

**PREPARED FOR:**

City of Columbus

**PREPARED BY:**

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**PROJECT TITLE:**

Moving to Cubs 5.1

**DATE:**

3/14/2019

Version-1

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**CONVERGEONE PROPOSED SOLUTION AND DESIGN OVERVIEW**

DPU is in the process of upgrading their billing system CUBS (Hansen Banner). This system integrates with the IVR for bill payment etc. Basically, need the current IVR integration (as is, no changes) pointed to our new version of CUBS for testing.

ConvergeOne Responsibilities:

- A test DPU/Water call tree set up and connected to the new CUBS/Banner 5.1 version. The test call tree may still be available from the last upgrade and may just need pointed to the new Banner version 5.1. DPU can provide the TNS connection information for the UAT Banner version so they can get the handlers pointed in the right direction.
  - ConvergeOne Engineer will change the test call flow TNS data string to the new Cubs TNS string.
  - The ConvergeOne engineer that will test the call flow to ensure that it is working with the new CUBS 5.1
- A resource identified that is able to complete the following for the eventual Go Live.
  - Put in a system down message
  - Switch the current IVR production to the new CUBS/Banner production

City of Columbus Responsibilities:

- Provide access to servers
- Provide test accounts and data for testing

**PROJECT TIME FRAME**

The actual project time frame and project plan will be jointly developed by ConvergeOne and City of Columbus during the initial planning phase of this project. It is expected this project will complete within 1 months from the start of this project. Should this project extend beyond 2 months due to City of Columbus request or delays due to the City of Columbus or City of Columbus contracted third party, ConvergeOne reserves the right to re-evaluate the pricing and re-scope the remaining project as needed.

**BILLING**

The hardware and software required for this project will be billed at the beginning of the project before any work is performed. The project labor will be billed 50% upfront and 50% at the completion of the project. These billing terms supersede any master service agreement in place and are only applicable to the project stated in this Scope of Work.

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## SCOPE OF WORK ACCEPTANCE

The signature below of an authorized City of Columbus representative indicates acceptance of the terms and conditions of this Statement of Work by City of Columbus. A signature by an authorized ConvergeOne representative indicates ConvergeOne's acceptance to perform the defined work under the terms of this proposal. Signatures by authorized representatives of both parties constitute the agreement.

**ConvergeOne, Inc.  
Authorized Representative:**

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Signature

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Printed Name

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Title

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Date

**City of Columbus Authorized Representative:**

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Signature

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Printed Name

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Title

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Date

**City of Columbus Primary Contact:**

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Printed Name

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Title

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Email Address

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Phone Number