance packs and version updates, including the regression testing of integration with other Oracle or third party systems or solutions.

Assumptions:

- You acknowledge and agree that Oracle's gate review services and any findings and/or recommendations are based on information made available by You and/or third parties at the time of the review. Any such review is intended to provide You with general information, and You acknowledge that a number of facts and circumstances outside the scope of such review may affect the outcome of Your project. Oracle findings and recommendations, therefore, may not provide a complete assessment of Your project and Oracle is not responsible or liable for any actions You take based on any such findings or recommendations.
- You may not use this Oracle Cloud Service for production activities until You have successfully completed the following mandatory gate reviews:
 - Operational readiness gate review

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies* and the *Oracle Global Business Unit Cloud Services Pillar Document* which may be viewed at www.oracle.com/contracts.

Notwithstanding any statements in the Oracle Global Business Unit Cloud Services Pillar Document, Oracle will schedule production environment application upgrades and updates to occur on one Saturday a month between 09:00 PM (Saturday) - 06:00 AM (Sunday) data center local time. Oracle typically schedules core system maintenance, if required, to occur on

any other Saturday of the month between 09:00 PM (Saturday) - 06:00 AM (Sunday) data center local time.

Oracle Utilities Work and Asset Cloud Service, Basic User add-on – Per Hosted Named User

Part #: B92308

Prior to use of this Oracle Cloud Service, You must first purchase Oracle Utilities Work and Asset Cloud Service – Per Hosted Named User (Part # B91131), and all Usage Limits, Service Level Targets, Secure Data Transfer Obligations, Data Related Obligations, Operational Obligations and Assumptions from the Oracle Utilities Work and Asset Cloud Service – Per Hosted Named User (Part # B91131) service description apply to this Oracle Cloud Service.

Usage Limits:

This Oracle Cloud Service provides the following access:

- Full access to the following modules:
 - Work Order Activity
 - Service History
 - Timekeeping
 - Work Request
- Limited access to the Material Request module in order to Create, Update and Delete Material Requests only.
- Read-only access to all other modules

Any use not expressly permitted above is not included.

Oracle Cloud Policies:

Your order for this Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies* and the *Oracle Global Business Unit Cloud Services Pillar Document* which may be viewed at www.oracle.com/contracts.

Oracle Utilities Work and Asset Cloud Service, Additional Data Storage – Per 250 Gigabytes

Part #: B91132

Oracle Utilities Work and Asset Cloud Service, Additional Data Storage enables You to purchase two hundred and fifty (250) additional gigabytes of database storage for Your Production Environment beyond what is provided with the Oracle Utilities Work and Asset Cloud Service. Any additional database storage purchased for the Oracle Utilities Work and

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Asset Cloud Service Production Environment will also be added to each test environment provisioned as part of the Oracle Utilities Work and Asset Cloud Service or any Oracle Utilities Work and Asset Cloud Service, Additional Test Environment instances.

You may make multiple purchases of Additional Data Storage for the Oracle Utilities Work and Asset Cloud Service. If You make more than two (2) purchases in a calendar year, additional fees related to the setup of such additional storage will apply. You are responsible for planning and ensuring that You have sufficient database storage to meet Your operational requirements.

Your purchase of Oracle Utilities Work and Asset Cloud Service, Additional Data Storage applies for the duration of the Service Period of the Oracle Utilities Work and Asset Cloud Service under Your order.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies and the *Oracle Global Business Unit Cloud Services Pillar Document* which may be viewed at www.oracle.com/contracts.

Oracle Utilities Work and Asset Cloud Service, Additional Development Environment - Instance

Part #: B91133

The Oracle Utilities Work and Asset Cloud Service, Additional Development Environment is designed for non-production activities such as development, training and testing, but not for production operations or stress/performance testing. The maintenance or upgrade schedule for any Additional Development Environments is the same as the schedule for the Production Environment of the pre-requisite Oracle Utilities Work and Asset Cloud Service.

All Additional Development Environments are subject to the following contracting restrictions:

- A minimum contract period of twelve (12) months.
- A maximum contract period equal to the end date of the Service Period specified in the Oracle Cloud Ordering Document for the pre-requisite Oracle Utilities Work and Asset Cloud Service.
- A maximum total of ten (10) development environments, including any development environment(s) originally provisioned as part of the pre-requisite Oracle Utilities Work and Asset Cloud Service.

To use this Oracle Utilities Work and Asset Cloud Service, Additional Development Environment, You are required to first purchase and maintain the Oracle Utilities Work and Asset Cloud Service, subject to the restrictions listed directly above. If the Oracle Utilities Work and Asset Cloud Service is not purchased, see Oracle Utilities Global Business Unit Cloud Service Descriptions

and Asset Cloud Service lapses or otherwise ends, the Oracle Utilities Work and Asset Cloud Service, Additional Development Environment will also automatically end.

All Additional Oracle Utilities Work and Asset Cloud Service, Additional Development Environments purchased will be equivalent to the development environment(s) included as part of the pre-requisite Oracle Utilities Work and Asset Cloud Service.

Usage Limits:

Oracle Utilities Work and Asset Cloud Service, Additional Development Environments are subject to usage limits based on the following points:

- The number of Hosted Named Users specified in the Oracle Cloud Ordering Document for the pre-requisite Oracle Utilities Work and Asset Cloud Service.
- The storage limits specified in the Oracle Cloud Ordering Document and/or Oracle service description for the pre-requisite Oracle Utilities Work and Asset Cloud Service.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies and the *Oracle Global Business Unit Cloud Services Pillar Document* which may be viewed at www.oracle.com/contracts.

Oracle Utilities Work and Asset Cloud Service, Additional Database Storage for Development Environment – Per 250 Gigabytes

Part #: B91135

Oracle Utilities Work and Asset Cloud Service, Additional Database Storage for Development Environments enables You to purchase two hundred and fifty (250) additional gigabytes of database storage for a specified development environment over and above the database storage provided as part of Oracle Utilities Work and Asset Cloud Service or any Oracle Utilities Work and Asset Cloud Service, Additional Development Environment instances.

You may purchase multiple instances of the Oracle Utilities Work and Asset Cloud Service, Additional Database Storage for Development Environments, however more than two (2) purchases per calendar year may incur additional setup fees. You are responsible for planning and ensuring that You have sufficient database storage to meet Your development requirements. You are also responsible for defining the development environment(s) to which the Oracle Utilities Work and Asset Cloud Service, Additional Database Storage for Development Environments should be provisioned.

Any Oracle Utilities Work and Asset Cloud Service, Additional Database Storage for Development Environments purchased applies for the duration of the Service Period under

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the Ordering Document of the Oracle Utilities Work and Asset Cloud Service Development Environment to which it is provisioned.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery and the *Oracle Global Business Unit Cloud Services Pillar Document Policies* which may be viewed at www.oracle.com/contracts.

Oracle Utilities Work and Asset Cloud Service, Additional Test Environment - Instance

Part #: B91134

The Oracle Utilities Work and Asset Cloud Service, Additional Test Environment Cloud Service is designed for non-production activities such as testing. The maintenance or upgrade schedule for any Additional Test Environments is the same as the schedule for the Production Environment of the pre-requisite Oracle Utilities Work and Asset Cloud Service.

All Additional Test Environments are subject to the following contracting restrictions:

- A minimum contract period of twelve (12) months.
- A maximum contract period equal to the end date of the Service Period specified in the Oracle Cloud Ordering Document for the pre-requisite Oracle Utilities Work and Asset Cloud Service.
- A maximum total of three (3) test environments (including the test environment(s) provisioned as part of the pre-requisite Oracle Utilities Work and Asset Cloud Service).

To use this Oracle Utilities Work and Asset Cloud Service, Additional Test Environment, You are required to first purchase and maintain the Oracle Utilities Work and Asset Cloud Service, subject to the restrictions listed directly above. If the Oracle Utilities Work and Asset Cloud Service lapses or otherwise ends, the Oracle Utilities Work and Asset Cloud Service, Additional Test Environment will also automatically end.

All Additional Oracle Utilities Work and Asset Cloud Service, Additional Test Environments purchased will be equivalent to the test environment(s) included as part of the pre-requisite Oracle Utilities Work and Asset Cloud Service.

Additional database storage cannot be purchased separately for Additional Test Environments, however any additional database storage purchased for the pre-requisite Oracle Utilities Work and Asset Cloud Service Production Environment will also be added to each test environment provisioned as part of the pre-requisite Oracle Utilities Work and Asset

Cloud Service or any Oracle Utilities Work and Asset Cloud Service, Additional Test Environment instances.

Usage Limits:

Oracle Utilities Work and Asset Cloud Service, Additional Test Environments are subject to usage limits based on the following points:

- The number of Hosted Named Users specified in the Oracle Cloud Ordering Document for the pre-requisite Oracle Utilities Work and Asset Cloud Service.
- The storage limits specified in the Oracle Cloud Ordering Document and/or Oracle service description for the pre-requisite Oracle Utilities Work and Asset Cloud Service.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies* and the *Oracle Global Business Unit Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

ORACLE UTILITIES OPERATIONAL DEVICE CLOUD SERVICE

Oracle Utilities Operational Device Cloud Service – Per 100 Utilities Assets per Month

Part #: B91136

Users of the Oracle Utilities Operational Device Cloud Service are authorized to access the following modules and features:

- Oracle Utilities Operational Device Management

Users of the Oracle Utilities Operational Device Cloud Service may leverage Implementation Support and Live Operate services as defined in the Program Documentation⁴.

Usage Limits:

The Oracle Utilities Operational Device Cloud Service is subject to usage limits based on the following points:

- A maximum number of 100 Utilities Assets per Month as defined in Your order.

⁴ All referenced Cloud Services, release schedule(s), roles and responsibilities, features, functions and process flows are documented in the Program Documentation on docs.oracle.com → [Industries](#) → Oracle Utilities Documentation Oracle Utilities Global Business Unit Cloud Service Descriptions

- Oracle will provision three (3) Environments for this Oracle Cloud Service: one (1) Production Environment and two (2) Non-Production Environments (test and development).
- Non-Production to Environments may be refreshed, at Your request, no more than once in any three (3) month period, provided the Non-Production Environment database and file storage are equal to or greater in size than the Production Environment database and file storage.
- Additional data storage for Production and Non-Production Environments may be purchased subject to additional fees
- Usage of any provided functional testing tools is limited to:
 - Testing related to this Oracle Cloud Service only
 - Testing in Non-Production Environments only
 - Functional testing only (e.g. no performance/stress testing)
 - A maximum of 40 users

The following storage limits apply to the Oracle Utilities Operational Device Management specific components of the Oracle Utilities Operational Device Cloud Service per the applicable Environment:

100 Utilities Assets	Environment Type	Total Database Storage
1,000 to 3,000	Production	50 GB
	Test	50 GB
	Development	50 GB
3,001 to 7,500	Production	50 GB
	Test	50 GB
	Development	50 GB
7,501 to 15,000	Production	150 GB
	Test	150 GB
	Development	50 GB
15,000 to 50,000	Production	300 GB
	Test	300 GB
	Development	100 GB

Service Level Targets:

For purposes of Disaster Recovery and System Availability Level as described in the Oracle Cloud Policies referenced below, this Oracle Cloud Service has the following Service Level Targets for the Production Environment:

Cloud Service	Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target Service Availability
Oracle Utilities Operational Device Cloud Service	12 hours	1 hour	99.5%

The Service Level Targets do not apply to the Non-Production Environment(s). The Target Service Availability does not apply in the event of a declared disaster. The Recovery Time and Recovery Point Objectives do not apply to customizations or third party software.

Your Secure Data Transfer Obligations:

- You will work with Oracle to establish and maintain the necessary private circuit, VPN or IP whitelisting solution, and to facilitate secure traffic between the Oracle servers and Your network.
- You, and not Oracle, are responsible and liable for impacts to the availability and performance of this Oracle Cloud Service due to system connectivity or external application problems associated with data loads initiated by You or Your Users or with any outbound integrations.
- You, and not Oracle, are responsible for the installation, configuration or monitoring of any on premise or hosted systems owned or operated by You.

Your Data Related Obligations:

- For any initial data load or data migration, You will provide Oracle with data, in formats requested by Oracle, during the initial phases of the deployment of this Oracle Cloud Service.
- You, and not Oracle, are responsible for the correct formatting of any data provided to Oracle as part of any initial or ongoing data load.
- You will appoint a point of contact within Your organization authorized to work with Oracle to resolve incidents related to any data loading, import, export or interface process.
- You will provide all necessary data (e.g., test data, configuration data, samples of daily files for all Interfaces, historical data, etc.) to support Your use of this Oracle Cloud Service, in format(s) requested by Oracle.

- If data quality issues are identified with any data received in this Oracle Cloud Service, then You, and not Oracle, are responsible for providing corrected, validated, formatted and cleansed data from Your source application(s).
- As reasonably requested by Oracle, You will provide Oracle, on a timely basis, with complete and accurate information and responses to questions as needed to support the performance of the Oracle Cloud Service.
- You, and not Oracle, are responsible for downloading any data You require to a storage location local to Your organization when Oracle periodically removes data stored on the file storage server based on the data retention periods applicable to the Oracle Cloud Service.
- You are responsible for purchasing any additional storage required for Your use of the Oracle Cloud Service. Oracle will not automatically allocate additional storage.
- You, and not Oracle, are responsible for all data conversion/migration/cleansing activities, including:
 - Mapping any required existing transactional data to the pre-defined, supported Oracle format(s).
 - Exporting, cleansing and converting any historical transactional data that is to be migrated into this Oracle Cloud Service.

Your Implementation Obligations:

- Gate reviews:
 - You must schedule the configurations and extensions gate review. This review may not occur before all extensions have been identified and associated solution designs have been finalized.
 - You must schedule the Operational Readiness gate review. This gate review is not to perform a complete readiness assessment for going live; its purpose is to validate select operational considerations have been made prior to go live. Completing this gate review requires validating the following:
 - Full end to end batch execution has been tested in production environment, completing within customer defined batch window
 - Production Environment has been performance tested for peak concurrent online usage
 - Regression test process that will be used for future patches and version updates has been defined and executed
 - You have reviewed and addressed obligations as defined in the Oracle service descriptions related to Your order
 - You have reviewed the operational readiness advisory section of Your product Overview Guide (available on docs.oracle.com)

Your Operational Obligations:

- You must operate a Generally Available version of this Oracle Cloud Service. GA and End of Life (EOL) dates are published in the Oracle Utilities Program Documentation⁴

- You are responsible for all regression testing of maintenance packs and version updates, including the regression testing of integration with other Oracle or third party systems or solutions.

Assumptions:

- You acknowledge and agree that Oracle's gate review services and any findings and/or recommendations are based on information made available by You and/or third parties at the time of the review. Any such review is intended to provide You with general information, and You acknowledge that a number of facts and circumstances outside the scope of such review may affect the outcome of Your project. Oracle findings and recommendations, therefore, may not provide a complete assessment of Your project and Oracle is not responsible or liable for any actions You take based on any such findings or recommendations.
- You may not use this Oracle Cloud Service for production activities until You have successfully completed the following mandatory gate reviews:
 - Operational readiness gate review

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies* and the *Oracle Global Business Unit Cloud Services Pillar Document* which may be viewed at www.oracle.com/contracts.

Notwithstanding any statements in the Oracle Global Business Unit Cloud Services Pillar Document, Oracle will schedule production environment application upgrades and updates to occur on one Saturday a month between 09:00 PM (Saturday) - 06:00 AM (Sunday) data center local time. Oracle typically schedules core system maintenance, if required, to occur on any other Saturday of the month between 09:00 PM (Saturday) - 06:00 AM (Sunday) data center local time.

Oracle Utilities Operational Device Cloud Service, Additional Data Storage – Per 250 Gigabytes

Part #: B91137

Oracle Utilities Operational Device Cloud Service, Additional Data Storage enables You to purchase two hundred and fifty (250) additional gigabytes of database storage for Your Production Environment beyond what is provided with the Oracle Utilities Operational Device Cloud Service. Any additional database storage purchased for the Oracle Utilities Operational Device Cloud Service Production Environment will also be added to each test environment provisioned as part of the Oracle Utilities Operational Device Cloud Service or any Oracle Utilities Operational Device Cloud Service, Additional Test Environment instances.

You may make multiple purchases of Additional Data Storage for the Oracle Utilities Operational Device Cloud Service. If You make more than two (2) purchases in a calendar year, additional fees related to the setup of such additional storage will apply. You are responsible for planning and ensuring that You have sufficient database storage to meet Your operational requirements.

Your purchase of Oracle Utilities Operational Device Cloud Service, Additional Data Storage applies for the duration of the Service Period of the Oracle Utilities Operational Device Cloud Service under Your order.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies and the *Oracle Global Business Unit Cloud Services Pillar Document* which may be viewed at www.oracle.com/contracts.

Oracle Utilities Operational Device Cloud Service, Additional Development Environment - Instance

Part #: B91138

The Oracle Utilities Operational Device Cloud Service, Additional Development Environment is designed for non-production activities such as development, training and testing, but not for production operations or stress/performance testing. The maintenance or upgrade schedule for any Additional Development Environments is the same as the schedule for the Production Environment of the pre-requisite Oracle Utilities Operational Device Cloud Service.

All Additional Development Environments are subject to the following contracting restrictions:

- A minimum contract period of twelve (12) months.
- A maximum contract period equal to the end date of the Service Period specified in the Oracle Cloud Ordering Document for the pre-requisite Oracle Utilities Operational Device Cloud Service.
- A maximum total of ten (10) development environments, including any development environment(s) originally provisioned as part of the pre-requisite Oracle Utilities Operational Device Cloud Service.

To use this Oracle Utilities Operational Device Cloud Service, Additional Development Environment, You are required to first purchase and maintain the Oracle Utilities Operational Device Cloud Service, subject to the restrictions listed directly above. If the Oracle Utilities Operational Device Cloud Service lapses or otherwise ends, the Oracle Utilities Operational Device Cloud Service, Additional Development Environment will also automatically end.

All Additional Oracle Utilities Operational Device Cloud Service, Additional Development Environments purchased will be equivalent to the development environment(s) included as part of the pre-requisite Oracle Utilities Operational Device Cloud Service.

Usage Limits:

Oracle Utilities Operational Device Cloud Service, Additional Development Environments are subject to usage limits based on the following points:

- The number of 100 Utilities Assets per Month specified in the Oracle Cloud Ordering Document for the pre-requisite Oracle Utilities Operational Device Cloud Service.
- The storage limits specified in the Oracle Cloud Ordering Document and/or Oracle service description for the pre-requisite Oracle Utilities Operational Device Cloud Service.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies and the *Oracle Global Business Unit Cloud Services Pillar Document* which may be viewed at www.oracle.com/contracts.

Oracle Utilities Operational Device Cloud Service, Additional Database Storage for Development Environment – Per 250 Gigabytes

Part #: B91140

Oracle Utilities Operational Device Cloud Service, Additional Database Storage for Development Environments enables You to purchase two hundred and fifty (250) additional gigabytes of database storage for a specified development environment over and above the database storage provided as part of Oracle Utilities Operational Device Cloud Service or any Oracle Utilities Operational Device Cloud Service, Additional Development Environment instances.

You may purchase multiple instances of the Oracle Utilities Operational Device Cloud Service, Additional Database Storage for Development Environments, however more than two (2) purchases per calendar year may incur additional setup fees. You are responsible for planning and ensuring that You have sufficient database storage to meet Your development requirements. You are also responsible for defining the development environment(s) to which the Oracle Utilities Operational Device Cloud Service, Additional Database Storage for Development Environments should be provisioned.

Any Oracle Utilities Operational Device Cloud Service, Additional Database Storage for Development Environments purchased applies for the duration of the Service Period under the Ordering Document of the Oracle Utilities Operational Device Cloud Service Development Environment to which it is provisioned.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery and the *Oracle Global Business Unit Cloud Services Pillar Document* Policies which may be viewed at www.oracle.com/contracts.

Oracle Utilities Operational Device Cloud Service, Additional Test Environment

Part #: B91139

The Oracle Utilities Operational Device Cloud Service, Additional Test Environment Cloud Service is designed for non-production activities such as testing. The maintenance or upgrade schedule for any Additional Test Environments is the same as the schedule for the Production Environment of the pre-requisite Oracle Utilities Operational Device Cloud Service.

All Additional Test Environments are subject to the following contracting restrictions:

- A minimum contract period of twelve (12) months.
- A maximum contract period equal to the end date of the Service Period specified in the Oracle Cloud Ordering Document for the pre-requisite Oracle Utilities Operational Device Cloud Service.
- A maximum total of three (3) test environments (including the test environment(s) provisioned as part of the pre-requisite Oracle Utilities Operational Device Cloud Service).

To use this Oracle Utilities Operational Device Cloud Service, Additional Test Environment, You are required to first purchase and maintain the Oracle Utilities Operational Device Cloud Service, subject to the restrictions listed directly above. If the Oracle Utilities Operational Device Cloud Service lapses or otherwise ends, the Oracle Utilities Operational Device Cloud Service, Additional Test Environment will also automatically end.

All Additional Oracle Utilities Operational Device Cloud Service, Additional Test Environments purchased will be equivalent to the test environment(s) included as part of the pre-requisite Oracle Utilities Operational Device Cloud Service.

Additional database storage cannot be purchased separately for Additional Test Environments, however any additional database storage purchased for the pre-requisite Oracle Utilities Operational Device Cloud Service Production Environment will also be added to each test environment provisioned as part of the pre-requisite Oracle Utilities Operational Device Cloud Service or any Oracle Utilities Operational Device Cloud Service, Additional Test Environment instances.

Usage Limits:

Oracle Utilities Operational Device Cloud Service, Additional Test Environments are subject to usage limits based on the following points:

- The number of 100 Utilities Assets per Month specified in the Oracle Cloud Ordering Document for the pre-requisite Oracle Utilities Operational Device Cloud Service.

- The storage limits specified in the Oracle Cloud Ordering Document and/or Oracle service description for the pre-requisite Oracle Utilities Operational Device Cloud Service.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies* and the *Oracle Global Business Unit Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

ORACLE UTILITIES CUSTOMER CLOUD SERVICE

Oracle Utilities Customer Cloud Service – Per Billable Service Customer per Month

Part #: B90577

Users of the Oracle Utilities Customer Cloud Service are authorized to access the following modules with restrictions for specific modules:

- Oracle Utilities Customer to Meter
 - Oracle Utilities Customer Care and Billing
 - Oracle Utilities Meter Data Management
 - Oracle Utilities Service Order Management
 - Oracle Utilities Operational Device Management

Use of the following features in Oracle Utilities Meter Data Management and Oracle Utilities Service Order Management is restricted to managing traditional scalar billing meter devices and unmetered item devices, unmetered item device processes, and supporting traditional scalar billing⁵ and unmetered item billing processes:

⁵ Scalar billing refers to readings or quantities that are typically uploaded and validated at the same frequency as the creation of bills related to those meter devices. Where granularity of usage is monthly or longer, these are also treated as scalar billing, irrespective of bill frequency. Scalar billing does not include register reads or interval data coming from interval/smart devices.

Examples of scalar billing include:

- Scalar meter data uploaded and validated monthly and billed monthly.
- Scalar meter data uploaded and validated monthly and billed quarterly.

Examples of billing not included with this subscription include but not limited to:

- Meter data that is uploaded and validated daily but billed monthly.
- MV-90 meters read monthly.
- Interval data or register reads from smart meters.
- Interval data or register reads from interval meters.

Oracle Utilities Global Business Unit Cloud Service Descriptions

- Device Management and Device Installation
- Initial Measurement Data and Usage Management
 - For managing manual and drive-by reading requests and meter readings / reader remarks
- Data validation, editing and estimation (VEE) and creating usage transactions and billing determinants
- Communication activities such as:
 - Service investigative orders
 - Requesting field work (including appointments) and managing field work completion details to and from mobile workforce management systems
 - Requesting field work (including appointments) and managing field work completion details to and from mobile workforce management systems that are not directly related to any types of devices (e.g. tree trimming requests, etc.)
- Dashboard
- Totals and Trend

The above restrictions exclude the use of the above-listed modules and features for other processes, including, but not limited to, processing data for the purpose of interval billing (interval data or corresponding register reads), daily scalar billing (where meter data is uploaded and validated daily), device events, internet of things devices, smart meter commands and non-billing aggregations.

Any use not expressly permitted above is not included and requires a separate subscription to Oracle Utilities Customer Cloud Service, Advanced Meter Solution

Use of Oracle Utilities Operational Device Management functionality is restricted to the following features for those Utilities Devices directly relating to the Billable Service Customers per Month as defined in Your order:

- Asset Configuration and configuration reports
- Asset management for devices (not using general work management processing)
- Asset replication

Any use not expressly permitted above is not included and requires a separate subscription to Oracle Utilities Operational Device Cloud Service.

Users of the Oracle Utilities Customer Cloud Service may leverage Implementation Support and Live Operate services as defined in the Program Documentation⁶.

Usage Limits:

⁶ All referenced Cloud Services, release schedule(s), roles and responsibilities, features, functions and process flows are documented in the Program Documentation on docs.oracle.com → [Industries](#) → Oracle Utilities Documentation
Oracle Utilities Global Business Unit Cloud Service Descriptions

The Oracle Utilities Customer Cloud Service is subject to usage limits based on the following points:

- A maximum number of Billable Service Customers per Month as defined in Your order.
- Oracle will provision three (3) Environments for this Oracle Cloud Service: one (1) Production Environment and (2) two Non-Production Environments (test and development).
- Non-Production Environment data may be refreshed, at Your request, no more than four (4) times as part of Implementation Support Services and no more than one (1) time as part of Live Operate Services in any three (3) month period, provided the Non-Production Environment database and file storage are equal to or greater in size than the Production Environment database and file storage.
- Additional data storage for Production and Non-Production Environments may be purchased subject to additional fees.
- Usage of any provided functional testing tools is limited to:
 - Testing related to this Oracle Cloud Service only
 - Testing in Non-Production Environments only
 - Functional testing only (e.g. no performance/stress testing)
 - A maximum of 40 users

The following storage limits apply for this Oracle Cloud Service:

Billable Service Customer	Environment Type	Total Database Storage
Up to 125,000	Production	250 GB
	Test	250 GB
	Development	250 GB
125,001 to 250,000	Production	500 GB
	Test	500 GB
	Development	250 GB
250,001 to 500,000	Production	750 GB
	Test	750 GB
	Development	250 GB
500,001 to 1,000,000	Production	1,250 GB
	Test	1,250 GB
	Development	500 GB
1,000,001 to 2,000,000	Production	2,000 GB
	Test	2,000 GB
	Development	500 GB

Service Level Targets:

For purposes of Disaster Recovery and System Availability Level as described in the *Oracle Cloud Hosting and Delivery Policies* referenced below, this Oracle Cloud Service has the following Service Level Targets for the Production Environment:

Cloud Service	Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target Service Availability
Oracle Utilities Customer Cloud Service	12 hours	1 hour	99.5%

The Service Level Targets do not apply to the Non-Production Environment(s). The Target Service Availability does not apply in the event of a declared disaster. The Recovery Time and Recovery Point Objectives do not apply to customizations or third-party software.

Your Secure Data Transfer Obligations:

- You will work with Oracle to establish and maintain the necessary private circuit, VPN or IP whitelisting solution, and to facilitate secure traffic between this Oracle Cloud Service and Your network.
- You, and not Oracle, are responsible and liable for impacts to the availability and performance of this Oracle Cloud Service due to system connectivity or external application problems associated with data loads initiated by You or Your Users or with any outbound integrations.
- You, and not Oracle, are responsible for the installation, configuration or monitoring of any on premise or hosted systems owned or operated by You.

Your Data Related Obligations:

- For any initial data load or data migration, You will provide Oracle with data, in formats requested by Oracle, during the initial phases of the deployment of this Oracle Cloud Service.
- You, and not Oracle, are responsible for the correct formatting of any data provided to Oracle as part of any initial or ongoing data load.
- You will appoint a point of contact within Your organization authorized to work with Oracle to resolve incidents related to any data loading, import, export or interface process.
- You will provide all necessary data (e.g., test data, configuration data, samples of daily files for all Interfaces, historical data, etc.) to support Your use of this Oracle Cloud Service, in format(s) requested by Oracle.

- If data quality issues are identified with any data received in this Oracle Cloud Service, then You, and not Oracle, are responsible for providing corrected, validated, formatted and cleansed data from Your source application(s), or other data correction method permitted by Oracle.
- You will provide Oracle, on a timely basis, with complete and accurate information and responses to questions as needed to support the performance of the Oracle Cloud Service.
- You, and not Oracle, are responsible for downloading any data You require to a storage location local to Your organization when Oracle periodically removes data stored on the file storage server based on the data retention periods applicable to the Oracle Cloud Service.
- You are responsible for purchasing any additional storage required for Your use of the Oracle Cloud Service. Oracle will not automatically allocate additional storage.
- You are responsible for ensuring that: (i) all person identifications and bank account numbers stored in the Oracle Cloud Service are preconfigured for encryption in the database storage; (ii) the preconfigured encryption settings are not disabled; and (iii) encryption is enabled for additional personally identifiable information (PII) data You store elsewhere in the Oracle Cloud Service.
- You may only send, store, process and transmit token key data related to payment cardholder data in this Cloud Service, and may not store, process or transmit payment cardholder data in this Cloud Service. If You have an arrangement / relationship with a third-party payment card vault and tokenization service provider, You must ensure that such service provider also does not store, process or transmit payment cardholder data in this Cloud Service. If allocated, You are responsible for managing any third-party file storage account.
- You, and not Oracle, are responsible for all data conversion/migration/cleansing activities, including:
 - Mapping any required existing transactional data to the pre-defined, supported Oracle format(s).
 - Exporting, cleansing and converting any historical transactional data that is to be migrated into this Oracle Cloud Service.

Your Implementation Obligations:

- Gate reviews:
 - You must schedule the configurations and extensions gate review. This review may not occur before all extensions have been identified and associated solution designs have been finalized.
 - You must schedule the Operational Readiness gate review. This gate review is not to perform a complete readiness assessment for going live; its purpose is to validate select operational considerations have been made prior to go live. Completing this gate review requires validating the following:
 - Full end to end batch execution has been tested in production environment, completing within customer defined batch window
 - Production Environment has been performance tested for peak concurrent online usage

- Regression test process that will be used for future patches and version updates has been defined and executed
- You have reviewed and addressed obligations as defined in the Oracle service descriptions related to Your order
- You have reviewed the operational readiness advisory section of Your product Overview Guide (available on docs.oracle.com)

Your Operational Obligations:

- You must operate a Generally Available version of this Oracle Cloud Service. GA and End of Life (EOL) dates are published in the Oracle Utilities Program Documentation⁶
- You are responsible for all regression testing of maintenance packs and version updates, including the regression testing of integration with other Oracle or third party systems or solutions.

Assumptions:

- You acknowledge and agree that Oracle's gate review services and any findings and/or recommendations are based on information made available by You and/or third parties at the time of the review. Any such review is intended to provide You with general information, and You acknowledge that a number of facts and circumstances outside the scope of such review may affect the outcome of Your project. Oracle findings and recommendations, therefore, may not provide a complete assessment of Your project and Oracle is not responsible or liable for any actions You take based on any such findings or recommendations.
- You may not use this Oracle Cloud Service for production activities until You have successfully completed the following mandatory gate reviews:
 - Operational readiness gate review

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies* and the *Oracle Global Business Unit Cloud Services Pillar Document* which may be viewed at www.oracle.com/contracts.

Notwithstanding any statements in the Oracle Global Business Unit Cloud Services Pillar Document, Oracle will schedule production environment application upgrades and updates to occur on one Saturday a month between 09:00 PM (Saturday) - 06:00 AM (Sunday) data center local time. Oracle typically schedules core system maintenance, if required, to occur on any other Saturday of the month between 09:00 PM (Saturday) - 06:00 AM (Sunday) data center local time.

Oracle Utilities Customer Cloud Service, United Kingdom Retail Solution – Per Billable Service Customer per Month

Part #: B90899

AVAILABLE IN THE UNITED KINGDOM ONLY.

Prior to use of this Oracle Cloud Service, You must first purchase Oracle Utilities Customer Cloud Service (Part # B90577). All Usage Limits, Service Level Targets, Secure Data Transfer Obligations, Data Related Obligations, Implementation Obligations, Operational Obligations and Assumptions are as provided in the Oracle Utilities Customer Cloud Service (Part # B90577) service description.

Users of the Oracle Utilities Customer Cloud Service United Kingdom Retail Solution (“UK Retail Solution”) are authorized to access all United Kingdom localization features documented in the *Customer Cloud Service Global Retail Solution Catalogue* available in My Oracle Support.

Oracle will make available the following:

- A UK Retail Solution Template in English language.
- For illustrative purposes, documentation describing some of the business processes that are the bases for the UK Retail Solution Template.

Usage Limits:

This Cloud Service is subject to usage limits based on:

- A maximum number of Billable Service Customer per Month as defined in Your order for the pre-requisite Oracle Utilities Customer Cloud Service (Part # B90577).

Oracle may, from time to time, communicate Oracle’s actions and plans in response to certain future Office of Gas and Electricity Market (Ofgem) regulatory requirements in a document called *Customer Cloud Service Retail Solution Update* in My Oracle Support.

Oracle Cloud Policies:

Your order for this Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies* and the *Oracle Global Business Unit Cloud Services Pillar Document* which may be viewed at www.oracle.com/contracts.

Oracle Utilities Customer Cloud Service, Additional Utilities Customer Billable Service Type

Part # B89071

Oracle Utilities Customer Cloud Service – Additional Utilities Customer Billable Service Type enables You to purchase Implementation Support and Live Operate Services for one (1) additional Utilities Customer Billable Service Type beyond what is provided with the Oracle Utilities Customer Cloud Service.

You may purchase multiple instances of this part, however more than two (2) purchases per calendar year may incur additional setup fees. You are responsible for planning and ensuring that You have sufficient database storage to meet Your operational requirements.

Your purchase of Oracle Utilities Customer Cloud Service - Additional Utilities Customer Billable Service Type applies for the duration of the Service Period of the Oracle Utilities Customer Cloud Service under Your order.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies* and the *Oracle Global Business Unit Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Oracle Utilities Customer Cloud Service, Additional Development Environment

Part #: B90580

Retired Part #: B89073

The Oracle Utilities Customer Cloud Service, Additional Development Environment is designed for non-production activities such as development, training and testing, but not for production operations or stress/performance testing. The maintenance or upgrade schedule for any Additional Development Environments is the same as the schedule for the Production Environment of the pre-requisite Oracle Utilities Customer Cloud Service.

All Additional Development Environments are subject to the following contracting restrictions:

- A minimum contract period of twelve (12) months.
- A maximum contract period equal to the end date of the Service Period specified in the Oracle Cloud Ordering Document for the pre-requisite Oracle Utilities Customer Cloud Service.
- A maximum total of ten (10) development environments, including any development environment(s) originally provisioned as part of the pre-requisite Oracle Utilities Customer Cloud Service.

To use this Oracle Utilities Customer Cloud Service, Additional Development Environment, You are required to first purchase and maintain the Oracle Utilities Customer Cloud Service, subject to the restrictions listed directly above. If the Oracle Utilities Customer Cloud Service lapses or otherwise ends, the Oracle Utilities Customer Cloud Service, Additional Development Environment will also automatically end.

All Additional Oracle Utilities Customer Cloud Service, Additional Development Environments purchased will be equivalent to the development environment(s) included as part of the pre-requisite Oracle Utilities Customer Cloud Service.

Usage Limits:

Oracle Utilities Customer Cloud Service, Additional Development Environments are subject to usage limits based on the following points:

- The number of Billable Service Customer per Month specified in the Oracle Cloud Ordering Document for the pre-requisite Oracle Utilities Customer Cloud Service.
- The storage limits specified in the Oracle Cloud Ordering Document and/or Oracle service description for the pre-requisite Oracle Utilities Customer Cloud Service.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies and the *Oracle Global Business Unit Cloud Services Pillar Document* which may be viewed at www.oracle.com/contracts.

Oracle Utilities Customer Cloud Service, Additional Database Storage for Development Environments – Per 250 Gigabytes

Part #: B90579

Retired Part #: B89076

Oracle Utilities Customer Cloud Service, Additional Database Storage for Development Environments enables You to purchase two hundred and fifty (250) additional gigabytes of database storage for a specified development environment over and above the database storage provided as part of Oracle Utilities Customer Cloud Service or any Oracle Utilities Customer Cloud Service, Additional Development Environment instances.

You may purchase multiple instances of the Oracle Utilities Customer Cloud Service, Additional Database Storage for Development Environments, however more than two (2) purchases per calendar year may incur additional setup fees. You are responsible for planning and ensuring that You have sufficient database storage to meet Your development requirements. You are also responsible for defining the development environment(s) to which the Oracle Utilities Customer Cloud Service, Additional Database Storage for Development Environments should be provisioned.

Any Oracle Utilities Customer Cloud Service, Additional Database Storage for Development Environments purchased applies for the duration of the Service Period under the Ordering Document of the Oracle Utilities Customer Cloud Service Development Environment to which it is provisioned.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery and the *Oracle Global Business Unit Cloud Services Pillar Document* Policies which may be viewed at www.oracle.com/contracts.

Oracle Utilities Customer Cloud Service, Additional Test Environment

Part #: B90581

Retired Part #: B89072

The Oracle Utilities Customer Cloud Service, Additional Test Environment Cloud Service is designed for non-production activities such as testing. The maintenance or upgrade schedule for any Additional Test Environments is the same as the schedule for the Production Environment of the pre-requisite Oracle Utilities Customer Cloud Service.

All Additional Test Environments are subject to the following contracting restrictions:

- A minimum contract period of twelve (12) months.
- A maximum contract period equal to the end date of the Service Period specified in the Oracle Cloud Ordering Document for the pre-requisite Oracle Utilities Customer Cloud Service.
- A maximum total of three (3) test environments (including the test environment(s) provisioned as part of the pre-requisite Oracle Utilities Customer Cloud Service).

To use this Oracle Utilities Customer Cloud Service, Additional Test Environment, You are required to first purchase and maintain the Oracle Utilities Customer Cloud Service, subject to the restrictions listed directly above. If the Oracle Utilities Customer Cloud Service lapses or otherwise ends, the Oracle Utilities Customer Cloud Service – Additional Test Environment will also automatically end.

All Additional Oracle Utilities Customer Cloud Service, Additional Test Environments purchased will be equivalent to the test environment(s) included as part of the pre-requisite Oracle Utilities Customer Cloud Service.

Additional database storage cannot be purchased separately for Additional Test Environments, however any additional database storage purchased for the pre-requisite Oracle Utilities Customer Cloud Service Production Environment will also be added to each test environment provisioned as part of the pre-requisite Oracle Utilities Customer Cloud Service or any Oracle Utilities Customer Cloud Service, Additional Test Environment instances.

Usage Limits:

Oracle Utilities Customer Cloud Service, Additional Test Environments are subject to usage limits based on the following points:

- The number of Billable Service Customer per Month specified in the Oracle Cloud Ordering Document for the pre-requisite Oracle Utilities Customer Cloud Service.
- The storage limits specified in the Oracle Cloud Ordering Document and/or Oracle service description for the pre-requisite Oracle Utilities Customer Cloud Service.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies* and the *Oracle Global Business Unit Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Oracle Utilities Customer Cloud Service, Advanced Meter Solution – Utilities Device Data Channels per Month

Part # B90582

Prior to use of this Oracle Cloud Service, You must first purchase Oracle Utilities Customer Cloud Service. All Usage Limits, Service Level Targets, Secure Data Transfer Obligations, Data Related Obligations, Implementation Obligations, Operational Obligations and Assumptions are as provided in the Oracle Utilities Customer Cloud Service (Part # B90577) service description.

For the purposes of Customer Cloud Service, Advanced Meter Solution, the quantity of Utilities Device Data Channels subscribed to corresponds to those Utilities Device Data Channels that are not used for scalar billing⁵ – i.e. those not already supported as part of the Oracle Utilities Customer Cloud Service subscription.

Users of Oracle Utilities Customer Cloud Service, Advanced Meter Solution are authorized to access the following modules and services:

- Oracle Utilities Meter Data Management
- Oracle Utilities Smart Grid Gateway⁷
 - Oracle Utilities Smart Grid Gateway Adapter for Landis+Gyr
 - Oracle Utilities Smart Grid Gateway Adapter for Networked Energy Services (NES)
 - Oracle Utilities Smart Grid Gateway MV-90 Adapter for Itron
 - Oracle Utilities Smart Grid Gateway Adapter for Itron OpenWay
 - Oracle Utilities Smart Grid Gateway Adapter for Sensus RNI
 - Oracle Utilities Smart Grid Gateway Adapter for Silver Spring Networks
- Oracle Utilities Service Order Management⁸
- Oracle Utilities Operational Device Management

⁷ You must host any Smart Grid Gateway adapter customizations that require changes to SOA components on PaaS or on-premise environments.

⁸ The Customer Care and Billing Integration to Service Order Management and the Service Order Management Integration to Mobile Workforce Management are not available as part of this Oracle Cloud Service.
Oracle Utilities Global Business Unit Cloud Service Descriptions

You may limit your deployment of Oracle Utilities Customer Cloud Service to Oracle Utilities Customer Cloud Service to Advanced Meter Solution only, however you are required to set up the administration and master data objects, as defined in the Program Documentation⁶, for this option to be supported.

Use of Oracle Utilities Operational Device Management is restricted to those Utilities Devices managed by this Oracle Cloud Service, as derived from the number Utilities Device Data Channels per Month as defined in Your order.

Any use not expressly permitted above is not included and requires a separate subscription to Oracle Utilities Operational Device Cloud Service.

Usage Limits:

The Oracle Utilities Customer Cloud Service, Advanced Meter Solution is subject to usage limits based on the following:

- A maximum number of Utilities Device Data Channels per Month as defined in Your order⁹. Oracle will provision three (3) Environments for this Oracle Cloud Service: one (1) Production Environment and two (2) Non-Production Environments (test and development).
- Non-Production Environments may be refreshed, at Your request, no more than once in any three (3) month period, provided the Non-Production Environment database and file storage are equal to or greater in size than the Production Environment database and file storage.
- Additional data storage for Production and Non-Production Environments may be purchased subject to additional fees.
- Not more than thirteen (13) months of historic usage or consumption data may be migrated into this Oracle Cloud Service

⁹ For the purposes of *Customer Cloud Service, Advanced Meter Solution*, the quantity of Utilities Device Data Channels subscribed to corresponds to those Utilities Device Data Channels that are not used for scalar billing⁵ – i.e. those not already supported as part of the Customer Cloud Service subscription.

The following database storage limits apply¹⁰ for this Oracle Cloud Service:

Utilities Device Data Channels	Environment Type	Total Database Storage
100,000 to 200,000	Production	1,750 GB
	Test	1,750 GB
	Development	500 GB
200,001 to 1,000,000	Production	1,750 GB
	Test	1,750 GB
	Development	500 GB
1,000,001 to 2,000,000	Production	1,750 GB
	Test	1,750 GB
	Development	500 GB
2,000,001 to 4,000,000	Production	1,750 GB
	Test	1,750 GB
	Development	500 GB
4,000,001 to 8,000,000	Production	1,750 GB
	Test	1,750 GB
	Development	500 GB

Your Data Related Obligations:

- You, and not Oracle, are responsible for all data conversion/migration/cleansing activities, including:
 - Usage or Consumption Data:
 - Mapping any required existing usage or consumption data to the pre-defined, supported Oracle format(s).
 - Exporting, cleansing and converting any historic usage or consumption data that is to be migrated into this Oracle Cloud Service.

Assumptions:

- You may not use this Oracle Cloud Service for production activities until You have successfully completed the following mandatory gate reviews:
 - Operational readiness gate review

¹⁰ Should the database storage limits for the Customer Cloud Service, Advanced Meter Solution differ to those limits that apply as part of the base Oracle Utilities Customer Cloud Service subscription, then the larger of the two limit values applies.

Oracle Utilities Customer Cloud Service, Analytics Insights for Revenue Management

Part#: B92904 – Per Billable Service Customer

Part #: B92907 – Per Utilities Device Data Channels Per Month

Oracle Utilities Customer Cloud Service, Analytics Insights for Revenue Management is designed to deliver data-driven insights into Customer Cloud Service. The maintenance or upgrade schedule for any Customer Cloud Service Analytics Insights is the same as the schedule for the pre-requisite Oracle Utilities Customer Cloud Service.

To use this Oracle Utilities Customer Cloud Service, Analytics Insights for Revenue Management, You are required to first purchase and maintain the Oracle Utilities Customer Cloud Service, subject to the restrictions listed directly above.

By using the Oracle Utilities Customer Cloud Service, Analytics Insights for Revenue Management, You expressly give Oracle the right to access data in the Oracle Utilities Customer Cloud Service for the purposes of performing the statistical analysis required to deliver the insights provided as described in this Service Description for Analytics Insights for Revenue Management and for research and development.

Usage Limits: The Oracle Utilities Customer Cloud Service, Analytics Insights for Revenue Management is subject to usage limits based on:

- A maximum number of Billable Service Customers per Month as defined in Your order.
- Oracle will provision two Environments for this Oracle Cloud Service: one Production Environment, and one Non-Production Environments (Staging).
- Production to Non-Production refreshes will not be provided.
- These environments may also be used to host other services purchased by You from the Oracle Utilities Customer Cloud Service, Analytics Insights portfolio of services.

Data files are subject to automatic deletion as detailed in the project documentation¹¹. To maintain access to such data, or to store additional data exceeding the sizing defined in you

¹¹ Include program documentation from CCS about data retention
Oracle Utilities Global Business Unit Cloud Service Descriptions

contract, You must purchase from Oracle additional storage services or separately store such data outside of this Oracle Cloud Service.

- Additional data storage for Production and Non-production Environments may be purchased subject to additional fees.
- You are responsible for purchasing any additional storage required for Your use of the Oracle Utilities Customer Cloud Service, Analytics Insights. Oracle will not automatically allocate additional storage.

Service Level Targets: This Oracle Cloud Service has the following service level targets

Cloud Service	Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target Service Availability
Oracle Utilities Customer Cloud Service, Analytics Insights for Revenue Management	12 hours	1 hour	99.5%

Third Party Content

Some Third Party Content made available by, through or as part of the Oracle Utilities Customer Cloud Service, Analytics Insights is supplied by third parties and is sourced from public documents and statistical calculations. Neither Oracle nor its third party suppliers control or are responsible for such Third Party Content, and You bear all risks associated with access to and use of this content. In particular, with respect to real property ownership information provided by, through or as part of the Oracle Utilities Customer Cloud Service, Analytics Insights (“real property content”), (i) neither Oracle nor its third party supplier is responsible for and under any obligation to control, monitor or correct such real property content, (ii) any use of such real property content is at Your own risk, and (iii) You agree to defend and indemnify Oracle and its third party suppliers against any claim arising out of Your use of such real property content.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies* and the *Oracle Global Business Unit Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Oracle Utilities Customer Cloud Service, Market Transaction Framework for United States Distribution

Part # B92986

Prior to use of this Oracle Cloud Service, You must first purchase Oracle Utilities Customer Cloud Service (Part #: B90577). All Secure Data Transfer Obligations and Data Related Obligations are as provided in the Oracle Utilities Customer Cloud Service - Service Descriptions.

Users of Oracle Utilities Customer Cloud Service, Market Transaction Framework for United States Distribution are authorized to access all the United States Market Transaction features documented in the *Customer Cloud Service Global Distribution Solution Catalogue* document available on My Oracle Support.

Oracle will make available the following:

- Documentation describing detailed configuration steps required for the implementation of Customer Cloud Service Market Transaction Framework for United States Distribution features mentioned in the Customer Cloud Service Global Distribution Solution Catalog document.

Usage Limits:

This Cloud Service is subject to usage limits based on the following point:

- A maximum number of Billable Service Customers per Month as defined in Your order.

Oracle Cloud Policies:

Your order for this Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies* and the *Oracle Global Business Unit Cloud Services Pillar Document* which may be viewed at www.oracle.com/contracts.

Notwithstanding any statements in the Oracle Global Business Unit Cloud Services Pillar Document, Oracle will schedule production environment application upgrades and updates to occur on one Saturday a month between 09:00 PM (Saturday) - 06:00 AM (Sunday) data center local time. Oracle typically schedules core system maintenance, if required, to occur on any other Saturday of the month between 09:00 PM (Saturday) - 06:00 AM (Sunday) data center local time.

ORACLE UTILITIES CUSTOMER CLOUD SERVICE FOR RETAIL

Oracle Utilities Customer Cloud Service for Retail, Base – Per Instance

Part #: B92137

Users of the Oracle Utilities Customer Cloud Service for Retail are authorized to access the following modules with restrictions for specific modules:

- Oracle Utilities Customer to Meter
 - Oracle Utilities Customer Care and Billing
 - Oracle Utilities Meter Data Management
 - Oracle Utilities Smart Grid Gateway
 - Oracle Utilities Service Order Management
 - Oracle Utilities Operational Device Management

Use of Oracle Utilities Meter Data Management functionality is restricted to retail functions not including settlement.

Use of Oracle Utilities Operational Device Management functionality is restricted to the following features for those Utilities Devices directly relating to the Registration Points as defined in Your order:

- Asset Configuration and configuration reports
- Asset management for devices (not using general work management processing)
- Asset replication

Users of this cloud service may leverage Implementation Support and Live Operate services as defined in the Program Documentation¹².

Usage Limits:

The Oracle Utilities Customer Cloud Service for Retail is subject to usage limits based on the following points:

- Oracle will provision three (3) Environments for this Oracle Cloud Service: one (1) Production Environment and (2) two Non-Production Environments (test and development).
- Non-Production Environment data may be refreshed, at Your request, no more than four (4) times as part of Implementation Support Services and no more than one (1) time as part of Live Operate Services in any three (3) month period, provided the Non-

¹² All referenced Cloud Services, release schedule(s), roles and responsibilities, features, functions and process flows are documented in the Program Documentation on docs.oracle.com → [Industries](#) → Oracle Utilities Documentation
Oracle Utilities Global Business Unit Cloud Service Descriptions

Production Environment database and file storage are equal to or greater in size than the Production Environment database and file storage.

- Additional data storage for Production and Non-Production Environments may be purchased subject to additional fees.
- Usage of any provided functional testing tools is limited to:
 - Testing related to this Oracle Cloud Service only
 - Testing in non-production environments only
 - Functional testing only (e.g. no performance/stress testing)
 - A maximum of 40 users

Service Level Targets:

For purposes of Disaster Recovery and System Availability Level as described in the *Oracle Cloud Hosting and Delivery Policies* referenced below, this Oracle Cloud Service has the following Service Level Targets for the Production Environment:

Cloud Service	Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target Service Availability
Oracle Utilities Customer Cloud Service for Retail	12 hours	1 hour	99.5%

The Service Level Targets do not apply to the Non-Production Environment(s). The Target Service Availability does not apply in the event of a declared disaster. The Recovery Time and Recovery Point Objectives do not apply to customizations or third-party software.

Your Secure Data Transfer Obligations:

- You will work with Oracle to establish and maintain the necessary private circuit, VPN or IP whitelisting solution, and to facilitate secure traffic between this Oracle Cloud Service and Your network.
- You, and not Oracle, are responsible and liable for impacts to the availability and performance of this Oracle Cloud Service due to system connectivity or external application problems associated with data loads initiated by You or Your Users or with any outbound integrations.
- You, and not Oracle, are responsible for the installation, configuration or monitoring of any on premise or hosted systems owned or operated by You.

Your Data Related Obligations:

- For any initial data load or data migration, You will provide Oracle with data, in formats requested by Oracle, during the initial phases of the deployment of this Oracle Cloud Service.
- You, and not Oracle, are responsible for the correct formatting of any data provided to Oracle as part of any initial or ongoing data load.
- You will appoint a point of contact within Your organization authorized to work with Oracle to resolve incidents related to any data loading, import, export or interface process.
- You will provide all necessary data (e.g., test data, configuration data, samples of daily files for all Interfaces, historical data, etc.) to support Your use of this Oracle Cloud Service, in format(s) requested by Oracle.
- If data quality issues are identified with any data received in this Oracle Cloud Service, then You, and not Oracle, are responsible for providing corrected, validated, formatted and cleansed data from Your source application(s), or other data correction method permitted by Oracle.
- You will provide Oracle, on a timely basis, with complete and accurate information and responses to questions as needed to support the performance of the Oracle Cloud Service.
- You, and not Oracle, are responsible for downloading any data You require to a storage location local to Your organization when Oracle periodically removes data stored on the file storage server based on the data retention periods applicable to the Oracle Cloud Service.
- You are responsible for purchasing any additional storage required for Your use of the Oracle Cloud Service. Oracle will not automatically allocate additional storage.
- You are responsible for ensuring that: (i) all person identifications and bank account numbers stored in the Oracle Cloud Service are preconfigured for encryption in the database storage; (ii) the preconfigured encryption settings are not disabled; and (iii) encryption is enabled for additional personally identifiable information (PII) data You store elsewhere in the Oracle Cloud Service.
- You may only send, store, process and transmit token key data related to payment cardholder data in this Cloud Service, and may not store, process or transmit payment cardholder data in this Cloud Service. If You have an arrangement / relationship with a third-party payment card vault and tokenization service provider, You must ensure that such service provider also does not store, process or transmit payment cardholder data in this Cloud Service. If allocated, You are responsible for managing any third-party file storage account.
- You, and not Oracle, are responsible for all data conversion/migration/cleansing activities, including:
 - Mapping any required existing transactional data to the pre-defined, supported Oracle format(s).
 - Exporting, cleansing and converting any historical transactional data that is to be migrated into this Oracle Cloud Service.

Your Implementation Obligations:

- Gate reviews:
 - You must schedule the configurations and extensions gate review. This review may not occur before all extensions have been identified and associated solution designs have been finalized.
 - You must schedule the Operational Readiness gate review. This gate review is not to perform a complete readiness assessment for going live; its purpose is to validate select operational considerations have been made prior to go live. Completing this gate review requires validating the following:
 - Full end to end batch execution has been tested in production environment, completing within customer defined batch window
 - Production environment has been performance tested for peak concurrent online usage
 - Regression test process that will be used for future patches and version updates has been defined and executed
 - You have reviewed and addressed obligations as defined in the Oracle service descriptions related to Your order
 - You have reviewed the operational readiness advisory section of your product Overview Guide (available on docs.oracle.com)

Your Operational Obligations:

- You must operate a Generally Available version of this Oracle Cloud Service. GA and End of Life (EOL) dates are published in the Oracle Utilities Program Documentation¹²
- You are responsible for all regression testing of maintenance packs and version updates, including the regression testing of integration with other Oracle or third party systems or solutions.

Assumptions:

- You acknowledge and agree that Oracle's gate review services and any findings and/or recommendations are based on information made available by You and/or third parties at the time of the review. Any such review is intended to provide You with general information, and You acknowledge that a number of facts and circumstances outside the scope of such review may affect the outcome of Your project. Oracle findings and recommendations, therefore, may not provide a complete assessment of Your project and Oracle is not responsible or liable for any actions You take based on any such findings or recommendations.
- You may not use this Oracle Cloud Service for production activities until you have successfully completed the following mandatory gate reviews:
 - Operational readiness gate review

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies* and the *Oracle Global Business Unit Cloud Services Pillar Document* which may be viewed at www.oracle.com/contracts.

Notwithstanding any statements in the Oracle Global Business Unit Cloud Services Pillar Document, Oracle will schedule production environment application upgrades and updates to occur on one Saturday a month between 09:00 PM (Saturday) - 06:00 AM (Sunday) data center local time. Oracle typically schedules core system maintenance, if required, to occur on any other Saturday of the month between 09:00 PM (Saturday) - 06:00 AM (Sunday) data center local time.

Oracle Utilities Customer Cloud Service for Retail, Registration Point – Per Registration Point per Month

Part #: B92138

Usage Limits:

The Oracle Utilities Customer Cloud Service for Retail, Registration Point cloud service is subject to usage limits based on the following points:

- For the purposes of this Oracle Cloud Service, one (1) Registration Point consists of (and is restricted to):
 - One (1) Billable Service Customer; and
 - Up to a maximum of four (4) Utilities Device Data Channels.

The following storage limits apply for this Oracle Cloud Service:

Registration Points	Environment Type	Total Database Storage
Up to 10,000	Production	125 GB
	Test	125 GB
	Development	100 GB
10,001 to 50,000	Production	250 GB
	Test	250 GB
	Development	100 GB
50,001 to 125,000	Production	500 GB
	Test	500 GB
	Development	100 GB
125,001 to 750,000	Production	2,500 GB
	Test	2,500 GB

	Development	100 GB
750,001 to 5,000,000	Production	16,000 GB
	Test	16,000 GB
	Development	100 GB

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies* and the *Oracle Global Business Unit Cloud Services Pillar Document* which may be viewed at www.oracle.com/contracts.

Attachment: Oracle Cloud Services Agreement [Revision 1] (4252 : APPROVE AGREEMENTS FOR THE PURCHASE AND IMPLEMENTATION OF

ORACLE UTILITIES RATE CLOUD SERVICE

Oracle Utilities Rate Cloud Service – Billable Service Customer per Month

Part #: B90900

Users of the Oracle Utilities Rate Cloud Service are authorized to access the rate engine within the Oracle Utilities Customer to Meter Base product.

Use of the rate engine module in Oracle Utilities Customer to Meter Base is restricted to calculations based on traditional scalar or volume-based billing quantities; it does not include capabilities for generating billing determinants from interval data inputs.

Users of the Oracle Utilities Rate Cloud Service may leverage Implementation Support and Live Operate services as defined in the program documentation¹⁵.

Usage Limits:

The Oracle Utilities Rate Cloud Service is subject to usage limits based on the following points:

- A maximum number of Billable Service Customers per Month as defined in Your order.
- Oracle will provision three Environments for this Cloud Service: one Production Environment and one Non-Production Environment (e.g. development, test).
- This Cloud Service is intended to store rates and related configuration only. It is not intended to store any customer data or transaction data.
- A maximum of 100 (one hundred) rate calculation rules per Billable Service Customer.

The following storage limits apply for the Oracle Utilities Rate Cloud Service per the applicable Environment:

Environment Type	Total Database Storage
Production	20 GB
Non-Production	20 GB

¹⁵ All referenced cloud services, release schedule(s), roles and responsibilities, features, functions and process flows are documented in the Program Documentation on docs.oracle.com → [Industries](#) → Oracle Utilities Documentation Oracle Utilities Global Business Unit Cloud Service Descriptions

Service Level Targets:

For purposes of Disaster Recovery and Target Service Availability Level as described in the *Oracle Cloud Hosting and Delivery Policies* referenced below, this Cloud Service has the following Target Service Availability Level for the Production Environment:

Cloud Service	Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target Service Availability
Oracle Utilities Rate Cloud Service	12 hours	1 hour	99.5%

The Service Level Targets do not apply to the Non-Production Environment(s). The Target Service Availability Level does not apply in the event of a declared disaster. The Recovery Time and Recovery Point Objectives do not apply to customizations or third party software.

Your Secure Data Transfer Obligations:

- You will work with Oracle to establish and maintain the necessary private circuit, VPN or IP whitelisting solution, and to facilitate secure traffic between the Oracle servers and Your network.
- You, and not Oracle, are responsible and liable for impacts to the availability and performance of this Cloud Service due to system connectivity or external application problems associated with data loads initiated by You or Your Users or with any outbound integrations.
- You, and not Oracle, are responsible for the installation, configuration or monitoring of any on premise or hosted systems owned or operated by You.

Your Data Related Obligations:

- You will appoint a point of contact within Your organization authorized to work with Oracle to resolve incidents related to interface process.
- You will provide all necessary data (e.g., test data, configuration data, samples of Interface files, etc.) to support Your use of this Cloud Service, in format(s) requested by Oracle.
- You will provide Oracle, on a timely basis, with complete and accurate information and responses to questions as needed to support the performance of the Cloud Service.
- You, and not Oracle, are responsible for downloading any data You require to a storage location local to Your organization when Oracle periodically removes data stored on the file storage server based on the data retention periods applicable to the Cloud Service.

Your Operational Obligations:

Oracle Utilities Global Business Unit Cloud Service Descriptions

- You must operate a Generally Available version of this Oracle Cloud Service. GA and End of Life (EOL) dates are published in the Oracle Utilities Program Documentation¹³
- You are responsible for all regression testing of maintenance packs and version updates, including the regression testing of integration with other Oracle or third party systems or solutions.

Oracle Cloud Policies:

Your order for this Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies* and the *Oracle Global Business Unit Cloud Services Pillar Document* which may be viewed at www.oracle.com/contracts.

Notwithstanding any statements in the Oracle Global Business Unit Cloud Services Pillar Document, Oracle will schedule production environment application upgrades and updates to occur on one Saturday a month between 09:00 PM (Saturday) - 06:00 AM (Sunday) data center local time. Oracle typically schedules core system maintenance, if required, to occur on any other Saturday of the month between 09:00 PM (Saturday) - 06:00 AM (Sunday) data center local time.

ORACLE UTILITIES BILLING CLOUD SERVICE

Oracle Utilities Billing Cloud Service – Per Billable Service Customer per Month

Part #: B92661

Users of the Oracle Utilities Billing Cloud Service are authorized to access the capabilities in the following application components in Oracle Utilities Customer to Meter to support billing related functions:

- Oracle Utilities Customer Care and Billing
- Oracle Utilities Meter Data Management
- Oracle Utilities Smart Grid Gateway
 - Oracle Utilities Smart Grid Gateway MV-90 Adapter for Itron
 - SGG Adapter Development Kit for billing related reads

Use of Oracle Utilities Customer to Meter is restricted to supporting and performing billing related functions as defined in the Program Documentation¹⁴.

Users of this cloud service may leverage Implementation Support and Live Operate services as defined in the Program Documentation¹⁴.

Usage Limits:

The Oracle Utilities Billing Cloud Service is subject to usage limits based on the following points:

- A maximum number of Billable Service Customers per Month as defined in Your order and up to five Utilities Device Data Channels per Month for each Billable Service Customer per Month
- Oracle will provision three (3) Environments for this Oracle Cloud Service: one (1) Production Environment and (2) two Non-Production Environments (test and development).
- Non-Production Environment data may be refreshed, at Your request, no more than four (4) times as part of Implementation Support Services and no more than one (1) time as part of Live Operate Services in any three (3) month period, provided the Non-Production Environment database and file storage are equal to or greater in size than the Production Environment database and file storage.
- Additional data storage for Production and Non-Production Environments may be purchased subject to additional fees.

¹⁴ All referenced Cloud Services, release schedule(s), roles and responsibilities, features, functions and process flows are documented in the Program Documentation on docs.oracle.com → [Industries](#) → Oracle Utilities Documentation
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- Not more than thirteen (13) months of historic usage or consumption data may be migrated into this Oracle Cloud Service
- Usage of any provided functional testing tools is limited to:
 - Testing related to this Oracle Cloud Service only (in non-production environments only)
 - Functional testing only (e.g. no performance/stress testing)
 - A maximum of 40 Hosted Named Users

The following storage limits apply for this Oracle Cloud Service:

Billable Service Customers	Environment Type	Total Database Storage
Up to 10,000	Production	150 GB
	Test	150 GB
	Development	100 GB
10,001 to 15,000	Production	200 GB
	Test	200 GB
	Development	100 GB
15,001 to 30,000	Production	300 GB
	Test	300 GB
	Development	100 GB
30,001 to 125,000	Production	1,000 GB
	Test	1,000 GB
	Development	100 GB
125,001 to 500,000	Production	4,000 GB
	Test	4,000 GB
	Development	100 GB
500,001 to 1,000,000	Production	7,500 GB
	Test	7,500 GB
	Development	100 GB

Service Level Targets:

For purposes of Disaster Recovery and System Availability Level as described in the *Oracle Cloud Hosting and Delivery Policies* referenced below, this Oracle Cloud Service has the following Service Level Targets for the Production Environment:

Cloud Service	Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target Service Availability
Oracle Utilities Billing Cloud Service	12 hours	1 hour	99.5%

The Service Level Targets do not apply to the Non-Production Environment(s). The Target Service Availability does not apply in the event of a declared disaster. The Recovery Time and Recovery Point Objectives do not apply to customizations or third-party software.

Your Secure Data Transfer Obligations:

- You will work with Oracle to establish and maintain the necessary private circuit, VPN or IP whitelisting solution, and to facilitate secure traffic between this Oracle Cloud Service and Your network.
- You, and not Oracle, are responsible and liable for impacts to the availability and performance of this Oracle Cloud Service due to system connectivity or external application problems associated with data loads initiated by You or Your Users or with any outbound integrations.
- You, and not Oracle, are responsible for the installation, configuration or monitoring of any on premise or hosted systems owned or operated by You.

Your Data Related Obligations:

- For any initial data load or data migration, You will provide Oracle with data, in formats requested by Oracle, during the initial phases of the deployment of this Oracle Cloud Service.
- You, and not Oracle, are responsible for the correct formatting of any data provided to Oracle as part of any initial or ongoing data load.
- You will appoint a point of contact within Your organization authorized to work with Oracle to resolve incidents related to any data loading, import, export or interface process.
- You will provide all necessary data (e.g., test data, configuration data, samples of daily files for all Interfaces, historical data, etc.) to support Your use of this Oracle Cloud Service, in format(s) requested by Oracle.
- If data quality issues are identified with any data received in this Oracle Cloud Service, then You, and not Oracle, are responsible for providing corrected, validated, formatted and cleansed data from Your source application(s), or other data correction method permitted by Oracle.

- You will provide Oracle, on a timely basis, with complete and accurate information and responses to questions as needed to support the performance of the Oracle Cloud Service.
- You, and not Oracle, are responsible for downloading any data You require to a storage location local to Your organization when Oracle periodically removes data stored on the file storage server based on the data retention periods applicable to the Oracle Cloud Service.
- You are responsible for purchasing any additional storage required for Your use of the Oracle Cloud Service. Oracle will not automatically allocate additional storage.
- You are responsible for ensuring that: (i) all person identifications stored in the Oracle Cloud Service are preconfigured for encryption in the database storage; (ii) the preconfigured encryption settings are not disabled; and (iii) encryption is enabled for additional personally identifiable information (PII) data You store elsewhere in the Oracle Cloud Service.
- You may not send, store, process and transmit token key data related to payment cardholder data or payment cardholder data in this Cloud Service
- You, and not Oracle, are responsible for all data conversion/migration/cleansing activities, including:
 - Mapping any required existing transactional data to the pre-defined, supported Oracle format(s).
 - Exporting, cleansing and converting any historical transactional data that is to be migrated into this Oracle Cloud Service.

Assumptions:

- You acknowledge and agree that Oracle's gate review services and any findings and/or recommendations are based on information made available by You and/or third parties at the time of the review. Any such review is intended to provide You with general information, and You acknowledge that a number of facts and circumstances outside the scope of such review may affect the outcome of Your project. Oracle findings and recommendations, therefore, may not provide a complete assessment of Your project and Oracle is not responsible or liable for any actions You take based on any such findings or recommendations.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies* and the *Oracle Global Business Unit Cloud Services Pillar Document* which may be viewed at www.oracle.com/contracts.

Notwithstanding any statements in the Oracle Global Business Unit Cloud Services Pillar Document, Oracle will schedule production environment application upgrades and updates to occur on one Saturday a month between 09:00 PM (Saturday) - 06:00 AM (Sunday) data center local time. Oracle typically schedules core system maintenance, if required, to occur on any other Saturday of the month between 09:00 PM (Saturday) - 06:00 AM (Sunday) data center local time.

Oracle Utilities Billing Cloud Service, Additional Data Storage – Per 500 Gigabytes

Part #: B92725

Oracle Utilities Billing Cloud Service, Additional Data Storage enables You to purchase five hundred (500) additional gigabytes of database storage for Your Production Environment beyond what is provided with the Oracle Utilities Billing Cloud Service. Any additional database storage purchased for the Oracle Utilities Billing Cloud Service Production Environment will also be added to each test environment provisioned as part of the Oracle Utilities Billing Cloud Service or any Oracle Utilities Billing Cloud Service - Additional Test Environment instances.

You may make multiple purchases of Additional Data Storage for the Oracle Utilities Billing Cloud Service. If You make more than two (2) purchases in a calendar year, additional fees related to the setup of such additional storage will apply. You are responsible for planning and ensuring that You have sufficient database storage to meet Your operational requirements.

Your purchase of Oracle Utilities Billing Cloud Service, Additional Data Storage applies for the duration of the Service Period of the Oracle Utilities Billing Cloud Service under Your order.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies* and the *Oracle Global Business Unit Cloud Services Pillar Document* which may be viewed at www.oracle.com/contracts.

Oracle Utilities Billing Cloud Service, Additional Development Environment

Part #: B92724

The Oracle Utilities Billing Cloud Service, Additional Development Environment is designed for non-production activities such as development, training and testing, but not for production operations or stress/performance testing. The maintenance or upgrade schedule for any Additional Development Environments is the same as the schedule for the Production Environment of the pre-requisite Oracle Utilities Billing Cloud Service.

All Additional Development Environments are subject to the following contracting restrictions:

- A minimum contract period of twelve (12) months
- A maximum contract period equal to the end date of the Service Period specified in the Oracle Cloud Ordering Document for the pre-requisite Oracle Utilities Billing Cloud Service
- A maximum total of ten (10) development environments, including any development environment(s) originally provisioned as part of the pre-requisite Oracle Utilities Billing Cloud Service.

To use this Oracle Utilities Billing Cloud Service, Additional Development Environment, You are required to first purchase and maintain the Oracle Utilities Billing Cloud Service, subject to the restrictions listed directly above. If the Oracle Utilities Billing Cloud Service lapses or otherwise ends, the Oracle Utilities Billing Cloud Service, Additional Development Environment will also automatically end.

All Additional Oracle Utilities Billing Cloud Service, Additional Development Environments purchased will be equivalent to the development environment(s) included as part of the pre-requisite Oracle Utilities Billing Cloud Service.

Usage Limits:

Oracle Utilities Billing Cloud Service, Additional Development Environments are subject to usage limits based on the following points:

- The number of Billable Service Customers per Month specified in the Oracle Cloud Ordering Document for the pre-requisite Oracle Utilities Billing Cloud Service.
- The storage limits specified in the Oracle Cloud Ordering Document and/or Oracle service description for the pre-requisite Oracle Utilities Billing Cloud Service.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies* and the *Oracle Global Business Unit Cloud Services Pillar Document* which may be viewed at www.oracle.com/contracts.

Oracle Utilities Billing Cloud Service, Additional Data Storage for Development Environments – Per 250 Gigabytes

Part #: B92726

Oracle Utilities Billing Cloud Service, Additional Database Storage for Development Environments enables You to purchase two hundred and fifty (250) additional gigabytes of database storage for a specified development environment over and above the database storage provided as part of Oracle Utilities Billing Cloud Service or any Oracle Utilities Billing Cloud Service, Additional Development Environment instances.

You may purchase multiple instances of the Oracle Utilities Billing Cloud Service, Additional Database Storage for Development Environments, however more than two (2) purchases per calendar year may incur additional setup fees. You are responsible for planning and ensuring that You have sufficient database storage to meet Your development requirements. You are also responsible for defining the development environment(s) to which the Oracle Utilities

Billing Cloud Service, Additional Database Storage for Development Environments should be provisioned.

Any Oracle Utilities Billing Cloud Service, Additional Database Storage for Development Environments purchased applies for the duration of the Service Period under the Ordering Document of the Oracle Utilities Billing Cloud Service Development Environment to which it is provisioned.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies* and the *Oracle Global Business Unit Cloud Services Pillar Document* which may be viewed at www.oracle.com/contracts.

Oracle Utilities Billing Cloud Service, Additional Test Environment

Part #: B92723

The Oracle Utilities Billing Cloud Service, Additional Test Environment Cloud Service is designed for non-production activities such as testing. The maintenance or upgrade schedule for any Additional Test Environments is the same as the schedule for the Production Environment of the pre-requisite Oracle Utilities Billing Cloud Service.

All Additional Test Environments are subject to the following contracting restrictions:

- A minimum contract period of twelve (12) months.
- A maximum contract period equal to the end date of the Service Period specified in the Oracle Cloud Ordering Document for the pre-requisite Oracle Utilities Billing Cloud Service.
- A maximum total of three (3) test environments (including the test environment(s) provisioned as part of the pre-requisite Oracle Utilities Billing Cloud Service).

To use this Oracle Utilities Billing Cloud Service, Additional Test Environment, You are required to first purchase and maintain the Oracle Utilities Billing Cloud Service, subject to the restrictions listed directly above. If the Oracle Utilities Billing Cloud Service lapses or otherwise ends, the Oracle Utilities Billing Cloud Service – Additional Test Environment will also automatically end.

All Additional Oracle Utilities Billing Cloud Service, Additional Test Environments purchased will be equivalent to the test environment(s) included as part of the pre-requisite Oracle Utilities Billing Cloud Service.

Additional database storage cannot be purchased separately for Additional Test Environments, however any additional database storage purchased for the pre-requisite

Oracle Utilities Global Business Unit Cloud Service Descriptions

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Oracle Utilities Billing Cloud Service Production Environment will also be added to each test environment provisioned as part of the pre-requisite Oracle Utilities Billing Cloud Service or any Oracle Utilities Billing Cloud Service, Additional Test Environment instances.

Usage Limits:

Oracle Utilities Billing Cloud Service, Additional Test Environments are subject to usage limits based on the following points:

- The number of Billable Service Customers per Month specified in the Oracle Cloud Ordering Document for the pre-requisite Oracle Utilities Billing Cloud Service.
- The storage limits specified in the Oracle Cloud Ordering Document and/or Oracle service description for the pre-requisite Oracle Utilities Billing Cloud Service.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies* and the *Oracle Global Business Unit Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

ORACLE UTILITIES – GENERAL SERVICES

Oracle Utilities, Additional Gate Review

Part # B890391

Oracle Utilities, Additional Gate Review enables You to purchase one (1) additional gate review (which shall total no more than seven (7) days) in addition to the standard Implementation Support Services for the base Cloud Service for which this additional gate review is purchased.

You may purchase multiple instances of this part number. You are responsible for planning and scheduling the additional gate review with Oracle. Provide Oracle with the requested gate review date at least fourteen (14) days prior to the event.

Implementation Support Services:

The Implementation Support Services specific to this additional gate review are as provided in the Oracle service descriptions for the specific Cloud Service for which this additional gate review is being purchased. There are no Live Operate Services included.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies and the Oracle Industry Cloud Services Pillar Document, which may be viewed at www.oracle.com/contracts.

Oracle Utilities Customer Cloud Service Non-Production Environment (For OPN Partners Only) - Per Environment

Part # B92900

The Oracle Utilities Customer Cloud Service Non-Production Environment (For OPN Partners Only) is designed for non-production activities such as feature & function evaluation, trialing new features, partner configuration development, testing and demonstration.

The maintenance or upgrade schedule for this Oracle Cloud Service is independent of any Oracle Cloud Service production environments and will be defined and communicated by Oracle.

All Oracle Utilities Customer Cloud Service Non-Production Environment (For OPN Partners Only) are subject to the following contracting restrictions:

- A minimum Service Period of 12 months
- You are required to be an active Oracle Partner Network member to use this Oracle Cloud Service

Users of Oracle Utilities Customer Cloud Service Non-Production Environment (For OPN Partners Only) are authorized to access the following modules and features:

- Oracle Utilities Customer to Meter
 - Oracle Utilities Customer Care and Billing
 - Oracle Utilities Meter Data Management
 - Oracle Utilities Service Order Management
 - Oracle Utilities Operational Device Management

Disaster Recovery, Customer Success Management, Implementation Support and Live Operate services are not included with this Oracle Cloud Service.

No Service Level Targets of any kind apply to this Oracle Cloud Service.

Usage Limits:

The Oracle Utilities Customer Cloud Service Non-Production Environment (For OPN Partners Only), is subject to usage limits based on the following points:

- This Oracle Cloud Service may not be used for production workloads
- You may not store any personally identifiable information (PII), bank account numbers, or any actual customer data in this Oracle Cloud Service.
- You may only send, store, process and transmit token key data related to payment cardholder data in this Oracle Cloud Service, and may not store, process or transmit payment cardholder data in this Oracle Cloud Service. If You have an arrangement / relationship with a third-party payment card vault and tokenization service provider, You must ensure that such service provider also does not store, process or transmit payment cardholder data in this Cloud Service.
- If allocated, You are responsible for managing any third-party file storage account.
- A maximum of 500 GB of total database storage
- Usage of any provided functional testing tools is limited to
 - Testing related to this Oracle Cloud Service only
 - Functional testing only (e.g. no performance/stress testing)
 - A maximum of 10 users

Your Secure Data Transfer Obligations:

- You will work with Oracle to establish and maintain the necessary private circuit, VPN or IP whitelisting solution, and to facilitate secure traffic between this Oracle Cloud Service and Your network.
- You, and not Oracle, are responsible and liable for impacts to the availability and performance of this Oracle Cloud Service due to system connectivity or external application problems associated with data loads initiated by You or Your Users or with any outbound integrations.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies and the Oracle Industry Cloud Services Pillar Document, which may be viewed at www.oracle.com/contracts.

Oracle Utilities Work and Asset Cloud Service Non-Production Environment (For OPN Partners Only) - Per Environment

Part # B92901

The Oracle Utilities Meter Solution Cloud Service Non-Production Environment (For OPN Partners Only) is designed for non-production activities such as feature & function evaluation, trialing new features, partner configuration development, testing and demonstration.

The maintenance or upgrade schedule for this Oracle Cloud Service is independent of any Oracle Cloud Service production environments and will be defined and communicated by Oracle.

All Oracle Utilities Customer Cloud Service Non-Production Environment (For OPN Partners Only) are subject to the following contracting restrictions:

- A minimum Service Period of 12 months
- You are required to be an active Oracle Partner Network member to use this Oracle Cloud Service

Users of Oracle Utilities Work and Asset Cloud Service Non-Production Environment (For OPN Partners Only) are authorized to access the following modules and features:

- Oracle Utilities Work and Asset Management Enterprise Edition
- Oracle Utilities Work and Asset Management Purchasing
- Oracle Utilities Construction Work Management
- Oracle Utilities Work and Asset Management Connector for Geospatial Information Systems
- Oracle Utilities Operational Device Management

Disaster Recovery, Customer Success Management, Implementation Support and Live Operate services are not included with this Oracle Cloud Service.

No Service Level Targets of any kind apply to this Oracle Cloud Service.

Usage Limits:

The Oracle Utilities Work and Asset Cloud Service Non-Production Environment (For OPN Partners Only), is subject to usage limits based on the following points:

- This Oracle Cloud Service may not be used for production workloads
- You may not store any personally identifiable information (PII), bank account numbers, or any actual customer data in this Oracle Cloud Service.
- You may only send, store, process and transmit token key data related to payment cardholder data in this Oracle Cloud Service, and may not store, process or transmit payment cardholder data in this Oracle Cloud Service. If You have an arrangement / relationship with a third-party payment card vault and tokenization service provider, You must ensure that such service provider also does not store, process or transmit payment cardholder data in this Cloud Service.
- If allocated, You are responsible for managing any third-party file storage account.
- A maximum of 500 GB of total database storage
- Usage of any provided functional testing tools is limited to
 - Testing related to this Oracle Cloud Service only
 - Functional testing only (e.g. no performance/stress testing)
 - A maximum of 10 users

Your Secure Data Transfer Obligations:

- You will work with Oracle to establish and maintain the necessary private circuit, VPN or IP whitelisting solution, and to facilitate secure traffic between this Oracle Cloud Service and Your network.
- You, and not Oracle, are responsible and liable for impacts to the availability and performance of this Oracle Cloud Service due to system connectivity or external application problems associated with data loads initiated by You or Your Users or with any outbound integrations.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies and the Oracle Industry Cloud Services Pillar Document, which may be viewed at www.oracle.com/contracts.

Oracle Utilities Meter Solution Cloud Service Non-Production Environment (For OPN Partners Only) - Per Environment

Part # B92902

The Oracle Utilities Meter Solution Cloud Service Non-Production Environment (For OPN Partners Only) is designed for non-production activities such as feature & function evaluation, trialing new features, partner configuration development, testing and demonstration.

The maintenance or upgrade schedule for this Oracle Cloud Service is independent of any Oracle Cloud Service production environments and will be defined and communicated by Oracle.

All Oracle Utilities Meter Solution Cloud Service Non-Production Environment (For OPN Partners Only) are subject to the following contracting restrictions:

- A minimum Service Period of 12 months
- You are required to be an active Oracle Partner Network member to use this Oracle Cloud Service

Users of Oracle Utilities Meter Solution Cloud Service Non-Production Environment (For OPN Partners Only) are authorized to access the following modules and features:

- Oracle Utilities Meter Data Management
- Oracle Utilities Smart Grid Gateway
- Oracle Utilities Service Order Management
- Oracle Utilities Operational Device Management

Disaster Recovery, Customer Success Management, Implementation Support and Live Operate services are not included with this Oracle Cloud Service.

No Service Level Targets of any kind apply to this Oracle Cloud Service.

Usage Limits:

The Oracle Utilities Customer Cloud Service Non-Production Environment (For OPN Partners Only), is subject to usage limits based on the following points:

- This Oracle Cloud Service may not be used for production workloads
- You may not store any personally identifiable information (PII), bank account numbers, or any actual customer data in this Oracle Cloud Service.
- You may only send, store, process and transmit token key data related to payment cardholder data in this Oracle Cloud Service, and may not store, process or transmit payment cardholder data in this Oracle Cloud Service. If You have an arrangement / relationship with a third-party payment card vault and tokenization service provider, You must ensure that such service provider also does not store, process or transmit payment cardholder data in this Cloud Service.
- If allocated, You are responsible for managing any third-party file storage account.
- A maximum of 500 GB of total database storage
- Usage of any provided functional testing tools is limited to
 - Testing related to this Oracle Cloud Service only
 - Functional testing only (e.g. no performance/stress testing)
 - A maximum of 10 users

Your Secure Data Transfer Obligations:

- You will work with Oracle to establish and maintain the necessary private circuit, VPN or IP whitelisting solution, and to facilitate secure traffic between this Oracle Cloud Service and Your network.
- You, and not Oracle, are responsible and liable for impacts to the availability and performance of this Oracle Cloud Service due to system connectivity or external application problems associated with data loads initiated by You or Your Users or with any outbound integrations.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies and the Oracle Industry Cloud Services Pillar Document, which may be viewed at www.oracle.com/contracts.

RETIRED SKUS

Oracle Utilities Operational Device Cloud Service – Per 100 Utilities Assets per Month

Part #: B91136

Users of the Oracle Utilities Operational Device Cloud Service are authorized to access the following modules and features:

- Oracle Utilities Operational Device Management

Usage Limits:

The Oracle Utilities Operational Device Cloud Service is subject to usage limits based on the following points:

- A maximum number of 100 Utilities Assets per Month as defined in Your order.
- Oracle will provision three (3) Environments for this Oracle Cloud Service: one (1) Production Environment and two (2) Non-Production Environments (test and development).
- Non-Production to Environments may be refreshed, at Your request, no more than once in any three (3) month period, provided the Non-Production Environment database and file storage are equal to or greater in size than the Production Environment database and file storage.
- Additional data storage for Production and Non-Production Environments may be purchased subject to additional fees
- The following storage limits apply to the Oracle Utilities Operational Device Management specific components of the Oracle Utilities Operational Device Cloud Service per the applicable Environment:

100 Utilities Assets	Environment Type	Total Database Storage	Total File Storage ¹	Bandwidth
1,000 to 3,000	Production	50 GB	50 GB	N/A
	Test	50 GB	50 GB	
	Development	50 GB	50 GB	
3,001 to 7,500	Production	50 GB	50 GB	
	Test	50 GB	50 GB	
	Development	50 GB	50 GB	
7,501 to 15,000	Production	150 GB	100 GB	

	Test	150 GB	100 GB	
	Development	50 GB	50 GB	
15,000 to 50,000 ²	Production	300 GB	200 GB	
	Test	300 GB	200 GB	
	Development	100 GB	50 GB	

¹ Refers to file storage accessible to users of the Oracle Cloud Service

² Additional storage may be required

Service Level Targets:

For purposes of Disaster Recovery and System Availability Level as described in the Oracle Cloud Policies referenced below, this Oracle Cloud Service has the following Service Level Targets for the Production Environment:

Cloud Service	Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target Service Availability
Oracle Utilities Operational Device Cloud Service	12 hours	1 hour	99.5%

The Service Level Targets do not apply to the Non-Production Environment(s). The Target Service Availability does not apply in the event of a declared disaster. The Recovery Time and Recovery Point Objectives do not apply to customizations or third party software.

Your Secure Data Transfer Obligations:

- You will work with Oracle to establish and maintain the necessary private circuit, VPN or IP whitelisting solution, and to facilitate secure traffic between the Oracle servers and Your network.
- You will provide passwords to Your on premise Oracle Utilities source application as well as exchange public keys for initiating the SSH tunnel into the cloud environment. This will be done during an implementation call setup between Oracle and a responsible point of contact within Your organization.
- You, and not Oracle, are responsible and liable for impacts to the availability and performance of this Oracle Cloud Service due to system connectivity or external application problems associated with data loads initiated by You or Your Users or with any outbound integrations.
- You, and not Oracle, are responsible for the installation, configuration or monitoring of any on premise or hosted systems owned or operated by You.

Your Data Related Obligations:

- For any initial data load or data migration, You will provide Oracle with data, in formats requested by Oracle, during the initial phases of the deployment of this Oracle Cloud Service.
- You, and not Oracle, are responsible for the correct formatting of any data provided to Oracle as part of any initial or ongoing data load.
- You will appoint a point of contact within Your organization authorized to work with Oracle to resolve incidents related to any data loading, import, export or interface process.
- You will provide all necessary data (e.g., test data, configuration data, samples of daily files for all Interfaces, historical data, etc.) to support Your use of this Oracle Cloud Service, in format(s) requested by Oracle.
- If data quality issues are identified with any data received in this Oracle Cloud Service, then You, and not Oracle, are responsible for providing corrected, validated, formatted and cleansed data from Your source application(s).
- As reasonably requested by Oracle, You will provide Oracle, on a timely basis, with complete and accurate information and responses to questions as needed to support the performance of the Oracle Cloud Service.
- You, and not Oracle, are responsible for downloading any data You require to a storage location local to Your organization when Oracle periodically removes data stored on the file storage server based on the data retention periods applicable to the Oracle Cloud Service.
- You are responsible for purchasing any additional storage required for Your use of the Oracle Cloud Service. Oracle will not automatically allocate additional storage.

Implementation Support Services

Implementation Support Services are services that relate to the initial set up of Your Oracle Cloud Service, and that are provided as part of this Oracle Cloud Service. The scope of the Implementation Support Services provided is limited, and is defined as follows:

Oracle will:

- Operate a single centralized instance of the Operational Device Cloud Service
- Conduct gate reviews:
 - Configurations and extensions gate review- Oracle will provide up to two (2) reviews (which shall total no more than fourteen (14) days) to evaluate Your configuration and extensions, to assess that You are maximizing solution standardization and to identify clear performance risks.
 - Operational readiness gate review- Oracle will provide no more than one (1) review (which shall total no more than seven (7) days) to assess the readiness of Your solution for production and Live Operate support.
 - Oracle will not commence Live Operate Services until You have passed the operational readiness review.

- To the extent necessary and under exceptional circumstances, execute scripts authored by You to resolve data issues. Scripts submitted for execution to correct data issues will be subject to review for compliance with Oracle's Software Security Assurance standards. Scripts that do not comply will be returned for correction; resubmission will require a further compliance review with approval before execution will be scheduled. Oracle will provide up to four script reviews in any calendar month. Review requests beyond this entitlement will be subject to an additional fee.

You are responsible for:

- Overall setup project management, including responsibility for management of the scope, the project plan/schedule and budget.
- End-user training activities and organizational change management.
- Leading and managing the user system review.
- Coordinating with external vendors or service providers to manage dependencies that could impact the overall project scope and schedule.
- Designating a project manager who shall be responsible for coordinating Your activities and responsibilities with respect to provisioning these Oracle Cloud Services.
- Business process change activities including end-user communication (e.g., status updates, newsletters, forums, etc.).
- Planning and executing all testing activities.
- All cut-over and roll-out activities.
- Business intelligence or data warehouse implementation/integration (if required).
- Procuring, setting up or otherwise provisioning any additional hardware, software or services as required
- Providing any network hardware and/or software that may be required to connect to this Oracle Cloud Service
- Designing and testing configurations and extensions to ensure they do not adversely affect performance
- Gate reviews:
 - You must schedule the first configurations and extensions gate review. This review may not occur before all extensions have been identified and associated solution designs have been finalized. If You request a second, it may not occur until after at least one cycle of integration testing.
 - You must schedule the operational readiness gate review. This review may not occur before You have completed and can demonstrate the following:
 - All batch processes have been successfully executed.
 - Production converted data has successfully been tested through key workflows.
 - All system triggered notifications have been tested for initiation and completion.
- All data conversion/migration/cleansing activities, including:
 - Master Data:

- Mapping any required existing master data to the pre-defined, supported Oracle format(s).
 - Exporting, cleansing, and converting any master data from Your current system(s) that is to be loaded or imported into this Cloud Service.
- Creating or updating any required validation scripts.
- All data cleansing activities that may be required (which must be done in source application(s) and not directly in the Work and Asset Cloud Service database).
- Providing all in-scope data conversions and interfaces in formats supported by this Oracle Cloud Service.
- The following interface/integration related activities:
 - Building and testing of any interfaces to or from this Oracle Cloud Service (unless stated otherwise)
 - Complete end to end integration flows using template interfaces.

Assumptions:

You acknowledge and agree that Oracle's obligation to provide the Implementation Support Services is contingent on the occurrence of each of the following:

- This Cloud Service will be utilized in the English language.
- The interface build will not exceed sixteen (16) weeks.
- Master data will be synchronized between any required external systems and this Oracle Cloud Service.
- Any integration middleware used by You to implement any integration will not be hosted within this Oracle Cloud Service.
- Turnaround time will be no longer than two (2) working days unless otherwise agreed by You and Oracle. Turnaround time refers to time taken by You to respond to and confirm design elements and decision points during the performance of the Implementation Support Services.
- You further acknowledge and agree that Oracle's gate review services and any findings and/or recommendations are based on information made available by You and/or third parties at the time of the review. Any such review is intended to provide You with general information, and You acknowledge that a number of facts and circumstances outside the scope of such review may affect the outcome of Your project. Oracle findings and recommendations, therefore, may not provide a complete assessment of Your project and Oracle is not responsible or liable for any actions You take based on any such findings or recommendations.

Live Operate Services

Scope:

Live Operate services are services that Oracle provides to assist You with the ongoing operation of Your Oracle Cloud Service, once Your Cloud Service is live. The specific Live Operate Services provided to You as part of this Oracle Cloud Service are as follows:

Oracle will:

- Assign a Customer Success Manager (“CSM”) to manage the delivery of the Oracle Cloud Service. The CSM will be Your primary point of contact for the Oracle Cloud Service, act as Your first point for the escalation for the Oracle Cloud Service and will monitor the progress of service requests (“SR”) and confirm that the services are performed in accordance with targets.
- Provide access to information about incidents and changes made to Your environment.
- Upon Your request, create and deliver a Quarterly Status Report summarizing the activities undertaken over the past quarter and those scheduled as major future events.
- Upon Your request, offer quarterly meetings with Your oversight team to present, review and discuss the Quarterly Status Report.
- Monitor infrastructure and application availability and resolve any incident that is within Oracle’s scope or responsibility as defined in the *Oracle Global Business Unit Cloud Services Pillar Document* referenced in the Cloud Policies section below.
- Provide primary Help Desk Services from 08:00 to 17:00 Your local time on Oracle working days.
- Respond to severity 1 incidents 24 hours per day, 365 days per year.
- Provide incident management and problem management services for events related to the application.
 - Analyze issues and resolve any incidents within Oracle’s scope or responsibility.
 - Escalate any issues not within Oracle’s scope or responsibility to You for resolution. Provide infrastructure logs to assist in the diagnosis and remediation of incidents within Your scope or responsibility
 - Execute scripts authored by You to resolve data issues, but only to the extent such execution is necessary and the circumstances necessitating execution are exceptional. Scripts submitted for execution to correct data issues will be subject to review for compliance with Oracle’s Software Security Assurance standards. Scripts that do not comply will be returned for correction; resubmission will require a further compliance review with approval before execution will be scheduled. Oracle will provide no more than two (2) script reviews in any calendar month.

Your Obligations:

- Assign a manager to act as the primary conduit for all issues relating to the delivery of these services.
- Provide Oracle with the dates for Your key business and technology events (i.e. testing calendar, refresh schedule etc.) at least thirty (30) days prior to the event.
- Assign appropriate resources to support Your activities.
- Support scheduling of meetings as required for this Oracle Cloud Service.
- Participate in all scheduled meetings.

- Manage Your activities, including:
 - Prioritizing work activities for Your resources.
 - Providing coordination across any teams and/or interested parties external to Oracle.
 - Escalation of issues to Your Oracle CSM in a timely manner.
 - Providing any information required to progress service requests. Oracle is not responsible for meeting any agreed (or stated) targets or objectives if required or requested information is not forthcoming in a timely manner.
 - Assigning appropriate resources to conduct all required acceptance testing for all software packages delivered.
 - Accepting all software packages prior to promotion to the Production Environment.
 - Maintaining a contact list for all persons performing the governance functions related to these Oracle Cloud Services.
 - Participating in Oracle's internal quality assurance processes on a mutually agreed schedule.
- Manage Your Oracle Cloud Service, including:
 - Define and as necessary modify batch schedules to meet Your business needs
 - Monitor batch and interface processes to confirm and verify completion
 - Define, implement, test and deploy any changes to the configuration and Your extensions, if applicable, required in order to resolve incidents or problems within Your scope, or to meet evolving business needs, or to conform with an upgrade to the Oracle Cloud Service.
- Notify Oracle of any incidents detected by You.
- Action each SR in accordance with the Service Request Process provided in the Oracle Cloud Hosting and Delivery Policies.
- Establish the method of communication between Your incident management team and the Oracle team for each incident.
- Redirect any SRs to the correct (non- Oracle) support team if the SR is not within the scope of these Oracle Cloud Services.
- Assist the Oracle team with SR analysis of data originating outside the applications.
- Correct Your business data as reasonably requested by Oracle in order to achieve closure of an identified problem.
- Monitor Your network and network connections to ensure sufficient bandwidth and performance.
- Conduct all functional, regression, performance, system integration, acceptance and/or user acceptance testing as appropriate, and accept and approve all software changes, prior to the production roll out of any change, in accordance with any agreed-on release management process, for any change resulting from:
 - An incident remedy or fix, or
 - Any service pack update or upgrade.
- Provide Your authorizations and/or validations for data correction and/or adjustments to the supported environments.
- Apply configuration changes that are within Your scope recommended by Oracle to prevent recurring incidents.
- At Oracle's request, provide approval through the environment change management process for the installation of fixes to prevent recurring incidents.

- Initiate documented escalation processes when the urgency of the incident has increased due to Your business requirements.
- Incident support where the remediation is within Oracle's scope or responsibility:
 - Provide Oracle with access to the user who reported the problem.
 - Provide all information as reasonably requested by Oracle and participate in diagnostics.
 - Provide a test case and access to an environment where the SR incident is reproducible.
- Provide Oracle, as necessary, with access to other support teams supporting Your environment.
- Acknowledge that the supplied break-fix resolves the incident or problem and accept the SR closure.
- Provide Your internal approvals to Oracle before the migration of any change recommended by Oracle into Your Production Environment.
- When an incident or problem is determined by Oracle to be unrelated to this Oracle service description or to be caused by data problems arising from data conversion or by Your error in using the Oracle Cloud Services, You shall pay for Oracle's time spent investigating and, if relevant, correcting the problem at Oracle's prevailing time and materials rates and reimburse Oracle for all reasonable out of pocket expenses.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies* and the *Oracle Global Business Unit Cloud Services Pillar Document* which may be viewed at www.oracle.com/contracts.

Oracle Utilities Customer Cloud Service – Per Billable Service Customer per Month

Retired Part #: B89070

Users of the Oracle Utilities Customer Cloud Service are authorized to access the following modules with restrictions for specific modules:

- Oracle Utilities Customer to Meter
 - Oracle Utilities Customer Care and Billing
 - Oracle Utilities Meter Data Management
 - Oracle Utilities Service Order Management
 - Oracle Utilities Operational Device Management

Use of the following features in Oracle Utilities Meter Data Management and Oracle Utilities Service Order Management is restricted to managing traditional scalar billing meter devices

and unmetered item devices, unmetered item device processes, and supporting traditional scalar billing¹⁵ and unmetered item billing processes:

- Device Management and Device Installation
- Initial Measurement Data and Usage Management
 - For managing manual and drive-by reading requests and meter readings / reader remarks
- Data validation, editing and estimation (VEE) and creating usage transactions and billing determinants
- Communication activities such as:
 - Service investigative orders
 - Requesting field work (including appointments) and managing field work completion details to and from mobile workforce management systems
 - Requesting field work (including appointments) and managing field work completion details to and from mobile workforce management systems that are not directly related to any types of devices (e.g., tree trimming requests, etc.)
- Dashboard
- Totals and Trend

The above restrictions exclude the use of the above-listed modules and features for other processes, including, but not limited to, processing data for the purpose of interval billing (interval data or corresponding register reads), daily scalar billing (where meter data is uploaded and validated daily), device events, internet of things devices, smart meter commands and non-billing aggregations.

Any use not expressly permitted above is not included and requires a separate subscription to Oracle Utilities Meter Solution Cloud Service.

¹⁵ Scalar billing refers to readings or quantities that are typically uploaded and validated at the same frequency as the creation of bills related to those meter devices. Where granularity of usage is monthly or longer, these are also treated as scalar billing, irrespective of bill frequency. Scalar billing does not include register reads or interval data coming from interval/smart devices.

Examples of scalar billing include:

- Scalar meter data uploaded and validated monthly and billed monthly.
- Scalar meter data uploaded and validated monthly and billed quarterly.

Examples of billing not included with this subscription include but not limited to:

- Meter data that is uploaded and validated daily but billed monthly.
- MV-90 meters read monthly.
- Interval data or register reads from smart meters.
- Interval data or register reads from interval meters.

Use of Oracle Utilities Operational Device Management functionality is restricted to the following features for those Utilities Devices directly relating to the Billable Service Customer per Month as defined in Your order:

- Asset Configuration and configuration reports
- Asset management for devices (not using general work management processing)
- Asset replication

Any use not expressly permitted above is not included and requires a separate subscription to Oracle Utilities Operational Device Cloud Service.

Usage Limits:

The Oracle Utilities Customer Cloud Service is subject to usage limits based on the following points:

- A maximum number of Billable Service Customer per Month as defined in Your order.
- Oracle will provision three (3) Environments for this Oracle Cloud Service: one (1) Production Environment and (2) two Non-Production Environments (test and development).
- Non-Production Environment data may be refreshed, at Your request, no more than four (4) times as part of Implementation Support Services and no more than one (1) time as part of Live Operate Services in any three (3) month period, provided the Non-Production Environment database and file storage are equal to or greater in size than the Production Environment database and file storage.
- Additional data storage for Production and Non-Production Environments may be purchased subject to additional fees.

The following storage limits apply for the Oracle Utilities Customer to Meter specific components of the Oracle Utilities Customer Cloud Service per the applicable Environment:

Billable Service Customer	Environment Type	Total Database Storage	Total File Storage ¹⁶	Bandwidth
Up to 125,000	Production	250 GB	400 GB	N/A
	Test	250 GB	400 GB	
	Development	250 GB	100 GB	
125,001 to 250,000	Production	500 GB	1,250 GB	
	Test	500 GB	1,250 GB	
	Development	250 GB	100 GB	
250,001 to 500,000	Production	750 GB	2,450 GB	
	Test	750 GB	2,450 GB	

¹⁶ Refers to file storage accessible to users of the cloud service
Oracle Utilities Global Business Unit Cloud Service Descriptions

	Development	250 GB	100 GB
500,001 to 1,000,000	Production	1,250 GB	4,650 GB
	Test	1,250 GB	4,650 GB
	Development	500 GB	100 GB
1,000,001 to 2,000,000	Production	2,000 GB	9,200 GB
	Test	2,000 GB	9,200 GB
	Development	500 GB	100 GB

Service Level Targets:

For purposes of Disaster Recovery and System Availability Level as described in the *Oracle Cloud Hosting and Delivery Policies* referenced below, this Oracle Cloud Service has the following Service Level Targets for the Production Environment:

Cloud Service	Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target Service Availability
Oracle Utilities Customer Cloud Service	12 hours	1 hour	99.5%

The Service Level Targets do not apply to the Non-Production Environment(s). The Target Service Availability does not apply in the event of a declared disaster. The Recovery Time and Recovery Point Objectives do not apply to customizations or third party software.

Your Secure Data Transfer Obligations:

- You will work with Oracle to establish and maintain the necessary private circuit, VPN or IP whitelisting solution, and to facilitate secure traffic between the Oracle servers and Your network.
- You, and not Oracle, are responsible and liable for impacts to the availability and performance of this Oracle Cloud Service due to system connectivity or external application problems associated with data loads initiated by You or Your Users or with any outbound integrations.
- You, and not Oracle, are responsible for the installation, configuration or monitoring of any on premise or hosted systems owned or operated by You.

Your Data Related Obligations:

- For any initial data load or data migration, You will provide Oracle with data, in formats requested by Oracle, during the initial phases of the deployment of this Oracle Cloud Service.

- You, and not Oracle, are responsible for the correct formatting of any data provided to Oracle as part of any initial or ongoing data load.
- You will appoint a point of contact within Your organization authorized to work with Oracle to resolve incidents related to any data loading, import, export or interface process.
- You will provide all necessary data (e.g., test data, configuration data, samples of daily files for all Interfaces, historical data, etc.) to support Your use of this Oracle Cloud Service, in format(s) requested by Oracle.
- If data quality issues are identified with any data received in this Oracle Cloud Service, then You, and not Oracle, are responsible for providing corrected, validated, formatted and cleansed data from Your source application(s), or other data correction method permitted by Oracle.
- You will provide Oracle, on a timely basis, with complete and accurate information and responses to questions as needed to support the performance of the Oracle Cloud Service.
- You, and not Oracle, are responsible for downloading any data You require to a storage location local to Your organization when Oracle periodically removes data stored on the file storage server based on the data retention periods applicable to the Oracle Cloud Service.
- You are responsible for purchasing any additional storage required for Your use of the Oracle Cloud Service. Oracle will not automatically allocate additional storage.
- You are responsible for ensuring that: (i) all person identifications and bank account numbers stored in the Oracle Cloud Service are preconfigured for encryption in the database storage; (ii) the preconfigured encryption settings are not disabled; and (iii) encryption is enabled for additional personally identifiable information (PII) data You store elsewhere in the Oracle Cloud Service.
- You may only send, store, process and transmit token key data related to payment cardholder data in this Cloud Service, and may not store, process or transmit payment cardholder data in this Cloud Service. If You have an arrangement / relationship with a third party payment card vault and tokenization service provider, You must ensure that such service provider also does not store, process or transmit payment cardholder data in this Cloud Service. If allocated, You are responsible for managing any third party file storage account.

Implementation Support Services:

Scope:

Implementation Support Services are services that relate to the initial set up of Your Oracle Cloud Service, and that are provided as part of this Cloud Service. The scope of the Implementation Support Services provided is limited, and is defined as follows:

Oracle will:

- Provide a pre-configuration of Customer Cloud Service, intended for use by a utility company, known herein as the Customer Cloud Service Template or Template. The Template will include a single Customer Billable Service Type only e.g. electric service type that is functionally tested by Oracle. Support for additional Customer Billable Service Types must be purchased separately.
- The Template is provided in the English language.
- Install Customer Cloud Service Template configurations.
- Provide Utility Reference Model documentation describing the business processes that are the basis for the Customer Cloud Service Template configuration and which is assumed will be used by You. You are responsible for identifying, designing, documenting and implementing business process changes and system operation processes.
- Operate a single centralised instance of Customer Cloud Service covering all of Your Customers
- Conduct gate reviews:
 - Configurations and extensions gate review- Oracle will provide up to two (2) reviews (which shall total no more than fourteen (14) days) to evaluate Your configuration and extensions, to assess that You are maximizing solution standardization and to identify clear performance risks.
 - Operational readiness gate review- Oracle will provide no more than one (1) review (which shall total no more than seven (7) days) to assess the readiness of Your solution for production and Live Operate support. Oracle will not commence Live Operate Services until You have passed the operational readiness review.
- To the extent necessary and under exceptional circumstances, execute scripts authored by You to resolve data issues. Scripts submitted for execution to correct data issues will be subject to review for compliance with Oracle's Software Security Assurance standards. Scripts that do not comply will be returned for correction; resubmission will require a further compliance review with approval before execution will be scheduled. Oracle will provide up to four (4) script reviews in any calendar month. Review requests beyond this entitlement will be subject to an additional fee
 -

You are responsible for:

- Overall setup project management, including responsibility for management of the scope, the project plan/schedule and budget.
- End-user training activities and organizational change management.
- Leading and managing the user system review.
- Coordinating with external vendors or service providers to manage dependencies that could impact the overall project scope and schedule.
- Designating a project manager who shall be responsible for coordinating Your activities and responsibilities with respect to provisioning these Oracle Cloud Services.
- Business process change activities including end-user communication (e.g., status updates, newsletters, forums, etc.).

- Planning and executing all testing activities.
- All cut-over and roll-out activities.
- Business intelligence or data warehouse implementation/integration (if required).
- Procuring, setting up or otherwise provisioning any additional hardware, software or services as required
Providing any network hardware and/or software that may be required to connect to this Oracle Cloud Service
- Designing and testing configurations and extensions to ensure they do not adversely affect performance.
- Gate reviews:
 - You must schedule the first configurations and extensions gate review. This review may not occur before all extensions have been identified and associated solution designs have been finalized. If You request a second, it may not occur until after at least one cycle of integration testing.
 - You must schedule the Operational Readiness gate review. This gate review is not to perform a complete readiness assessment for going live; its purpose is to validate select operational considerations have been made prior to go live. Completing this gate review requires validating the following:
 - Full end to end batch execution has been tested in production environment, completing within customer defined batch window
 - Production environment has been performance tested for peak concurrent online usage
 - Regression test process that will be used for future patches and version updates has been defined and executed
 - Acknowledgment that You have reviewed and addressed obligations as defined in the Oracle service descriptions related to Your order
 - Acknowledgement that You have reviewed the operational readiness advisory section of Your product Overview Guide (available on docs.oracle.com)
 - Completed production support questionnaire provided by Oracle CSM regarding process and authority for environment related activities (i.e. patches, version updates, & emergency outages)
- All data conversion/migration/cleansing activities, including:
 - Extracting, transforming and loading data into Customer Cloud Service migration staging tables
 - Using the Customer Cloud Service Data Conversion Tool to load data into the Customer Cloud Service production database.
 - Creating or updating any required validation scripts.
 - All data cleansing activities that may be required (which must be done in source application(s) and not directly in the Customer Cloud database).
- You will provide all in-scope data conversions and interfaces in formats supported by this Oracle Cloud Service. The following interface/integration related activities:
 - Building and testing of any interfaces to or from this Oracle Cloud Service (unless stated otherwise)
 - Any ongoing synchronization and interface monitoring activities between Your current CIS to this Oracle Cloud Service.

- Complete end to end integration flows using template interfaces.
- Any required configuration of interfaces external to the Customer Cloud Service to match the published specification for interfacing with the Customer Cloud Service.
- Complete end to end integration flows using template interfaces.

Assumptions:

You acknowledge and agree that Oracle's obligation to provide the Customer Cloud Service Implementation Support Services is contingent on the occurrence of each of the following:

- This Cloud Service will be utilized in the English language.
- Any integration middleware used by You to implement any integration will not be hosted within this Oracle Cloud Service.
- Turnaround time will be no longer than two (2) working days unless otherwise agreed by You and Oracle. Turnaround time refers to time taken by You to respond to and confirm design elements and decision points during the performance of the Implementation Support Services.

You further acknowledge and agree that Oracle's gate review services and any findings and/or recommendations are based on information made available by You and/or third parties at the time of the review. Any such review is intended to provide You with general information, and You acknowledge that a number of facts and circumstances outside the scope of such review may affect the outcome of Your project. Oracle findings and recommendations, therefore, may not provide a complete assessment of Your project and Oracle is not responsible or liable for any actions You take based on any such findings or recommendations.

Live Operate Services

Scope:

Live Operate services are services that Oracle provides to assist You with the ongoing operation of Your Oracle Cloud Service, once Your Cloud Service is live. The specific Live Operate Services provided to You as part of this Oracle Cloud Service are as follows:

Oracle will:

- Assign a Customer Success Manager ("CSM") to manage the delivery of the Oracle Cloud Service. The CSM will be Your primary point of contact for the Oracle Cloud Service, act as Your first point for the escalation for the Oracle Cloud Service and will monitor the progress of service requests ("SR") and confirm that the services are performed in accordance with targets.
- Provide access to information about incidents and changes made to Your environment.

- Upon Your request, create and deliver a Quarterly Status Report summarizing the activities undertaken over the past quarter and those scheduled as major future events.
- Upon Your request, offer quarterly meetings with Your oversight team to present, review and discuss the Quarterly Status Report.
- Monitor infrastructure and application availability and resolve any incident that is within Oracle's scope or responsibility as defined in the *Oracle Global Business Unit Cloud Services Pillar Document* referenced in the Cloud Policies section below.
- Provide primary Help Desk Services from 08:00 to 17:00 Your local time on Oracle working days.
- Respond to severity 1 incidents 24 hours per day, 365 days per year.
- Provide incident management and problem management services for events related to the application.
 - Analyze issues and resolve any incidents within Oracle's scope or responsibility.
 - Escalate any issues not within Oracle's scope or responsibility to You for resolution. Provide infrastructure logs to assist in the diagnosis and remediation of incidents within Your scope or responsibility
 - Execute scripts authored by You to resolve data issues, but only to the extent such execution is necessary and the circumstances necessitating execution are exceptional. Scripts submitted for execution to correct data issues will be subject to review for compliance with Oracle's Software Security Assurance standards. Scripts that do not comply will be returned for correction; resubmission will require a further compliance review with approval before execution will be scheduled. Oracle will provide no more than two (2) script reviews in any calendar month.

Your Obligations:

- Assign a manager to act as the primary conduit for all issues relating to the delivery of these services.
- Provide Oracle with the dates for Your key business and technology events (i.e. testing calendar, refresh schedule etc.) at least thirty (30) days prior to the event.
- Assign appropriate resources to support Your activities.
- Support scheduling of meetings as required for this Oracle Cloud Service.
- Participate in all scheduled meetings.
- Manage Your activities, including:
 - Prioritizing work activities for Your resources.
 - Providing coordination across any teams and/or interested parties external to Oracle.
 - Escalation of issues to Your Oracle CSM in a timely manner.
 - Providing any information required to progress service requests. Oracle is not responsible for meeting any agreed (or stated) targets or objectives if required or requested information is not forthcoming in a timely manner.
 - Assigning appropriate resources to conduct all required acceptance testing for all software packages delivered.
 - Accepting all software packages prior to promotion to the Production Environment.

- Maintaining a contact list for all persons performing the governance functions related to these Oracle Cloud Services.
 - Participating in Oracle's internal quality assurance processes on a mutually agreed schedule.
- Manage Your Oracle Cloud Service, including:
 - Define and as necessary modify batch schedules to meet Your business needs
 - Monitor batch and interface processes to confirm and verify completion.
 - Define, implement, test and deploy any changes to the configuration and Your extensions, if applicable, required in order to resolve incidents or problems within Your scope, or to meet evolving business needs, or to conform with an upgrade to the Oracle Cloud Service.
- Notify Oracle of any incidents detected by You.
- Action each SR in accordance with the Service Request Process provided in the Oracle Cloud Hosting and Delivery Policies.
- Establish the method of communication between Your incident management team and the Oracle team for each incident.
- Redirect any SRs to the correct (non- Oracle) support team if the SR is not within the scope of these Oracle Cloud Services.
- Assist the Oracle team with SR analysis of data originating outside the applications.
- Correct Your business data as reasonably requested by Oracle in order to achieve closure of an identified problem.
- Monitor Your network and network connections to ensure sufficient bandwidth and performance.
- Conduct all functional, regression, performance, system integration, acceptance and/or user acceptance testing as appropriate, and accept and approve all software changes, prior to the production roll out of any change, in accordance with any agreed-on release management process, for any change resulting from:
 - An incident remedy or fix, or
 - Any service pack update or upgrade.
- Provide Your authorizations and/or validations for data correction and/or adjustments to the supported environments.
- Apply configuration changes that are within Your scope recommended by Oracle to prevent recurring incidents.
- At Oracle's request, provide approval through the environment change management process for the installation of fixes to prevent recurring incidents.
- Initiate documented escalation processes when the urgency of the incident has increased due to Your business requirements.
- Incident support where the remediation is within Oracle's scope or responsibility:
 - Provide Oracle with access to the user who reported the problem.
 - Provide all information as reasonably requested by Oracle and participate in diagnostics.
 - Provide a test case and access to an environment where the SR incident is reproducible.
- Provide Oracle, as necessary, with access to other support teams supporting Your environment.
- Acknowledge that the supplied break-fix resolves the incident or problem and accept the SR closure.

- Provide Your internal approvals to Oracle before the migration of any change recommended by Oracle into Your Production Environment.
- When an incident or problem is determined by Oracle to be unrelated to this Oracle service description or to be caused by data problems arising from data conversion or by Your error in using the Oracle Cloud Services, You shall pay for Oracle's time spent investigating and, if relevant, correcting the problem at Oracle's prevailing time and materials rates and reimburse Oracle for all reasonable out of pocket expenses.

Notwithstanding any statements in the Oracle Global Business Unit Cloud Services Pillar Document, Oracle will schedule production environment application upgrades and updates to occur on one Saturday a month between 09:00 PM (Saturday) - 06:00 AM (Sunday) data center local time. Oracle typically schedules core system maintenance, if required, to occur on any other Saturday of the month between 09:00 PM (Saturday) - 06:00 AM (Sunday) data center local time.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies* and the *Oracle Global Business Unit Cloud Services Pillar Document* which may be viewed at www.oracle.com/contracts.

Oracle Utilities Customer Cloud Service, Advanced Meter Solution – Utilities Device Data Channels per Month

Retired Part # B90387

Prior to use of this Oracle Cloud Service, You must first purchase Oracle Utilities Customer Cloud Service. All Usage Limits, Service Level Targets, Secure Data Transfer Obligations, Data Related Obligations, Implementation Obligations, Operational Obligations and Assumptions are as provided in the Oracle Utilities Customer Cloud Service (Part #: B89070) service description.

For the purposes of *Customer Cloud Service, Advanced Meter Solution*, the quantity of Utilities Device Data Channels subscribed to corresponds to those Utilities Device Data Channels that are not used for scalar billing⁵ – i.e. those not already supported as part of the Customer Cloud Service subscription.

Users of Oracle Utilities Customer Cloud Service, Advanced Meter Solution are authorized to access the following modules and services:

- Oracle Utilities Meter Data Management

- Oracle Utilities Smart Grid Gateway¹⁷
 - Oracle Utilities Smart Grid Gateway Adapter for Landis+Gyr
 - Oracle Utilities Smart Grid Gateway Adapter for Networked Energy Services (NES)
 - Oracle Utilities Smart Grid Gateway MV-90 Adapter for Itron
 - Oracle Utilities Smart Grid Gateway Adapter for Itron OpenWay
 - Oracle Utilities Smart Grid Gateway Adapter for Sensus RNI
 - Oracle Utilities Smart Grid Gateway Adapter for Silver Spring Networks
- Oracle Utilities Service Order Management¹⁸
- Oracle Utilities Operational Device Management

Use of Oracle Utilities Operational Device Management is restricted to those Utilities Devices managed by this Oracle Cloud Service, as derived from the number Utilities Device Data Channels per Month as defined in Your order.

Any use not expressly permitted above is not included and requires a separate subscription to Oracle Utilities Operational Device Cloud Service.

Usage Limits:

The Oracle Utilities Customer Cloud Service is subject to usage limits based on the following:

- A maximum number of Utilities Device Data Channels per Month as defined in Your order¹⁹. Oracle will provision three (3) Environments for this Oracle Cloud Service: one (1) Production Environment and two (2) Non-Production Environments (test and development).
- Non-Production Environments may be refreshed, at Your request, no more than once in any three (3) month period, provided the Non-Production Environment database and file storage are equal to or greater in size than the Production Environment database and file storage.
- Additional data storage for Production and Non-Production Environments may be purchased subject to additional fees.

¹⁷ You must host any Smart Grid Gateway adapter customizations that require changes to SOA components on PaaS or on premise environments.

¹⁸ The Customer Care and Billing Integration to Service Order Management and the Service Order Management Integration to Mobile Workforce Management are not available as part of this Oracle Cloud Service.

¹⁹ For the purposes of *Customer Cloud Service, Advanced Meter Solution*, the quantity of Utilities Device Data Channels subscribed to corresponds to those Utilities Device Data Channels that are not used for scalar billing⁵ – i.e. those not already supported as part of the Customer Cloud Service subscription.

The following database storage limits apply²⁰ for the Oracle Utilities Customer Cloud Service, Advanced Meter Solution (including the Oracle Utilities Smart Grid Gateway specific components) per the applicable Environment:

Utilities Device Data Channels	Environment Type	Total Database Storage	Total File Storage ²¹
100,000 to 200,000	Production	1,750 GB	350 GB
	Test	1,750 GB	350 GB
	Development	500 GB	50 GB
200,001 to 1,000,000	Production	1,750 GB	1,200 GB
	Test	1,750 GB	1,200 GB
	Development	500 GB	50 GB
1,000,001 to 2,000,000	Production	1,750 GB	2,400 GB
	Test	1,750 GB	2,400 GB
	Development	500 GB	50 GB
2,000,001 to 4,000,000	Production	1,750 GB	4,600 GB
	Test	1,750 GB	4,600 GB
	Development	500 GB	50 GB
4,000,001 to 8,000,000	Production	1,750 GB	9,150 GB
	Test	1,750 GB	9,150 GB
	Development	500 GB	50 GB

Implementation Support Services

In addition to the Implementation Support Services provided in the Oracle service description for Oracle Utilities Customer Cloud Service - Service Descriptions (Part #: B89070), the following additional Implementation Support Services will be provided:

Oracle will:

- Provide a Customer Cloud Service, Advanced Meter Solution Template. The Template will be provided in the English language.
- Provide documentation describing the business processes that are the basis for the Customer Cloud Service, Advanced Meter Solution Template.

²⁰ Should the database and file storage limits for the Customer Cloud Service, Advanced Meter Solution differ to those limits that apply as part of the base Oracle Utilities Customer Cloud Service subscription, then the larger of the two limit values applies.

²¹ Refers to file storage accessible to Users of the Oracle Cloud Service

- Provide the following Meter Data Management (MDM) business process flows²², which may be referred to as level 3 Utility Reference Models:
 - Review of the Oracle Utilities Smart Grid Gateway (SGG) which includes the following processes:
 - Smart meter read acquisition
 - Managing smart meter read import exceptions
 - Setting up smart meter Unit of Measure (UOM) and interval status codes
 - Smart meter event acquisition
 - Managing smart meter event exceptions
 - Historic usage data conversion
 - Review of Validation, Estimating, and Editing (VEE) which includes the following processes:
 - Overall VEE processing
 - Setting up VEE rules & VEE rule groups
 - Managing VEE exceptions
 - Review of Events which includes the following processes:
 - Standard meter event processing
 - Paired meter event processing
 - Managing meter event exceptions
 - Review of Billing which includes the following processes:
 - Overall billing determinant processing
 - Setting up usage rules & usage rule groups to calculate billing determinants
 - Managing billing determinant exceptions
- Provide prototypes for the following configurations within each configuration category:
 - Category: VEE Rules:
 - Modify tolerances for VEE rules
 - Adjust threshold parameters for VEE rules
 - Category: Device Types:
 - Modification of Device Type configurations
 - Category: Event mapping from Head-end events to MDM event definitions:
 - Event mapping
 - Event configuration
 - Category: Usage Rules:
 - Time of Use (TOU) Maps - The TOU map templates should be created to reflect the actual time of day that each TOU period represents based on Your needs.
 - Work Calendar – Create work calendar with Your business days and holiday schedule.

²² All referenced cloud services, features, functions and process flows are documented in the Program Documentation on docs.oracle.com → [Industries](#) → Oracle Utilities Documentation
Oracle Utilities Global Business Unit Cloud Service Descriptions

- Usage groups - identify which pre-configured usage rules are appropriate for Your needs.
- Category: User Access:
 - Add/change users and user access to this Oracle Cloud Service
- Category: Information Lifecycle Management:
 - Archival Process Timings
- Category: Batch Processing:
- Configuring batch process parameters Modification to batch sequences:
 - Timing of batch jobs

In addition to the items listed in the Implementation Support Services section of the Oracle service description for Oracle Utilities Customer Cloud Service -Service Descriptions (Part #: B89070) for which You are responsible, You are also responsible for:

- All data conversion/migration/cleansing activities, including:
 - Usage or Consumption Data:
 - Mapping any required existing usage or consumption data to the pre-defined, supported Oracle format(s).
 - Exporting, cleansing and converting any historic usage or consumption data that is to be migrated into this Oracle Cloud Service (provided that You will not migrate more than thirteen (13) months of historic usage or consumption data).

Assumptions:

In addition to the assumptions listed in the Implementation Support Services section of the Oracle service description for Oracle Utilities Customer Cloud Service -Service Descriptions (Part #: B89070), You acknowledge and agree that Oracle's obligation to provide these Implementation Support Services is also contingent on the occurrence of each of the following:

- Oracle will configure a maximum of one (1) of the following head-end systems for use: Itron MV90, Itron OpenWay, Silver Springs Network, Landis+Gyr, Sensus or Echelon.
- Any integration middleware used by You to implement any integration will not be hosted within this Oracle Cloud Service.
- This Oracle Cloud Service will be (a) the system of record for readings and consumption, and (b) the source or target system for all integration flows

Live Operate Services

The Live Operate Services are as provided in the Oracle Utilities Customer Cloud Service -Service Descriptions (Part #: B89070).

Oracle Utilities Meter Solution Cloud Service – Per Utilities Device Data Channels per Month

Part #: B88869

Users of the Oracle Utilities Meter Solution Cloud Service are authorized to access the following modules and services:

- Oracle Utilities Meter Data Management
- Oracle Utilities Smart Grid Gateway²³
 - Oracle Utilities Smart Grid Gateway Adapter for Landis+Gyr
 - Oracle Utilities Smart Grid Gateway Adapter for Networked Energy Services (NES)
 - Oracle Utilities Smart Grid Gateway MV-90 Adapter for Itron
 - Oracle Utilities Smart Grid Gateway Adapter for Itron OpenWay
 - Oracle Utilities Smart Grid Gateway Adapter for Sensus RNI
 - Oracle Utilities Smart Grid Gateway Adapter for Silver Spring Networks
- Oracle Utilities Service Order Management²⁴

Usage Limits:

The Oracle Utilities Meter Solution Cloud Service is subject to usage limits based on the following points:

- A maximum number of Utilities Device Data Channels per Month as defined in Your order.
- Oracle will provision three (3) Environments for this Oracle Cloud Service: one (1) Production Environment and two (2) Non-Production Environments (test and development).
- Non-Production Environments may be refreshed, at Your request, no more than once in any three (3) month period, provided the Non-Production Environment database and file storage are equal to or greater in size than the Production Environment database and file storage.
- Additional data storage for Production and Non-Production Environments may be purchased subject to additional fees.

²³ You must host any Smart Grid Gateway adapter customizations that require changes to SOA components on PaaS or on premise environments.

²⁴ The Customer Care and Billing Integration to Service Order Management and the Service Order Management Integration to Mobile Workforce Management are not available as part of this Oracle Cloud Service.
Oracle Utilities Global Business Unit Cloud Service Descriptions

The following database storage limits apply for the Oracle Utilities Meter Data Management (including the Oracle Utilities Smart Grid Gateway specific components of the Oracle Meter Solution Cloud Service) per the applicable Environment:

Utilities Device Data Channels	Environment Type	Total Database Storage	Total File Storage ²⁵
100,000 to 200,000	Production	1,750 GB	350 GB
	Test	1,750 GB	350 GB
	Development	500 GB	50 GB
200,001 to 1,000,000	Production	1,750 GB	1,200 GB
	Test	1,750 GB	1,200 GB
	Development	500 GB	50 GB
1,000,001 to 2,000,000	Production	1,750 GB	2,400 GB
	Test	1,750 GB	2,400 GB
	Development	500 GB	50 GB
2,000,001 to 4,000,000	Production	1,750 GB	4,600 GB
	Test	1,750 GB	4,600 GB
	Development	500 GB	50 GB
4,000,001 to 8,000,000	Production	1,750 GB	9,150 GB
	Test	1,750 GB	9,150 GB
	Development	500 GB	50 GB

Service Level Targets:

For purposes of Disaster Recovery and Service Availability Level as described in the *Oracle Cloud Hosting and Delivery Policies* referenced below, this Oracle Cloud Service has the following Service Level Targets for the Production Environment:

Cloud Service	Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target Service Availability
Oracle Utilities Meter Solution Cloud Service	12 hours	1 hour	99.5%

²⁵ Refers to file storage accessible to Users of the Oracle Cloud Service
Oracle Utilities Global Business Unit Cloud Service Descriptions

The Service Level Targets do not apply to the Non-Production Environment(s). The Target Service Availability does not apply in the event of a declared disaster. The Recovery Time and Recovery Point Objectives do not apply to customizations or third party software.

Your Secure Data Transfer Obligations:

- You will work with Oracle to establish and maintain the necessary private circuit, VPN or IP whitelisting solution, and to facilitate secure traffic between the Oracle servers and Your network.
- You, and not Oracle, are responsible and liable for impacts to the availability and performance of this Oracle Cloud Service due to system connectivity or external application problems associated with data loads initiated by You or Your Users or with any outbound integrations.
- You, and not Oracle, are responsible for the installation, configuration or monitoring of any on premise or hosted systems owned or operated by You.

Your Data Related Obligations:

- For any initial data load or data migration, You will provide Oracle with data, in formats requested by Oracle, during the initial phases of the deployment of this Oracle Cloud Service.
- You, and not Oracle, are responsible for the correct formatting of any data provided to Oracle as part of any initial or ongoing data load.
- You will appoint a point of contact within Your organization authorized to work with Oracle to resolve incidents related to any data loading, import, export or interface process.
- You will provide all necessary data (e.g., test data, configuration data, samples of daily files for all Interfaces, historical data, etc.) to support Your use of this Oracle Cloud Service, in format(s) requested by Oracle.
- If data quality issues are identified with any data received in this Oracle Cloud Service, then You, and not Oracle, are responsible for providing corrected, validated, formatted and cleansed data from Your source application(s), or other data correction method permitted by Oracle.
- As reasonably requested by Oracle, You will provide Oracle, on a timely basis, with complete and accurate information and responses to questions as needed to support the performance of the Oracle Cloud Service.
- You, and not Oracle, are responsible for downloading any data You require to a storage location local to Your organization when Oracle periodically removes data stored on the file storage server based on the data retention periods applicable to the Oracle Cloud Service.
- You are responsible for purchasing any additional storage required for Your use of the Oracle Cloud Service. Oracle will not automatically allocate additional storage.

Implementation Support Services

Oracle Utilities Global Business Unit Cloud Service Descriptions

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Implementation Support Services are services that relate to the initial set up of Your Oracle Cloud Service, and that are provided as part of this Oracle Cloud Service. The scope of the Implementation Support Services provided is limited, and is defined as follows:

Oracle will:

- Provide a Meter Solution Cloud Service Template that has been functionally tested by Oracle. The Template will be provided in the English language.
- Install the Meter Solution Cloud Service Template. Operate a single centralized instance of the Meter Solution Cloud Service covering all of Your customers
- Provide documentation describing the business processes that are the basis for the Meter Solution Cloud Service Template.
- Provide the following Meter Data Management (MDM) business process flows²⁶, which may be referred to as level 3 Utility Reference Models:
 - Review of the Master Data Synchronization data mapping from Your current CIS to MDM for the following processes:
 - Synchronization to MDM device
 - Synchronization to MDM device configuration
 - Synchronization to MDM service point
 - Synchronization to MDM installation event
 - Synchronization to MDM contact
 - Synchronization to MDM usage subscription
 - Synchronization from MDM usage to CIS
 - Review of the Oracle Utilities Smart Grid Gateway (SGG) which includes the following processes:
 - Smart meter read acquisition
 - Managing smart meter read import exceptions
 - Setting up smart meter Unit of Measure (UOM) and interval status codes
 - Smart meter event acquisition
 - Managing smart meter event exceptions
 - Historic usage data conversion
 - Review of Validation, Estimating, and Editing (VEE) which includes the following processes:
 - Overall VEE processing
 - Setting up VEE rules & VEE rule groups
 - Managing VEE exceptions
 - Review of Events which includes the following processes:
 - Standard meter event processing
 - Paired meter event processing

²⁶ All referenced cloud services, features, functions and process flows are documented in the Program Documentation on docs.oracle.com → [Industries](#) → Oracle Utilities Documentation
Oracle Utilities Global Business Unit Cloud Service Descriptions

- Managing meter event exceptions
 - Review of Billing which includes the following processes:
 - Overall billing determinant processing
 - Setting up usage rules & usage rule groups to calculate billing determinants
 - Managing billing determinant exceptions
- Provide prototypes for the following configurations within each configuration category:
 - Category: CIS Synchronization:
 - Interface with MDM to CIS system
 - Category: VEE Rules:
 - Modify tolerances for VEE rules
 - Adjust threshold parameters for VEE rules
 - Category: Device Types:
 - Modification of Device Type configurations
 - Category: Event mapping from Head-end events to MDM event definitions:
 - Event mapping
 - Event configuration
 - Category: Usage Rules:
 - Time of Use (TOU) Maps - The TOU map templates should be created to reflect the actual time of day that each TOU period represents based on Your needs.
 - Work Calendar – Create work calendar with Your business days and holiday schedule.
 - Usage groups - identify which pre-configured usage rules are appropriate for Your needs.
 - Category: User Access:
 - Add/change users and user access to this Oracle Cloud Service
 - Category: Information Lifecycle Management:
 - Archival Process Timings
 - Category: Batch Processing:
 - Configuring batch process parameters Modification to batch sequences:
 - Timing of batch jobs
- Conduct gate reviews:
 - Configurations and extensions gate review- Oracle will provide up to two (2) reviews (which shall total no more than fourteen (14) days) to evaluate Your configuration and extensions, to assess that You are maximizing solution standardization and to identify clear performance risks.
 - Operational readiness gate review- Oracle will provide no more than one (1) review (which shall total no more than seven (7) days) to assess the readiness of Your solution for production and Live Operate support.
 - Oracle will not commence Live Operate Services until You have passed the operational readiness review.

- **Execute Scripts:** Oracle will execute scripts authored by You to resolve data issues, but only to the extent such execution is necessary and the circumstances necessitating execution are exceptional. Scripts submitted for execution to correct data issues will be subject to review for compliance with Oracle's Software Security Assurance standards. Scripts that do not comply will be returned for correction; resubmission will require a further compliance review with approval before execution will be scheduled. Oracle will provide no more than four (4) script reviews in any calendar month.

You are responsible for:

- Overall setup project management, including responsibility for management of the scope, the project plan/schedule and budget.
- End-user training activities and organizational change management.
- Leading and managing the user system review.
- Coordinating with external vendors or service providers to manage dependencies that could impact the overall project scope and schedule.
- Designating a project manager who shall be responsible for coordinating Your activities and responsibilities with respect to provisioning these Oracle Cloud Services.
- Business process change activities including end-user communication (e.g., status updates, newsletters, forums, etc.).
- Planning and executing all testing activities.
- All cut-over and roll-out activities.
- Business intelligence or data warehouse implementation/integration (if required).
- Procuring, setting up or otherwise provisioning any additional hardware, software or services as required
- Providing any network hardware and/or software that may be required to connect to this Oracle Cloud Service
- Designing and testing configurations and extensions to ensure they do not adversely affect performance.
- Gate reviews:
 - You must schedule the first configurations and extensions gate review. This review may not occur before all extensions have been identified and associated solution designs have been finalized. If You request a second, it may not occur until after at least one cycle of integration testing.
 - You must schedule the operational readiness gate review. This review may not occur before You have completed and can demonstrate the following:
 - Stable batch execution for one (1) full month of cycles, plus the first three (3) cycles of the subsequent month. Confirmation of batch stability, day over day execution according to Your production schedule, and performance within acceptable production window.
 - Leveraging production converted data, along with actual production files for critical batch inputs – including usage/reads/interval data from head-end systems.

- Daily To Dos reviewed and volumes confirmed to be acceptable based on available staffing.
 - All data conversion/migration/cleansing activities, including:
 - Master Data:
 - Mapping any required existing master data to the pre-defined, supported Oracle format(s).
 - Exporting, cleansing, and converting any master data from Your current CIS that is to be loaded or imported into this Cloud Service.
 - Usage or Consumption Data:
 - Mapping any required existing usage or consumption data to the pre-defined, supported Oracle format(s).
 - Exporting, cleansing and converting any historic usage or consumption data that is to be migrated into this Oracle Cloud Service.
 - A maximum of thirteen (13) months of historic usage or consumption data will be migrated.
 - Creating or updating any required validation scripts.
 - All data cleansing activities that may be required (which must be done in source application(s) and not directly in the Customer Cloud database).
- Providing all in-scope data conversions and interfaces in formats supported by this Oracle Cloud Service.
- The following interface/integration related activities:
 - Building and testing of any interfaces to or from this Oracle Cloud Service (unless stated otherwise), including integration of Your CIS to this Oracle Cloud Service.
 - Complete end to end integration flows using template interfaces.

Assumptions:

You acknowledge and agree that Oracle's obligation to provide the Meter Solution Cloud Service Implementation Support Services is contingent on the occurrence of each of the following:

- This Cloud Service will be utilized in the English language.
- The CIS interface build will not exceed sixteen (16) weeks.
- The base set up will support electric service.
- Oracle will configure a maximum of one of the following head-end systems for use: Itron MV90, Itron OpenWay, Silver Springs Network, Landis+Gyr, Sensus or Echelon.
- The CIS integration model will only request billing determinants.
- Master data will be synchronized between the CIS and this Oracle Cloud Service.
- Any integration middleware used by You to implement any integration will not be hosted within this Oracle Cloud Service.

- This Oracle Cloud Service will be (a) interfaced to a single CIS only, (b) the system of record for readings and consumption, and (c) the source or target system for all integration flows
- Turnaround time will be no longer than two working days unless otherwise agreed by You and Oracle. Turnaround time refers to time taken by You to respond to and confirm design elements and decision points during the performance of the Implementation Support Services.

You further acknowledge and agree that Oracle's gate review services and any findings and/or recommendations are based on information made available by You and/or third parties at the time of the review. Any such review is intended to provide You with general information, and You acknowledge that a number of facts and circumstances outside the scope of such review may affect the outcome of Your project. Oracle findings and recommendations, therefore, may not provide a complete assessment of Your project and Oracle is not responsible or liable for any actions You take based on any such findings or recommendations.

Live Operate Services

Scope:

Live Operate services are services that Oracle provides to assist You with the ongoing operation of Your Oracle Cloud Service, once Your Cloud Service is live. The specific Live Operate Services provided to You as part of this Oracle Cloud Service are as follows:

Oracle will:

- Assign a Customer Success Manager ("CSM") to manage the delivery of the Oracle Cloud Service. The CSM will be Your primary point of contact for the Oracle Cloud Service, act as Your first point for the escalation for the Oracle Cloud Service and will monitor the progress of service requests ("SR") and confirm that the services are performed in accordance with targets.
- Provide access to information about incidents and changes made to Your environment.
- Upon Your request, create and deliver a Quarterly Status Report summarizing the activities undertaken over the past quarter and those scheduled as major future events.
- Upon Your request, offer quarterly meetings with Your oversight team to present, review and discuss the Quarterly Status Report.
- Monitor infrastructure and application availability and resolve any incident that is within Oracle's scope or responsibility as defined in the *Oracle Global Business Unit Cloud Services Pillar Document* referenced in the Cloud Policies section below.
- Provide primary Help Desk Services from 08:00 to 17:00 Your local time on Oracle working days.
- Respond to severity 1 incidents 24 hours per day, 365 days per year.

- Provide the following incident management and problem management services for events related to the application.
 - Analyze issues and resolve any incidents within Oracle's scope or responsibility.
 - Escalate any issues not within Oracle's scope or responsibility to You for resolution. Provide infrastructure logs to assist in the diagnosis and remediation of incidents within Your scope or responsibility
 - Execute scripts authored by You to resolve data issues, but only to the extent such execution is necessary and the circumstances necessitating execution are exceptional. Scripts submitted for execution to correct data issues will be subject to review for compliance with Oracle's Software Security Assurance standards. Scripts that do not comply will be returned for correction; resubmission will require a further compliance review with approval before execution will be scheduled. Oracle will provide no more than two (2) script reviews in any calendar month.

Your Obligations:

- Assign a manager to act as the primary conduit for all issues relating to the delivery of these services.
- Provide Oracle with the dates for Your key business and technology events (i.e. testing calendar, refresh schedule etc.) at least thirty (30) days prior to the event.
- Assign appropriate resources to support Your activities.
- Support scheduling of meetings as required for this Oracle Cloud Service.
- Participate in all scheduled meetings.
- Manage Your activities, including:
 - Prioritizing work activities for Your resources.
 - Providing coordination across any teams and/or interested parties external to Oracle.
 - Escalation of issues to Your Oracle CSM in a timely manner.
 - Providing any information required to progress service requests. Oracle is not responsible for meeting any agreed (or stated) targets or objectives if required or requested information is not forthcoming in a timely manner.
 - Assigning appropriate resources to conduct all required acceptance testing for all software packages delivered.
 - Accepting all software packages prior to promotion to the Production Environment.
 - Maintaining a contact list for all persons performing the governance functions related to these Oracle Cloud Services.
- Participating in Oracle's internal quality assurance processes on a mutually agreed schedule.
- Manage Your Oracle Cloud Service, including:
 - Define and as necessary modify batch schedules to meet Your business needs,
 - Monitor batch and interface processes to confirm and verify completion,
 - Define, implement, test and deploy any changes to the configuration and Your extensions, if applicable, required in order to resolve incidents or problems within Your scope, or to meet evolving business needs, or to conform with an upgrade to the Oracle Cloud Service.

- Notify Oracle of any incidents detected by You.
- Action each SR in accordance with the Service Request Process provided in the Oracle Cloud Hosting and Delivery Policies.
- Establish the method of communication between Your incident management team and the Oracle team for each incident.
- Redirect any SRs to the correct (non- Oracle) support team if the SR is not within the scope of these Oracle Cloud Services.
- Assist the Oracle team with SR analysis of data originating outside the applications.
- Correct Your business data as reasonably requested by Oracle in order to achieve closure of an identified problem.
- Monitor Your network and network connections to ensure sufficient bandwidth and performance.
- Conduct all functional, regression, performance, system integration, acceptance and/or user acceptance testing as appropriate, and accept and approve all software changes, prior to the production roll out of any change, in accordance with any agreed-on release management process, for any change resulting from:
 - An incident remedy or fix, or
 - Any service pack update or upgrade.
- Provide Your authorizations and/or validations for data correction and/or adjustments to the supported environments.
- Apply configuration changes that are within Your scope recommended by Oracle to prevent recurring incidents.
- At Oracle's request, provide approval through the environment change management process for the installation of fixes to prevent recurring incidents.
- Initiate documented escalation processes when the urgency of the incident has increased due to Your business requirements.
- Incident support where the remediation is within Oracle's scope or responsibility:
 - Provide Oracle with access to the user who reported the problem.
 - Provide all information as reasonably requested by Oracle and participate in diagnostics.
 - Provide a test case and access to an environment where the SR incident is reproducible.
- Provide Oracle, as necessary, with access to other support teams supporting Your environment.
- Acknowledge that the supplied break-fix resolves the incident or problem and accept the SR closure.
- Provide Your internal approvals to Oracle before the migration of any change recommended by Oracle into Your Production Environment.
- When an incident or problem is determined by Oracle to be unrelated to this Oracle service description or to be caused by data problems arising from data conversion or by Your error in using the Oracle Cloud Services, You shall pay for Oracle's time spent investigating and, if relevant, correcting the problem at Oracle's prevailing time and materials rates and reimburse Oracle for all reasonable out of pocket expenses.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies* and the *Oracle Global Business Unit Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Oracle Utilities Meter Solution Cloud Service – Per Utilities Device Data Channels Per Month

Users of the Oracle Utilities Meter Solution Cloud Service are authorized to access the following modules and services:

- Oracle Utilities Meter Data Management
- Oracle Utilities Smart Grid Gateway
 - Oracle Utilities Smart Grid Gateway Adapter for Landis+Gyr
 - Oracle Utilities Smart Grid Gateway Adapter for Networked Energy Services (NES)
 - Oracle Utilities Smart Grid Gateway MV-90 Adapter for Itron
 - Oracle Utilities Smart Grid Gateway Adapter for Itron OpenWay
 - Oracle Utilities Smart Grid Gateway Adapter for Sensus RNI
 - Oracle Utilities Smart Grid Gateway Adapter for Silver Spring Networks
- Oracle Utilities Service Order Management²⁷
- Oracle Utilities Analytics Cloud Service
 - Oracle Utilities Analytics Base Platform Cloud Service
 - Oracle Utilities Meter Data Analytics and Adaptors Cloud Service

Usage Limits:

The Oracle Utilities Meter Solution Cloud Service is subject to usage limits based on:

- A maximum number of Utilities Device Data Channels per Month as defined in Your order.
- Oracle will provision three Environments for this Oracle Cloud Service: one Production Environment, and two Non-Production Environments (Test/QA and Development).
- Non-Production Environments may be refreshed, at Your request, no more than once in any three (3) month period, provided the Non-Production Environment database and file storage are equal to or greater in size than the Production Environment database and file storage.
- Additional data storage for Production and Non-Production Environments may be purchased subject to additional fees.

²⁷ The Customer Care and Billing Integration to Service Order Management and the Service Order Management Integration to Mobile Workforce Management are not available as part of this Oracle Cloud Service.
Oracle Utilities Global Business Unit Cloud Service Descriptions

- The following storage limits apply for the Oracle Utilities Meter Data Management (including the Oracle Utilities Smart Grid Gateway specific components of the Oracle Meter Solution Cloud Service) per the applicable Environment:

Utilities Device Data Channels	Environment Type	Total Database Storage	Total File Storage ²⁸	Bandwidth
100,000 to 200,000	Production	1,250 GB	500 GB	N/A
	Test	1,250 GB		
	Development	500 GB		
200,001 to 1,000,000	Production	4,250 GB	1,250 GB	
	Test	4,250 GB		
	Development	500 GB		
1,000,001 to 2,000,000	Production	7,500 GB	2,500 GB	
	Test	7,500 GB		
	Development	500 GB		
2,000,001 to 4,000,000	Production	13,750 GB	5,000 GB	
	Test	13,750 GB		
	Development	500 GB		
4,000,001 to 8,000,000	Production	38,750 GB	15,500 GB	
	Test	38,750 GB		
	Development	500 GB		

- The following storage limits apply for the Oracle Utilities Analytics specific components of the Oracle Cloud Service per the applicable Environment:

Utilities Device Data Channels	Environment Type	Total Database Storage	Total File Storage	Bandwidth
100,000 to 8,000,000	Production	500 GB	100 GB	N/A
	Test	500 GB	100 GB	
	Development	250 GB	100 GB	

Service Level Targets:

For purposes of Disaster Recovery and Service Availability Level as described in the *Oracle Cloud Hosting and Delivery Policies* referenced below, this Oracle Cloud Service has the following Service Level Targets for the Production Environment:

²⁸ Refers to sFTP storage accessible to Users of the Oracle Cloud Service
Oracle Utilities Global Business Unit Cloud Service Descriptions

Cloud Service	Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target Service Availability
Oracle Utilities Meter Solution Cloud Service	24 hours	4 hours	99.5%

The Service Level Targets do not apply to the Non-Production Environment(s). The Target Service Availability does not apply in the event of a declared disaster. The Recovery Time and Recovery Point Objectives do not apply to customizations or third party software.

Your Data Related Obligations.

Oracle’s performance of the Oracle Utilities Meter Solution Cloud Service is contingent on Your fulfillment of the following responsibilities:

- You must work with Oracle to establish the necessary private circuit or VPN solution and to facilitate secure traffic between the Oracle servers and Your network.
- Oracle is not responsible or liable for impacts to Oracle Utilities Meter Solution Cloud Service availability and performance due to system connectivity or On Premise application problems associated with data loads initiated by You or Your Users (e.g., from AMI head-end) or with any outbound integrations (e.g., with CIS / Billing systems).
- Oracle is not responsible for the installation, configuration or monitoring of any On Premise or hosted systems owned or operated by You.
- For any initial data load or data migration, You must provide Oracle with data, in formats requested by Oracle, during the initial phases of the deployment of this Oracle Cloud Service.
- You are responsible for the correct formatting of any data provided to Oracle as part of any initial or ongoing data load.
- You must appoint a point of contact within Your organization authorized to work with Oracle to resolve incidents related to any data loading process.
- You must provide all necessary data (e.g., test data, configuration data, samples of daily files for all Interfaces, historical data, etc.) to support Your use of this Oracle Cloud Service, in format(s) requested by Oracle.
- If data quality issues are identified with any data received in this Oracle Cloud Service, then You are responsible for providing corrected, validated, formatted and cleansed data. Oracle is not responsible for correcting, validating, formatting or cleansing data from Your On Premise source application.

- As reasonably required by Oracle, You will provide Oracle, on a timely basis, with complete and accurate information and responses to questions as needed to support the performance of the Oracle Cloud Services.
- Oracle will remove data stored on the sFTP server periodically based on the data retention periods applicable to the Oracle Cloud Services. You are responsible for ensuring that any data You require is downloaded to a storage location local to Your organization.
- You are responsible for purchasing any additional storage required for Your use of the Oracle Cloud Services. Oracle will not automatically allocate additional storage.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies* and *Oracle Global Business Unit Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Oracle Utilities Work and Asset Cloud Service – Per Hosted Named User

Retired Part #: B87110

Users of the Oracle Utilities Work and Asset Cloud Service are authorized to access the following modules and features:

- Oracle Utilities Work and Asset Management Enterprise Edition
- Oracle Utilities Work and Asset Management Purchasing
- Oracle Utilities Work and Asset Management Connector for Enterprise Resource Planning
- Oracle Utilities Work and Asset Management Connector for Geospatial Information Systems
- Oracle Utilities Work and Asset Analytics
- Oracle Utilities Work and Asset Management Extractors and Schema

Usage Limits:

The Oracle Utilities Work and Asset Cloud Service is subject to usage limits based on:

- A maximum number of Hosted Named Users per Month as defined in Your order.
- Oracle will provision three Environments for this Oracle Cloud Service: one Production Environment, and two Non-Production Environments (Test/QA and Development).
- Non-Production Environments may be refreshed, at Your request, no more than once per three (3) month period, provided the Non-Production Environment database and file storage are equal to or greater in size than the Production Environment database and file storage.
- Additional data storage for production and non-production environments may be purchased subject to additional fees

- The following storage limits apply to both the Oracle Utilities Work and Asset Management specific component of the Oracle Work and Asset Cloud Service per the applicable Environment:

Hosted Named Users	Environment Type	Total Database Storage	Total File Storage ¹	Bandwidth
50 to 100	Production	50 GB	50 GB	N/A
	Test	50 GB	50 GB	
	Development	50 GB	50 GB	
101 to 300	Production	50 GB	50 GB	
	Test	50 GB	50 GB	
	Development	50 GB	50 GB	
301 to 750	Production	150 GB	100 GB	
	Test	150 GB	100 GB	
	Development	50 GB	50 GB	
751 to 2,000	Production	300 GB	200 GB	
	Test	300 GB	200 GB	
	Development	100 GB	50 GB	

¹ Refers to sFTP storage accessible to users of the Oracle Cloud Service

- The following storage limits apply for the Oracle Utilities Analytics specific components of

the Oracle Work and Asset Cloud Service per the applicable Environment:

Hosted Named Users	Environment Type	Total Database Storage	Total File Storage ¹	Bandwidth
50 to 300	Production	500 GB	100 GB	N/A
	Test	500 GB	100 GB	
	Development	250 GB	50 GB	
300 to 1,000	Production	500 GB	200 GB	
	Test	500 GB	200 GB	
	Development	250 GB	50 GB	

¹ Refers to sFTP storage accessible to users of the Oracle Cloud Service

Service Level Targets:

For purposes of Disaster Recovery and Service Availability Level as described in the *Oracle Cloud Hosting and Delivery Policies* referenced below, this Oracle Cloud Service has the following Service Level Targets for the Production Environment:

Cloud Service	Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target Service Availability
Oracle Utilities Work and Asset Cloud Service	24 hours	4 hours	99.5%

The Service Level Targets do not apply to the Non-Production Environment(s). The Target Service Availability does not apply in the event of a declared disaster. The Recovery Time and Recovery Point Objectives do not apply to customizations or third party software.

Your Secure Data Transfer Obligations:

- You must work with Oracle to establish the necessary private circuit or VPN solution and to facilitate secure traffic between the Oracle servers and Your network.
- Provide passwords to Your on premise Oracle Utilities Source Application as well as exchange public keys for initiating the SSH tunnel into the cloud environment. This will be done during an implementation call setup between Oracle and a responsible point of contact within Your organization.

- Oracle is not responsible or liable for impacts to the availability and performance of this Oracle Cloud Service due to system connectivity or On Premise application problems associated with data loads initiated by You or Your Users or with any outbound integrations.
- Oracle is not responsible for the installation, configuration or monitoring of any On Premise or hosted systems owned or operated by You.

Your Data Related Obligations:

Oracle's performance of the Oracle Cloud Service is contingent on Your fulfillment of the following responsibilities:

- You must appoint a responsible point of contact within Your organization to work with Oracle to resolve incidents related to any data loading, import, export or interface related process.
- Provide necessary and appropriate data, (e.g. test data, configuration data, samples of daily files for all Interfaces, historical data etc.) to support this Oracle Cloud Service, in a format as requested by Oracle
- Perform data cleansing before providing any data to Oracle
- If data quality issues are identified with Your data after it reaches this Oracle Cloud Service, then You are responsible for providing corrected and cleansed data. Oracle is not responsible for cleansing or validating data from Your On Premise source application. You are responsible for removing any incorrect or erroneous data that is loaded into any Cloud Service environment. At Your request Oracle may (at Oracle's discretion) refresh or restore an environment.
- Provide response to questions that Oracle may submit to You in a timely manner.
- Oracle will remove data stored on the sFTP server periodically based on the data retention periods applicable to the Oracle Cloud Services. You are responsible for ensuring that any data You require is downloaded to a storage location local to Your organization.
- You are responsible for purchasing any additional storage required for Your use of the Oracle Cloud Services. Oracle will not automatically allocate additional storage.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies* and *Oracle Global Business Unit Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Oracle Utilities Operational Device Cloud Service – Per 100 Utilities Assets per Month

Retired Part #: B87111

Users of the Oracle Utilities Operational Device Cloud Service are authorized to access the following modules and features:

- Oracle Utilities Operational Device Management
- Oracle Utilities Operational Device Management Extractors and Schema
- Oracle Utilities Operational Device Management Analytics
- Oracle Utilities Integration for Device Operations

Usage Limits: The Oracle Utilities Operational Device Cloud Service is subject to usage limits based on:

- A maximum number of 100 Utilities Assets per Month as defined in Your order.
- Oracle will provision three Environments for this Oracle Cloud Service: one Production Environment, and two Non-Production Environments (Test/QA and Development).
- Non-Production to Environments may be refreshed, at Your request, no more than once per quarter, provided the Non-Production Environment database and file storage are equal to or greater in size than the Production Environment database and file storage.
- Additional data storage for production and non-production environments may be purchased subject to additional fees
- The following storage limits apply to the Oracle Utilities Operational Device Management specific components of the Oracle Utilities Operational Device Cloud Service per the applicable Environment:

100 Utilities Assets	Environment Type	Total Database Storage	Total File Storage ¹	Bandwidth
1,000 to 3,000	Production	50 GB	50 GB	N/A
	Test	50 GB	50 GB	
	Development	50 GB	50 GB	
3,001 to 7,500	Production	50 GB	50 GB	
	Test	50 GB	50 GB	
	Development	50 GB	50 GB	
7,501 to 15,000	Production	150 GB	100 GB	
	Test	150 GB	100 GB	
	Development	50 GB	50 GB	

15,000 to 50,000 ²	Production	300 GB	200 GB
	Test	300 GB	200 GB
	Development	100 GB	50 GB

¹ Refers to sFTP storage accessible to users of the Oracle Cloud Service

² Additional storage may be required

- The following storage limits apply for the Oracle Utilities Analytics specific components of the Oracle Utilities Operational Device Cloud Service per the applicable Environment:

100 Utilities Assets	Environment Type	Total Database Storage	Total File Storage ¹	Bandwidth
1,000 to 7,500	Production	500 GB	100 GB	N/A
	Test	500 GB	100 GB	
	Development	250 GB	50 GB	
7,500 to 50,000 ²	Production	500 GB	200 GB	
	Test	500 GB	200 GB	
	Development	250 GB	50 GB	

¹ Refers to sFTP storage accessible to users of the Oracle Cloud Service

² Additional storage may be required

Service Level Targets:

For purposes of Disaster Recovery and System Availability Level as described in the Oracle Cloud Policies referenced below, this Oracle Cloud Service has the following Service Level Targets for the Production Environment:

Cloud Service	Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target Service Availability
Oracle Utilities Operational Device Cloud Service	24 hours	4 hours	99.5%

The Service Level Targets do not apply to the Non-Production Environment(s). The Target Service Availability does not apply in the event of a declared disaster. The Recovery Time and Recovery Point Objectives do not apply to customizations or third party software.

Your Secure Data Transfer Obligations:

- You must work with Oracle to establish the necessary private circuit or VPN solution and to facilitate secure traffic between the Oracle servers and Your network.
- Provide passwords to Your on premise Oracle Utilities Source Application as well as exchange public keys for initiating the SSH tunnel into the cloud environment. This will be done during an implementation call setup between Oracle and a responsible point of contact within Your organization.
- Oracle is not responsible or liable for impacts to the availability and performance of this Oracle Cloud Service due to system connectivity or On Premise application problems associated with data loads initiated by You or Your Users or with any outbound integrations.
- Oracle is not responsible for the installation, configuration or monitoring of any On Premise or hosted systems owned or operated by You.

Your Data Related Obligations:

Oracle's performance of the Oracle Cloud Service is contingent on Your fulfillment of the following responsibilities:

- You must appoint a responsible point of contact within Your organization to work with Oracle to
- resolve incidents related to any data loading, import, export or external interface related process.
- Provide necessary and appropriate data, (e.g. test data, configuration data, samples of daily files for all Interfaces, historical data etc.) to support this Oracle Cloud Service, in a format as requested by Oracle
- Perform data cleansing before providing any data to Oracle
- If data quality issues are identified with Your data after it reaches this Oracle Cloud Service, then You are responsible for providing corrected and cleansed data. Oracle is not responsible for cleansing or validating data from Your on-premise source application. You are responsible for removing any incorrect or erroneous data that is loaded into any Oracle Cloud Service environment. At Your request Oracle may (at Oracle's discretion) refresh or restore an environment.
- Provide response to questions that Oracle may submit to You in a timely manner.
- Oracle will remove data stored on the sFTP server periodically based on the data retention periods applicable to the Oracle Cloud Services. You are responsible for ensuring that any data You require is downloaded to a storage location local to Your organization.
- You are responsible for purchasing any additional storage required for Your use of the Oracle Cloud Services. Oracle will not automatically allocate additional storage.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies* and *Oracle Global Business Unit Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Oracle Maps Cloud Service for Oracle Utilities

Retired Part #: B86354

Users of the Oracle Maps Cloud Service for Oracle Utilities are authorized to access the following modules and features:

- Map request

To use this Oracle Maps Cloud Service for Oracle Utilities, You are required to first purchase and maintain the Oracle Utilities Analytics Base Platform Cloud Service. If the Oracle Utilities Analytics Base Platform Cloud Service lapses or otherwise ends, the Oracle Maps Cloud Service for Oracle Utilities will also automatically end.

Usage Limits: The Oracle Maps Cloud Service for Oracle Utilities can only be used within the Oracle Utilities Cloud Service as integrated and cannot be used or accessed directly.

Service Level Targets: For purposes of Disaster Recovery and System Availability Level as described in the Oracle Cloud Policies referenced below, this Oracle Cloud Service has the following Service Level Targets for the Production Environment:

Cloud Service	Recovery Time Objective (RTO)	Target Service Availability
Oracle Maps Cloud Service for Oracle Utilities	12 hours	99.5%

The Target Service Availability does not apply in the event of a declared disaster.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the *Oracle Maps Cloud Service Enterprise Hosting and Delivery Policies*, which may be viewed at www.oracle.com/contracts

Oracle Mobile Workforce Cloud Service - Per Field Resource

Retired Part # B80771

Users of the Oracle Mobile Workforce Cloud Service are authorized to access the following modules:

- Oracle Mobile Workforce Analytics ²⁹
 - Oracle Utilities Analytics Dashboards for Mobile Workforce Analytics
 - Oracle Utilities Extractors and Schema for Oracle Utilities Mobile Workforce Management

Users of the Oracle Mobile Workforce Cloud Service are also authorized to access one of the following modules:

- Oracle Real-Time Scheduler/ Oracle Real-Time Scheduler Mobile, or
- Oracle Utilities Mobile Workforce Management/ Oracle Utilities Mobile Workforce Management Mobile

Usage Limits:

The Oracle Mobile Workforce Cloud Service is subject to usage limits based on the following points:

- A maximum number of Authorized Users (Per Field Resource) as defined in Your order
- Oracle will provision three Environments for this Oracle Cloud Service: one Production Environment and two Non-Production Environments (test, and development).
- Database storage during the service period is limited to up to three years of transactional history.

Service Level Targets

For purposes of Disaster Recovery and Service Availability Level as described in the *Oracle Cloud Hosting and Delivery Policies* referenced below, this Oracle Cloud Service has the following Service Level Targets for the Production Environment:

Cloud Service	Recovery Time Objective	Recovery Point Objective	Target Service Availability
Oracle Mobile Workforce Cloud Service	24 hours	4 hours	99.5%

²⁹ All referenced Cloud Services, software components, features, functions and process flows are documented in the Program Documentation on docs.oracle.com → [Industries](#) → Oracle Utilities Documentation
Oracle Utilities Global Business Unit Cloud Service Descriptions

The Target Service Availability does not apply in the event of a declared disaster. The Recovery Time Objective and Recovery Point Objective do not apply to customizations or third party software.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies* and the *Oracle Global Business Unit Cloud Services Pillar Document* which may be viewed at www.oracle.com/contracts.

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Oracle General Privacy Policy

1. INTRODUCTION

This **General Oracle Privacy Policy** (also referred to as the '**Privacy Policy**') provides information on the collection, use, and sharing (collectively referred to '**processing**' or '**process**') as of personal information by Oracle Corporation and its affiliates ("Oracle", "we" or "us") in connection with your use of Oracle websites, mobile applications, and social media pages that link to this Privacy Policy, your interactions with Oracle during in-person meetings or at Oracle events, and in the context of other offline sales and marketing activities. This Privacy Policy also explains the privacy rights you have in relation to these processing activities.

This Privacy Policy was last updated on January 19, 2021. However, the Privacy Policy can change over time, for example to comply with legal requirements or to meet changing business needs. The most up-to-date version can be found on this [website](#). In case there is an important change that we want to highlight to you, we will also inform you in another appropriate way (for example via a pop-up notice or statement of changes on our website). See the [previous version](#) of this Privacy Policy.

As used in this Privacy Policy, 'personal information' or 'personal data' means information that relates to an identified individual or to an identifiable individual. For example, this could include among other things your name, address, email address, business contact details, or information gathered through your interactions with us via our websites or at events. Personal information is also referred to as '**information about you.**' For more detail about the types of information about you that we may process, please refer to [Section 4](#) below.

SCOPE OF THE PRIVACY POLICY

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This Privacy Policy applies to the processing of personal information by Oracle visitors and users of the various Oracle sites, attendees of Oracle events, customers and prospective customers and their representatives; subscribers to Oracle Magazine and Oracle Profit Magazine; and suppliers and business partners and their representatives.

WHO IS RESPONSIBLE FOR PROCESSING YOUR PERSONAL INFORMATION?

See
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Oracle Corporation and its affiliated entities are responsible for the processing of your personal information as described in this Privacy Policy.

WHICH CATEGORIES OF PERSONAL INFORMATION DO WE PROCESS?

See
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Oracle processes both offline and online personal information. Information about you may in some cases directly identify you, while in other cases it may only indirectly identify you.

WHERE DO WE SOURCE YOUR PERSONAL INFORMATION?

See
More

Oracle obtains information from our online and offline interactions with you during events, or email or telephone correspondence; third party data providers, or interactions with our sites.

WHY AND HOW DO WE USE YOUR PERSONAL INFORMATION?

See
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We use your personal information to respond to your requests; to deliver functionality on our sites; to administer our subscriptions; to market and tailor products and services to your or your company's interests; to engage in transactions with and process orders; to develop, improve the performance of, and secure our sites, products and services; and to comply with applicable laws such as to comply with an opt-out request.

HOW CAN WE SHARE YOUR PERSONAL INFORMATION?

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Your personal information is shared throughout Oracle's organization and with third parties such as distributors or resellers, service providers, and public, government, judicial and law enforcement entities.

WHAT ARE YOUR PRIVACY RIGHTS?

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You have privacy rights for the information we process about you. You can choose to opt-out of third party sharing, object to, or restrict our use of your personal information, delete, change or correct your personal information or access your personal information.

HOW TO CONTACT ORACLE IF YOU HAVE QUESTIONS, COMMENTS OR COMPLAINTS?

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If you believe your personal information has been used in a way that is not consistent with the Privacy Policy, please contact the Global Data Protection Officer.

2. SCOPE

This Privacy Policy applies to the processing of personal information by Oracle of:

visitors and users of the various Oracle sites, including our websites on [oracle.com](https://www.oracle.com), computer or mobile software applications and our social media pages that link to this Privacy Policy (collectively referred to as the **sites**);

attendees of Oracle events, such as Oracle OpenWorld, or Oracle-sponsored events;

customers and prospective customers and their representatives;

subscribers to Oracle Magazine and Oracle Profit Magazine; and

suppliers and business partners and their representatives.

When interacting with our websites, you also have the ability to link or connect with non-Oracle websites, services, social networks, applications or other features. Enabling these features will lead to other parties than Oracle processing information about you. Oracle does not have any control over these features of other parties. We encourage you to review the privacy policies of these parties before using these features.

3. WHO IS RESPONSIBLE FOR YOUR PERSONAL INFORMATION?

Oracle Corporation and its affiliated entities are responsible for processing your personal information described in this Privacy Policy. See the list of [Oracle entities](#). Please select a region and country to view the registered address and contact details of the Oracle entity or entities located in each country.

4. WHICH CATEGORIES AND SPECIFIC PIECES OF PERSONAL INFORMATION DO WE PROCESS?

Oracle can process information about you collected both offline and online.

Offline information about you originates from our interactions with you during in-person meetings or at Oracle events, conferences, workshops or gatherings;

Online information about you originates from your activities on our sites, for example, in relation with your Oracle accounts, (pre-)sales inquiries or subscription to our magazines, or from your interactions with Oracle via electronic communication tools such as email or telephone. Information about you may also be provided by third party sources, such as data aggregators who may not have a relationship with you.

Online information about you may also originate from the use of cookies and similar technologies (for example, pixel tags and device identifiers) on our sites or sites of third parties. For more information on cookies and similar technologies, please see [Section 11](#) below.

Specific pieces of information about you that Oracle may collect and process includes:

- name and physical address, email addresses, and telephone numbers;
- demographic attributes, when tied to personal information that identifies you;
- photographs and testimonials;
- transactional data, including products and services ordered, financial details and payment methods;
- company data such as the name, size and location of the company you work for and your role within the company;
- data from surveys and publicly available information, such as social media posts;
- call recording and chat transcript data from Sales and customer support calls and live chat sessions;
- unique IDs such as your mobile device identifier or cookie ID on your browser;
- IP address and information that may be derived from IP address, such as geographic location;
- information about a device you use, such as browser, device type, operating system, the presence or use of “apps”, screen resolution, and the preferred language;
- behavioral data of the internet connected computer or device you use when interacting with the sites, such as advertisements clicked or viewed, sites and content areas, date and time of activities or the web search used to locate and navigate to a site; and
- CEO name linked to the CEO’s company information and activities (for certain Oracle services relating to public company information and activity).

Please note that Oracle does not control the content that you may post to Oracle Communities forums or social networks; in some cases, such content may be publicly available on the Internet. You should carefully consider whether you wish to submit personal information to these forums or social networks and whether you wish to make your profile available to other users, and you should tailor any content you may submit accordingly.

5. WHY AND HOW DO WE USE YOUR PERSONAL INFORMATION?

We may use personal information for the following business purposes:

- to communicate and respond to your requests and inquiries to Oracle;
- to deliver functionality on our sites and for their technical and functional management;
- to engage in transactions with customers, suppliers and business partners and to process orders for Oracle products and services;
- to analyze, develop, improve and optimize the use, function and performance of our sites and products and services;
- to manage the security of our sites, networks and systems; and
- to comply with applicable laws and regulations and to operate our business.

We may use personal information for the following commercial purposes:

to administer subscriptions of Oracle magazine and Profit magazine; and

to market our products and services or related products and services, and to tailor our marketing and sales activities to your or your company's interests.

We may also use the names of company CEOs to provide select services to Oracle customers which may include publicly-available information regarding names of company CEOs.

These purposes are described below in further detail.

To communicate and respond to your requests and inquiries to Oracle

If you get in touch with us (such as by submitting contact forms on our sites, attending Oracle events or other occasions, sending an email or by visiting social media platforms), we process information about you to communicate with you and to respond to your requests or other inquiries. We can also process personal information to interact with you on third party social networks.

To deliver functionality on our sites and for their technical and functional management

When you choose to register with us (such as to make use of our communities), we need to process the personal information provided by you so that we can create and manage a personal account for you. Upon creating your account, we will send you your personal login information. This personal information enables us to administer your account, for example by changing your password for you.

To engage in transactions with customers, suppliers and business partners and to process purchases of our products and services

If you place an order for our products and services, or if you provide services to Oracle, our employees, customers or partners as a supplier or business partner, Oracle processes information about you to engage in and administer the relevant transactions (such as by sending invoices and making payments), administer your order, and help you get started and adopt our products and services (e.g., by contacting you to activate your Cloud services credits). If you download products or services from our sites, Oracle uses information about you to confirm certain information about your order (for example, that you did not experience problems in the download process).

To analyze, develop, improve and optimize the use, function and performance of our sites and products and services

We may process personal information in order to analyze, develop, improve and optimize the use, function and performance of our sites and products and services, including for quality assurance and training purposes, as well as for marketing and sales campaigns. In case the sites permit you to participate in interactive discussions, create a profile, post comments, opportunities or other content, or communicate directly with another user or otherwise engage in networking activities, Oracle may process personal information when moderating these activities.

To manage the security of our sites, networks and systems

We may collect site use data for security and operations management to help keep our sites, networks and systems secure, or to investigate and prevent potential fraud, including ad fraud and cyber-attacks and to detect bots.

To comply with applicable laws and regulations and to operate our business

In some cases, we have to process personal information to comply with applicable laws and regulations. For example, to respond to a request from a regulator or to defend a legal claim. We may also process personal

information in the performance and operation of our business, such as to conduct internal audits and investigations or for finance and accounting and archiving and insurance purposes.

To administer subscriptions of Oracle magazine and Profit magazine

If you subscribe to our magazines (such as “Oracle” or “Profit”), we process information about you to administer your subscription to our magazines (including the renewal process).

To market our products and services or related products and services and to tailor marketing and sales activities

Oracle may use information about you to notify you about new product releases and service developments, events, alerts, updates, prices, terms, special offers and associated campaigns and promotions (including via newsletters). Oracle may also use personal information to advertise Oracle’s products and services or related products and services, and also to have our distributors, resellers or partners notify you about our products or services or their related products or services (such as via joint sales or product promotions). We do our best to tailor your website visit, marketing experience and our communications to your expressed interests. This happens, for example, if you sign up for an Oracle community or program like the Oracle Partner Network or Oracle Technology Network.

If you attend an event, Oracle may process information about you gathered in relation to the event and can share information about your attendance with your company. Oracle may also permit designated event partners or conference sponsors to send you up to two communications related to your event attendance. Please note that our partners or conference sponsors may directly request information about you at their conference booths or presentations, and their use of your information that you provide to them will be subject to their privacy policies.

We may also process your personal information to post testimonials on our sites, but will first obtain your consent to use your name and testimonial.

To provide select services to Oracle customers which may include publicly-available information regarding names of company CEOs

For some services, we may collect the publicly-available names of CEOs of companies to better understand the status of these companies and help inform our services which relate to providing customers information about other companies.

6. WHAT IS OUR BASIS FOR PROCESSING INFORMATION ABOUT YOU?

For personal information collected about you in the EU, our basis for processing is the following:

In order to communicate adequately with you and to respond to your requests, we need to process information about you and therefore have a **legitimate interest** in processing this information.

In order to engage in transactions with customers, suppliers and business partners, and to process purchases and downloads of our products and services, we need to process information about you **as necessary to enter into or perform a contract** with you.

We process personal information for marketing and sales activities based on your **consent** where so indicated on our sites at the time your personal information was collected, or further to our **legitimate interest** to market and promote our products and services.

We rely on our **legitimate interest** to analyze, develop, improve and optimize our sites, products and services, and to maintain the security of our sites, networks and systems.

In order **to comply with applicable laws and regulations**, such as to comply with a subpoena or other legal

process, or to process an opt-out request.

7. FOR WHAT PERIOD DO WE RETAIN PERSONAL INFORMATION

Oracle maintains personal information for the following retention periods:

Information about you we collect to engage in transactions with our customers, suppliers and business partners, and to process purchases of our products and services, will be retained for the duration of the transaction or services period, or longer as necessary for record retention and legal compliance purposes.

If you have registered for an Oracle account, your account information will be retained for as long as you maintain an active account. Your account and account information will be deleted if you do not log in for 18 consecutive months. Oracle retains records of that deletion for 90 days.

If you have registered for our newsletters and blogs, including Oracle magazine or Profit magazine, your subscription data will be retained for as long as you are subscribed to our distribution lists. Oracle retains records of that deletion for 30 days.

Contact information such as your email address or phone number collected online on our sites or offline from our interactions with you at Oracle events and conferences, and used for direct marketing and sales activities will be retained for as long as we have an active (customer) relationship with you. We treat you as an active contact if (i) you have interacted with Oracle or updated your contact details and preferences in the past 18 months; and (ii) you have not made a deletion request.

If you have reached out to us via Oracle Sales chat, we will delete all chat transcripts 90 days after the chat has concluded.

If you have reached out to us via our support line and you have not opted out of call recording, we will delete call recordings 60 days after the call has concluded unless otherwise specified during the call.

Personal information needed to retain your opt-out preferences is retained for 20 years (or longer as necessary to comply with applicable law).

8. WHEN AND HOW CAN WE SHARE YOUR PERSONAL INFORMATION?

Sharing within Oracle

As a global organization, information about you may be shared globally throughout Oracle's worldwide organization. See the list of [Oracle entities](#). Please select a region and country to view the registered address and contact details of the Oracle entity or entities located in each country.

Oracle employees are authorized to access personal information only to the extent necessary to serve the applicable purpose(s) and to perform their job functions.

Sharing with third parties

We may share personal information with the following third parties for a business purpose:

Third-party service providers (for example, credit card processing services, order fulfillment, analytics, event/campaign management, website management, information technology and related infrastructure provision, customer service, e-mail delivery, auditing, and other similar service providers) in order for those service providers to perform business functions on behalf of Oracle;

Relevant third parties in the event of a reorganization, merger, sale, joint venture, assignment, transfer or other disposition of all or any portion of our business, assets or stock (including in connection with any

bankruptcy or similar proceedings);

As required by law, such as to comply with a subpoena or other legal process, when we believe in good faith that disclosure is necessary to protect our rights, protect your safety or the safety of others, investigate fraud, or respond to government requests, including public and government authorities outside your country of residence, for national security and/or law enforcement purposes.

We may share personal information with the following third parties for a commercial purpose:

Oracle distributors or resellers for further follow-up related to your interests, specific partners that offer complementary products and services or with third parties to facilitate interest-based advertising.

When third parties are given access to personal information, we will take appropriate contractual, technical and organizational measures designed to ensure that personal information is processed only to the extent that such processing is necessary, consistent with this Privacy Policy, and in accordance with applicable law.

9. HOW IS PERSONAL INFORMATION HANDLED GLOBALLY?

Oracle is a global corporation with operations in over 80 countries and personal information is processed globally as necessary in accordance with this policy. If personal information is transferred to an Oracle recipient in a country that does not provide an adequate level of protection for personal information, Oracle will take adequate measures designed to protect the personal information, such as ensuring that such transfers are subject to the terms of the EU Model Clauses or other adequate transfer mechanism as required under relevant data protection laws.

10. HOW IS YOUR PERSONAL INFORMATION SECURED?

Oracle has implemented appropriate technical, physical and organizational measures designed to protect personal information against accidental or unlawful destruction or accidental loss, damage, alteration, unauthorized disclosure or access, as well as all other forms of unlawful processing.

11. WHAT COOKIES AND SIMILAR TECHNOLOGIES DO WE USE ON OUR SITES?

Cookies and similar technologies (e.g., pixels tags and device identifiers) are used by Oracle and our advertising technology partners to recognize you and/or your device(s) on, off and across different services and devices for the purposes specified in [Section 5](#) above.

When do we use cookies and similar technologies?

Cookies are small text files that contain a string of characters and uniquely identify a browser on a device connected to the Internet. Any browser visiting our sites will receive cookies from us. We also place cookies in your browser when you visit non-Oracle sites that host our plugins or tags.

We use cookies and other technologies on all our sites to ensure the best possible and secure experience on our sites and to provide you with tailored information on products and services.

Oracle also uses cookies or similar technologies on its sites to collect online information such as your mobile device ID, IP address, and other information about your device, as well as behavioral data of your device usage on our sites (e.g. pages viewed, links clicked, documents downloaded). This information contributes to Oracle's Marketing & Data Cloud services designed to provide targeted digital advertising and personalization services to Oracle Marketing & Data Cloud customers. Our data collection, use and sharing practices in relation to these processing activities, including your specific choices, are described in the [Oracle Marketing and Data Cloud Privacy Policy](#).

How can I manage my cookie preferences?

If you are a visitor to our sites, you can use our [cookie preferences tool](#) to opt out of cookies that are not required to enable core site functionality, such as advertising and functional cookies.

You can also access the [Oracle Data Cloud opt-out tool](#) to opt out of interest based advertising by Oracle and other participating advertising technology companies serving interest-related ads to you on behalf of Oracle. Please note that the Oracle Data Cloud opt-out tool will only work on the Internet browser on which they are deposited, and they will only function only if your browser is set to accept third-party cookies.

If you do not want to receive cookies, you can also change your **browser settings** on your computer or other device you are using to access our services. Most browsers also provide functionality that lets you review and erase cookies, including Oracle cookies.

12. WHAT ARE YOUR PRIVACY RIGHTS?

We provide multiple choices in respect of the information we process about you:

Opt-out of our use or sharing of your personal information

You may withdraw consent you have previously provided for the processing of information about you, including for email marketing by Oracle.

Delete personal information

You can ask us to erase or delete all or some of the information about you.

Change or correct personal information

You can edit some of the information about you by. You can also ask us to change, update or fix information about you in certain cases, particularly if it is inaccurate.

Object to, or limit or restrict use of personal information

You can ask us to stop using all or some of the information about you (for example, if we have no legal right to keep using it) or to limit our use of it (for example, if the information about you is inaccurate).

Right to access and/or have your information provided to you

You can also ask us for a copy of information about you and can ask for a copy of information about you provided in machine readable form if you reside in the EU, California or other jurisdiction that provides you this right as a matter of law.

You can exercise these choices in accordance with applicable laws as specified on our [Privacy Choices page](#), or by filling out our [inquiry form](#).

13. DO YOU COLLECT SENSITIVE INFORMATION AND INFORMATION FROM CHILDREN?

Sensitive personal information

We ask that you do not send us, and do not share any sensitive personal information (for example, government-issued IDs, information related to racial or ethnic origin, political opinions, religion or other beliefs, health, genetic, or biometric data, criminal background or trade union membership).

Children's privacy

As a company focused on serving the needs of businesses, Oracle's sites are not directed to minors and Oracle does not promote or market its services to minors, except in very limited circumstances as part of specific educational outreach programs with parental permission. If you believe that we have mistakenly or unintentionally

collected personal information of a minor through our sites without appropriate consent, please notify us through our inquiry form so that we may immediately delete the information from our servers and make any other necessary corrections. Additionally, please use this same form to request removal of content or information that was posted to our sites when the registered user was under the age of 16. Please note that such requests may not ensure complete or comprehensive removal of the content or information, as, for example, some of the content may have been reposted by another user.

14. WHAT ARE YOUR RIGHTS UNDER THE California Consumer Privacy Act (CCPA)?

If you are a California resident, you may request that we:

1. disclose to you the following information covering the 12 months preceding your request:

the categories and specific pieces of personal information we collected about you and the categories of personal information we sold (see [Section 4](#));

the categories of sources from which we collected such personal information (see [Section 4](#));

the business or commercial purpose for collecting or selling personal information about you (see [Section 5](#)); and

the categories of third parties to whom we sold or otherwise disclosed personal information (see [Section 8](#)).

2. delete personal information we collected from you (see [Section 12](#)); or
3. opt-out of any future sale of personal information about you (see [Section 12](#)).

We will respond to your request consistent with applicable law.

If you are a California resident, you may obtain information about exercising your rights, as described above, by contacting us at 1-800-633-0748.

15. DATA PROTECTION OFFICER

Oracle has appointed a **Global Data Protection Officer**. If you believe your personal information has been used in a way that is not consistent with the Privacy Policy or your choices, or if you have further questions, comments or suggestions related to this Privacy Policy, please contact the Global Data Protection Officer by filling out an [inquiry form](#).

Written inquiries to the Global Data Protection Officer may be addressed to:

Oracle Corporation
Global Data Protection Officer
Willis Tower
233 South Wacker Drive
45th Floor
Chicago, IL 60606
U.S.A.

For personal information collected INSIDE the EU/EEA, written inquiries to the EU Data Protection Officer may be addressed to:

Robert Niedermeier

Hauptstraße 4
D-85579 Neubiberg / München
Germany

For personal information collected INSIDE Brazil, written inquiries to the Brazilian Data Protection Officer may be addressed to:

Alexandre Sarte
Rua Dr. Jose Aureo Bustamante, 455
Vila São Francisco
São Paulo, BR

16. DISPUTE RESOLUTION OR FILING A COMPLAINT

If you have any complaints regarding our compliance with this Privacy Policy, please contact us first. We will investigate and attempt to resolve complaints and disputes regarding use and disclosure of personal information in accordance with this Privacy Policy and in accordance with applicable law.

If you have an unresolved privacy or data use concern that you believe we have not addressed satisfactorily, please contact our U.S.-based third-party dispute resolution provider (free of charge) at <https://feedback-form.truste.com/watchdog/request>. Under certain conditions, you may invoke binding arbitration when other dispute resolution procedures have been exhausted. You also have the right to file a complaint with a competent data protection authority if you are a resident of a European Union member state.

17. ORACLE CORPORATE HEADQUARTERS

Oracle's corporate headquarters are located at:

2300 Oracle Way
Austin, TX 78741
USA

Tel: +1.737.867.1000

Previous versions: [01/04/21](#) | [10/20/20](#) | [12/23/19](#) | [3/25/19](#)

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Attachment: Oracle Cloud Services Agreement [Revision 1] (4252 : APPROVE AGREEMENTS FOR THE PURCHASE AND IMPLEMENTATION OF



Report to City Council

TO: Mayor and City Council

FROM: Michael L. Wolfe P.E., Assistant City Manager

AGENDA DATE: April 6, 2021

TITLE: APPROVAL OF A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF MORENO VALLEY, CALIFORNIA, APPROVING A PURCHASE AND SALE AGREEMENT REGARDING AN EASEMENT AND JOINT USE AGREEMENT WITH THE EASTERN MUNICIPAL WATER DISTRICT

RECOMMENDED ACTION

1. Approve Resolution 2021-XX, a Resolution of the City Council of the City of Moreno Valley, California, approving a Purchase and Sale Agreement regarding an Easement and Joint Use Agreement with the Eastern Municipal Water District.

SUMMARY

Staff recommends that the City Council approve Resolution 2021-XX thereby approving an Easement Purchase and Sale Agreement to grant an easement to the Eastern Municipal Water District ("District") for the development of a public well site. Furthermore, a Joint Use Agreement with the District will allow for the City to store park materials, supplies and equipment within the District's building to be located within the aforementioned easement. The subject parcel is a part of the City's Victoriano Park, located on Los Cabos Drive north of Iris Avenue.

DISCUSSION

The District received grant funds from the State Water Resources Control Board to address treatable groundwater in the Perris North Groundwater Basin, which includes portions of the City of Moreno Valley. The primary purpose of the grant is to facilitate the District's ability to efficiently and effectively pump groundwater from the North Groundwater Basin for storage, remediation and treatment for purposes of converting the groundwater to "potable water" for general consumer use.

Since the grant was awarded, the District has been in discussion with City staff about the possibility of locating a needed well site on a portion of the City's Victoriano Park located along Los Cabos Drive north of Iris Avenue. After extended discussions, District and City staff concluded that the optimal location for the new well site, that would have no considerable impact on the current and future operations of the Park, is on a 0.51 acre portion of the Park located in the southwest corner of the park adjacent to Los Cabos Drive.

As expressed by District staff, in general, the proposed well site will include the new well, pumps, electrical equipment, pipes, fencing, gates, and an access driveway. The groundwater, however, will not be processed (treated) at the well site; rather, the groundwater will be conveyed to another site/facility owned and operated by the District where the groundwater will be treated.

Incidentally, in addition to the specific and general environmental benefits associated with treating the groundwater within the City, the treated water will be part of the District's retail water production. The District is also willing to pay fair market value for each easement. The fair market value of each easement was determined by professionally prepared appraisals that were peer reviewed by the City. The appraisal report was thoroughly reviewed to ensure compliance with the Uniform Standards of Professional Appraisal Practice (USPAP) and the California Code of Civil Procedure. Based on this review, the City's peer reviewer found that the content, analyses, and conclusions stated in the appraisal report are in compliance with applicable standards and requirements. Furthermore, the valuation methodology applied is considered appropriate and consistent with the unique community park characteristics of the subject property and acquisition impacts, and the value opinions stated in the appraisal report are adequately supported. The fair market value of the 0.51 acre area is \$89,250.00 with an additional \$6,000.00 for a temporary access easement. Moreover, as part of this transaction, the District has agreed to compensate the City an additional \$212,000 for additional future improvements to the Park.

Summary of the terms of the Purchase and Sale Agreement (See Attached to the Resolution) are as follows:

- The City will sell the 0.51 acre area of land that is part of APN 486-160-036 to the District for the fair market value of \$89,250.00 as an easement for the construction and operation of the new public well site that will be owned and operated by the District. Furthermore, an additional \$6,000.00 will be provided for a temporary access easement.
- The District shall compensate the City for additional future improvements to the Park in the amount of \$212,000.
- The District will enter a Joint Use Agreement with the City to allow for the storage of park materials, supplies, and equipment within a District building within the District easement.

This transaction is exempt from the provisions of Chapter 2.5 Public Park Preservation Act of 1971 in that: (a) EMWD's purpose of obtaining the subject easement is to construct and maintain an underground water well; (b) although it is not feasible to place the pump station and small building underground, the pump station and the small building will be utilized to provide potable water for its customers, which includes the City, derived from the underground water well; and (c) EWMD shall not have exclusive use of the subject easement in that the City shall be able to store park materials, supplies and equipment within the small building for the purpose of operating, servicing and maintaining Victoriano Park for the benefit of the current and future users of Victoriano Park.

ALTERNATIVES

- Approve the Resolution. This alternative supports the District's Perris North Groundwater Program resulting in the District's ability to remediate and treat more groundwater in and around the City of Moreno Valley and making more potable water available to the City and its residents and businesses. **Staff recommends this alternative.**

- Do not approve the Resolution. This alternative will result in delay to the District's Perris North Groundwater Program and hinder the District's ability to increase its capacity to remediate and treat groundwater in and around the City of Moreno Valley to produce potable water for consumers. **Staff does not recommend this alternative.**

FISCAL IMPACT

There is no impact to the General Fund. This transaction results in one-time revenue for sale of land for easement purposes and additional improvements within Victoriano Park. A budget adjustment is needed to increase revenue in FY20/21.

Description	Fund	GL Account No.	Type (Rev/Exp)	FY 20/21 Budget	Proposed Adjustments	FY 20/21 Amended Budget
Revenue from sale of 0.51 acres for EMWD Easement and Park Improvements at Victoriano Park	Zone A	5011-50-57-35210-589900	Rev	\$0	\$301,250	\$301,250
Temporary Construction Easement	Zone A	5011-50-57-35210-560040	Rev	\$0	\$6,000	\$6,000

NOTIFICATION

Publication of agenda.

PREPARATION OF STAFF REPORT

Prepared By:
Michael Lloyd, P.E.
Engineering Division Manager/Assistant City Engineer

Department Head Approval:
Michael L. Wolfe, P.E.
Public Works Director/City Engineer

Concurred By:
Patti Solano
Parks and Community Services Director

CITY COUNCIL GOALS

Public Facilities and Capital Projects. Ensure that needed public facilities, roadway improvements, and other infrastructure improvements are constructed and maintained.

CITY COUNCIL STRATEGIC PRIORITIES

- 1. Economic Development
- 2. Public Safety
- 3. Library
- 4. Infrastructure
- 5. Beautification, Community Engagement, and Quality of Life
- 6. Youth Programs

Objective 4.2: Develop and maintain a comprehensive Infrastructure Plan to invest in and deliver City infrastructure.

ATTACHMENTS

- 1. Resolution No. 2021-XX EMWD PSA Easement

APPROVALS

Budget Officer Approval	<u>✓ Approved</u>	4/01/21 12:57 PM
City Attorney Approval	<u>✓ Approved</u>	
City Manager Approval	<u>✓ Approved</u>	4/01/21 12:59 PM

RESOLUTION NO. 2021-XX

A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF MORENO VALLEY, CALIFORNIA, APPROVING A PURCHASE AND SALE AGREEMENT REGARDING AN EASEMENT AND JOINT USE AGREEMENT WITH THE EASTERN MUNICIPAL WATER DISTRICT

WHEREAS, the City of Moreno Valley (“City”) is a General Law city organized pursuant to Article XI of the California Constitution; and

WHEREAS, the City owns, operates and maintains Victoriano Park consisting of 5.43 acres, situated adjacent to Victoriano Elementary School, just north of Iris Avenue and east of Kitching Street in Moreno Valley; and

WHEREAS, the City operates Victoriano Park as a public park that provides recreational activities such as football and soccer practice; and

WHEREAS, the Eastern Municipal Water District (“EMWD”) is a Municipal Water District governed and administered by the Water District Act of 1911 and the California Water Code; and

WHEREAS, EMWD is dedicated to the responsible use and protection of the natural environment through groundwater management, water use efficiency and various other sustainable practices; and

WHEREAS, through collaborative and multi-faceted approaches, EMWD is able to successfully manage and augment its groundwater supplies in an economically and environmentally responsible manner to ensure long-term reliability for its customers which includes the City; and

WHEREAS, the City supports EMWD’s commitment to the responsible use and protection of the natural environment through groundwater management, water use efficiency and various other sustainable practices in an economically and environmentally responsible manner so that the City can rely on the EMWD to ensure the availability of potable water the City’s uses for City parks; and

WHEREAS EMWD wants to obtain an easement totaling 0.51 acres from the City to install an underground water well and construct an associated pump station and small building (the “District Facility”) for the maintenance and operation of the underground water well within Victoriano Park, which currently consist of a grassy area with trees, irrigation and a sidewalk; and

WHEREAS, although it is not feasible to place the pump station and the District Facility underground, the pump station and the District Facility will be utilized to produce potable water from the underground water well which will be available for the City to use as potable water within Victoriano Park; and

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Date Adopted: _____, 2021

Attachment: Resolution No. 2021-XX EMWD PSA Easement (4377 : APPROVAL OF PURCHASE AGREEMENT WITH EASTERN MUNICIPAL

WHEREAS, EMWD wants to also obtain a temporary license for the purpose of constructing the underground water well, associated pump station and the District Facility; and

WHEREAS, EMWD has offered to pay fair market value for the easement and temporary license privileges, plus an additional \$212,000 as sufficient compensation to enable the City to offset any lost recreational value at Victoriano Park, which will be earmarked to install and construct certain improvements within Victoriano Park for the benefit of the current and future users of Victoriano Park; and

WHEREAS, the total area covered by the subject easement amounts to less than one acre and less than 10 percent of the total area of land encompassed by Victoriano Park; and

WHEREAS, in light of the total area of land covered by the subject easement and the fact that the area encompassed by the subject easement amounts to less than 10 percent of the total area of land encompassed by Victoriano Park, the City prefers to use the proceeds from the purchase of the easement and temporary license privileges to improve certain portions of Victoriano Park for the benefit of the current and future users of Victoriano Park; and

WHEREAS, pursuant to the terms and conditions of the Joint Use Agreement by and between the City and EMWD, EMWD shall not have exclusive use of the subject easement in that the City shall be able to store park materials, supplies and equipment within the District Facility for purposes of operating, servicing and maintaining Victoriano Park for the benefit of the current and future users of Victoriano Park.

NOW, THEREFORE, THE CITY COUNCIL OF THE CITY OF MORENO VALLEY, CALIFORNIA, DOES HEREBY RESOLVE AS FOLLOWS:

Section 1. Recitals

That the above recitals are true and correct and are incorporated herein by this reference.

Section 2. Easement Purchase and Sale Agreement

That the Purchase and Sale Agreement by and between the City of Moreno Valley and the Eastern Municipal Water District, attached hereto as Exhibit A and incorporated herein by this reference, is hereby approved.

Section 3. Joint Use Agreement

That the attached Joint Use Agreement by and between the City of Moreno Valley and the Eastern Municipal Water District, attached hereto as Exhibit B and incorporated

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Date Adopted: _____, 2021

Attachment: Resolution No. 2021-XX EMWD PSA Easement (4377 : APPROVAL OF PURCHASE AGREEMENT WITH EASTERN MUNICIPAL

herein by this reference, is hereby approved.

Section 4. Public Park Preservation Act

That this transaction between the City and EMWD is hereby exempt from the provisions of Chapter 2.5 Public Park Preservation Act of 1971 in that: (a) EMWD’s purpose of obtaining the subject easement is to construct and maintain an underground water well; (b) although it is not feasible to place the pump station and District Facility underground, the pump station and the District Facility will be utilized to provide potable water for its customers, which includes the City, derived from the underground water well; and (c) EWMD shall not have exclusive use of the subject easement in that the City shall be authorized to store park materials, supplies and equipment within the District Facility for the purpose of operating, servicing and maintaining Victoriano Park for the benefit of the current and future users of Victoriano Park.

Section 5. General Plan Conformity

That the terms and conditions of the Purchase and Sale Agreement and the Joint Use Agreement are consistent with the General Plan’s Parks, Recreation and Open Space Element in that the joint use of a relatively small area of Victoriano Park by the City of Moreno Valley and the Eastern Municipal Water District will produce revenue to fund recreational services, which is consistent with the statement contained in the Parks, Recreation and Open Space Element that the City of Moreno Valley Parks and Recreation Department provides parks and recreation facilities in Moreno Valley through partnerships with other public agencies and the private sector.

Section 6. CEQA Exemption

That this proposed transaction is exempt from review under the California Environmental Quality Act (CEQA) pursuant to the exemption set forth in 14 Cal Code Regs §15061(Common Sense Exemption) since it can be seen with certainty that there is no possibility that the activity in question may have a significant effect on the environment.

Section 7. Severability

That the City Council declares that, should any provision, section, paragraph, sentence or word of this Resolution be rendered or declared invalid by any final court action in a court of competent jurisdiction or by reason of any preemptive legislation, the remaining provisions, sections, paragraphs, sentences or words of this Resolution as hereby adopted shall remain in full force and effect.

Section 8. Repeal of Conflicting Provisions

That all the provisions heretofore adopted by the City Council that are in conflict with the provisions of this Resolution, are hereby repealed.

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Date Adopted: _____, 2021

Attachment: Resolution No. 2021-XX EMWD PSA Easement (4377 : APPROVAL OF PURCHASE AGREEMENT WITH EASTERN MUNICIPAL

Section 9. City Manager Authorization

That pursuant to Section 2.08.060 (Powers and Duties) of the Municipal Code, the City Manager shall be authorized to execute all documents and instruments related to the subject matter of this Resolution and to revise and modify the respective documents and instruments, in consultation with the City Attorney, provided that any such modifications are consistent with the purpose and substantive provisions of this Resolution, without the need to present any such modifications to the City Council for formal approval.

Section 10. Effective Date

That this Resolution shall take effect immediately upon its adoption.

Section 11. Certification

That the City Clerk shall certify to the passage and adoption of this Resolution, enter the same in the book for original resolutions of the City, and make a minute of passage and adoption thereof in the records of the proceedings of the City Council, in the minutes of the meeting at which this Resolution is passed and adopted.

APPROVED AND ADOPTED this ____ day of _____ 2021.

Dr. Yxstian A. Gutierrez
Mayor
City of Moreno Valley

ATTEST:

Pat Jacquez-Nares, City Clerk

APPROVED AS TO FORM:

Steven B. Quintanilla, Interim City Attorney

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Resolution No. 2021-xx
Date Adopted: _____, 2021

Attachment: Resolution No. 2021-XX EMWD PSA Easement (4377 : APPROVAL OF PURCHASE AGREEMENT WITH EASTERN MUNICIPAL

RESOLUTION JURAT

STATE OF CALIFORNIA)
COUNTY OF RIVERSIDE) ss.
CITY OF MORENO VALLEY)

I, Pat Jacquez-Nares, City Clerk of the City of Moreno Valley, California, do hereby certify that Resolution No. 2020-xx was duly and regularly adopted by the City Council of the City of Moreno Valley at a regular meeting thereof held on the _____ day of _____, 2021 by the following vote:

AYES:

NOES:

ABSENT:

ABSTAIN:

(Council Members, Mayor Pro Tem and Mayor)

CITY CLERK

(SEAL)

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Resolution No. 2021-xx
Date Adopted: _____, 2021

Attachment: Resolution No. 2021-XX EMWD PSA Easement (4377 : APPROVAL OF PURCHASE AGREEMENT WITH EASTERN MUNICIPAL

Exhibit A
PURCHASE & SALE AGREEMENT

Attachment: Resolution No. 2021-XX EMWD PSA Easement (4377 : APPROVAL OF PURCHASE AGREEMENT WITH EASTERN MUNICIPAL

6
Resolution No. 2021-xx
Date Adopted: _____, 2021



**AGREEMENT FOR PURCHASE OF REAL PROPERTY
WITH JOINT ESCROW INSTRUCTIONS**

A Portion of Assessor Parcel Number(s) 486-160-036,
City of Moreno Valley, California

By and Between

**EASTERN MUNICIPAL WATER
DISTRICT,**

a public agency organized and existing under and by
virtue of theMunicipal Water District Law of 1911

and

**CITY OF MORENO VALLEY, a
municipal corporation**

Attachment: Resolution No. 2021-XX EMWD PSA Easement (4377 : APPROVAL OF PURCHASE AGREEMENT WITH EASTERN MUNICIPAL

This **AGREEMENT FOR PURCHASE OF REAL PROPERTY WITH JOINT ESCROW INSTRUCTIONS** ("Agreement") is entered into as of____, 2021 (the "Effective Date" to be inserted by Escrow) by and between **EASTERN MUNICIPAL WATER DISTRICT**, a public agency organized and existing under and by virtue of the Municipal Water District Law of 1911 ("District"), and the **CITY OF MORENO VALLEY**, a municipal corporation ("City").

RECITALS

The following recitals are a substantive part of this Agreement and incorporated herein by reference:

A. City owns, operates, and maintains Victoriano Park consisting of 5.43 acres, situated adjacent to Victoriano Elementary School, just north of Iris Avenue and east of Kitching Street in the City of Moreno Valley, County of Riverside, State of California, Assessor Parcel Number 486-160-036 ("City Property").

B. District desires to purchase from City a permanent non-exclusive easement totaling approximately 22,312 square feet, as more particularly described in Exhibits "A" and "B" of the Easement Deed attached hereto as Attachment "1" and incorporated herein by reference ("Easement") and a Non-Exclusive License and Right-of-Entry totaling approximately 8,954 square feet, as described in Exhibit "A" and depicted on Exhibit "B" of the License and Right-of-Entry attached hereto as Attachment "2" and incorporated herein by reference ("License").

C. City desires to sell the Easement and License to District as detailed in the terms and conditions set forth in this Agreement and Attachments 1 and 2.

NOW, THEREFORE, FOR AND IN CONSIDERATION OF THE MUTUAL PROMISES, COVENANTS AND CONDITIONS CONTAINED HEREIN, DISTRICT AND CITY AGREE AS FOLLOWS:

SECTION 1
PURCHASE PRICE AND GENERAL RELEASE

1.1 Purchase Price. City agrees to grant to District the Easement for Eighty-Nine Thousand Two Hundred and Fifty Dollars (\$89,250) and the License for Six Thousand Dollars (\$6,000). In addition, the District agrees to pay to City Two Hundred Twelve Thousand Dollars (\$212,000) for lost recreation use upon completion of the District facility or May 31, 2023, whichever is sooner ("Lost Recreation Use Payment"). The Lost Recreation Use Payment will be paid to City by District outside of escrow and the City is obligated to use the payment for improvements to Victoriano Park.

1.2 Full Compensation and Mutual Releases. Excepting the duties and obligations imposed by this Agreement, each Party does hereby and for its elected officials, directors, officers, shareholders, employees, agents, attorneys, accountants, expert witnesses,

Attachment: Resolution No. 2021-XX EMWD PSA Easement (4377 : APPROVAL OF PURCHASE AGREEMENT WITH EASTERN MUNICIPAL

representatives, successors, and assigns, release and forever discharge each other Party and its elected officials, directors, officers, shareholders, employees, agents, attorneys, accountants, expert witnesses, representatives, successors, and assigns from any and all claims, actions, causes of action, demands, rights, damages, fees, costs, expenses, and compensation whatsoever, including without limitation, severance damages, if any, pre-condemnation damages, if any, loss of business goodwill, if any, costs, interest, attorneys' fees, relocation assistance or benefits and moving expense due or compensable under the relocation laws, and any claim for compensation or other legal remedy of whatever kind or nature, tangible or intangible, direct or consequential relating to the acquisition of the Easement and License.

Except as expressly provided herein, the Parties, by signing this Agreement, agree and warrant that they have read, understand, and expressly release and waive the provisions of California Civil Code Section 1542, which reads as follows:

"A general release does not extend to claims that the creditor or releasing party does not know or suspect to exist in his or her favor at the time of executing the release and that, if known by him or her, would have materially affected his or her settlement with the debtor or released party."

*(City's Initial)*___ *(District's Initial)* _____

**SECTION 2
INSPECTIONS**

2.1 Right to Inspect Property. District and its agents, contractors, consultants, employees, representatives, engineers, and designees (collectively, "Districts Agents") shall have reasonable access to the Easement and License areas at all reasonable times from the Effective Date until the Close of Escrow (or earlier termination of this Agreement), during normal business hours, for the purpose of conducting tests and inspections of the Easement and License areas, including surveys and architectural, engineering, geotechnical and environmental inspections and tests, or conducting any pre-construction or actual construction activities in connection with this Agreement. As a condition of any such entry, inspection or testing, District shall comply with the following: (a) comply with all applicable laws and governmental regulations; (b) keep the Easement and License areas clear of all mechanic's liens and material men's liens, lis pendens and other liens arising out of the entry and work performed by or on behalf of District; and (c) shall notify the City a minimum of 48 hours of District's intent to enter the Easement and License areas.

District shall immediately indemnify, defend, and hold harmless City from and against any damages, liability, or expense (including reasonable attorney's fees) arising from the entries of District and District Agents upon the Easement and License areas; provided, however, the indemnity shall not extend to protect City from any pre-existing liabilities for matters merely discovered by the District (e.g., latent environmental contamination).

2.2 Environmental Inspections. The inspections under this Article 2 may include a Phase I environmental assessment of the Easement and License Areas, and if recommended by the Phase I environmental assessment, a Phase II environmental assessment. District shall give City a copy of all Environmental Assessments prepared on behalf of District related to the Easement and License areas, if any.

SECTION 3

ESCROW INSTRUCTIONS

3.1 Escrow Agent/Title Company. First American Title Company in its Riverside Office located at 3400 Central Avenue, Ste. 100, Riverside, CA 92506 shall act as the Title Company and Escrow Agent for this transaction.

3.2 Escrow Instructions. This Agreement, together with any standard instructions of Escrow Agent, shall constitute the joint escrow instructions of District and City to Escrow Agent, as well as an agreement between District and City. In the event of any conflict between the provisions of this Agreement and Escrow Agent's standard instructions, this Agreement shall prevail.

3.3 Close of Escrow. The closing of the escrow shall occur on or before **April 30, 2021**, or a date for which the parties agree by written amendment, prepared by Escrow Agent, and signed by both City and District ("Close of Escrow").

3.4 Payment of Costs. District shall pay 100% of normal and customary escrow fees/charges and for the ALTA Standard title policy premium.

3.5 Commission. City and the District each represent and warrant to the other that no broker or finder is entitled to any commission or finder's fee in connection with this transaction, and each agrees to defend and hold harmless the other from any claim to any such commission or fee resulting from any action on its part.

3.6 General Provisions Applicable to Escrow Agent. The following general provisions shall be applicable to the Escrow Agent.

- a. All disbursements shall be made by check or bank wire of the Escrow Agent. All funds received in the Escrow shall be deposited in a separate interest-earning escrow account with any bank doing business in the State of California and approved by District.
- b. The Parties to the Escrow jointly and severally agree to pay all costs, damages, judgments, and expenses, including reasonable attorneys' fees, suffered or incurred by the Escrow Agent in connection with, or arising out of the Escrow, including, but without limiting the generality of the

foregoing, a suit in interpleader brought by the Escrow Agent. In the event that the Escrow Agent files a suit in interpleader, the Escrow Agent shall be fully released and discharged from all obligations imposed upon the Escrow Agent in the Escrow.

- c. All proration's and/or adjustments called for in the Escrow shall be made on the basis of a thirty (30) day month unless the Escrow Agent is otherwise instructed in writing.

3.7 Authority of Escrow Agent. The Escrow Agent is authorized to, and shall:

- a. If applicable, pay and charge District for any Escrow Costs, charge District for the cost of drawing the Easement Deed, recording fees, notary fees and anystate, county or local documentary transfer fees;
- b. pay and charge the District for the premium of the Title Policy and, if applicable, pay and charge the District for any upgrade of the Title Policy or Additional Endorsements to the Title Policy which are requested by District;
- c. disburse funds and record and deliver to District the Easement Deed and License when both District's Conditions and the City's Closing Conditions to the Closing are satisfied or waived in writing by the Party for whom the condition was established, provided, however, that funds deposited as part of the Purchase Price shall not be disbursed by the Escrow Agent unless and until the Escrow Agent has recorded the Easement Deed and License delivered the Title Policy to District;
- d. insert the Effective Date in the introductory paragraph of this Agreement and the appropriate amounts and date of the Closing in documents deposited by the Parties in Escrow;
- e. do such other actions as necessary to fulfill the Escrow Agent's obligations under this Agreement, including, if applicable, obtaining the Title Policy and recording any instrument delivered through Escrow if necessary and proper in the issuance of the Title Policy;
- f. within the discretion of the Escrow Agent, direct District and City to execute and deliver any instrument, affidavit or statement, and to perform any act reasonably necessary and/or applicable to comply with the provisions of FIRPTA and any similar state act or regulation promulgated thereunder. City agrees to execute a Certificate of Non-Foreign Status by individual transferor, a Certificate of Compliance with Real Estate Reporting Requirement of the 1986 Tax Reform Act and/or a California

Franchise Tax Board Form 590 or similar form, if applicable, to assure District that there exist no withholding requirements imposed by application of law as may be required by the Escrow Agent, on forms supplied by the Escrow Agent;

- g. prepare and file with all appropriate governmental or taxing authorities a uniform settlement statement, closing statement, tax withholding forms, including an IRS 1099-S form, and be responsible for withholding taxes, if any such forms and/or withholding are provided for or required by law; and
- h. prepare and deliver to District and City for their review and approval prior to the Closing an estimated settlement statement.

3.8 Submittals into Escrow. The Parties shall submit documents and funds into Escrow as set forth in this Section.

a. Submittals by City.

- i. At least two (2) days prior to the Closing, City shall submit into Escrow the original Easement Deed duly executed by City and acknowledged substantially in the form attached hereto as Attachment "1".
- ii. At least two (2) days prior to the Closing, City shall submit into Escrow the original License duly executed by City and acknowledged substantially in the form attached hereto as Attachment "2"
- iii. At least two (2) days prior to the Closing, funds to cover all closing costs to be paid by City, if any.
- iv. A non-foreign transferor affidavit in a form acceptable to Escrow Agent, if applicable.
- v. An executed Internal Revenue Form W-9 or 1099-S form, if applicable.

b. Submittals by District.

- i. At least two (2) days prior to the Closing, District shall submit into Escrow the original Certificate of Acceptance of the Easement Deed duly executed by District.

- ii. At least two (2) days prior to the Closing, District shall submit into Escrow the original Certificate of Acceptance of the License duly executed by District.
- iii. At least two (2) days prior to the Closing, funds equal to the Purchase Price, along with sufficient funds to cover all closing costs to be paid by District, if any.

3.9 Closing Procedure. The Escrow Agent shall close the Escrow as follows:

- a. Record the Easement Deed and License with the Riverside County Recorder's Office.
- b. Deliver the Title Policy issued by the Title Company to the District.
- c. File any informational reports required by Internal Revenue Code Section 6045(e), as amended and any other applicable requirements.
- d. Deliver the FIRPTA Certification, if required.
- e. Forward to District and City a separate accounting of all funds received and disbursed for each Party and copies of all executed, recorded or filed documents deposited into Escrow, with such recording and filing date and information endorsed thereon.

SECTION 4
REPRESENTATIONS AND WARRANTIES

4.1 City's Representations. City hereby makes the following representations, covenants and warranties and acknowledges that the execution of this Agreement by District has been made and the acquisition by District of the Easement and License will have been made in material reliance by District on such covenants, representations, and warranties.

- a. Authority. City has full right, power, and lawful authority to undertake all obligations as provided herein and the execution, performance and delivery of this Agreement by City has been fully authorized by all requisite actions on the part of the City.
- b. Execution of Agreement/Conflicts. This Agreement and all other documents to be executed by City hereunder will, upon execution and delivery thereof, have been duly executed by City and will constitute legal, valid, and binding obligations of City, and neither the execution of this Agreement nor the performance of City's obligations hereunder will result in a default by City under any agreement or contract to which City

is a party.

- c. No Conflict. To the best of the City's knowledge, the City's execution, delivery, and performance of its obligations under this Agreement will not constitute a default or a breach under any contract, agreement, or order to which the City is a party or by which it is bound.
- d. Existing Agreements. City has not entered into any agreements with any other party to sell or convey the Fee Property or any portion thereof and the Fee Property is not subject to any options or rights of first refusal.
 - a. No Bankruptcy. The City is not the subject of a bankruptcy, insolvency or receivership proceeding of any kind, whether voluntary or involuntary.
 - b. Possession. There are no leases or other agreement relating to the right of possession or occupancy of Easement and License areas.
 - c. Title. The City holds a fee title interest in the City Property.
 - d. Hazardous Substances Disclosure. To City's knowledge, and except as otherwise set forth in the Property Documents or Title Report, the Fee Property and Easement have not at any time been used for the purposes of storing, manufacturing, releasing or dumping Hazardous Materials or Substances. City warrants and represents to District that City is not aware of any Hazardous or Toxic Material or substance located on or beneath the Fee Property and Easement conveyed hereunder. If City becomes aware of any hazardous or toxic material or substance located on or beneath the Fee Property and Easement conveyed hereunder prior to the Closing, City shall, in writing, within ten (10) days, notify District.

"Hazardous Materials" or "Substances" means any substance, material, or waste which is or becomes regulated by any local governmental authority, the State of California, or the United States Government, including, but not limited to, any material or substance which is (i) defined as a "hazardous waste", "acutely hazardous waste", "extremely hazardous waste", or "restricted hazardous waste" under Section 25115, 25117 or 25122.7, or listed pursuant to Section 25140 of the California Health

and Safety Code, Division 20, Chapter 6.5 (Hazardous Waste Control Law), (ii) defined as a “hazardous substance” under Section 25316 of the California Health and Safety Code, Division 20, Chapter 6.8 (Carpenter-Presley-Tanner Hazardous Substance Account Act), (iii) defined as a “hazardous material”, “hazardous substance”, or “hazardous waste” under Section 25501 of the California Health and Safety Code, Division 20, Chapter 6.95 (Hazardous Materials Release Response Plans and Inventory), (iv) defined as a “hazardous substance” under Section 25281 of the California Health and Safety Code, Division 20, Chapter 6.7 (Underground Storage of Hazardous Substances), (v) petroleum, (vi) asbestos, (vii) polychlorinated biphenyls, (viii) listed under Article 9 or defined as “hazardous” or “extremely hazardous” pursuant to Article 11 of Title 22 of the California Code of Regulations, Chapter 20, (ix) designated as “hazardous substances” pursuant to Section 311 of the Clean Water Act (33 U.S.C. Section 1317), (x) defined as a “hazardous waste” pursuant to Section 1004 of the Resource Conservation and Recovery Act, 42 U.S.C. Section 6901 et seq. (42 U.S.C. Section 6903), (xi) defined as “hazardous substances” pursuant to Section 101 of the Comprehensive Environmental Response, Compensation, and Liability Act, 42 U.S.C. Section 9601 et seq., (xii) methyl-tert butyl ether, or (xiii) any other substance, whether in the form of a solid, liquid, gas or any other form whatsoever, which by any Governmental Requirements either requires special handling in its use, transportation, generation, collection, storage, handling, treatment or disposal, or is defined as “hazardous” or harmful to the environment.

4.2 Governmental Compliance. To the best of the City’s knowledge, the City has not received any notice from any governmental agency or authority alleging that the City Property is currently in violation of any law, ordinance, rule, regulation, or requirement applicable to its use and operation. If any such notice or notices are received by the City, City shall, in writing, within ten (10) days of receipt of such notice, notify District.

All representations and warranties contained herein shall be true and correct on the date hereof and on the Close of Escrow and City's liability from misrepresentation of or breach of warranty, representation, or covenant, wherever contained in this Agreement, shall survive the execution and delivery of this Agreement and the Close of Escrow for a period of two (2) years.

If City becomes aware of any act or circumstance which would change or render incorrect, in whole or in part, any representation or warranty by City under this Agreement, whether as of the date given or any time thereafter through the Close of Escrow and whether such representation or warranty was based upon City's knowledge and/or belief as of a certain date, then City will give immediate written notice of such changed fact or circumstance to District. City shall not take or authorize, directly or indirectly, any action which would prevent City from representing and warranting as to the truth and accuracy of the statements in Section 4.0 as of the Close of Escrow.

4.3 District's Representations. District represents and warrants to City as of the Effective Date as follows:

- a. Authority. District is a public agency organized and existing under and by virtue of the Municipal Water District Law of 1911 and in good standing under the laws of the State of California. District has full right, power, and lawful authority to undertake all obligations as provided herein and the execution, performance and delivery of this Agreement by District have been fully authorized by all requisite actions on the part of the District.
- b. Execution of Agreement/Conflicts. This Agreement and all other documents to be executed by District hereunder will, upon execution and delivery thereof, have been duly executed by District and will constitute legal, valid, and binding obligations of District, and neither the execution of this Agreement nor the performance of District's obligations hereunder will result in a default by District under any agreement or contract to which District is a party.
- c. No Conflict. To the best of the District's knowledge, the District's execution, delivery, and performance of its obligations under this Agreement will not constitute a default or a breach under any contract, agreement, or order to which the District is a party or by which it is bound.
- d. No Bankruptcy. The District is not the subject of a bankruptcy, insolvency or receivership proceeding of any kind, whether voluntary or involuntary.

SECTION 5

CLOSING CONDITIONS

5.1 District's Conditions to Closing. In addition to any other condition set forth in this Agreement in favor of District, District shall have the right to condition its obligation to purchase the Fee Property and Easement Deed and close the escrow upon the satisfaction, or written waiver by District, of each of the following conditions precedent on the Closing Date or such

earlier time as provided for herein (collectively, "City Closing Conditions"):

- a. City's Due Performance. All of the representations and warranties of City set forth in this Agreement shall be true, correct and complete in all material respects as of the Closing, and City, on or prior to the Closing, shall have complied with and/or performed all of the material obligations, covenants and agreements required on the part of City to be complied with or performed pursuant to the terms of this Agreement, including the execution and delivery by City of all closing documents required under this Agreement.
- b. Delivery of Title Policy at Closing. The Title Company is unconditionally and irrevocably committed to issue to District at Closing a CLTA standard coverage owner's title policy, or, upon District's request, an ALTA extended coverage owner's policy of title insurance, insuring District's title to the Easement in the amount of the Purchase Price, subject only to the standard exceptions and exclusions from coverage contained in such form of the policy and title exceptions that District approved.
- c. Bankruptcy. There shall not have occurred at any time on or before the Closing Date the making by City of any general assignment for the benefit of creditors, or the filing against City of a petition to have City adjudged a bankrupt or a petition for reorganization or arrangement under any law relating to bankruptcy, or the appointment of a trustee or receiver to take possession of substantially all of the interest of City in the Property, or the attachment, execution or judicial seizure of substantially all the assets of City or the interests of City in the Fee Property and Easement or any legal proceeding in which City is adjudicated as being, or stipulates to being, insolvent or unable to pay City's debts as they come due.
- d. Deposit of Funds. City shall have deposited all funds and shall have made all payments required to be deposited and made by City, if any, for the Closing pursuant to this Agreement.
- e. No Litigation. No litigation shall be pending or threatened by any third parties which seek to enjoin the transactions contemplated herein.

5.2 City's Closing Conditions. In addition to any other condition set forth in this Agreement in favor of City, City shall have the right to condition its obligation to convey the Fee Property and Easement and close the escrow upon the satisfaction, or written waiver by City, of each of the following conditions precedent on the Closing Date or such earlier time as provided for herein (collectively, "City Closing Conditions"):

- a. District's Due Performance. All of the representations and warranties of District set forth in this Agreement shall be true, correct and complete in

all material respects as of the Closing, and District, on or prior to the Closing, shall have complied with and/or performed all of the material obligations, covenants and agreements required on the part of District to be complied with or performed pursuant to the terms of this Agreement, including the execution and delivery by District of all closing documents required under this Agreement.

- b. Bankruptcy. There shall not have occurred at any time on or before the Closing Date the making by District of any general assignment for the benefit of creditors, or the filing against District of a petition to have District adjudged a bankrupt or a petition for reorganization or arrangement under any law relating to bankruptcy, or the appointment of a trustee or receiver to take possession of substantially all of the interest of District in the District Property being conveyed hereunder, or the attachment, execution or judicial seizure of substantially all the assets of District or the interests of District in the District Property being conveyed hereunder or any legal proceeding in which District is adjudicated as being, or stipulates to being, insolvent or unable to pay District's debts as they come due.
- c. Deposit of Funds. District shall have deposited all funds and shall have made all payments required to be deposited and made by District, if any, for the Closing pursuant to this Agreement.
- d. No Litigation. No litigation shall be pending or threatened by any third parties which seek to enjoin the transactions contemplated herein.

5.3 Satisfaction of Conditions. Where satisfaction of any of the foregoing conditions requires action by District or City, each party shall use their diligent efforts, in good faith, and at its own cost, to satisfy such condition.

5.4 Waiver of Conditions to Closing. Each of the Parties may at any time or time, at its election, waive any of the conditions set forth in in Section 5 to its obligations hereunder, but any such waiver shall be effective only if contained in a writing signed by both Parties and delivered to Escrow Agent.

5.5 Termination. In the event each of the Closing Conditions set forth in Section 5 are not fulfilled prior to the Close of Escrow, or such earlier time as provided for herein or waived by either of the Parties, and provided that the terminating party is not in Default of this Agreement, the party may at its option terminate this Agreement and the escrow opened hereunder.

No termination under this Agreement shall release any party then in default from liability for such default. In the event of such termination or any other termination hereunder, the parties

agree neither this Agreement, nor any of the negotiations leading up to it, shall constitute nor serves as evidence of any unreasonable delay or other unreasonable pre-condemnation conduct.

SECTION 6

DEFAULTS AND REMEDIES

6.1 Default. In the event of a default by any party under this Agreement, the non-defaulting party shall provide written notice to the defaulting party of the existence of such default, and the defaulting party shall have a period ten (10) days after receipt of such written notice to cure such default; provided, however, if such default cannot reasonably be cured within ten (10) days, the defaulting party shall not be in default if such party commences to cure the default within such ten (10) day period and diligently and in good faith continues to cure the same thereafter. As used in this Agreement, the term "Default" shall refer to a default by a party that is not timely cured as set forth above. In the event of a Default by any party under this Agreement, the non-defaulting party shall have all right and remedies for such breach available at law or in equity, including without limitation the remedy of specific performance.

6.2 Inaction Not a Waiver of Default. Any failures or delays by either Party in asserting any of its rights and remedies as to any Default shall not operate as a waiver of any Default or of any such rights or remedies or deprive either such Party of its right to institute and maintain any actions or proceedings which it may deem necessary to protect, assert or enforce any such rights or remedies.

6.3 Applicable Law. The laws of the State of California shall govern the interpretation and enforcement of this Agreement. Any legal actions must be instituted in the Superior Court of the County of Riverside, State of California, in an appropriate municipal court in Riverside County, or in the United States District Court for District of California in which Riverside County is located.

SECTION 7

GENERAL PROVISIONS

7.1 Rights and Remedies Are Cumulative. Except as otherwise expressly stated in this Agreement, the rights and remedies of the Parties are cumulative, and the exercise by either Party of one or more of such rights or remedies shall not preclude the exercise by it, at the same or different times, of any other rights or remedies for the same Default or any other Default by the other Party.

7.2 No Third-Party Rights. The Parties intend that no rights or remedies be granted to any third party as a beneficiary of this Agreement or of any covenant, duty, obligation or undertaking established herein.

7.3 Counterparts. This Agreement may be signed in multiple counterparts which, when signed by all Parties, shall constitute a binding agreement.

7.4 Integration. This Agreement contains the entire understanding between the Parties relating to the transaction contemplated by this Agreement. All prior or contemporaneous agreements, understandings, representations and statements, oral or written, are merged in this Agreement and shall be of no further force or effect. Each Party is entering this Agreement based solely upon the representations set forth herein and upon each Party's own independent investigation of any and all facts such party deems material. This Agreement and Attachments 1, 2 and 3 hereto constitute the entire understanding and agreement of the Parties, notwithstanding any previous negotiations or agreements between the Parties or their predecessors in interest with respect to all or any part of the subject matter hereof.

7.5 Enforced Delay, Extension of Times of Performance. In addition to specific provisions of this Agreement, performance by either Party hereunder shall not be deemed to be in Default, and all performance and other dates specified in this Agreement shall be extended, where delays or Defaults are due to war; insurrection; strikes; lockouts; riots; civil disturbances; floods; earthquakes; fires; casualties; acts of God; acts of the public enemy; epidemics; quarantine; restrictions; freight embargoes; lack of transportation; governmental restrictions or priority; litigation; unusually severe weather; inability to secure or delays in securing necessary labor, materials or tools; delays of any contractor, subcontractor or supplier; delays due to the existence or remediation of Hazardous Materials (other than as provided in this Agreement); acts or omissions of the other Party; acts or failures to act of the District, acting in its governmental capacity, or any other public or governmental entity (other than the acts or failures to act of District hereunder which shall not excuse performance by District); or any other inability or cause beyond the control or without the fault of the Party claiming an extension of time to perform. Notwithstanding anything to the contrary in this Agreement, an extension of time for any such cause shall be for the period of the enforced delay and shall commence to run from the time of the commencement of the cause, if notice by the Party claiming such extension is sent to the other Party within thirty (30) days of the commencement of the cause. If such notice is delivered after such thirty (30) day period, the extension period shall commence to run from the date of such notice. Times of performance under this Agreement may also be extended in writing by the mutual agreement of City and District. The Parties agree to consider requests for such extensions in good faith and with intent to cooperate toward the implementation of the activities contemplated by this Agreement.

7.6 Attorneys' Fees. In any action between the Parties to interpret, enforce, reform, modify, rescind, or otherwise in connection, with any of the terms or provisions of this Agreement, the prevailing Party in the action shall be entitled, in addition to damages, injunctive relief, or any other relief to which it might be entitled, reasonable costs and expenses including, without limitation, litigation costs and reasonable attorneys' fees.

7.7 Notices, Demands and Communications Between the Parties. Any notices, requests, demands, documents, approvals or disapprovals given or sent under this Agreement from one Party to another (collectively, "Notices") may be personally delivered or deposited with the United States Postal Service for mailing, postage prepaid, to the address of the other Party

as stated in this Section, and shall be deemed to have been given or sent at the time of personal delivery or, if mailed, on the third day following the date of deposit in the course of transmission with the United States Postal Service. Notices shall be sent as follows:

If to City: City of Moreno Valley
14177 Frederick Street Moreno
Valley, CA 92553
Attention: Engineering Division Manager/Assistant City Engineer

If to District: Eastern Municipal Water District 2270
Trumble Road
Perris, CA 92572-8300
Attention: Real Property Manager

7.8 Severability. To the best knowledge and belief of the Parties to this Agreement, this Agreement contains no provision that is contrary to any federal, state or local law or to any regulatory requirement or other ruling or regulation of a federal, state or local agency that would be in breach of the obligations of either or both of the Parties under the terms and provisions of any legally binding agreement. However, if any provision of this Agreement or any part thereof, shall at any time be held to be invalid, in whole or in part, under any applicable federal, state or local law by a court of competent jurisdiction, or by arbitrators or an administrative agency of the federal, state or local government with proper jurisdiction, then such provision or a portion thereof, as appropriate, shall be curtailed and limited only to the extent necessary to bring it within the requirements of the law; in such event, the validity and enforceability of the remaining provisions of this Agreement shall remain in effect and shall in no way be affected, impaired or invalidated, unless the invalidated provision(s) shall uniquely, materially and adversely affect the rights and obligations of a Party to this Agreement.

7.9 Legal Advice. Each Party represents and warrants to the other the following: they have carefully read this Agreement, and in signing this Agreement, they do so with full knowledge of any right which they may have; they have received independent legal advice from their respective legal counsel as to the matter set forth in this Agreement, or have knowingly chosen not to consult legal counsel as to the matters set forth in this Agreement; and, they have freely signed this Agreement without any reliance upon any agreement, promise, statement or representation by or on behalf of the other Party, or their respective agents, employees, or attorneys, except as specifically set forth in this Agreement, and without duress or coercion, whether economic or otherwise.

7.10 Authority. Each individual executing this Agreement individually or on behalf of a corporation, nonprofit corporation, trust, partnership or other entity or organization, represents and warrants that he or she is duly authorized to execute and deliver this Agreement and that this Agreement is binding upon the same in accordance with its terms.

7.11 Titles and Captions. Titles and captions are for convenience of reference only and do not define, describe, or limit the scope or the intent of this Agreement or of any of its terms. Reference to section numbers is to sections in this Agreement, unless expressly stated otherwise.

7.12 Interpretation. As used in this Agreement, masculine, feminine or neuter gender and the singular or plural number shall each be deemed to include the others where and when the context so dictates. The word "including" shall be construed as if followed by the words "without limitation." This Agreement shall be interpreted as though prepared jointly by both Parties.

7.13 No Waiver. A waiver by either Party of a breach of any of the covenants, conditions, or agreements under this Agreement to be performed by the other Party shall not be construed as a waiver of any succeeding breach of the same or other covenants, agreements, restrictions, or conditions of this Agreement.

7.14 Modifications. Any alteration, change or modification of or to this Agreement, in order to become effective, shall be made in writing and in each instance signed on behalf of each Party. The District and City agree to mutually consider reasonable requests for amendments to this Agreement that may be made by any of the Parties hereto, provided such requests are consistent with this Agreement and would not substantially alter the basic terms included herein.

IN WITNESS WHEREOF, the Parties have executed this Agreement on the respective dates set forth below:

Dated: _____

"CITY"

CITY OF MORENO VALLEY,
a municipal corporation

By: _____

Mike Lee,
City Manager

Attachment: Resolution No. 2021-XX EMWD PSA Easement (4377 : APPROVAL OF PURCHASE AGREEMENT WITH EASTERN MUNICIPAL

Dated: _____

"DISTRICT"

EASTERN MUNICIPAL WATER DISTRICT,
a public agency organized and existing under and
by virtue of the Municipal Water District Law of
1911

By: _____
John J. Ward,
Director of Engineering Services

Attachment: Resolution No. 2021-XX EMWD PSA Easement (4377 : APPROVAL OF PURCHASE AGREEMENT WITH EASTERN MUNICIPAL

ATTACHMENT "1"
EASEMENT DEED
[Behind this Page]

EXHIBIT "A"

**EASTERN MUNICIPAL WATER DISTRICT
PUBLIC SERVICE EASEMENT**

WO: 19924
APN: 486-160-036
GRANTOR: THE CITY OF MORENO VALLEY

LEGAL DESCRIPTION

THAT PORTION OF PARCEL 9 OF PARCEL MAP NO. 20557, IN THE CITY OF MORENO VALLEY, COUNTY OF RIVERSIDE, STATE OF CALIFORNIA, AS SHOWN BY MAP ON FILE IN BOOK 147, PAGES 20 THROUGH 27 OF PARCEL MAPS, IN THE OFFICE OF THE COUNTY RECORDER OF SAID RIVERSIDE COUNTY, DESCRIBED IN PARCELS AS FOLLOWS:

BEGINNING AT THE INTERSECTION OF THE SOUTHWESTERLY LINE OF SAID PARCEL 9, BEING ALSO THE NORTHEASTERLY RIGHT-OF-WAY LINE OF EL CABO DRIVE (33 FOOT HALF WIDTH) AS SHOWN ON SAID PARCEL MAP NO. 20557 WITH THE NORTHWESTERLY LINE OF THE LAND DESCRIBED IN THAT CERTAIN EASEMENT DEED TO EASTERN MUNICIPAL WATER DISTRICT RECORDED AUGUST 26, 1988 AS INSTRUMENT NO. 88-244377 OF OFFICIAL RECORDS OF SAID RIVERSIDE COUNTY;

THENCE ALONG SAID NORTHWESTERLY LINE NORTH 26°57'19" EAST 93.23 FEET;

THENCE LEAVING SAID NORTHWESTERLY LINE NORTH 61°17'32" WEST 174.68 FEET TO THE BEGINNING OF A TANGENT CURVE, CONCAVE NORTHEASTERLY AND HAVING A RADIUS OF 100.00 FEET;

THENCE ALONG SAID CURVE NORTHWESTERLY 55.14 FEET THROUGH A CENTRAL ANGLE OF 31°35'32";

THENCE SOUTH 87°06'56" WEST 52.83 FEET;

THENCE SOUTH 03°04'56" EAST 63.87 FEET TO SAID SOUTHWESTERLY LINE OF PARCEL 9 AND SAID NORTHEASTERLY RIGHT-OF-WAY LINE OF LOS CABOS DRIVE;

THENCE ALONG SAID SOUTHWESTERLY LINE AND SAID NORTHEASTERLY RIGHT-OF-WAY LINE SOUTH 63°02'41" EAST 111.06 FEET;

THENCE LEAVING SAID SOUTHWESTERLY LINE AND SAID NORTHEASTERLY RIGHT-OF-WAY LINE NORTH 26°57'19" EAST 30.00 FEET;

Attachment: Resolution No. 2021-XX EMWD PSA Easement (4377 : APPROVAL OF PURCHASE AGREEMENT WITH EASTERN MUNICIPAL

EXHIBIT "A"
APN: 486-160-036

THENCE SOUTH 63°02'41" EAST 30.00 FEET;

THENCE SOUTH 26°57'19" WEST 30.00 FEET TO SAID SOUTHWESTERLY LINE AND SAID NORTHEASTERLY RIGHT-OF-WAY LINE;

THENCE ALONG SAID SOUTHWESTERLY LINE AND SAID NORTHEASTERLY RIGHT-OF-WAY LINE SOUTH 63°02'41" EAST 36.91 FEET TO THE BEGINNING OF A TANGENT CURVE, CONCAVE SOUTHWESTERLY AND HAVING A RADIUS OF 533.00 FEET;

THENCE CONTINUING ALONG SAID SOUTHWESTERLY LINE AND SAID NORTHEASTERLY RIGHT-OF-WAY LINE AND ALONG SAID CURVE SOUTHEASTERLY 63.46 FEET THROUGH A CENTRAL ANGLE OF 06°49'18" TO THE POINT OF BEGINNING.

CONTAINING: 22,312 SQUARE FEET, OR 0.51 ACRES, MORE OR LESS.

EXHIBIT "B" ATTACHED HERETO AND BY THIS REFERENCE MADE A PART HEREOF.

THIS REAL PROPERTY DESCRIPTION HAS BEEN PREPARED BY ME, OR UNDER MY DIRECTION, IN CONFORMANCE WITH THE PROFESSIONAL LAND SURVEYORS' ACT.


THOMAS E. VERLOOP - L.S. 5348
DATE: 03/16/2021



Attachment: Resolution No. 2021-XX EMWD PSA Easement (4377 : APPROVAL OF PURCHASE AGREEMENT WITH EASTERN MUNICIPAL

30' 0' 60'

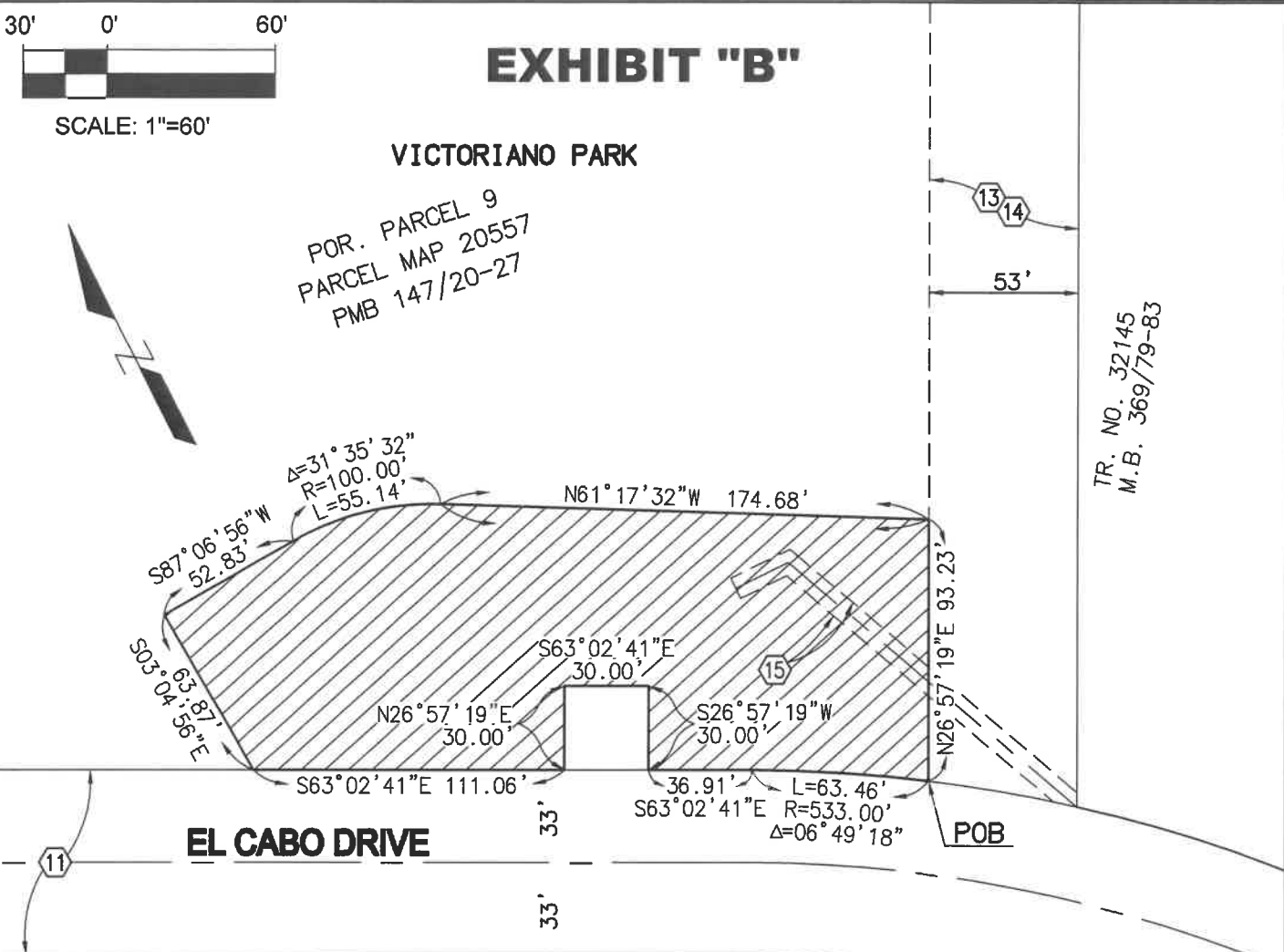


SCALE: 1"=60'

EXHIBIT "B"

VICTORIANO PARK

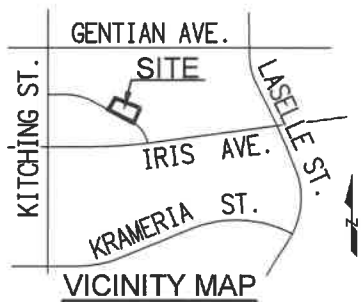
POR. PARCEL 9
PARCEL MAP 20557
PMB 147/20-27



TR. NO. 32145
M.B. 369/79-83

EASEMENTS

- ⑪ EASEMENT FOR PUBLIC ROAD, PUBLIC UTILITY AND PUBLIC SERVICES PER PMB 147/94-98
- ⑬ EASEMENT PIPELINES, SEWERS AND INGRESS AND EGRESS TO EASTERN MUNICIPAL WATER DISTRICT RECORDED AUGUST 26, 1988 AS INSTRUMENT NO. 88-244377 OF OFFICIAL RECORDS.
- ⑭ EASEMENT FOR DRAINAGE PURPOSES TO THE CITY OF MORENO VALLEY RECORDED DECEMBER 5, 1988 AS INSTRUMENT NO. 88-355508 OF OFFICIAL RECORDS.
- ⑮ EASEMENT FOR POLELINES, CONDUITS OR UNDERGROUND FACILITIES TO SOUTHERN CALIFORNIA EDISON COMPANY RECORDED MARCH 29, 1990 AS INSTRUMENT NO. 90-113150 OF OFFICIAL RECORDS.



BASIS OF BEARING

THE BEARINGS SHOWN ON THIS PLAT ARE BASED UPON THE CENTERLINE OF EL CABO DRIVE, BEARING N63°02'41\"/>

PROPERTY DESCRIPTION

A PORTION OF PARCEL 9 OF PARCEL MAP 20557, IN THE CITY OF MORENO VALLEY, COUNTY OF RIVERSIDE, STATE OF CALIFORNIA, AS PER MAP ON FILE IN BOOK 147, PAGES 20 THROUGH 27 OF PARCEL MAPS, IN THE OFFICE OF THE COUNTY RECORDER OF RIVERSIDE COUNTY, CALIFORNIA.

INDICATES EASTERN MUNICIPAL WATER DISTRICT PUBLIC SERVICE EASEMENT 0.51 AC. ± OR 22,312 SQ. FT. ±

PREPARED UNDER MY DIRECTION

THOMAS E. VERLOOP - L.S. 5348



APN'S 486-160-036

DATE: 03/16/2021

SEC. 20, T3S, R3W, S8M

EASTERN MUNICIPAL WATER DISTRICT RIVERSIDE COUNTY, CALIFORNIA	INST. NO.	DATE:	RA-
	APPROVALS		SCALE AS SHOWN
GRANT OF EASEMENT PROPERTY OF: CITY OF MORENO VALLEY	ENGINEERING	REAL PROPERTY	W.O. 19924
			SHT. 1 OF 1

Attachment: Resolution No. 2021-XX EMWD PSA Easement (4377 : APPROVAL OF PURCHASE AGREEMENT WITH EASTERN MUNICIPAL

ATTACHMENT "2"
LICENSE AND RIGHT-OF-ENTRY
[Behind this Page]

EXHIBIT "A"**EASTERN MUNICIPAL WATER DISTRICT
LICENSE AND RIGHT OF ENTRY****WO:** 19924**APN:** 486-160-036**GRANTOR:** THE CITY OF MORENO VALLEY**LEGAL DESCRIPTION**

THAT PORTION OF PARCEL 9 OF PARCEL MAP NO. 20557, IN THE CITY OF MORENO VALLEY, COUNTY OF RIVERSIDE, STATE OF CALIFORNIA, AS SHOWN BY MAP ON FILE IN BOOK 147, PAGES 20 THROUGH 27 OF PARCEL MAPS, IN THE OFFICE OF THE COUNTY RECORDER OF SAID RIVERSIDE COUNTY, DESCRIBED IN PARCELS AS FOLLOWS:

COMMENCING AT THE INTERSECTION OF THE SOUTHWESTERLY LINE OF SAID PARCEL 9, BEING ALSO THE NORTHEASTERLY RIGHT-OF-WAY LINE OF EL CABO DRIVE (33 FOOT HALF WIDTH) AS SHOWN ON SAID PARCEL MAP NO. 20557 WITH THE NORTHWESTERLY LINE OF THE LAND DESCRIBED IN THAT CERTAIN EASEMENT DEED TO EASTERN MUNICIPAL WATER DISTRICT RECORDED AUGUST 26, 1988 AS INSTRUMENT NO. 88-244377 OF OFFICIAL RECORDS OF SAID RIVERSIDE COUNTY;

THENCE ALONG SAID NORTHWESTERLY LINE NORTH 26°57'19" EAST 93.23 FEET TO THE **TRUE POINT OF BEGINNING**;

THENCE LEAVING SAID NORTHWESTERLY LINE NORTH 61°17'32" WEST 174.68 FEET;

THENCE NORTH 28°42'28" EAST 50.00 FEET;

THENCE SOUTH 61°16'38" EAST 173.09 FEET TO SAID NORTHWESTERLY LINE;

THENCE ALONG SAID NORTHWESTERLY LINE SOUTH 26°57'19" WEST 53.00 FEET TO THE **TRUE POINT OF BEGINNING**.

CONTAINING: 8,954 SQUARE FEET, MORE OR LESS.

EXHIBIT "B" ATTACHED HERETO AND BY THIS REFERENCE MADE A PART HEREOF.

EXHIBIT "A"
APN: 486-160-036

THIS REAL PROPERTY DESCRIPTION HAS BEEN PREPARED BY ME, OR UNDER MY DIRECTION, IN CONFORMANCE WITH THE PROFESSIONAL LAND SURVEYORS' ACT.


THOMAS E. VERLOOP - L.S. 5348
DATE: 03/16/2021



30' 0' 60'

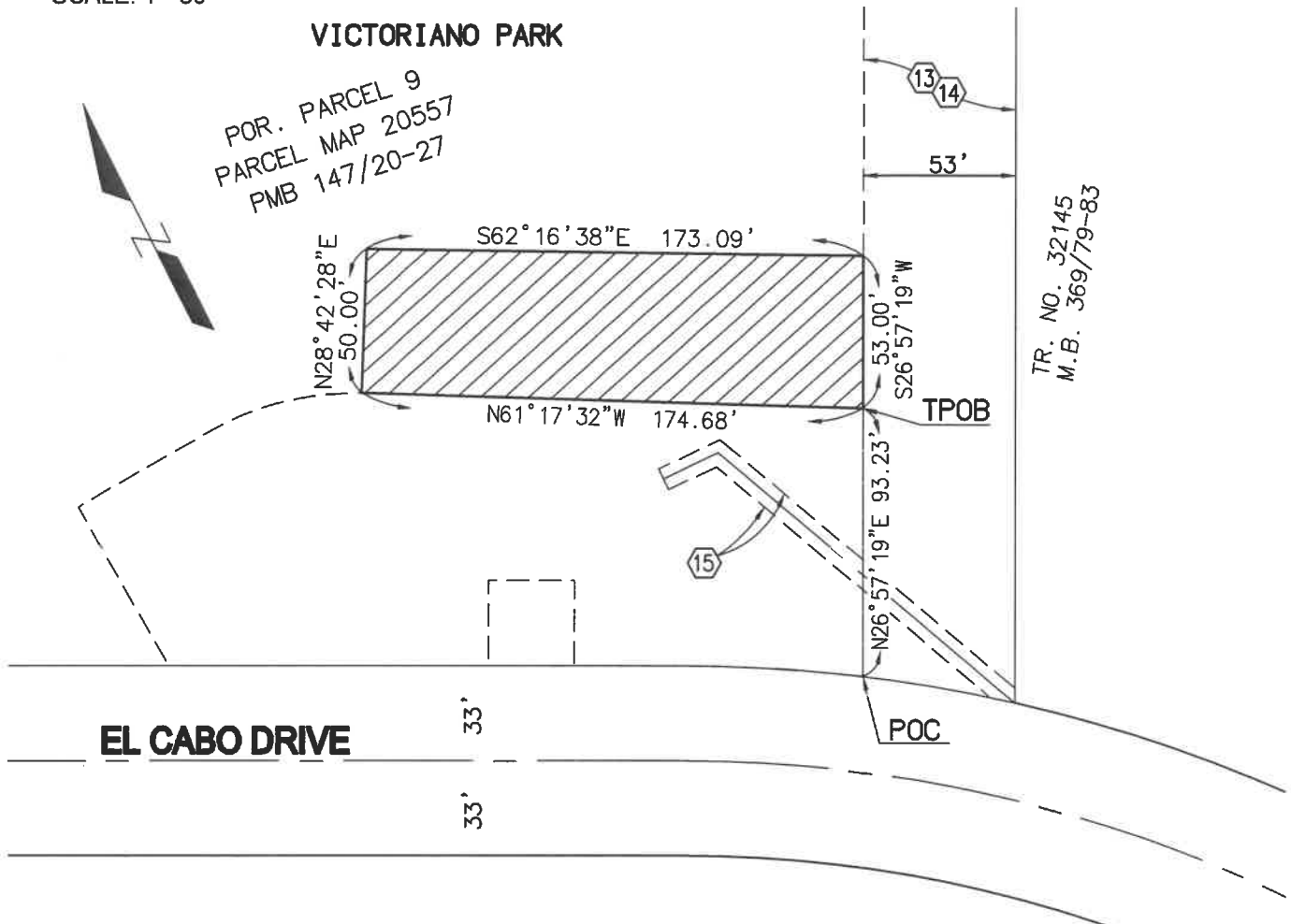


SCALE: 1"=60'

EXHIBIT "B"

VICTORIANO PARK

POR. PARCEL 9
PARCEL MAP 20557
PMB 147/20-27

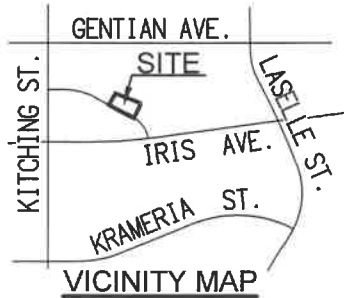


TR. NO. 32145
M.B. 369/79-83

EL CABO DRIVE

EASEMENTS

- ⑪ EASEMENT FOR PUBLIC ROAD, PUBLIC UTILITY AND PUBLIC SERVICES PER PMB 147/94-98
- ⑬ EASEMENT PIPELINES, SEWERS AND INGRESS AND EGRESS TO EASTERN MUNICIPAL WATER DISTRICT RECORDED AUGUST 26, 1988 AS INSTRUMENT NO. 88-244377 OF OFFICIAL RECORDS.
- ⑭ EASEMENT FOR DRAINAGE PURPOSES TO THE CITY OF MORENO VALLEY RECORDED DECEMBER 5, 1988 AS INSTRUMENT NO. 88-355508 OF OFFICIAL RECORDS.
- ⑮ EASEMENT FOR POLELINES, CONDUITS OR UNDERGROUND FACILITIES TO SOUTHERN CALIFORNIA EDISON COMPANY RECORDED MARCH 29, 1990 AS INSTRUMENT NO. 90-113150 OF OFFICIAL RECORDS.



BASIS OF BEARING

THE BEARINGS SHOWN ON THIS PLAT ARE BASED UPON THE CENTERLINE OF EL CABO DRIVE, BEARING N63°02'41"W, AS SHOWN ON PARCEL MAP 20557, FILED IN BOOK 147, PAGES 20 THROUGH 27 OF PARCEL MAPS, IN THE OFFICE OF THE COUNTY RECORDER OF RIVERSIDE COUNTY, CALIFORNIA.

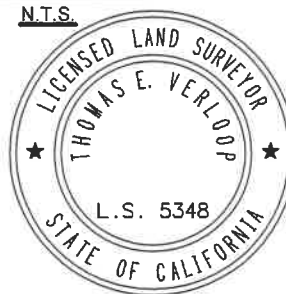
PROPERTY DESCRIPTION

A PORTION OF PARCEL 9 OF PARCEL MAP 20557, IN THE CITY OF MORENO VALLEY, COUNTY OF RIVERSIDE, STATE OF CALIFORNIA, AS PER MAP ON FILE IN BOOK 147, PAGES 20 THROUGH 27 OF PARCEL MAPS, IN THE OFFICE OF THE COUNTY RECORDER OF RIVERSIDE COUNTY, CALIFORNIA.

INDICATES EASTERN MUNICIPAL WATER DISTRICT TEMPORARY CONSTRUCTION EASEMENT 8,954 SQ. FT. ±

PREPARED UNDER MY DIRECTION

THOMAS E. VERLOOP - L.S. 5348



APN'S 486-160-036

DATE: 03/16/2021

SEC. 20, T3S, R3W, SBM

EASTERN MUNICIPAL WATER DISTRICT RIVERSIDE COUNTY, CALIFORNIA	INST. NO.	DATE:		RA-
	APPROVALS		SCALE AS SHOWN	W.O. 19924
GRANT OF EASEMENT PROPERTY OF: CITY OF MORENO VALLEY	ENGINEERING	REAL PROPERTY	DRAWN T. VERLOOP DATE: 03/16/2021	SHT. 1 OF 1

LICENSE AND RIGHT OF ENTRY AGREEMENT BETWEEN THE CITY OF MORENO VALLEY AND EASTERN MUNICIPAL WATER DISTRICT IN CONNECTION WITH GRANT OF NON-EXCLUSIVE EASEMENT FOR EASTERN MUNICIPAL WATER DISTRICT'S UNDERGROUND WATER WELL IMPROVEMENTS (ASSESSOR'S PARCEL NUMBER 486-160-036)

This License and Right of Entry Agreement in Connection with Grant of Non-Exclusive Easement for Eastern Municipal Water District's Underground Water Well Improvements (Assessor's Parcel Number 486-160-036) is dated and entered into as of this ___ day of _____, 2021("Effective Date") by and between the City of Moreno Valley ("City"), a municipal corporation located in the County of Riverside, State of California, and the Eastern Municipal Water District ("EMWD"), a Municipal Water District governed and administered by the Water District Act of 1911 and the California Water Code, which are collectively referred to herein as the "Parties."

RECITALS

A. The City owns, operates and maintains Victoriano Park ("Park"), which consists of 5.43 acres of land situated adjacent to Victoriano Elementary School, just north of Iris Avenue and east of Kitching Street in Moreno Valley.

B. Pursuant to the terms and conditions of that certain Purchase and Sale Agreement between the Parties dated _____, 2021, ("Purchase and Sale Agreement"), EMWD agreed to purchase and the City agreed to sell an approximate 0.52 acre non-exclusive easement in connection with EMWD's proposed installation of an underground water well and construction and maintenance of an associated above-ground pump station and small building within the Park ("Park Project"), which will be utilized and maintained for the transmission and distribution of reclaimed water, which the City will utilize as a customer of EMWD.

C. EMWD has determined that the most ideal location to stage personnel and equipment necessary for the Park Project and to access the area of the Park Project to construct the Park Project is within the areas depicted in the Site Map attached hereto as Exhibit "A," which is attached hereto and incorporated by this reference (the "License Area").

D. EMWD has requested and the City hereby grants to EMWD, a non-revocable, non-exclusive license to enter upon the License Area for purposes of constructing the Park Project subject to the terms and conditions of this Agreement.

NOW THEREFORE, in consideration of the covenants, conditions, and promises contained herein and for such other good and valuable consideration, the receipt of which is hereby acknowledged, the Parties hereby agree as follows:

AGREEMENT

1. **Grant of Non-Exclusive/Non-Revocable License.** The City hereby grants a non-revocable, non-exclusive license to EMWD and its agents, employees, consultants, contractors

Attachment: Resolution No. 2021-XX EMWD PSA Easement (4377 : APPROVAL OF PURCHASE AGREEMENT WITH EASTERN MUNICIPAL

and subcontractors, for the temporary right to enter upon and utilize the License Area and adjacent right-of-way for the Authorized Uses set forth herein and in compliance with all applicable laws, rules, orders and regulations. No other uses of the License Area are permitted under this Agreement without the express written consent of the City. EMWD understands and agrees that its license to enter upon and utilize the License Area and adjacent City right-of-way is non-exclusive.

2. **Grant of Right to Enter Only.** EMWD understands and agrees that the license to enter upon and utilize the License Area does not include the grant of a lease or right to possession or grant of title to the License Area. The right to possession of the License Area shall at all times remain with the City and at no time shall EMWD have the right to exclude the City, the City agents or employees from the License Area, provided that the City’s use does not interfere, disrupt or hinder EMWD’s Authorized Uses. Any act of acquisition and retention of the possession of the License Area by EMWD against the City beyond the termination of this Agreement shall be deemed a forcible detainer, subject to recovery by the City pursuant to the Code of Civil Procedure, Chapter 4, Title 3 of Part 3. EMWD may exclude third parties from the License Area when such exclusion is reasonably necessary in order to safely carryout the Authorized Uses.

3. **Authorized Uses.** EMWD, its agents, employees, consultants, contractors and subcontractors may enter upon and utilize the License Area for the sole purpose of constructing the Park Project. NO OTHER USES SHALL BE PERMITTED, except upon advance written authorization of the City.

4. **Prohibited Uses.** EMWD shall not make any alterations, additions, improvements, or repairs to the License Area without first obtaining the written permission of the City. The License Area may not be utilized for personal, commercial or political activities or any other activities beyond the Authorized Uses.

5. **Licensing Fee.** EMWD has offered to pay the City and the City has agreed to accept \$6,000.00 as the fair market value for the temporary license, which sum shall be paid prior to commencement of any of the Authorized Uses.

6. **Term.** The term of this Agreement shall commence on the Effective Date and shall terminate at such time EMWD Park Project is producing water or by May 31, 2023, whichever is earlier.

7. **EMWD’s Responsibilities.** The following requirements are applicable to EMWD and its agents, employees, consultants, contractors, and subcontractors, collectively referred to herein as “EMWD and its Responsible Parties.”

a. **Cooperation.** EMWD and its Responsible Parties agree to cooperate and coordinate access with the City to minimize disruption to the City’s residents and Park visitors in connection with its execution and maintenance of the Park Project.

b. **Utilities.** EMWD acknowledges and agrees that the City shall not be

responsible for supplying or providing power or any other utilities EMWD and its Responsible Parties may require to execute or maintain the Park Project.

c. **License Area Security.** The City shall not be responsible for any loss or damage to materials or equipment located or stored in or upon the License Area during the Term, unless such loss or damage is directly attributable to the gross negligence or willful misconduct of the City, its agents, contractors or employees. EMWD is solely responsible for providing adequate security including the prevention of vandalism, theft, trespassing, dumping and providing the maintenance of secure fencing around the License Area. Under no circumstances shall the loss of any materials or equipment or the consequences of any trespassing or dumping be an obligation of the City, unless the same is proximately caused by to the negligence or misconduct of the City, its agents, contractors, or employees.

d. **Clean Up.** EMWD and its Responsible Parties shall, during its execution and maintenance of the Park Project, keep the License Area and surrounding area free from the accumulation of excess dirt, dust, waste materials, water and rubbish. EMWD and its Responsible Parties shall continuously and daily remove all excess dirt, waste material, water and rubbish and all tools, equipment, machinery and surplus materials from the License Area and surrounding area at end of each work day.

e. **Control and Disposal of Waste.** EMWD and its Responsible Parties shall keep all work areas clean at all times and shall pick up solid wastes, rubbish, debris and garbage and place in containers, which shall be regularly emptied off License Area. EMWD and its Responsible Parties shall prevent contamination of the License Area or other areas when handling and disposing of wastes. Volatile wastes shall be properly stored in covered metal containers and removed daily. All other trash receptacles shall be promptly emptied when full. EMWD and its Responsible Parties shall promptly and legally transport and dispose of removed and demolished items and waste materials not identified to be recycled or reused in compliance with local ordinances and anti-pollution laws. EMWD and its Responsible Parties shall handle and dispose of generated hazardous waste in accordance with all applicable Federal, State and local regulations. No rubbish or waste materials shall be burned, buried, or otherwise disposed of on the License Area.

f. **Protection of Existing Vegetation, Structures, Equipment, etc.** EMWD and its Responsible Parties shall preserve and protect all structures, equipment, and vegetation (such as trees, shrubs, and grass) on or adjacent to the License Area. EMWD and its Responsible Parties shall avoid damaging vegetation that will remain in place. If any limbs or branches of trees are broken during performance of the work, or by the careless operation of equipment, or by workmen, EMWD and its Responsible Parties shall trim those limbs or branches with a clean cut and paint the cut with a tree-pruning compound as directed by the City. If EMWD and its Responsible Parties fails or refuses to repair the damage promptly, the City may have the necessary work performed and charge the cost to EMWD. EMWD and its Responsible Parties Contractor shall not overload any part of the License Area with any excess material or equipment and shall be solely responsible for any and all loss, damage, and/or injury arising or resulting from such overloading.

g. **Nuisance Conditions.** EMWD shall not cause or permit nuisance conditions upon the License Area, including without limitation, graffiti or attractive nuisances. EMWD shall, within three (3) calendar days of receipt of written demand from the City, promptly repair or replace, as applicable, any damage to the Park or improvements within, due to the negligence, gross negligence or willful misconduct of EMWD or its employees, agents, contractors, consultants or subcontractors. All of the foregoing activities shall be conducted in compliance with applicable law.

h. **Duty to Surrender.** At the expiration or earlier termination of this Agreement, EMWD shall surrender the License Area to the City free and clear of all liens and encumbrances. EMWD shall leave the License Area surrendered in the same condition as existed at the commencement of the Agreement, reasonable wear and tear excepted. EMWD shall remove all of EMWD's or its agents', equipment, vehicles, trailers, containers, signs, litter, temporary fencing and debris, if any, on or before expiration or termination of this Agreement. If EMWD fails to do so, the City will provide a written notice to EMWD to respond and remove the materials within thirty (30) calendar days. If EMWD fails to respond, the City may cure EMWD's breach hereunder at EMWD's sole expense. The City shall promptly, upon completion of such cure, provide EMWD with proof of the work accomplished and cost (including employee burden) to EMWD, even if the work is performed by the City employees, and EMWD shall pay all of these costs within thirty (30) calendar days of receipt of same.

8. **City Non-Liability.** It is understood and agreed by EMWD, that the City and its successors or assigns shall be held harmless and shall incur no liability under this Agreement with respect to EMWD and its employees, contractors, subcontractors or agents and any vehicles, equipment and personal property stored, maintained or placed upon the License Area or harm to persons or property on or about the License Area unless due to the gross negligence or willful misconduct of the City or its respective officials, officers, directors, employees, representatives and agents.

9. **Indemnification.** Pursuant to Government Code Sections 895.4 and 895.6, the City and EMWD shall each assume the full liability imposed upon themselves, or any of their respective officers, agents or employees, by law for injury caused by any negligent or wrongful act or omission occurring the performance of this Agreement. Each party indemnifies and holds harmless the other party for any loss, costs, or expenses that may be imposed upon such other party by virtue of Government Code Section 895.2, which imposes joint civil liability upon public entities solely by reason of such entities being parties to an agreement, as defined in Government Code Section 895. In the event of third-party loss caused by negligence, wrongful act or omission by more than one party, each party shall bear financial responsibility in proportion to its percentage of fault as mutually agreed or judicially determined. The provisions of Civil Code Section 2778 regarding interpretation of indemnity agreements are hereby incorporated.

10. **No Damages Relief.** Notwithstanding anything else in this Agreement to the contrary, the parties acknowledge that neither would have entered into this Agreement had either been exposed to damage claims for any breach hereof. As such, the parties agree that in no event shall either party be entitled to recover monetary damages of any kind whatsoever (other than the recovery of costs and attorney's fees pursuant to the terms of this Agreement or

applicable law) against the other for breach of this Agreement.

11. Miscellaneous Provisions.

a. **Amendments.** Any amendments to this Agreement will be effective only when duly executed by both EMWD and the City.

b. **Successors and Assigns.** This Agreement will be binding upon and inure to the benefit of the heirs, executors, administrators, successors and assigns of the parties hereto.

c. **Governing Law.** The Parties agree that this Agreement shall be governed by and enforced in accordance with the laws of the State of California and all disputes regarding this Agreement shall be brought in the Superior Court of the State of California, Riverside County.

d. **Severability.** The Parties agree and understand that if this Agreement is ever found to be invalid or unenforceable (in whole or in part) as to any particular type of claim or charge or as to any particular circumstances, it shall remain fully valid and enforceable as to all other claims, charges and circumstances.

e. **Entire Agreement.** This Agreement supersedes any and all other prior agreements or discussions, oral or written between the Parties with respect to the subject matter hereof. This Agreement contains all of the covenants and agreements between the Parties with respect to the subject matter of this Agreement, and each Party hereby acknowledges that no representations, inducements, promises or agreements have been made by or on behalf of the other Party except those contained herein.

f. **Counterparts.** This Agreement may be executed in counterparts, each of which shall be deemed to be an original.

IN WITNESS WHEREOF, the Parties hereto have executed this Agreement as of the date indicated above.

CITY:

CITY OF MORENO VALLEY

By: _____
Mike Lee, City Manager

ATTESTED BY:

By: _____
Pat Jacquez-Nares, City Clerk

EMWD:

EASTERN MUNICIPAL WATER DISTRICT

By: _____
[TITLE]

ATTESTED BY:

By: _____
[TITLE]

APPROVED AS TO FORM:

APPROVED AS TO FORM:

By: _____
Steven B. Quintanilla
Interim City Attorney

By: _____
[TITLE]

EXHIBITS:

Exhibit "A" – Site Map of License Area

Attachment: Resolution No. 2021-XX EMWD PSA Easement (4377 : APPROVAL OF PURCHASE AGREEMENT WITH EASTERN MUNICIPAL

EXHIBIT A
SITE MAP OF LICENSE AREA

Attachment: Resolution No. 2021-XX EMWD PSA Easement (4377 : APPROVAL OF PURCHASE AGREEMENT WITH EASTERN MUNICIPAL

Exhibit B
JOINT USE AGREEMENT

[to be attached]

Attachment: Resolution No. 2021-XX EMWD PSA Easement (4377 : APPROVAL OF PURCHASE AGREEMENT WITH EASTERN MUNICIPAL

7
Resolution No. 2021-xx
Date Adopted: _____, 2021

**JOINT USE AGREEMENT
BY AND BETWEEN
CITY OF MORENO VALLEY
AND
EASTERN MUNICIPAL WATER**

This Joint Use Agreement is entered into as of this ____ day of ____, 2021("Effective Date") by and between the City of Moreno Valley ("City"), a municipal corporation located in the County of Riverside, State of California, and the Eastern Municipal Water District ("EMWD"), a Municipal Water District governed and administered by the Water District Act of 1911 and the California Water Code, which are collectively referred to herein as the "Parties."

RECITALS

A. The City owns, operates and maintains Victoriano Park ("Park"), which consists of 5.43 acres of land situated adjacent to Victoriano Elementary School, just north of Iris Avenue and east of Kitching Street in Moreno Valley.

B. Pursuant to the terms and conditions of that certain Purchase and Sale Agreement between the Parties dated _____, 2021, ("Purchase and Sale Agreement"), EMWD agreed to purchase and the City agreed to sell an approximate 0.51 acre non-exclusive easement in connection with EMWD's proposed installation of an underground water well and construction and maintenance of an associated above-ground pump station and small building ("District Facility") within the Park ("Park Project"), which will be utilized and maintained for the transmission and distribution of reclaimed water, which the City will utilize as a customer of EMWD.

C. City desires to utilize a portion of the District Facility that will be constructed within the Park Project for the sole purpose of storing equipment and supplies utilized by the City and its agents, employees, consultants, contractors and subcontractors to maintain the Park ("Park Maintenance Equipment").

D. City and EMWD agree to jointly use the District Facility that will allow to store the Park Maintenance Equipment subject to the terms and conditions of this Agreement.

NOW THEREFORE, in consideration of the covenants, conditions, and promises contained herein and for such other good and valuable consideration, the receipt of which is hereby acknowledged, the Parties hereby agree as follows:

AGREEMENT

1. **Purpose.** The purpose of this Joint Use Agreement is the permit City and its agents, employees, consultants, contractors and subcontractors to access and utilize the District Facility to store equipment and supplies utilized by the City and its agents, employees, consultants, contractors and subcontractors to maintain the Park in designated areas as mutually agreed to be the Parties from time to time, as more particularly described in the LICENSE AND RIGHT OF ENTRY AGREEMENT BETWEEN THE CITY OF MORENO VALLEY AND EASTERN MUNICIPAL WATER DISTRICT IN CONNECTION WITH GRANT OF NON-EXCLUSIVE EASEMENT FOR EASTERN MUNICIPAL WATER DISTRICT'S UNDERGROUND WATER WELL IMPROVEMENTS (ASSESSOR'S PARCEL NUMBER 486-160-036) ("License"), attached hereto as Exhibit A, and incorporated herein by this reference.

2. **Authorized Uses.** City and its agents, employees, consultants, contractors and subcontractors may access and utilize the District Facility for the sole purpose of storing Park Maintenance Equipment therein, as described in the License, attached hereto as Exhibit A, and incorporated herein by this reference. NO OTHER USES SHALL BE PERMITTED, except upon advance written authorization of EMWD.

3. **Prohibited Uses.** City shall not make any alterations, additions, improvements, or repairs to the District Facility without first obtaining the written permission of EMWD.

4. **Term.** The term of this Agreement shall commence upon the completion of the Park Project by EMWD until such time the City determines, in its sole discretion, that its use is no longer necessary for maintenance of the Park.

5. **City's Responsibilities.** City and its agents, employees, consultants, contractors, and subcontractors, collectively referred to herein as "City and its Responsible Parties" shall be responsible for the following:

a. **Cooperation.** Prior to commencement of use, the Parties agree to cooperate in identifying the areas within the District Facility that City and its Responsible Parties may utilize for the storage of Park Maintenance Equipment. City and its Responsible Parties agree to cooperate and coordinate access to and utilization of the District Facility with EMWD to minimize disruption to EMWD's Park Project activities.

b. **Security of Park Maintenance Equipment.** EMWD shall not be responsible for any loss or damage to any Park Maintenance Equipment located or stored in the District Facility during the Term, unless such loss or damage is directly attributable to the gross negligence or willful misconduct of EMWD, its agents, employees, consultants, contractors, and subcontractors. Under no circumstances shall the loss of any Park Maintenance Equipment be an obligation of EMWD, unless the same is proximately caused by to the negligence or misconduct of EMWD, its agents, employees, consultants, contractors, and subcontractors.

c. **Storage Area.** City and its Responsible Parties shall store Park Maintenance Equipment in a neat and orderly manner that does not pose a hazard to persons

or property. City and its Responsible Parties shall keep all areas designated for the storage of Park Maintenance Equipment free from rubbish, debris and garbage.

6. **EMWD Non-Liability**. It is understood and agreed by City, that EMWD and its successors or assigns shall be held harmless and shall incur no liability under this Agreement with respect to City and its employees, contractors, subcontractors or agents and any Park Maintenance Equipment or any other City-owned equipment and personal property stored, maintained or placed within the District Facility or harm to persons or property on or about the District Facility unless due to the gross negligence or willful misconduct of EMWD or its respective officials, officers, directors, employees, representatives and agents.

7. **Indemnification**. Pursuant to Government Code Sections 895.4 and 895.6, City and EMWD shall each assume the full liability imposed upon themselves, or any of their respective officers, agents or employees, by law for injury caused by any negligent or wrongful act or omission occurring the performance of this Agreement. Each party indemnifies and holds harmless the other party for any loss, costs, or expenses that may be imposed upon such other party by virtue of Government Code Section 895.2, which imposes joint civil liability upon public entities solely by reason of such entities being parties to an agreement, as defined in Government Code Section 895. In the event of third-party loss caused by negligence, wrongful act or omission by more than one party, each party shall bear financial responsibility in proportion to its percentage of fault as mutually agreed or judicially determined. The provisions of Civil Code Section 2778 regarding interpretation of indemnity agreements are hereby incorporated.

8. **Miscellaneous Provisions**.

a. *Amendments*. Any amendments to this Agreement will be effective only when duly executed by both EMWD and City.

b. *Governing Law*. The Parties agree that this Agreement shall be governed by and enforced in accordance with the laws of the State of California and all disputes regarding this Agreement shall be brought in the Superior Court of the State of California, Riverside County.

c. *Severability*. The Parties agree and understand that if this Agreement is ever found to be invalid or unenforceable (in whole or in part) as to any particular type of claim or charge or as to any particular circumstances, it shall remain fully valid and enforceable as to all other claims, charges and circumstances.

d. *Counterparts*. This Agreement may be executed in counterparts, each of which shall be deemed to be an original.

IN WITNESS WHEREOF, the Parties hereto have executed this Agreement as of the date indicated above.

CITY OF MORENO VALLEY

EASTERN MUNICIPAL WATER DISTRICT

By: _____
Mike Lee, City Manager

By: _____
[TITLE]

ATTESTED BY:

ATTESTED BY:

By: _____
Pat Jacquez-Nares, City Clerk

By: _____
[TITLE]

APPROVED AS TO FORM:

APPROVED AS TO FORM:

By: _____
Steven B. Quintanilla
Interim City Attorney

By: _____
[TITLE]

Attachment: Resolution No. 2021-XX EMWD PSA Easement (4377 : APPROVAL OF PURCHASE AGREEMENT WITH EASTERN MUNICIPAL

EXHIBIT A

LICENSE AND RIGHT OF ENTRY AGREEMENT BETWEEN THE CITY OF MORENO VALLEY AND EASTERN MUNICIPAL WATER DISTRICT IN CONNECTION WITH GRANT OF NON-EXCLUSIVE EASEMENT FOR EASTERN MUNICIPAL WATER DISTRICT'S UNDERGROUND WATER WELL IMPROVEMENTS (ASSESSOR'S PARCEL NUMBER 486-160-036)

Attachment: Resolution No. 2021-XX EMWD PSA Easement (4377 : APPROVAL OF PURCHASE AGREEMENT WITH EASTERN MUNICIPAL

LICENSE AND RIGHT OF ENTRY AGREEMENT BETWEEN THE CITY OF MORENO VALLEY AND EASTERN MUNICIPAL WATER DISTRICT IN CONNECTION WITH GRANT OF NON-EXCLUSIVE EASEMENT FOR EASTERN MUNICIPAL WATER DISTRICT'S UNDERGROUND WATER WELL IMPROVEMENTS (ASSESSOR'S PARCEL NUMBER 486-160-036)

This License and Right of Entry Agreement in Connection with Grant of Non-Exclusive Easement for Eastern Municipal Water District's Underground Water Well Improvements (Assessor's Parcel Number 486-160-036) is dated and entered into as of this ___ day of _____, 2021("Effective Date") by and between the City of Moreno Valley ("City"), a municipal corporation located in the County of Riverside, State of California, and the Eastern Municipal Water District ("EMWD"), a Municipal Water District governed and administered by the Water District Act of 1911 and the California Water Code, which are collectively referred to herein as the "Parties."

RECITALS

A. The City owns, operates and maintains Victoriano Park ("Park"), which consists of 5.43 acres of land situated adjacent to Victoriano Elementary School, just north of Iris Avenue and east of Kitching Street in Moreno Valley.

B. Pursuant to the terms and conditions of that certain Purchase and Sale Agreement between the Parties dated _____, 2021, ("Purchase and Sale Agreement"), EMWD agreed to purchase and the City agreed to sell an approximate 0.52 acre non-exclusive easement in connection with EMWD's proposed installation of an underground water well and construction and maintenance of an associated above-ground pump station and small building within the Park ("Park Project"), which will be utilized and maintained for the transmission and distribution of reclaimed water, which the City will utilize as a customer of EMWD.

C. EMWD has determined that the most ideal location to stage personnel and equipment necessary for the Park Project and to access the area of the Park Project to construct the Park Project is within the areas depicted in the Site Map attached hereto as Exhibit "A," which is attached hereto and incorporated by this reference (the "License Area").

D. EMWD has requested and the City hereby grants to EMWD, a non-revocable, non-exclusive license to enter upon the License Area for purposes of constructing the Park Project subject to the terms and conditions of this Agreement.

NOW THEREFORE, in consideration of the covenants, conditions, and promises contained herein and for such other good and valuable consideration, the receipt of which is hereby acknowledged, the Parties hereby agree as follows:

AGREEMENT

1. **Grant of Non-Exclusive/Non-Revocable License.** The City hereby grants a non-revocable, non-exclusive license to EMWD and its agents, employees, consultants, contractors

Attachment: Resolution No. 2021-XX EMWD PSA Easement (4377 : APPROVAL OF PURCHASE AGREEMENT WITH EASTERN MUNICIPAL

and subcontractors, for the temporary right to enter upon and utilize the License Area and adjacent right-of-way for the Authorized Uses set forth herein and in compliance with all applicable laws, rules, orders and regulations. No other uses of the License Area are permitted under this Agreement without the express written consent of the City. EMWD understands and agrees that its license to enter upon and utilize the License Area and adjacent City right-of-way is non-exclusive.

2. **Grant of Right to Enter Only.** EMWD understands and agrees that the license to enter upon and utilize the License Area does not include the grant of a lease or right to possession or grant of title to the License Area. The right to possession of the License Area shall at all times remain with the City and at no time shall EMWD have the right to exclude the City, the City agents or employees from the License Area, provided that the City’s use does not interfere, disrupt or hinder EMWD’s Authorized Uses. Any act of acquisition and retention of the possession of the License Area by EMWD against the City beyond the termination of this Agreement shall be deemed a forcible detainer, subject to recovery by the City pursuant to the Code of Civil Procedure, Chapter 4, Title 3 of Part 3. EMWD may exclude third parties from the License Area when such exclusion is reasonably necessary in order to safely carryout the Authorized Uses.

3. **Authorized Uses.** EMWD, its agents, employees, consultants, contractors and subcontractors may enter upon and utilize the License Area for the sole purpose of constructing the Park Project. NO OTHER USES SHALL BE PERMITTED, except upon advance written authorization of the City.

4. **Prohibited Uses.** EMWD shall not make any alterations, additions, improvements, or repairs to the License Area without first obtaining the written permission of the City. The License Area may not be utilized for personal, commercial or political activities or any other activities beyond the Authorized Uses.

5. **Licensing Fee.** EMWD has offered to pay the City and the City has agreed to accept \$6,000.00 as the fair market value for the temporary license, which sum shall be paid prior to commencement of any of the Authorized Uses.

6. **Term.** The term of this Agreement shall commence on the Effective Date and shall terminate at such time EMWD Park Project is producing water or by May 31, 2023, whichever is earlier.

7. **EMWD’s Responsibilities.** The following requirements are applicable to EMWD and its agents, employees, consultants, contractors, and subcontractors, collectively referred to herein as “EMWD and its Responsible Parties.”

a. **Cooperation.** EMWD and its Responsible Parties agree to cooperate and coordinate access with the City to minimize disruption to the City’s residents and Park visitors in connection with its execution and maintenance of the Park Project.

b. **Utilities.** EMWD acknowledges and agrees that the City shall not be

responsible for supplying or providing power or any other utilities EMWD and its Responsible Parties may require to execute or maintain the Park Project.

c. **License Area Security.** The City shall not be responsible for any loss or damage to materials or equipment located or stored in or upon the License Area during the Term, unless such loss or damage is directly attributable to the gross negligence or willful misconduct of the City, its agents, contractors or employees. EMWD is solely responsible for providing adequate security including the prevention of vandalism, theft, trespassing, dumping and providing the maintenance of secure fencing around the License Area. Under no circumstances shall the loss of any materials or equipment or the consequences of any trespassing or dumping be an obligation of the City, unless the same is proximately caused by to the negligence or misconduct of the City, its agents, contractors, or employees.

d. **Clean Up.** EMWD and its Responsible Parties shall, during its execution and maintenance of the Park Project, keep the License Area and surrounding area free from the accumulation of excess dirt, dust, waste materials, water and rubbish. EMWD and its Responsible Parties shall continuously and daily remove all excess dirt, waste material, water and rubbish and all tools, equipment, machinery and surplus materials from the License Area and surrounding area at end of each work day.

e. **Control and Disposal of Waste.** EMWD and its Responsible Parties shall keep all work areas clean at all times and shall pick up solid wastes, rubbish, debris and garbage and place in containers, which shall be regularly emptied off License Area. EMWD and its Responsible Parties shall prevent contamination of the License Area or other areas when handling and disposing of wastes. Volatile wastes shall be properly stored in covered metal containers and removed daily. All other trash receptacles shall be promptly emptied when full. EMWD and its Responsible Parties shall promptly and legally transport and dispose of removed and demolished items and waste materials not identified to be recycled or reused in compliance with local ordinances and anti-pollution laws. EMWD and its Responsible Parties shall handle and dispose of generated hazardous waste in accordance with all applicable Federal, State and local regulations. No rubbish or waste materials shall be burned, buried, or otherwise disposed of on the License Area.

f. **Protection of Existing Vegetation, Structures, Equipment, etc.** EMWD and its Responsible Parties shall preserve and protect all structures, equipment, and vegetation (such as trees, shrubs, and grass) on or adjacent to the License Area. EMWD and its Responsible Parties shall avoid damaging vegetation that will remain in place. If any limbs or branches of trees are broken during performance of the work, or by the careless operation of equipment, or by workmen, EMWD and its Responsible Parties shall trim those limbs or branches with a clean cut and paint the cut with a tree-pruning compound as directed by the City. If EMWD and its Responsible Parties fails or refuses to repair the damage promptly, the City may have the necessary work performed and charge the cost to EMWD. EMWD and its Responsible Parties Contractor shall not overload any part of the License Area with any excess material or equipment and shall be solely responsible for any and all loss, damage, and/or injury arising or resulting from such overloading.

g. **Nuisance Conditions.** EMWD shall not cause or permit nuisance conditions upon the License Area, including without limitation, graffiti or attractive nuisances. EMWD shall, within three (3) calendar days of receipt of written demand from the City, promptly repair or replace, as applicable, any damage to the Park or improvements within, due to the negligence, gross negligence or willful misconduct of EMWD or its employees, agents, contractors, consultants or subcontractors. All of the foregoing activities shall be conducted in compliance with applicable law.

h. **Duty to Surrender.** At the expiration or earlier termination of this Agreement, EMWD shall surrender the License Area to the City free and clear of all liens and encumbrances. EMWD shall leave the License Area surrendered in the same condition as existed at the commencement of the Agreement, reasonable wear and tear excepted. EMWD shall remove all of EMWD's or its agents', equipment, vehicles, trailers, containers, signs, litter, temporary fencing and debris, if any, on or before expiration or termination of this Agreement. If EMWD fails to do so, the City will provide a written notice to EMWD to respond and remove the materials within thirty (30) calendar days. If EMWD fails to respond, the City may cure EMWD's breach hereunder at EMWD's sole expense. The City shall promptly, upon completion of such cure, provide EMWD with proof of the work accomplished and cost (including employee burden) to EMWD, even if the work is performed by the City employees, and EMWD shall pay all of these costs within thirty (30) calendar days of receipt of same.

8. **City Non-Liability.** It is understood and agreed by EMWD, that the City and its successors or assigns shall be held harmless and shall incur no liability under this Agreement with respect to EMWD and its employees, contractors, subcontractors or agents and any vehicles, equipment and personal property stored, maintained or placed upon the License Area or harm to persons or property on or about the License Area unless due to the gross negligence or willful misconduct of the City or its respective officials, officers, directors, employees, representatives and agents.

9. **Indemnification.** Pursuant to Government Code Sections 895.4 and 895.6, the City and EMWD shall each assume the full liability imposed upon themselves, or any of their respective officers, agents or employees, by law for injury caused by any negligent or wrongful act or omission occurring the performance of this Agreement. Each party indemnifies and holds harmless the other party for any loss, costs, or expenses that may be imposed upon such other party by virtue of Government Code Section 895.2, which imposes joint civil liability upon public entities solely by reason of such entities being parties to an agreement, as defined in Government Code Section 895. In the event of third-party loss caused by negligence, wrongful act or omission by more than one party, each party shall bear financial responsibility in proportion to its percentage of fault as mutually agreed or judicially determined. The provisions of Civil Code Section 2778 regarding interpretation of indemnity agreements are hereby incorporated.

10. **No Damages Relief.** Notwithstanding anything else in this Agreement to the contrary, the parties acknowledge that neither would have entered into this Agreement had either been exposed to damage claims for any breach hereof. As such, the parties agree that in no event shall either party be entitled to recover monetary damages of any kind whatsoever (other than the recovery of costs and attorney's fees pursuant to the terms of this Agreement or

applicable law) against the other for breach of this Agreement.

11. Miscellaneous Provisions.

a. **Amendments.** Any amendments to this Agreement will be effective only when duly executed by both EMWD and the City.

b. **Successors and Assigns.** This Agreement will be binding upon and inure to the benefit of the heirs, executors, administrators, successors and assigns of the parties hereto.

c. **Governing Law.** The Parties agree that this Agreement shall be governed by and enforced in accordance with the laws of the State of California and all disputes regarding this Agreement shall be brought in the Superior Court of the State of California, Riverside County.

d. **Severability.** The Parties agree and understand that if this Agreement is ever found to be invalid or unenforceable (in whole or in part) as to any particular type of claim or charge or as to any particular circumstances, it shall remain fully valid and enforceable as to all other claims, charges and circumstances.

e. **Entire Agreement.** This Agreement supersedes any and all other prior agreements or discussions, oral or written between the Parties with respect to the subject matter hereof. This Agreement contains all of the covenants and agreements between the Parties with respect to the subject matter of this Agreement, and each Party hereby acknowledges that no representations, inducements, promises or agreements have been made by or on behalf of the other Party except those contained herein.

f. **Counterparts.** This Agreement may be executed in counterparts, each of which shall be deemed to be an original.

IN WITNESS WHEREOF, the Parties hereto have executed this Agreement as of the date indicated above.

CITY:

CITY OF MORENO VALLEY

By: _____
Mike Lee, City Manager

ATTESTED BY:

By: _____
Pat Jacquez-Nares, City Clerk

EMWD:

EASTERN MUNICIPAL WATER DISTRICT

By: _____
[TITLE]

ATTESTED BY:

By: _____
[TITLE]

APPROVED AS TO FORM:

APPROVED AS TO FORM:

By: _____
Steven B. Quintanilla
Interim City Attorney

By: _____
[TITLE]

EXHIBITS:

Exhibit "A" – Site Map of License Area

EXHIBIT A
SITE MAP OF LICENSE AREA

Attachment: Resolution No. 2021-XX EMWD PSA Easement (4377 : APPROVAL OF PURCHASE AGREEMENT WITH EASTERN MUNICIPAL



Report to City Council

TO: Mayor and City Council

FROM: Brian Mohan, Acting Assistant City Manager

AGENDA DATE: April 6, 2021

TITLE: PUBLIC HEARING FOR THE FUTURE ANNEXATION OF TERRITORY TO CITY OF MORENO VALLEY COMMUNITY FACILITIES DISTRICT NO. 2014-01 (MAINTENANCE SERVICES) AND TO AMEND AND RESTATE THE RATE AND METHOD OF APPORTIONMENT FOR THE DISTRICT

RECOMMENDED ACTION

Recommendations: That the City Council:

1. Conduct the Public Hearing to Designate the Future Annexation Territory to City of Moreno Valley Community Facilities District No. 2014-01 (Maintenance Services) and to Amend and Restate the Rate and Method of Apportionment for the District.
2. Introduce Ordinance No. _____. An Ordinance of the City Council of the City of Moreno Valley, California, Providing for Future Annexation of Territory to City of Moreno Valley Community Facilities District No. 2014-01 (Maintenance Services) and to Amend and Restate the Rate and Method of Apportionment for the District and to Designate Tax Rate Areas No. TC-01 (Traffic Circle Landscaping Without Monument/Signage Features for Single-Family Residential), TC-02 (Traffic Circle Landscaping With Monument/Signage Features for Single-Family Residential), TC-03 (Traffic Circle Landscaping Without Monument/Signage Features for Property Other than Single-Family Residential), TC-04 (Traffic Circle Landscaping With Monument/Signage Features for Property Other than Single-Family Residential), and SD-01 (Street Maintenance and Drainage for Single-Family Residential) and to Revise the Rate Structure for SL-01 (Single-Family Residential Street Lighting).

SUMMARY

This item is the Public Hearing to consider adoption of an Ordinance to amend the Rate and Method of Apportionment (RMA) for Community Facilities District (CFD) No. 2014-01 (Maintenance Services) (the “District”) and to redesignate the future annexation boundary for the District. The proposed amendment will not change the current services or increase the Maximum Special Tax Rate of those properties currently subject to the special tax.

The District was established to provide a mechanism for new development to fund the costs of new services (e.g. public landscape maintenance and street lighting services), thereby avoiding a financial impact on the City’s general fund. To fairly apportion costs for new types of services and to establish a funding mechanism for maintenance of single-family residential public streets and drainage facilities, amendments are proposed to the rate and method of apportionment to include:

1. Adding tax rate areas for landscape maintenance within a traffic circle (TC-01, TC-02, TC-03, and TC-04).
2. Adding a new tax rate structure within Tax Rate Area No. SL-01 to account for the costs associated with perimeter street lighting. Typically, this tax rate will apply to single-family residential developments wherein the maintenance and operation costs of streets lights within the residential development are funded by an HOA.
3. Adding a tax rate area for maintenance of single-family residential public streets and drainage facilities (SD-01).

Because new tax rate areas are proposed, it is necessary to redesignate the future annexation area boundary. The future annexation area will continue to encompass all areas within the City’s jurisdictional boundaries, creating a streamlined process for developing properties to annex into the District.

DISCUSSION

The City requires property owners of new development projects to mitigate the cost of certain impacts created by their proposed development (e.g. public landscape maintenance and street lighting costs). To assist the development community in satisfying the requirement, the City established CFD 2014-01. If a property owner elects to annex their property into the District, it authorizes the City to levy a special tax on the annual property tax bill of the property. Revenue from the special tax funds the operation and maintenance costs of certain improvements installed as a condition of approval or benefiting the development.

The District was formed on March 25, 2014, pursuant to the Mello-Roos Community Facilities Act of 1982 (the “Act”). At the time the District was formed, an RMA was approved. The RMA establishes the tax rate areas, defines the formula to calculate the maximum special tax rate, and outlines how the special tax is apportioned to properties that have annexed into the District. The RMA was amended on October 28, 2014 (First

Amended and Restated RMA) and again on February 10, 2015 (Second Amended and Restated RMA). The amendments added tax rate areas and/or tax rate area categories to equitably spread the operation and maintenance cost of the eligible improvements.

To streamline the annexation process, the City also designated the entire City as the Future Annexation Boundary for the District. While the future annexation area boundaries establish which parcels are authorized to annex into the District, parcels are not subject to the special tax unless their property owner consents to annex their property into the District.

The District was originally established to fund the maintenance of public landscaping in certain parkways and medians and street lighting services. It was designed to allow flexibility to expand the tax rate areas, depending upon the needs of the community. Staff proposes to amend the CFD to expand the tax rate areas to include maintenance of public landscaping in traffic circles and street lighting services for perimeter street lights of a single-family residential development (e.g. a gated community). The amendment also proposes to add a tax rate area for the maintenance of public streets and drainage facilities for a single-family residential development. Addition of the tax rate areas will provide a tax rate formula and provide a revenue stream to maintain the streets and drainage facilities related to the development of those parcels annexed in the District. The proposed amendment does not change the services or the maximum special tax rate for properties already subject to the special tax.

The proposed Third Amended and Restated RMA will allow developers to use the CFD as a tool to fund the operations and maintenance of certain public improvements that weren't provided for in the existing RMA. For example, the development at the northeast corner of Eucalyptus Avenue and Redlands Boulevard has been approved with the condition it provides an ongoing funding source for the maintenance of the public landscaping in the traffic circles being constructed as part of the project. Annexation into the District will allow the property owner to satisfy this condition using this tool.

On February 16, 2021, the City Council adopted a Resolution of Intention (Resolution No 2021-12) initiating the proceedings to amend the RMA and to designate the future annexation area. The Resolution set April 6 as the date for the required public hearing. After conducting tonight's Public Hearing, the Council can consider adopting the ordinance, provided there is not a majority protest opposing the designation of the future annexation area.

ALTERNATIVES

1. Conduct the Public Hearing and adopt the Ordinance to approve the Third Amended and Restated RMA and to designate the future annexation area for CFD No. 2014-01. *Staff recommends this alternative since it will provide an alternate funding option for the development community.*

2. Do not conduct the Public Hearing or adopt the Ordinance. *Staff does not recommend this alternative because it will not provide an alternate funding option for the development community.*
3. Do not conduct the Public Hearing or adopt the Ordinance, but continue the item to a future Council meeting. *Staff does not recommend this alternative because it may delay the development community from satisfying their conditions of approval.*

FISCAL IMPACT

Third party costs associated with the Third Amended and Restated RMA are projected at \$40,000 for a special tax consultant, special legal counsel, legal notice publication costs, recording costs, and other related expenses. Sufficient funds exist in the FY 2020/21 Adopted Operating Budget of the Special Districts Administrative Fund 2006-30-79-25701.

The proposed Third Amended and Restated RMA has ten separate Tax Rate Areas, some of which have multiple categories. The Maximum Special Tax for each Tax Rate Area is subject to an annual inflation adjustment based on the change in the Consumer Price Index for All Urban Consumers for the Los Angeles-Long Beach-Anaheim Region as published by the Department of Labor's Bureau of Labor Statistics or five percent (5%), whichever is greater. However, the annual adjustment cannot be applied unless the City Council annually authorizes such adjustment. The Maximum Special Tax for each Tax Rate Area has been calculated to achieve full cost recovery. The Maximum Special Tax Rates cannot be increased beyond the annual inflationary adjustment without approval of the Qualified Electors (i.e. landowners or registered voters, depending upon the number of registered voters) who are subject to the tax.

NOTIFICATION

Newspaper advertising for the Public Hearing was published in The Press-Enterprise on March 25, 2021, consistent with the Act.

PREPARATION OF STAFF REPORT

Prepared By:
Candace E. Cassel
Special Districts Division Manager

Department Head Approval:
Brian Mohan
Acting Assistant City Manager

Concurred By:
Michael L. Wolfe, P.E.
Assistant City Manager

CITY COUNCIL GOALS

Revenue Diversification and Preservation. Develop a variety of City revenue sources and policies to create a stable revenue base and fiscal policies to support essential City services, regardless of economic climate.

Community Image, Neighborhood Pride and Cleanliness. Promote a sense of community pride and foster an excellent image about our City by developing and executing programs which will result in quality development, enhanced neighborhood preservation efforts, including home rehabilitation and neighborhood restoration.

CITY COUNCIL STRATEGIC PRIORITIES

- 1. Economic Development
- 2. Public Safety
- 3. Library
- 4. Infrastructure
- 5. Beautification, Community Engagement, and Quality of Life
- 6. Youth Programs

Objective 4.2: Develop and maintain a comprehensive Infrastructure Plan to invest in and deliver City infrastructure.

Objective 5.2: Promote the installation and maintenance of cost effective, low maintenance landscape, hardscape and other improvements which create a clean, inviting community.

ATTACHMENTS

- 1. Ordinance
- 2. Future Annexation Area Boundary Map
- 3. RMA Redline

APPROVALS

Budget Officer Approval	<u>✓ Approved</u>	3/26/21 11:45 AM
City Attorney Approval	<u>✓ Approved</u>	
City Manager Approval	<u>✓ Approved</u>	3/29/21 2:41 PM

ORDINANCE NO. ____

AN ORDINANCE OF THE CITY COUNCIL OF THE CITY OF MORENO VALLEY, CALIFORNIA, PROVIDING FOR FUTURE ANNEXATION OF TERRITORY TO CITY OF MORENO VALLEY COMMUNITY FACILITIES DISTRICT NO. 2014-01 (MAINTENANCE SERVICES) AND TO AMEND AND RESTATE THE RATE AND METHOD OF APPORTIONMENT FOR THE DISTRICT AND TO DESIGNATE TAX RATE AREAS NO. TC-01, TC-02, TC-03, TC-04 AND SD-01

The City Council of the City of Moreno Valley does ordain as follows:

SECTION 1. FINDINGS

A. The Mello-Roos Community Facilities Act of 1982 (Government Code Section 53311 *et seq.*) (the “Act”) authorizes the City Council to establish a community facilities district to finance certain services within the district.

B. Section 53339.7(a) of the Act authorizes the City Council, following a properly noticed public hearing, to provide for the future annexation of territory to a community facilities district. Such designation permits the annexation of a territory within the future annexation area, without additional hearings, upon the unanimous approval of the owner or owners of each parcel or parcels at the time that the parcel or parcels are annexed.

C. By its Resolution No. 2014-25, adopted on March 25, 2014, the City Council established its City of Moreno Valley Community Facilities District No. 2014-01 (Maintenance Services) (the “CFD”).

D. By its Ordinance No. 874, adopted on April 8, 2014 (the “Special Tax Ordinance”), the City Council levied an annual special tax (the “Special Tax”) pursuant to Section 53340 of the Act against all non-exempt parcels of real property within the CFD.

E. In order to permit landowners to efficiently annex developing parcels to the CFD, the City Council, by its Ordinance No. 882, adopted on October 28, 2014 (the “First Future Annexation Ordinance”), designated the entire territory of the City as a future annexation area for the CFD and approved an amended and restated rate and method of apportionment for the Special Tax.

F. In order to create an equitable framework under which developments other than single-family residential developments could be added to the CFD, the City Council, by its Ordinance No. 889, adopted on February 10, 2015

approved a second amended rate and method of apportionment for the Special Tax (the “Second Amended and Restated RMA”) and redesignated the entire territory of the City as a future annexation area for the CFD.

G. The City Council desires to further amend the rate and method of apportionment for the Special Tax to provide for the equitable apportionment of taxes to fund services associated with perimeter streetlights, traffic circles, drainage improvements and roads.

H. In order to amend and restate the rate and method of apportionment for the Special Tax, the City Council must redesignate the future annexation area for the CFD. This action will permit property owners, at the discretion of the City Council, to annex their property to the CFD and subject that property to the Special Tax as set forth in the newly amended and restated rate and method of apportionment.

I. By its Resolution No. 2021-12, adopted on February 16, 2021 (the “Resolution of Intention”), the City Council declared its intention to provide for future annexation of territory to the CFD.

J. The proposed future annexation area, which constitutes the entire territory of the City aside from the territory currently constituting the CFD, is shown on the map titled “Annexation Map No. 3 of Community Facilities District No. 2014-01 (Maintenance Services) of City of Moreno Valley, County of Riverside, California (Territory proposed for annexation in the future, with the condition that parcels within that territory may be annexed only with the unanimous approval of the owner or owners of each parcel or parcels at the time that parcel or those parcels are annexed)” (“Annexation Map No. 3”). Annexation Map No. 3 is recorded in Book 86 of Maps of Assessment and Community Facilities Districts at page 45, in the office of the County Recorder for the County of Riverside, State of California and is on file in the Office of the City Clerk, available for public inspection, and incorporated herein by reference.

K. The Resolution of Intention proposed a further amendment and restatement of the rate and method of apportionment for the Special Tax (the “Third Amended and Restated RMA”) and the designation of Tax Rate Areas No. TC-01, TC-02, TC-03, TC-04 and SD-01.

L. On April 6, 2021, at 6:00 PM (or as soon thereafter as practical), in the City Council Chamber located at 14177 Frederick Street, Moreno Valley, California 92553, the City Council held a full and fair public hearing (the “Hearing”) on the designation of the territory shown on the Annexation Map for annexation to the CFD in the future.

M. Notice of the Hearing was published pursuant to Section 53339.4 of the

Act in the March 25, 2021 edition of The Press-Enterprise.

N. At the Hearing, the City Council heard oral and written testimony from all those wishing to provide such testimony. There was no majority protest (as defined by Section 53339.3 of the Act) against the proposed addition of territory to the CFD in the future.

O. City Council now desires to provide for the future annexation of territory to the CFD, to amend and restate the rate and method of apportionment for the Special Tax and designate Tax Rate Areas No. TC-01, TC-02, TC-03, TC-04 and SD-01, and to take other related actions.

SECTION 2. PROVISION FOR ANNEXATION IN THE FUTURE:

The City Council hereby provides for the annexation to the CFD of the territory shown on Annexation Map No. 3 upon the unanimous approval of the owner or owners of each parcel or parcels at the time that the parcel or parcels are annexed, without additional hearings.

SECTION 3. AMENDMENT AND RESTATEMENT OF RATE AND METHOD OF APPORTIONMENT:

The rate and method of apportionment of the annual Special Tax is hereby amended and restated as set forth in the Third Amended and Restated RMA, which is set forth in Exhibit "A" to this Ordinance and is incorporated herein by reference.

The Special Tax will be collected in the same manner as ordinary ad valorem property taxes are collected and shall be subject to the same penalties and the same procedure, sale, and lien priority in case of delinquency as is provided for ad valorem taxes. Notwithstanding the forgoing, any Special Taxes that cannot be collected on the County tax roll, or are not so collected, may be collected through direct billing by the City.

Under no circumstances will the special tax levied in any fiscal year against any parcel be increased as a consequence of delinquency or default by the owner or owners of any other parcel or parcels within the CFD by more than 10 percent above the amount that would have been levied in that fiscal year had there never been any such delinquencies or defaults. This tax may not be prepaid.

The Third Amended and Restated RMA represents a restatement of the Second Amended and Restated RMA, amended to (i) provide for Tax Rate Area Nos. TC-01, TC-02, TC-03 and TC-04 (landscape maintenance within traffic circles); (ii) provide for Tax Rate Area No. SD-01 (single family residential public streets and drainage) and (ii) revise and expand the tax rate formula applicable in Tax Rate Area No. SL-01 to more equitably tax parcels for which the CFD only funds perimeter street lighting. The designated future annexation area is designated for annexation as part of all Tax Rate

Areas in the CFD; and any annexation action shall specify to which Tax Rate Area(s) the annexed territory will be added.

SECTION 4. USE OF TAX:

In addition to the administrative expenses described in the Third Amended and Restated RMA, proceeds of the Special Tax may be used to fund:

A. Landscape Maintenance Services: Maintaining, servicing and operating landscape improvements and associated appurtenances located within the public right-of-way and within dedicated landscape easements for the CFD. These improvements may include but are not limited to parkways, medians, open space landscaping, fencing, monuments, ornamental lighting, drainage, turf, ground cover, shrubs, vines and trees, irrigation systems, and appurtenant facilities and structures. Fundable costs may include, but are not limited to: (i) contracting costs for landscape maintenance services, including litter removal, (ii) salaries and benefits of City staff, (iii) expenses related to equipment, apparatus, and supplies related to these services, (iv) City administrative and overhead costs associated with providing such services within the CFD, and (v) lifecycle costs associated with the repair and replacement of facilities.

B. Street Lighting Services: Maintaining, servicing and operating street lights and appurtenant improvements. Fundable costs may include, but are not limited to: (i) contracting costs for street light maintenance, (ii) salaries and benefits of City staff, if the City directly provides street light maintenance services, (iii) utility expenses and the expense related to equipment, apparatus, and supplies related to these services and authorized by the Act, (iv) City overhead costs associated with providing such services for the CFD, and (v) lifecycle costs associated with the repair and replacement of facilities.

C. Drainage and Street Maintenance Services: Maintaining, servicing, and operating drainage improvements and maintaining streets. Drainage improvements include public improvements and appurtenance (and associated easements) that are designed or used to capture, retain, detain, remove, transport, or treat surface water and storm water runoff. Fundable costs may include, but are not limited to: (i) contracting costs for street and drainage maintenance services, including litter removal, (ii) salaries and benefits of City staff if the City directly provides these services, (iii) expenses related to equipment, apparatus, and supplies related to these services, (iv) City administrative and overhead costs associated with providing such services within the CFD, and (v) lifecycle costs associated with the repair and replacement of streets and drainage improvements.

These services are in addition to those provided in the territory within the CFD prior to the establishment of the CFD and that such Services will not supplant services already available within the territory. Not all of the listed services are provided to every parcel in the CFD. The actual services provided depend on the Tax Rate Area(s) to which the parcel is assigned. The City may, at some future point, add additional services to the CFD. Any such changes will only affect parcels annexed to the CFD after such changes are made.

SECTION 5. ACCOUNTABILITY MEASURES:

The Special Tax will be subject to the following accountability measures:

- (i) Proceeds of the Special Tax will be deposited in a special account and used only for the purpose of financing the costs identified in Section 4 of this Ordinance; and
- (ii) An annual report will be filed by the Special Districts Division of the Financial and Management Services Department of the City at least once a year containing a description of the amount of funds in the Special Account and the status of any costs identified in Section 4 of this Ordinance.

SECTION 6. ADMINISTRATION:

The Special Districts Division of the Financial and Management Services Department, which is located at 14177 Frederick Street, Moreno Valley, California 92553 and can be telephoned at 951.413.3470 will be responsible for annually preparing a current roll of special tax levy obligations by assessor's parcel number and will be responsible for estimating future special tax levies pursuant to Section 53340.2 of the Act.

SECTION 7. NOTICE OF SPECIAL TAX LIEN:

The City Council directs that a revised notice of special tax lien be recorded pursuant to Section 3117.5 of the Streets and Highways Code to reflect the adoption of the Restated RMA.

SECTION 8. INTERPRETATION:

The CFD Administrator is authorized to issue such interpretations of this Ordinance as he or she feels is necessary or useful to administer the Special Tax. Any such interpretations may be ratified or disapproved by resolution of the City Council, but shall be treated as official interpretations in the absence of Council action.

SECTION 9. CORRECTION OF ERRORS:

If a Special Tax is calculated or applied in error with respect to a parcel, the CFD Administrator is authorized to modify or correct the Special Tax applied, and to issue a credit or refund as appropriate. The CFD Administrator will respond in writing to any written request from a taxpayer for a modification or correction. Any such written response may be appealed by the taxpayer through the filing of a claim following the normal claims procedures of the City.

SECTION 10. EFFECT ON EXISTING TAX:

The City Council finds that the actions taken by this Ordinance do not increase the rate of the Special Tax applicable to parcels that are already in the CFD above the rate previously approved by the voters.

SECTION 11. SEVERABILITY

If any section, subsection, sentence, clause or phrase of this ordinance is for any reason held to be invalid or unconstitutional by the decision of any court of competent jurisdiction, such decision shall not affect the validity of the remaining portions of the ordinance. The City Council hereby declares that it would have passed this ordinance and each section, subsection, sentence, clause and phrase hereof, irrespective of the fact that any one or more of the sections, subsections, sentences, clauses or phrases hereof be declared invalid or unconstitutional.

SECTION 12. REPEAL OF CONFLICTING PROVISIONS

That all the provisions of the Municipal Code as heretofore adopted by the City of Moreno Valley that are in conflict with the provisions of this ordinance are hereby repealed.

SECTION 13. EFFECT OF ENACTMENT:

Except as specifically provided herein, nothing contained in this ordinance shall be deemed to modify or supersede any prior enactment of the City Council which addresses the same subject addressed herein.

SECTION 14. NOTICE OF ADOPTION:

Within fifteen days after the date of adoption hereof, the City Clerk shall certify to the adoption of this ordinance and cause it to be posted in three public places within the city.

SECTION 15. EFFECTIVE DATE:

This ordinance shall take effect thirty days after the date of its adoption.

APPROVED AND ADOPTED this 20th day of April 2021.

Mayor

ATTEST:

City Clerk

APPROVED AS TO FORM:

City Attorney

Attachment: Ordinance (4287 : PUBLIC HEARING FOR THE FUTURE ANNEXATION OF TERRITORY TO CITY OF MORENO VALLEY

ORDINANCE JURAT

STATE OF CALIFORNIA)
COUNTY OF RIVERSIDE) ss.
CITY OF MORENO VALLEY)

I, Pat Jacquez-Nares, City Clerk of the City of Moreno Valley, California, do hereby certify that Ordinance No. ____ was duly and regularly adopted by the City Council of the City of Moreno Valley at a regular meeting thereof held on the 20th day of April 2021 by the following vote:

AYES:

NOES:

ABSENT:

ABSTAIN:

(Council Members, Mayor Pro Tem and Mayor)

CITY CLERK

(SEAL)

Attachment: Ordinance (4287 : PUBLIC HEARING FOR THE FUTURE ANNEXATION OF TERRITORY TO CITY OF MORENO VALLEY

EXHIBIT "A"
Third Amended and Restated RMA

Attachment: Ordinance (4287 : PUBLIC HEARING FOR THE FUTURE ANNEXATION OF TERRITORY TO CITY OF MORENO VALLEY



THIRD AMENDED AND RESTATED RATE AND METHOD OF APPORTIONMENT OF SPECIAL TAX

A Special Tax for the City of Moreno Valley Community Facilities District No. 2014-01 (Maintenance Services) (the “CFD”) shall be levied on all Assessor’s Parcels in the CFD and collected each Fiscal Year in an amount determined by the City through the application of the rate and method of apportionment of the Special Tax set forth below. All of the real property in the CFD, unless exempted by law or by the provisions hereof, shall be taxed for the purposes, to the extent and in the manner herein provided.

A. DEFINITIONS

The terms hereinafter set forth have the following meanings:

“**Act**” means the Mello-Roos Community Facilities Act of 1982 (Government Code Section 53311 *et seq.*).

“**Administrative Expenses**” means the expenses incurred by the City as administrator of the CFD to determine, levy and collect the Special Taxes, including salaries and benefits of City employees whose duties are related to administration of the CFD and the fees of consultants, legal counsel, the costs of collecting installments of the Special Taxes, preparation of required reports; and any other costs required to administer the CFD as determined by the City.

“**Annexation Group**” means a Parcel or group of Parcels that are annexed into the CFD and designated as an Annexation Group by the City Council action ordering annexation. In the event such order does not designate parcels as an Annexation Group, all parcels annexed by the order shall constitute a single Annexation Group.

“**Angularly Allocated Landscape Foot**” means, for a parcel of Taxable Property that is part of an Annexation Group, the result of the following calculation:

- (i) Find the total of the Annexation Group’s Angularly Proportional Share of the Perimeter Linear Footage of any Traffic Circles associated with the Annexation Group.
- (ii) Divide the linear footage calculation in step (i) by the total acreage of all Taxable Property in the Annexation Group; then,
- (iii) Multiply the result in step (ii) by the acreage of the Parcel for which the Angularly Allocated Landscape Footage is being calculated.



The purpose of this calculation is to determine, based on a parcel's share of the acreage in its Annexation Group, the parcel's "fair share" of the linear footage of improvements maintained in connection with the CFD.

For example: if an Annexation Group consist of 10 acres of Taxable Property and the Annexation Group's Angularly Proportional Share of a Traffic Circle's Perimeter Linear Footage is 500 linear feet, then a 1.5 acre parcel of Taxable Property in that Annexation Group would have 75 Angularly Allocated Landscape Feet of Traffic Circle improvements $((500 / 10) * 1.5)$.

"Angularly Proportional Share" means the process of dividing a base characteristic of a Traffic Circle amongst more than one Annexation Group using the following steps:

- (i) Assign to each Annexation Group the length of the portion of the circumference of the Traffic Circle that faces the Annexation Group.
- (ii) Find the sum of all lengths assigned in step (i).
- (iii) For each Annexation Group, divide (i) by (ii).
- (iv) For each Annexation Group, multiply the base characteristic of the Traffic Circle by (iii).

For purpose of this definition, "base characteristic" means either (i) the square footage of Landscaping Area of a Traffic Circle or (ii) the Perimeter Linear Footage of a Traffic Circle.

"Annual Escalation Factor" means the greater of the increase in the annual percentage change in the Consumer Price Index (CPI) for All Urban Consumers for the Los Angeles-Riverside-Orange County Region as published by the Department of Labor's Bureau of Labor Statistics or five percent (5%). If the CPI for the Los Angeles-Riverside-Orange County area is discontinued, the CFD administrator may replace it with a similar index for the purposes of calculating the Annual Escalation Factor.

"Assessor's Parcel" or "Parcel" means a lot or parcel shown on the official map of the Riverside County Assessor designating parcels by assessor's parcel number.

"Building Permit" means a permit issued for new construction of a residential or non-residential structure. For purposes of this definition, "Building Permit" shall not include permits issued solely for grading, utility improvements, or other such improvements that are constructed and installed and are not intended for human occupancy.

"CFD Administrator" means an official of the City, or designee thereof, responsible for determining the Special Tax Requirement and administrating the levy and collection of the Special Taxes.

"CFD" means City of Moreno Valley Community Facilities District No. 2014-01 (Maintenance Services).



“**City**” means the City of Moreno Valley.

“**Fiscal Year**” means the period starting July 1 and ending the following June 30.

“**Landscaping Area**” means the area of landscaping added to the landscaping improvements to be maintained in connection with the CFD and funded by the Special Tax for specified Annexation Group(s). The Landscaping Area of a Traffic Circle includes, but is not limited to, the landscaped area of the traffic circle and the landscaped area of each directional median.

“**Maintenance Ratio**” means the ratio derived by:

- (i) taking the square footage of the Landscaping Area associated with an Annexation Group, then
- (ii) Dividing the amount from (i) by the number of Taxable Parcel(s) within that Annexation Group. Such amount will be rounded to the nearest whole number.

The Maintenance Ratio represents the number of square feet of landscaping that will be maintained for each taxed parcel.

For example, if an Annexation Group consists of all of the parcels in a new single family residential subdivision consisting of 100 single family residential parcels, and the CFD will fund the maintenance of 15,000 square feet of landscaping in the subdivision, then the Maintenance Ratio for the Annexation Group is 150 (15,000 divided by 100).

With respect to a Traffic Circle improvement that is associated with multiple Annexation Groups, the Maintenance Ratio shall be calculated separately for each such Annexation Group using that Annexation Group’s Angularly Proportional Share of the total square footage of the Landscaping Area of the Traffic Circle. The Annexation Group’s Maintenance Ratio for a Traffic Circle shall be recalculated any time a new Annexation Group is added that will contribute to the maintenance of the Traffic Circle.

When an Annexation Group is annexed to a TC-Series Tax Rate Area, the Maintenance Ratio is calculated separately for Traffic Circles (for purposes of the TC-Series tax calculation) and for all other landscaping (for purposes of the LM-Series tax calculation).

“**Maximum Special Tax**” means the Maximum Special Tax, determined in accordance with Section B below that can be levied in the CFD in any Fiscal Year on any Assessor’s Parcel.

“**Median**” means any landscaped area, other than a Traffic Circle, to be maintained in connection with the CFD that is located between lanes of traffic within the street right-of-way.



“Median-Shared” means any Median that is located in the right-of-way of a street that is bordered on both sides by parcels that are within the CFD (even if such parcels are separated from the right-of-way by a wall, parkway or other improvement).

“Parkway” means any landscaped area, other than a Median or Traffic Circle, to be maintained in connection with the CFD.

“Perimeter Linear Footage” means, with respect to a Traffic Circle, the aggregate linear footage of the perimeters of each landscaped area included in the Traffic Circle. This includes, but is not limited to, the length of the circumference of the landscaped traffic circle and the length of the perimeter of each landscaped directional median.

“Property Owner Association Property” means any property within the boundaries of the CFD that is owned by, or irrevocably dedicated as indicated in an instrument recorded with the County Recorder, to a property owner association, including any master or sub-association.

“Proportional Curb Foot” means, for a parcel of Taxable Property that is part of an Annexation Group, the result of the following calculation:

- (i) Take the total linear footage of all curb and gutter improvements that will be funded in connection with the Annexation Group; then,
- (ii) Divide the total linear footage calculation in step (i) by the total acreage of all Taxable Property in the Annexation Group; then,
- (iii) Multiply the result in step (ii) by the parcel’s acreage for which the Proportional Curb Foot is being calculated.

The purpose of this calculation is to determine, based on a parcel’s share of the acreage in its Annexation Group, the parcel’s “fair share” of the linear footage of improvements maintained in connection with the CFD.

For example: if an Annexation Group consist of 10 acres of Taxable Property and the Annexation Group funds the maintenance of 500 linear feet curb and gutter improvements, then a 1.5 acre parcel of Taxable Property in that Annexation Group would have 75 Proportional Curb Feet $((500 / 10) * 1.5)$.

“Proportional Front Foot” means, for a parcel of Taxable Property that is part of an Annexation Group, the result of the following calculation:

- (i) Take the total linear footage adjacent to each street light, Median, or Parkway improvements for all parcels of Taxable Property in that Annexation Group; then,



- (ii) Divide the total linear front footage calculation in step (i) by the total acreage of all Taxable Property in the Annexation Group; then,
- (iii) Multiply the result in step (ii) by the parcel's acreage for which the Proportional Front Foot is being calculated.

This calculation should be done separately with respect to:

- a) Median-Shared improvements
- b) Median improvement other than Median-Shared improvements
- c) Parkway improvements, and/or
- d) Street light improvements

The purpose of this calculation is to determine, based on a parcel's share of the acreage in its Annexation Group, the parcel's "fair share" of the linear footage of improvements maintained in connection with the CFD.

For example: if an Annexation Group consist of 10 acres of Taxable Property and in total 500 linear feet of the frontage of these parcels is adjacent to CFD-Maintained Parkway Improvement, then a 1.5 acre parcel of Taxable Property in that Annexation Group would have 75 Proportional Front Feet of Parkway $((500 / 10) * 1.5)$.

"Proportionately" means with respect to a Tax Rate Area, the ratio of the actual Special Tax levy to the Maximum Special tax is equal for all Assessor's Parcels within the Tax Rate Area.

"Public Property" means any property within the boundaries of the CFD that is owned by or irrevocably offered for dedication to the federal government, the State, the County, the City or any other public agency and is used for public purposes.

"Series", in connection with a Tax Rate Area, means all Tax Rate Areas with designations beginning with the same two letters. For example, Tax Rate Areas No. TC-01 and TC-02 are each TC-Series Tax Rate Areas, but Tax Rate Area No. SL-01 (an SL-Series Tax Rate Area) is not a TC-Series Tax Rate Area.

"Single-Family Residential" means any Assessors' Parcel within the CFD for which a Building Permit has been, or is intended to be, issued for purposes of constructing a residential structure consisting of one single-family unit.

"Special Tax" means the Special Tax to be levied in each Fiscal Year on each Assessor's Parcel of Taxable Property to fund the Special Tax Requirement, and shall include Special Taxes levied or to be levied under Sections B and C, below.

"Special Tax Requirement" means, for each Tax Rate Area separately, the amount required in any Fiscal Year to: (i) pay for the services financed by the CFD; (ii) pay



Administrative Expenses; (iii) pay any amounts required to establish or replenish any Reserve Funds; and (iv) pay for anticipated delinquent Special Taxes (not to exceed 10% of total requirement) less any surplus of funds available from the previous Fiscal Year's Special Tax levy.

“State” means the State of California.

“Taxable Property” means all of the Assessor’s Parcels within the boundaries of the CFD other than Tax-Exempt Property.

“Tax-Exempt Property” means an Assessor’s Parcel not subject to the Special Tax. Tax-Exempt Property includes: (i) Public Property, (ii) Property Owner Association Property, and (iii) property otherwise exempted by law from the Special Tax.

“Tax Rate Area” means a grouping of parcels that are taxed to fund a specific service. For example, Tax Rate Area No. SL-01 includes all parcels that are taxed for standard residential street lighting services and Tax Rate Area No. LM-01 includes all parcels that are taxed for landscape maintenance services for the public landscaping maintained in connection with Tax Rate Area No. LM-01. Tax Rate Areas may be created from time to time, and each parcel annexed to the CFD shall, at the time it is annexed, be assigned to one or more Tax Rate Area(s) by action of the City Council (with the consent of the property owner or with voter approval).

“Traffic Circle” means a road junction or roundabout containing landscaping and/or monument/signage features to be maintained in connection with the CFD, at which traffic moves in one direction around an island to reach one of the roads converging on it. A Traffic Circle is, at a minimum, typically composed of a landscaped circle area and multiple landscaped directional traffic medians.

B. MAXIMUM SPECIAL TAX RATES

Each Tax Rate Area has separate Maximum Special Taxes for Taxable Property. On each July 1 following its indicated “base year”, the Maximum Special Tax for Taxable Property for a Tax Rate Area shall be increased in accordance with the Annual Escalation Factor. No Special Tax shall be levied on Tax-Exempt Property.

1. Tax Rate Area No. SL-01 (Single-Family Residential Street Lighting)

The Maximum Special Tax for Taxable Property in Tax Rate Area No. SL-01 will be as follows:

Maintenance Category	Maintenance Description	Maximum Rate per Single-Family Residential Parcel
SL-01A	Perimeter and Interior Street Lighting	\$197.39
SL-01B	Perimeter Street Lighting Only	\$87.28



The base year for Tax Rate Area No. SL-01 is Fiscal Year 2014/15. However, with respect to the rate for Maintenance Category SL-01B, the base year is Fiscal Year 2021/22.

2. Tax Rate Area No. SL-02 (Street Lighting for Property Other than Single-Family Residential)

The Maximum Special Tax for Taxable Property in Tax Rate Area No. SL-02 will be \$3.25 per Proportional Front Foot.

The base year for Tax Rate Area No. SL-02 is Fiscal Year 2014/15.

3. Tax Rate Area No. LM-01 (Single-Family Residential Landscaping)

The Maximum Special Tax for Taxable Property in Tax Rate Area No. LM-01 will be as follows:

Maintenance Category	Maintenance Ratio	Maximum Rate per Single-Family Residential Parcel
LM-01A	Less than or equal to 20 square feet per Single-Family Residential Parcel	\$14.19
LM-01B	21 - 40 square feet per Single-Family Residential Parcel	\$42.58
LM-01C	41 - 70 square feet per Single-Family Residential Parcel	\$78.06
LM-01D	71 - 110 square feet per Single-Family Residential Parcel	\$127.73
LM-01E	111 - 160 square feet per Single-Family Residential Parcel	\$191.60
LM-01F	161 - 220 square feet per Single-Family Residential Parcel	\$269.66
LM-01G	221 - 290 square feet per Single-Family Residential Parcel	\$361.91
LM-01H	291 - 370 square feet per Single-Family Residential Parcel	\$468.36
LM-01I	371 - 460 square feet per Single-Family Residential Parcel	\$589.00
LM-01J	461 - 560 square feet per Single-Family Residential Parcel	\$723.83
LM-01K	561 - 670 square feet per Single-Family Residential Parcel	\$872.85
LM-01L	671 - 790 square feet per Single-Family Residential Parcel	\$1,036.07
LM-01M	791 - 920 square feet per Single-Family Residential Parcel	\$1,213.48
LM-01N	921 – 1,060 square feet per Single-Family Residential Parcel	\$1,405.08
LM-01O	1,061 – 1,210 square feet per Single-Family Residential Parcel	\$1,610.87
LM-01P	1,211 – 1,370 square feet per Single-Family Residential Parcel	\$1,830.86
LM-01Q	1,371 – 1,540 square feet per Single-Family Residential Parcel	\$2,065.04
LM-01R	1,541 – 1,720 square feet per Single-Family Residential Parcel	\$2,313.41
LM-01S	1,721 – 1,910 square feet per Single-Family Residential Parcel	\$2,575.98
LM-01T	1,911 – 2,110 square feet per Single-Family Residential Parcel	\$2,852.73

The base year for Tax Rate Area No. LM-01 is Fiscal Year 2014/15.

Attachment: Ordinance (4287 : PUBLIC HEARING FOR THE FUTURE ANNEXATION OF TERRITORY TO CITY OF MORENO VALLEY



4. Tax Rate Area No. LM-02 (Landscaping for Property Other than Single-Family Residential)

The Maximum Special Tax for Taxable Property in Tax Rate Area No. LM-02 will be as follows:

Maintenance Category	Maintenance Description	Maximum Rate per Proportional Front Foot
LM-02A	Median(s) (other than Medians-Shared)	\$10.94
LM-02B	Median(s)-Shared	\$5.47
LM-02C	Parkway(s)	\$13.48

If, as a result of an annexation, improvements (or portions of improvements) that had been classified in prior fiscal years as “Median” become “Median-Shared” improvements, the proportional front feet associated with those improvements (or portions of improvements) shall be taxed at the LM-02B rate rather than the LM-02A rate.

The base year for Tax Rate Area No. LM-02 is Fiscal Year 2014/15.

In the event the Proportional Front Footage for a single Annexation Group contains multiple Maintenance Categories, the Maximum Special Tax for Taxable Property in the Annexation Group will be the sum of the Special Taxes for each applicable Maintenance Category. For example if a parcel has 75 Proportional Front Feet of Parkway (see the example given as part of the definition of “Proportional Front Foot”) and 50 Proportional Front Feet of Medians that are not Medians-Shared, that parcel’s Maximum Special Tax will be \$1,558 (75 x \$13.48)+(50 x \$10.94).

5. Tax Rate Area No. TC-01 (Traffic Circle Landscaping Without Monument/Signage Features for Single-Family Residential)

The Maximum Special Tax for Taxable Property in Tax Rate Area No. TC-01 will be as follows:

Maintenance Category	Maintenance Ratio	Maximum Rate per Single-Family Residential Parcel
TC-01A	Less than or equal to 20 square feet per Single-Family Residential Parcel	\$23.73
TC-01B	21 - 40 square feet per Single-Family Residential Parcel	\$71.28
TC-01C	41 - 70 square feet per Single-Family Residential Parcel	\$130.73
TC-01D	71 - 110 square feet per Single-Family Residential Parcel	\$213.93



Maintenance Category	Maintenance Ratio	Maximum Rate per Single-Family Residential Parcel
TC-01E	111 - 160 square feet per Single-Family Residential Parcel	\$320.90
TC-01F	161 - 220 square feet per Single-Family Residential Parcel	\$451.65
TC-01G	221 - 290 square feet per Single-Family Residential Parcel	\$606.20
TC-01H	291 - 370 square feet per Single-Family Residential Parcel	\$784.50
TC-01I	371 - 460 square feet per Single-Family Residential Parcel	\$986.60
TC-01J	461 - 560 square feet per Single-Family Residential Parcel	\$1,212.48
TC-01K	561 - 670 square feet per Single-Family Residential Parcel	\$1,462.08
TC-01L	671 - 790 square feet per Single-Family Residential Parcel	\$1,735.50
TC-01M	791 - 920 square feet per Single-Family Residential Parcel	\$2,032.68
TC-01N	921 - 1,060 square feet per Single-Family Residential Parcel	\$2,353.63

The base year for Tax Rate Area No. TC-01 is Fiscal Year 2021/22.

6. Tax Rate Area No. TC-02 (Traffic Circle Landscaping with Monument/Signage Features for Single-Family Residential)

The Maximum Special Tax for Taxable Property in Tax Rate Area No. TC-02 will be as follows:

Maintenance Category	Maintenance Ratio	Maximum Rate per Single-Family Residential Parcel
TC-02-A	Less than or equal to 20 square feet per Single-Family Residential Parcel	\$37.96
TC-02-B	21 - 40 square feet per Single-Family Residential Parcel	\$114.04
TC-02-C	41 - 70 square feet per Single-Family Residential Parcel	\$209.16
TC-02-D	71 - 110 square feet per Single-Family Residential Parcel	\$342.28
TC-02-E	111 - 160 square feet per Single-Family Residential Parcel	\$513.44
TC-02-F	161 - 220 square feet per Single-Family Residential Parcel	\$722.64
TC-02-G	221 - 290 square feet per Single-Family Residential Parcel	\$969.92
TC-02-H	291 - 370 square feet per Single-Family Residential Parcel	\$1,255.20
TC-02-I	371 - 460 square feet per Single-Family Residential Parcel	\$1,578.56
TC-02-J	461 - 560 square feet per Single-Family Residential Parcel	\$1,939.96
TC-02-K	561 - 670 square feet per Single-Family Residential Parcel	\$2,339.32
TC-02-L	671 - 790 square feet per Single-Family Residential Parcel	\$2,776.80
TC-02-M	791 - 920 square feet per Single-Family Residential Parcel	\$3,252.28
TC-02-N	921 - 1,060 square feet per Single-Family Residential Parcel	\$3,765.80



The base year for Tax Rate Area No. TC-02 is Fiscal Year 2021/22.

7. Tax Rate Area No. TC-03 (Traffic Circle Landscaping without Monument/Signage Features for Property Other than Single-Family Residential)

The Maximum Special Tax for Taxable Property in Tax Rate Area No. TC-03 will be \$36.58 per Angularly Allocated Landscape Foot.

The base year for Tax Rate Area No. TC-03 is Fiscal Year 2021/22.

8. Tax Rate Area No. TC-04 (Traffic Circle Landscaping with Monument/Signage Features for Property Other than Single-Family Residential)

The Maximum Special Tax for Taxable Property in Tax Rate Area No. TC-04 will be \$43.89 per Angularly Allocated Landscape Foot.

The base year for Tax Rate Area No. TC-04 is Fiscal Year 2021/22.

9. Tax Rate Area No. SD-01 (Street Maintenance and Drainage for Single-Family Residential)

Maintenance Category	Maintenance Description	Maximum Rate
SD-01	Street Maintenance and Drainage	\$900 per Taxable Parcel plus \$2.50 per Proportional Curb Foot

The base year for Tax Rate Area No. SD-01 is Fiscal Year 2021/22.

C. METHOD OF APPORTIONMENT OF THE SPECIAL TAX

For each Fiscal Year, the CFD Administrator shall, separately within each Tax Rate Area, levy the Special Tax Proportionately on each Assessor's Parcel, whether Developed or Undeveloped, within that Tax Rate Area at up to 100% of the applicable Maximum Special Tax until the amount levied is equal to the Special Tax Requirement assigned to that Tax Rate Area in that Fiscal Year.

D. APPEALS

Any taxpayer that believes that the amount of the Special Tax assigned to a Parcel is in error may file a written notice with the CFD Administrator appealing the levy of the Special Tax. This notice is required to be filed with the CFD Administrator during the Fiscal Year the error is believed to have occurred. The CFD Administrator or its designee will then promptly review the appeal and, if necessary, meet with the taxpayer. If the CFD

Attachment: Ordinance (4287 : PUBLIC HEARING FOR THE FUTURE ANNEXATION OF TERRITORY TO CITY OF MORENO VALLEY



Administrator verifies that the tax should be changed the Special Tax levy shall be corrected and, if applicable, a refund shall be granted.

The City Council may interpret this Rate and Method of Apportionment for purposes of clarifying any ambiguity and make determinations relative to the annual administration of the Special Tax and any landowner appeals. Any decision of the City Council shall be final and binding as to all persons.

E. MANNER OF COLLECTION

The Special Tax as levied pursuant to Section D above and shall be collected in the same manner and at the same time as ordinary *ad valorem* property taxes; however, the CFD Administrator may directly bill the Special Tax or collect Special Taxes at a different time, if necessary, to meet the financial obligations of the CFD as otherwise determined appropriate by the CFD Administrator.

The Special Tax shall be subject to the same penalties, procedure, sale, and lien priority in any case of delinquency as applicable for ad valorem taxes.

F. PREPAYMENT OF SPECIAL TAX OBLIGATION

The Special Tax may not be prepaid.

G. TERM OF SPECIAL TAX

Taxable Property in the CFD shall remain subject to the Special Tax in perpetuity or until the City Council takes appropriate actions to terminate the Special Tax pursuant to the Act.

H. ANNEXATIONS

It is intended that territory will, from time to time, be annexed to the CFD. Such territory will be assigned to new Tax Rate Areas, existing Tax Rate Areas, or a combination of new and existing Tax Rate Areas. In the event annexed territory is assigned to an existing Tax Rate Area, services (of a nature similar to those already provided in connection with the Tax Rate Area) will be provided to the annexed territory (or public improvements associated with the annexed territory).

I. RESTATEMENT

This document has been amended and restated from its original form. The purpose of restatements is to maintain the clarity of this document over time; to allow the document to be relevant to both existing and newly annexed parcels; and to aid in the efficient administration of the CFD. Amendments, except where approved by the relevant property owners, are not intended to increase the Maximum Special Tax Rate(s) applicable to parcels already a part of the CFD at the time of the amendment. To the extent an



amendment inadvertently increases the Maximum Special Tax Rate(s) applicable to a Parcel, the Maximum Special Tax Rate(s) (adjusted by any associated Annual Escalation Factor) consented to by the owners of that Parcel at the time the Parcel was annexed to the CFD (or the voter-approved Maximum Special Tax Rate(s)) shall apply to that Parcel.

For purposes of the preceding paragraph, with respect to actions that occurred before a Parcel (the "Current Parcel") existed, the owners of the Current Parcel shall be understood to mean the owners of the Parcel that included the territory of the Current Parcel at the time the action occurred.

J. FORMER TAX RATE AREA NO. 1

Note that, beginning with the first amended and restated version of this document, the Tax Rate Area that was designated Tax Rate Area No. 1 in previous versions of this document has been redesignated as Tax Rate Areas No. LM-01 and SL-01 (the "Successor Areas"). The combined Maximum Special Tax Rates in connection with the Successor Areas with respect to each Assessor's Parcel in former Tax Rate Area No. 1 is equal to the Maximum Special Tax Rate for former Tax Rate Area No. 1 and, together, the Successor Areas fund all services funded by the former Tax Rate Area No. 1. This change was made for administrative convenience and is not intended to increase the tax on the parcels included in former Tax Rate Area No. 1.

K. REVISION TO RATE TABLE FOR TAX RATE AREA NO. LM-01

Note that, beginning with the second amended and restated version of this document, an expanded tax rate table was created for Tax Rate Area No. LM-01. This tax rate table was designed to provide appropriate Maximum Tax Rates for parcels with different Maintenance Ratios.

All Taxable Parcels in Tax Rate Area No. LM-01 prior to this amendment were subject to a Base Year 2014/15 Maximum Special Tax of \$468.36 and are part of an Annexation Group with a Maintenance Ratio of 291 - 370 square feet per Single-Family Residential Parcel. This amendment does not change the maximum special tax rate for parcels already in the District. This change is not intended to increase the tax on the parcels included in Tax Rate Area No. LM-01 prior to the amendment.

L. REVISION TO RATE TABLE FOR TAX RATE AREA NO. SL-01

Note that, beginning with the third amended and restated version of this document, an expanded tax rate table was created for Tax Rate Area No. SL-01. This tax rate table was designed to provide appropriate Maximum Tax Rates for parcels in developments for which the CFD funds only perimeter street lighting facilities and not both perimeter and internal street lighting facilities. The existing rate had been designed to fund both perimeter and internal street lighting facilities.



All Taxable Parcels in Tax Rate Area No. SL-01 prior to this amendment were subject to a Base Year 2014/15 Maximum Special Tax of \$197.39. This amendment does not increase the maximum special tax rate for parcels already in the District for which the CFD funds both perimeter and interior street lighting. Such parcels are charged the existing rate, which is now designated as Rate Category SL-01-A. Parcels in Tax Rate Areas No. SL-01 in Annexation Groups for which only perimeter street lighting is funded by the CFD will be subject to the lower tax rate for Rate Category SL-01-B on a go forward basis.

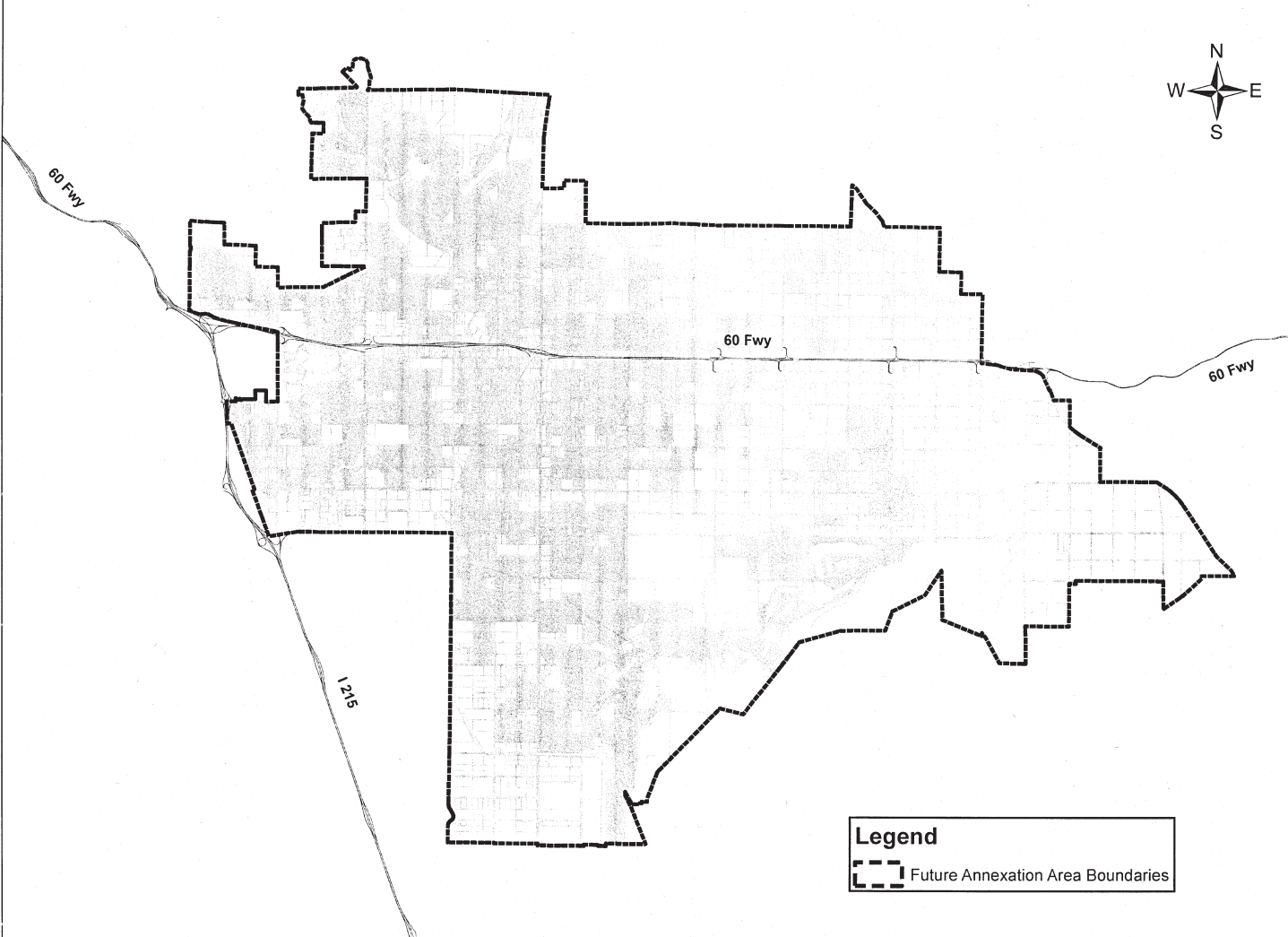
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Annexation Map No. 3 of Community Facilities District No. 2014-01 (Maintenance Services) of City of Moreno Valley, County of Riverside, California

SH 1 OF 1

(Territory proposed for annexation in the future, with the condition that parcels within that territory may be annexed only with the unanimous approval of the owner or owners of each parcel or parcels at the time that parcel or those parcels are annexed)



FILED IN THE OFFICE OF THE CITY CLERK THIS February DAY OF 2021

Pat Salguero-Naris
CITY CLERK
CITY OF MORENO VALLEY

I HEREBY CERTIFY THAT THE WITHIN MAP SHOWS THE PROPOSED BOUNDARIES OF COMMUNITY FACILITIES DISTRICT NO. 2014-01 (MAINTENANCE SERVICES), CITY OF MORENO VALLEY, COUNTY OF RIVERSIDE, STATE OF CALIFORNIA. THIS MAP WAS APPROVED BY THE CITY OF MORENO VALLEY AT A REGULAR MEETING HELD ON THE 16th DAY OF February, 2021 BY ITS RESOLUTION NO. 2021-12

Pat Salguero-Naris
CITY CLERK
CITY OF MORENO VALLEY

FILED THIS 9 DAY OF March AT THE HOUR OF 9:40 O'CLOCK AM IN BOOK 86 PAGE(S) 45 OF MAPS AND COMMUNITY FACILITIES DISTRICT AND INSTRUMENT NO. 2021-019406 IN THE OFFICE OF THE COUNTY RECORDER IN THE COUNTY OF RIVERSIDE, STATE OF CALIFORNIA

Maria Paula
COUNTY RECORDER
COUNTY OF RIVERSIDE
STATE OF CALIFORNIA

REFERENCE IS MADE TO THAT BOUNDARY MAP OF COMMUNITY FACILITIES DISTRICT NO. 2014-01 (MAINTENANCE SERVICES) OF THE CITY OF MORENO VALLEY RECORDED WITH THE COUNTY RECORDER'S OFFICE ON FEBRUARY 20, 2014 IN INSTRUMENT NO. 2014-0066114. THIS MAP IS A PART OF MAPS OF ASSESSMENT NO. 2014-0066114.

REFERENCE IS FURTHER MADE TO ANNEXATION MAP NO. 2 OF THE CITY OF MORENO VALLEY, COUNTY OF RIVERSIDE, CALIFORNIA (TERRITORY PROPOSED FOR ANNEXATION IN THE FUTURE) WITH THE CONDITION THAT PARCELS WITHIN THAT TERRITORY MAY BE ANNEXED ONLY WITH THE UNANIMOUS APPROVAL OF THE OWNER OR OWNERS OF EACH PARCEL OR PARCELS AT THE TIME THAT PARCEL OR THOSE PARCELS ARE ANNEXED TO THE CITY OF MORENO VALLEY. THIS MAP IS A PART OF MAPS OF ASSESSMENT NO. 2014-0066114, WHICH DESIGNATED THE TERRITORY SHOWN HEREIN AS A FUTURE ANNEXATION TO THE COMMUNITY FACILITIES DISTRICT REFERENCED THEREON.

THE LINES AND DIMENSIONS OF EACH LOT OR PARCEL SHOWN ON THIS DIAGRAM SHALL BE THOSE LINES AND DIMENSIONS AS SHOWN ON THE RIVERSIDE COUNTY ASSESSOR'S MAPS FOR THOSE PARCELS LISTED.

THE RIVERSIDE COUNTY ASSESSOR'S MAPS SHALL BE REFERENCED FOR ALL DETAILS CONCERNING THE LINES AND DIMENSIONS OF SUCH LOTS OR PARCELS.

Attachment: Future Annexation Area Boundary Map (4287) : PUBLIC HEARING FOR THE FUTURE

~~SECOND~~THIRD AMENDED AND RESTATED

RATE AND METHOD OF APPORTIONMENT OF SPECIAL TAX

A Special Tax for the City of Moreno Valley Community Facilities District No. 2014-01 (Maintenance Services) (the “CFD”) shall be levied on all Assessor's Parcels in the CFD and collected each Fiscal Year in an amount determined by the City through the application of the rate and method of apportionment of the Special Tax set forth below. All of the real property in the CFD, unless exempted by law or by the provisions hereof, shall be taxed for the purposes, to the extent and in the manner herein provided.

A. DEFINITIONS

The terms hereinafter set forth have the following meanings:

“**Act**” means the Mello-Roos Community Facilities Act of 1982 (Government Code Section 53311 *et seq.*).

“**Administrative Expenses**” means the expenses incurred by the City as administrator of the CFD to determine, levy and collect the Special Taxes, including salaries and benefits of City employees whose duties are related to administration of the CFD and the fees of consultants, legal counsel, the costs of collecting installments of the Special Taxes, preparation of required reports; and any other costs required to administer the CFD as determined by the City.

“**Annexation Group**” means a Parcel or group of Parcels that are annexed into the CFD and designated as an Annexation Group by the City Council action ordering annexation. In the event such order does not designate parcels as an Annexation Group, all parcels annexed by the order shall constitute a single Annexation Group.

“**Angularly Allocated Landscape Foot**” means, for a parcel of Taxable Property that is part of an Annexation Group, the result of the following calculation:

- (i) Find the total of the Annexation Group’s Angularly Proportional Share of the Perimeter Linear Footage of any Traffic Circles associated with the Annexation Group.
- (ii) Divide the linear footage calculation in step (i) by the total acreage of all Taxable Property in the Annexation Group; then,
- (iii) Multiply the result in step (ii) by the acreage of the Parcel for which the Angularly Allocated Landscape Footage is being calculated.

The purpose of this calculation is to determine, based on a parcel’s share of the acreage in its Annexation Group, the parcel’s “fair share” of the linear footage of improvements maintained in connection with the CFD.

For example: if an Annexation Group consist of 10 acres of Taxable Property and the Annexation Group's Angularly Proportional Share of a Traffic Circle's Perimeter Linear Footage is 500 linear feet, then a 1.5 acre parcel of Taxable Property in that Annexation Group would have 75 Angularly Allocated Landscape Feet of Traffic Circle improvements $((500 / 10) * 1.5)$.

“Angularly Proportional Share” means the process of dividing a base characteristic of a Traffic Circle amongst more than one Annexation Group using the following steps:

- (i) Assign to each Annexation Group the length of the portion of the circumference of the Traffic Circle that faces the Annexation Group.
- (ii) Find the sum of all lengths assigned in step (i).
- (iii) For each Annexation Group, divide (i) by (ii).
- (iv) For each Annexation Group, multiply the base characteristic of the Traffic Circle by (iii).

For purpose of this definition, “base characteristic” means either (i) the square footage of Landscaping Area of a Traffic Circle or (ii) the Perimeter Linear Footage of a Traffic Circle.

“**Annual Escalation Factor**” means the greater of the increase in the annual percentage change in the Consumer Price Index (CPI) for All Urban Consumers for the Los Angeles-Riverside-Orange County Region as published by the Department of Labor’s Bureau of Labor Statistics or five percent (5%). _If the CPI for the Los Angeles–Riverside-Orange County area is discontinued, the CFD administrator may replace it with a similar index for the purposes of calculating the Annual Escalation Factor.

“**Assessor's Parcel**” or “**Parcel**” means a lot or parcel shown on the official map of –the Riverside County Assessor designating parcels by assessor's parcel number.

“**Building Permit**” means a permit issued for new construction of a residential or non-residential structure. For purposes of this definition, “Building Permit” shall not include permits issued solely for grading, utility improvements, or other such improvements that are constructed and installed and are not intended for human occupancy.

“**CFD Administrator**” means an official of the City, or designee thereof, responsible for determining the Special Tax Requirement and administrating the levy and collection of the Special Taxes.

“**CFD**” means City of Moreno Valley Community Facilities District No. 2014-01 (Maintenance Services).

“**City**” means the City of Moreno Valley.

“**Fiscal Year**” means the period starting July 1 and ending the following June 30.

“**Landscaping Area**” means the area of landscaping added to the landscaping improvements to be maintained in connection with the CFD and funded by the Special Tax for specified Annexation Group(s). The Landscaping Area of a Traffic Circle includes, but is not limited to, the landscaped area of the traffic circle and the landscaped area of each directional median.

“**Maintenance Ratio**” means the ratio derived by:

- (i) taking the square footage of the Landscaping Area associated with an Annexation Group, then
- (ii) ~~dividing~~Dividing the amount from (i) by the number of Taxable Parcel(s) within that Annexation Group. Such amount will be rounded to the nearest whole number.

The Maintenance Ratio represents the number of square feet of landscaping that will be maintained for each taxed parcel.

For example, if an Annexation Group consists of all of the parcels in a new single family residential subdivision consisting of 100 single family residential parcels, and the CFD will fund the maintenance of 15,000 square feet of landscaping in the subdivision, then the Maintenance Ratio for the Annexation Group is 150 (15,000 divided by 100).

With respect to a Traffic Circle improvement that is associated with multiple Annexation Groups, the Maintenance Ratio shall be calculated separately for each such Annexation Group using that Annexation Group’s Angularly Proportional Share of the total square footage of the Landscaping Area of the Traffic Circle. The Annexation Group’s Maintenance Ratio for a Traffic Circle shall be recalculated any time a new Annexation Group is added that will contribute to the maintenance of the Traffic Circle.

When an Annexation Group is annexed to a TC-Series Tax Rate Area, the Maintenance Ratio is calculated separately for Traffic Circles (for purposes of the TC-Series tax calculation) and for all other landscaping (for purposes of the LM-Series tax calculation).

“**Maximum Special Tax**” means the Maximum Special Tax, determined in accordance with Section B below that can be levied in the CFD in any Fiscal Year on any Assessor's Parcel.

“**Median**” means any landscaped area, other than a Traffic Circle, to be maintained in connection with the CFD that is located between lanes of traffic within the street right-of-way.

“**Median-Shared**” means any Median that is located in the right-of-way of a street that -is bordered on both sides by parcels that are within the CFD (even if such parcels are separated from the right-of-way by a wall, parkway or other improvement).

“**Parkway**” means any landscaped area, other than a Median or Traffic Circle, to be maintained in connection with the CFD.

“Perimeter Linear Footage” means, with respect to a Traffic Circle, the aggregate linear footage of the perimeters of each landscaped area included in the Traffic Circle. This includes, but is not limited to, the length of the circumference of the landscaped traffic circle and the length of the perimeter of each landscaped directional median.

“Property Owner Association Property” means any property within the boundaries of the CFD that is owned by, or irrevocably dedicated as indicated in an instrument recorded with the County Recorder, to a property owner association, including any master or sub-association.

“Proportional Curb Foot” means, for a parcel of Taxable Property that is part of an Annexation Group, the result of the following calculation:

- (i) Take the total linear footage of all curb and gutter improvements that will be funded in connection with the Annexation Group; then,
- (ii) Divide the total linear footage calculation in step (i) by the total acreage of all Taxable Property in the Annexation Group; then,
- (iii) Multiply the result in step (ii) by the parcel’s acreage for which the Proportional Curb Foot is being calculated.

The purpose of this calculation is to determine, based on a parcel’s share of the acreage in its Annexation Group, the parcel’s “fair share” of the linear footage of improvements maintained in connection with the CFD.

For example: if an Annexation Group consist of 10 acres of Taxable Property and the Annexation Group funds the maintenance of 500 linear feet curb and gutter improvements, then a 1.5 acre parcel of Taxable Property in that Annexation Group would have 75 Proportional Curb Feet $((500 / 10) * 1.5)$.

“Proportional Front Foot” means, for a parcel of Taxable Property that is part of an Annexation Group, the result of the following calculation:

- (i) Take the total linear footage adjacent to each street light, Median, or Parkway improvements for all parcels of Taxable Property in that Annexation Group; then,
- (ii) Divide the total linear front footage calculation in step (i) by the total acreage of all Taxable Property in the Annexation Group; then,
- (iii) Multiply the result in step (ii) by the parcel’s acreage for which the Proportional Front Foot is being calculated.

This calculation should be done separately with respect to:

- a) Median-Shared improvements
- b) Median improvement other than Median-Shared improvements
- c) Parkway improvements, and/or
- d) Street light improvements

The purpose of this calculation is to determine, based on a parcel's share of the acreage in its Annexation Group, the parcel's "fair share" of the linear footage of improvements maintained in connection with the CFD.

For example: if an Annexation Group consist of 10 acres of Taxable Property and in total 500 linear feet of the frontage of these parcels is adjacent to CFD-Maintained Parkway Improvement, then a 1.5 acre parcel of Taxable Property in that Annexation Group would have 75 Proportional Front Feet of Parkway $((500 / 10) * 1.5)$.

"Proportionately" means with respect to a Tax Rate Area, the ratio of the actual Special Tax levy to the Maximum Special tax is equal for all Assessor's Parcels within the Tax Rate Area.

"Public Property" means any property within the boundaries of the CFD that is owned by or irrevocably offered for dedication to the federal government, the State, the County, the City or any other public agency and is used for public purposes.

“Series”, in connection with a Tax Rate Area, means all Tax Rate Areas with designations beginning with the same two letters. For example, Tax Rate Areas No. TC-01 and TC-02 are each TC-Series Tax Rate Areas, but Tax Rate Area No. SL-01 (an SL-Series Tax Rate Area) is not a TC-Series Tax Rate Area.

“Single-Family Residential” means any Assessors’ Parcel within the CFD for which a Building Permit has been, or is intended to be, issued for purposes of constructing a residential structure consisting of one single-family unit.

“Special Tax” means the Special Tax to be levied in each Fiscal Year on each Assessor's Parcel of Taxable Property to fund the Special Tax Requirement, and shall include Special Taxes levied or to be levied under Sections B and C, below.

“Special Tax Requirement” means, for each Tax Rate Area separately, the amount required in any Fiscal Year to: (i) pay for the services financed by the CFD; (ii) pay Administrative Expenses; (iii) pay any amounts required to establish or replenish any Reserve Funds; and (iv) pay for anticipated delinquent Special Taxes (not to exceed 10% of total requirement) less any surplus of funds available from the previous Fiscal Year's Special Tax levy.

“State” means the State of California.

“Taxable Property” means all of the Assessor's Parcels within the boundaries of the CFD other than Tax-Exempt Property.

“Tax-Exempt Property” means an Assessor's Parcel not subject to the Special Tax. Tax-Exempt Property includes: (i) Public Property, (ii) Property Owner Association Property, and (iii) property otherwise exempted by law from the Special Tax.

“Tax Rate Area” means a grouping of parcels that are taxed to fund a specific service. For example, Tax Rate Area No. SL-01 includes all parcels that are taxed for standard residential street lighting services and Tax Rate Area No. LM-01 includes all parcels -that are taxed for landscape maintenance services for the public landscaping -maintained in connection with Tax Rate Area No. LM-01. Tax Rate Areas may be created from time to time, and each parcel annexed to the CFD shall, at the time it is annexed, be assigned to one or more Tax Rate Area(s) by action of the City Council (with the consent of the property owner or with voter approval).

“Traffic Circle” means a road junction or roundabout containing landscaping and/or monument/signage features to be maintained in connection with the CFD, at which traffic moves in one direction around an island to reach one of the roads converging on it. A Traffic Circle is, at a minimum, typically composed of a landscaped circle area and multiple landscaped directional traffic medians.

B. MAXIMUM SPECIAL TAX RATES

Each Tax Rate Area has separate Maximum Special Taxes for Taxable Property. On each July 1 following its indicated “base year”, the Maximum Special Tax for Taxable Property for

a Tax Rate Area shall be increased in accordance with the Annual Escalation Factor. No Special Tax shall be levied on Tax-Exempt Property.

1. Tax Rate Area No. SL-01 (Single-Family Residential Street Lighting)

The Maximum Special Tax for Taxable Property in Tax Rate Area No. SL-01 will be as follows:
~~\$197.39 per Single-Family Residential Parcel.~~

<u>Maintenance Category</u>	<u>Maintenance Description</u>	<u>Maximum Rate per Single-Family Residential Parcel</u>
<u>SL-01A</u>	<u>Perimeter and Interior Streetlighting</u>	<u>\$197.39</u>
<u>SL-01B</u>	<u>Perimeter Streetlighting Only</u>	<u>\$87.28</u>

The base year for Tax Rate Area No. SL-01 is Fiscal Year 2014/15. However, with respect to the rate for Maintenance Category SL-01B, the base year is Fiscal Year 2021/22.

2. Tax Rate Area No. SL-02 (Street Lighting for Property Other than Single-Family Residential)

The Maximum Special Tax for Taxable Property in Tax Rate Area No. SL-02 will be \$3.25 per Proportional Front Foot.

The base year for Tax Rate Area No. SL-02 is Fiscal Year 2014/15.

3. Tax Rate Area No. LM-01 (Single-Family Residential Landscaping)

The Maximum Special Tax for Taxable Property in Tax Rate Area No. LM-01 will be as follows:

Maintenance Category	Maintenance Ratio	Maximum Rate per Single-Family Residential Parcel
LM-01A	Less than or equal to 20 square feet per Single-Family Residential Parcel	\$14.19
LM-01B	21 - 40 square feet per Single-Family Residential Parcel	\$42.58
LM-01C	41 - 70 square feet per Single-Family Residential Parcel	\$78.06
LM-01D	71 - 110 square feet per Single-Family Residential Parcel	\$127.73
LM-01E	111 - 160 square feet per Single-Family Residential Parcel	\$191.60
LM-01F	161 - 220 square feet per Single-Family Residential Parcel	\$269.66
LM-01G	221 - 290 square feet per Single-Family Residential Parcel	\$361.91
LM-01H	291 - 370 square feet per Single-Family Residential Parcel	\$468.36
LM-01I	371 - 460 square feet per Single-Family Residential Parcel	\$589.00
LM-01J	461 - 560 square feet per Single-Family Residential Parcel	\$723.83
LM-01K	561 - 670 square feet per Single-Family Residential Parcel	\$872.85
LM-01L	671 - 790 square feet per Single-Family Residential Parcel	\$1,036.07
LM-01M	791 - 920 square feet per Single-Family Residential Parcel	\$1,213.48
LM-01N	921 – 1,060 square feet per Single-Family Residential Parcel	\$1,405.08
LM-01O	1,061 – 1,210 square feet per Single-Family Residential Parcel	\$1,610.87
LM-01P	1,211 – 1,370 square feet per Single-Family Residential Parcel	\$1,830.86
LM-01Q	1,371 – 1,540 square feet per Single-Family Residential Parcel	\$2,065.04
LM-01R	1,541 – 1,720 square feet per Single-Family Residential Parcel	\$2,313.41
LM-01S	1,721 – 1,910 square feet per Single-Family Residential Parcel	\$2,575.98
LM-01T	1,911 – 2,110 square feet per Single-Family Residential Parcel	\$2,852.72

The base year for Tax Rate Area No. LM-01 is Fiscal Year 2014/15.

4. Tax Rate Area No. LM-02 (Landscaping for Property Other than Single-Family Residential)

The Maximum Special Tax for Taxable Property in Tax Rate Area No. LM-02 will be as follows:

Maintenance Category	Maintenance Description	Maximum Rate per Proportional Front Foot
LM-02A	Median(s) (other than Medians-Shared)	\$10.94
LM-02B	Median(s)-Shared	\$5.47
LM-02C	Parkway(s)	\$13.48

If, as a result of an annexation, improvements (or portions of improvements) that had been classified in prior fiscal years as "Median" become "Median-Shared" improvements, the proportional front feet associated with those improvements (or portions of improvements) shall be taxed at the LM-02B rate rather than the LM-02A rate.

The base year for Tax Rate Area No. LM-02 is Fiscal Year 2014/15.

In the event the Proportional Front Footage for a single Annexation Group contains multiple Maintenance Categories, the Maximum Special Tax for Taxable Property in the Annexation Group will be the sum of the Special Taxes for each applicable Maintenance Category. For example if a parcel has 75 Proportional Front Feet of Parkway (see the example given as part of the definition of "Proportional Front Foot") and 50 Proportional Front Feet of Medians that are not Medians-Shared, that parcel's Maximum Special Tax will be \$1,558 (75 x \$13.48)+(50 x \$10.94).

~~If, as a result of an annexation, improvements (or portions of improvements) that had been classified in prior fiscal years as "Median" become "Median-Shared" improvements, the proportional front feet associated with those improvements (or portions of improvements) shall be taxed at the LM-02B rate rather than the LM-02A rate.~~

~~The base year for Tax Rate Area No. LM-02 is Fiscal Year 2014/15.~~

5. Tax Rate Area No. TC-01 (Traffic Circle Landscaping Without Monument/Signage Features for Single-Family Residential)

The Maximum Special Tax for Taxable Property in Tax Rate Area No. TC-01 will be as follows:

<u>Maintenance Category</u>	<u>Maintenance Ratio</u>	<u>Maximum Rate per Single-Family Residential Parcel</u>
<u>TC-01A</u>	<u>Less than or equal to 20 square feet per Single-Family Residential Parcel</u>	<u>\$23.73</u>
<u>TC-01B</u>	<u>21 - 40 square feet per Single-Family Residential Parcel</u>	<u>\$71.28</u>
<u>TC-01C</u>	<u>41 - 70 square feet per Single-Family Residential Parcel</u>	<u>\$130.73</u>
<u>TC-01D</u>	<u>71 - 110 square feet per Single-Family Residential Parcel</u>	

<u>Maintenance Category</u>	<u>Maintenance Ratio</u>	<u>Maximum Rate per Single-Family Residential Parcel</u>
TC-01E	111 - 160 square feet per Single-Family Residential Parcel	\$320.90
TC-01F	161 - 220 square feet per Single-Family Residential Parcel	\$451.65
TC-01G	221 - 290 square feet per Single-Family Residential Parcel	\$606.20
TC-01H	291 - 370 square feet per Single-Family Residential Parcel	\$784.50
TC-01I	371 - 460 square feet per Single-Family Residential Parcel	\$986.60
TC-01J	461 - 560 square feet per Single-Family Residential Parcel	\$1,212.48
TC-01K	561 - 670 square feet per Single-Family Residential Parcel	\$1,462.08
TC-01L	671 - 790 square feet per Single-Family Residential Parcel	\$1,735.50
TC-01M	791 - 920 square feet per Single-Family Residential Parcel	\$2,032.68
TC-01N	921 – 1,060 square feet per Single-Family Residential Parcel	\$2,353.63

The base year for Tax Rate Area No. TC-01 is Fiscal Year 2021/22.

6. Tax Rate Area No. TC-02 (Traffic Circle Landscaping with Monument/Signage Features for Single-Family Residential)

The Maximum Special Tax for Taxable Property in Tax Rate Area No. TC-02 will be as follows:

<u>Maintenance Category</u>	<u>Maintenance Ratio</u>	<u>Maximum Rate per Single-Family Residential Parcel</u>
TC-02-A	Less than or equal to 20 square feet per Single-Family Residential Parcel	\$37.96
TC-02-B	21 - 40 square feet per Single-Family Residential Parcel	\$114.04
TC-02-C	41 - 70 square feet per Single-Family Residential Parcel	\$209.16
TC-02-D	71 - 110 square feet per Single-Family Residential Parcel	\$342.28
TC-02-E	111 - 160 square feet per Single-Family Residential Parcel	\$513.44
TC-02-F	161 - 220 square feet per Single-Family Residential Parcel	\$722.64
TC-02-G	221 - 290 square feet per Single-Family Residential Parcel	\$969.92
TC-02-H	291 - 370 square feet per Single-Family Residential Parcel	\$1,255.20
TC-02-I	371 - 460 square feet per Single-Family Residential Parcel	\$1,578.56
TC-02-J	461 - 560 square feet per Single-Family Residential Parcel	\$1,939.96
TC-02-K	561 - 670 square feet per Single-Family Residential Parcel	\$2,339.32
TC-02-L	671 - 790 square feet per Single-Family Residential Parcel	\$2,776.80
TC-02-M	791 - 920 square feet per Single-Family Residential Parcel	\$3,252.28
TC-02-N	921 – 1,060 square feet per Single-Family Residential Parcel	\$3,765.80

The base year for Tax Rate Area No. TC-02 is Fiscal Year 2021/22.

7. Tax Rate Area No. TC-03 (Traffic Circle Landscaping without Monument/Signage Features for Property Other than Single-Family Residential)

The Maximum Special Tax for Taxable Property in Tax Rate Area No. TC-03 will be **36.58** per Angularly Allocated Landscape Foot.

The base year for Tax Rate Area No. TC-03 is Fiscal Year 2021/22.

8. Tax Rate Area No. TC-04 (Traffic Circle Landscaping with Monument/Signage Features for Property Other than Single-Family Residential)

The Maximum Special Tax for Taxable Property in Tax Rate Area No. TC-04 will be **43.89** per Angularly Allocated Landscape Foot.

The base year for Tax Rate Area No. TC-04 is Fiscal Year 2021/22.

9. Tax Rate Area No. **SD-01 (Street Maintenance and Drainage for Single-Family Residential)**

<u>Maintenance Category</u>	<u>Maintenance Description</u>	<u>Maximum Rate</u>
<u>SD-01</u>	<u>Street Maintenance and Drainage</u>	<u>\$900 per Taxable Parcel plus \$2.50 per Proportional Curb Foot</u>

The base year for Tax Rate Area No. **SD-01** is Fiscal Year 2021/22.

C. METHOD OF APPORTIONMENT OF THE SPECIAL TAX

For each Fiscal Year, the CFD Administrator shall, separately within each Tax Rate Area, levy the Special Tax Proportionately on each Assessor’s Parcel, whether Developed or Undeveloped, within that Tax Rate Area at up to 100% of the applicable Maximum Special Tax until the amount levied is equal to the Special Tax Requirement assigned to that Tax Rate Area in that Fiscal Year.

D. APPEALS

Any taxpayer that believes that the amount of the Special Tax assigned to a Parcel is in error may file a written notice with the CFD Administrator appealing the levy of the Special Tax. This notice is required to be filed with the CFD Administrator during the Fiscal Year the error is believed to have occurred. _The CFD Administrator or its designee will then promptly review the appeal and, if necessary, meet with the taxpayer. _If the CFD Administrator verifies that the tax should be changed the Special Tax levy shall be corrected and, if applicable, a refund shall be granted.

The City Council may interpret this Rate and Method of Apportionment for purposes of clarifying any ambiguity and make determinations relative to the annual administration of the Special Tax and any landowner appeals. Any decision of the City Council shall be final and binding as to all persons.

~~A. MANNER OF COLLECTION~~
E. MANNER OF COLLECTION

The Special Tax as levied pursuant to Section D above and shall be collected in the same manner and at the same time as ordinary *ad valorem* property taxes; however, the CFD Administrator may directly bill the Special Tax or collect Special Taxes at a different time, if necessary, to meet the financial obligations of the CFD as otherwise determined appropriate by the CFD Administrator.

The Special Tax shall be subject to the same penalties, procedure, sale, and lien priority in any case of delinquency as applicable for *ad valorem* taxes.

~~B. PREPAYMENT OF SPECIAL TAX OBLIGATION~~
F. PREPAYMENT OF SPECIAL TAX OBLIGATION

The Special Tax may not be prepaid.

~~E.G. TERM OF SPECIAL TAX~~

Taxable Property in the CFD shall remain subject to the Special Tax in perpetuity or until the City Council takes appropriate actions to terminate the Special Tax pursuant to the Act.

~~C. ANNEXATIONS~~
H. ANNEXATIONS

It is intended that territory will, from time to time, be annexed to the CFD. Such territory will be assigned to new Tax Rate Areas, existing Tax Rate Areas, or a combination of new and existing Tax Rate Areas. In the event annexed territory is assigned to an existing Tax Rate Area, services (of a nature similar to those already provided in connection with the Tax Rate Area) will be provided to the annexed territory (or public improvements associated with the annexed territory).

~~D. RESTATEMENT~~
I. RESTATEMENT

This document has been amended and restated from its original form. The purpose of restatements is to maintain the clarity of this document over time; to allow the document to be relevant to both existing and newly annexed parcels; and to aid in the efficient administration of the CFD. Amendments, except where approved by the relevant property owners, are not intended to increase the Maximum Special Tax Rate(s) applicable to parcels already a part of the CFD at the time of the amendment. To the extent an amendment inadvertently increases the Maximum Special Tax Rate(s) applicable to a Parcel, the Maximum Special Tax Rate(s) (adjusted by any associated

Annual Escalation Factor) consented to by the owners of that Parcel at the time the Parcel was annexed to the CFD (or the voter-approved Maximum Special Tax Rate(s)) shall apply to that Parcel.

For purposes of the preceding paragraph, with respect to actions that occurred before a Parcel (the "Current Parcel") existed, the owners of the Current Parcel shall be understood to mean the owners of the Parcel that included the territory of the Current Parcel at the time the action occurred.

J. ~~FORMER TAX RATE AREA NO. 4~~ FORMER TAX RATE AREA NO. 1

Note that, beginning with the first amended and restated version of this document, the Tax Rate Area that was designated Tax Rate Area No. 1 in previous versions of this document has been redesignated as Tax Rate ~~Area Nos~~ Areas No. LM-01 and SL-01 (the "Successor Areas"). The combined Maximum Special Tax Rates in connection with the Successor Areas with respect to each Assessor's Parcel in former Tax Rate Area No. 1 is equal to the Maximum Special Tax Rate for former Tax Rate Area No. 1 and, together, the Successor Areas fund all services funded by the former Tax Rate Area No. 1. This change was made for administrative convenience and is not intended to increase the tax on the parcels included in former Tax Rate Area No. 1.

~~1. This change was made for administrative convenience and is not intended~~
REVISION TO increase the tax on the parcels included in former RATE TABLE FOR TAX RATE AREA NO. 4.

K. ~~REVISION TO RATE TABLE FOR TAX RATE AREA NO. LM-01~~

Note that, beginning with the second amended and restated version of this document, an expanded tax rate table was created for Tax Rate Area No. LM-01. This tax rate table was designed to provide appropriate Maximum Tax Rates for parcels with different Maintenance Ratios.

All Taxable Parcels in Tax Rate Area No. LM-01 prior to this amendment were subject to a Base Year 2014/15 Maximum Special Tax of \$468.36 and are part of an Annexation Group with a Maintenance Ratio of 291 - 370 square feet per Single-Family Residential Parcel. This amendment does not change the maximum special tax rate for parcels already in the District. This change is not intended to increase the tax on the parcels included in Tax Rate Area No. LM-01 prior to the amendment.

L. ~~REVISION TO RATE TABLE FOR TAX RATE AREA NO. SL-01~~

Note that, beginning with the third amended and restated version of this document, an expanded tax rate table was created for Tax Rate Area No. SL-01. This tax rate table was designed to provide appropriate Maximum Tax Rates for parcels in developments for which the CFD funds only perimeter streetlighting facilities and not both perimeter and

internal streetlighting facilities. The existing rate had been designed to fund both perimeter and internal streetlighting facilities.

All Taxable Parcels in Tax Rate Area No. SL-01 prior to this amendment were subject to a Base Year 2014/15 Maximum Special Tax of \$197.39. This amendment does not increase the maximum special tax rate for parcels already in the District for which the CFD funds both perimeter and interior street lighting. Such parcels are charged the existing rate, which is now designated as Rate Category SL-01-A. Parcels in Tax Rate Areas No. SL-01 in Annexation Groups for which only perimeter streetlighting is funded by the CFD will be subject to the lower tax rate for Rate Category SL-01-B on a go forward basis.