MILESTONE
UTILITY SERVICES

A Milestone Utility Services, Inc.

Proposal
For
City of Columbus

Annual Maintenance & Support Services for the Inbound / Outbound
Collector Tables and Appointment Window Interface between
PragmaCAD and Banner/Customer Suite CIS

City of Columbus
Official Website for the City of Columbus, Ohio

June 10, 2015

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Mr. Chris Jackson
Project Manager
Department of Technology
City of Columbus
The Jerry Hammond Center
1111 East Broad Street, Suite 301A
Columbus, Ohio   43205

Re: One Year/120 Hours Maintenance and Support Services for Inbound/Outbound Collector
Tables and Appointment Window Interface between PragmaCAD and Banner/Customer Suite
Release 4.1

Dear Mr. Jackson,

Milestone Utility Services, Inc. is pleased to submit our proposal to provide maintenance and support
services for the Inbound / Outbound Collector Tables and Appointment Window Interface between
PragmaCAD and Customer Suite Release 4.1 CIS. Our unique understanding of the interface created by
Milestone Utility Services, Inc. and the day-to-day opportunities and challenges of the utility
environment, along with the constantly changing face of technology and business requirements makes
Milestone Utility Services, Inc. the right partnership with City of Columbus and the right choice for
Professional Services to maintain and support the Appointment Window Interface.

Milestone Utility Services, Inc. (MUSI) has become a well-known and respected name in the Hansen
Customer Suite consulting business. As the Utility market grows and changes, Milestone has grown and
expanded its services. Milestone works with some of the Harris CIS products, and has partnered with
companies like Oracle and SAP, offering professional services and support for Oracle's CIS, Customer
Care & Billing; and SAP's CIS solution, Customer Relationship Management and Billing (CRM&B).
Milestone offers a full range of services from, Project Management Office, System Integration, Data
Conversions to the designing and development of integrations and interfaces like the one built for City
of Columbus. From DBAs to Quality Assurance resources, and Rate Analyst, Milestone can provide the
expertise needed by the Utility and Energy industry. Milestone's quality of work and team of experts has
resulted in long-term relationships with Hansen Banner/Customer Suite users such as ONE Gas, Vectren
Energy and other CIS users.

Milestone is pleased to provide a strong team of resources who are uniquely chosen based on their
experience consulting, implementing, and operating utility industry applications. Our projected resource
team is one that, we feel, realizes the importance of City of Columbus's budget, timeline, and existing

June 10, 2015

Annual Maintenance & Support Services
Inbound / Outbound Collector Tables and Appointment Window Interface
Between PragmaCAD and Banner/Customer Suite CIS

operations. Each member of our team has a decade or more experience on Customer Information System applications and is distinguished in the ability to remember that City of Columbus has a daily business of bringing reliable utility services to their operating territory in addition to upgrading the software and technology that supports that business.

In accordance with the guidance and information you have provided:

This offer is made on behalf of:
Milestone Utility Services, Inc.
11830 NW 4th Street
Plantation, Florida 33325

The designated Primary Point of Contact for this bid is:

Linda Lee Lukas
Business Development
Milestone Utility Services, Inc
803-960-1487
LLukas@musiusa.com

Milestone's Authorized Agent for this offer is:
Ram Kasarla
President and CEO

This offer will remain valid until September 30, 2015.

We would like to be considered as your solution provider and trusted advisors for the ongoing maintenance and support of the Inbound /Outbound Collector Tables and Appoinment Window Interface between PragmaCAD and Banner/Customer Suite. Milestone is committed to the success of your business and will work hard to ensure that this and all projects run smoothly and that all parties feel that their thoughts and methods were respected throughout the process. When your project succeeds, we succeed, and that guiding principle makes us the best at our business.   Our team welcomes the opportunity to discuss our proposal with you and your team.

Respectfully,

Ram Kasarla
President & CEO

June 10, 2015

Annual Maintenance & Support Services
Inbound / Outbound Collector Tables and Appointment Window Interface
Between PragmaCAD and Banner/Customer Suite CIS

Section 1: Executive Summary

This proposal was prepared at the request of City of Columbus. City of Columbus is implementing PragmaCAD. Milestone Utility Services, Inc. was hired to design and build the Appointment Window Interface between PragmaCAD and Banner/Customer Suite CIS Release 4.1. Additionally, the City is using the existing Banner Service Order functionality to interface with PCAD for service order data. Milestone will provide support for Service Order related issues inside of Banner related to mobile order processing.

This one year maintenance and support services contract includes 120 hours of services and will provide 24 x 7 on demand support services for the Inbound/Outbound Collector Tables and Appointment Window Interface between PragmaCAD and 4.1 Banner/Customer Suite CIS for City of Columbus after go-live of the PragmaCAD implementation project. There will be a dedicated resource from Milestone for City of Columbus to log issues with. The pricing includes a bucket of hours to support the Inbound/Outbound Collector Tables and Appointment Window Interface. A dedicated resource team is assigned to City of Columbus and will work with the City of Columbus team to prioritize, respond, log and work the issues.

Milestone has been providing comprehensive maintenance and support services to many of the original Banner customers since 2002 when Milestone was established. Milestone is proud to say that 100% of our customers are satisfied and loyal. Milestone customers have found the Maintenance and Support provided to be the perfect solution to extending the life of the current Banner/Customer Suite release while strategically planning for the future and exploring CIS billing solutions that may better meet their future business needs.

- **The Right Company** – Milestone Utility Services, Inc. is focused on the utility industry and has been developing solutions for the utility industry for over 10 years and many of the employees have more than 15 years of experience with Banner. When implementing mission critical systems, proven implementation success and risk mitigation are paramount. Milestone has successfully implemented interface solutions, performed many interface projects and integrations, as well as CIS upgrades at numerous energy and utility companies, such as ONE Gas and City of Longmont, Co. Milestone has the experience necessary to deliver success.

- **The Right Team** – Milestone is pleased to provide a strong team of resources who are uniquely chosen based on their experience consulting, implementing, and operating utility industry applications. Our projected resource team is one that, we feel, realizes the criticality of the success of all projects and daily operations, as well as the importance of City of Columbus's budget, timeline, and existing operations. Each member of our team has a decade or more experience on Customer Information System applications and is distinguished in the ability to remember that City of Columbus has a daily business of bringing reliable utility services to their operating territory in addition to upgrading and integrating new functionality and technologies

June 10, 2015

Annual Maintenance & Support Services
Inbound / Outbound Collector Tables and Appointment Window Interface
Between PragmaCAD and Banner/Customer Suite CIS

that supports that business. Milestone has the proven implementation experience, Industry knowledge and functional experience to successfully lead your team in the implementation of the new solution.

- **The Right Methodology** – Milestone will leverage our proven maintenance and support implementation methodology to implement the proposed solution. Our methodology mitigates risk by utilizing best practices and outcomes through knowledge gained from following the same processes over and over again and gauging the results.

Benefits of Using Milestone:

- *Market Share, Integrity, and Customer Satisfaction* -- Milestone Utility Services, Inc. is proud to be celebrating twelve years in business and continuing to grow. We attribute our growth and success to our customers continued loyalty and the expertise of our employees in the utility CIS market. MUSI has successfully completed full scale utility CIS implementations along with numerous targeted project implementations and 4.x upgrades. All with 100% client satisfaction.

- *Value and Flexibility* – Milestone Utility Services, Inc. provides a low cost option with the highest quality professional resources. Our consultants average over 20 years of utility industry knowledge and are recognized by our customers as superior and award winning consultants that are integral to their success. We, at Milestone, understand that all customers are not alike, nor have the same needs. Therefore, MUSI works closely with all customers to provide creative options to get the best results to meet the needs. MUSI has developed a reputation that keeps customers loyal.

- *Customer Suite Product and Industry Knowledge and Expertise* -- Milestone Utility Services, Inc. prevails as the professional services provider to a majority of the original Banner customers. Many of these original CIS customers have turned to Milestone Utility Services, Inc. to provide not only technical and functional services, but also ongoing maintenance support. Milestone's product knowledge and expertise remains current through the services supported and provided to these customers through upgrade services, resolving defects and providing corrections, developing modifications, and enhancements. MUSI's industry knowledge grows as our customers engage our expertise on projects such as meter projects, rate modifications, service order dispatch enhancements, multi streaming long running batch jobs, and technology upgrades.

At Milestone, we define success more broadly than simply the delivery of services and implementation of software. It is our mission that our customers obtain their business and performance goals. To that end, we are committed to working with City of Columbus and their teams to successfully achieve desired business goals.

June 10, 2015

Annual Maintenance & Support Services
Inbound / Outbound Collector Tables and Appointment Window Interface
Between PragmaCAD and Banner/Customer Suite CIS

It is our belief that Milestone Utility Services can provide City of Columbus with a variety of services in support of this effort. We have expert functional, technical, and utility and energy industry knowledge that insures a smooth and successful low cost approach to CIS maintenance and ongoing support.

Our significant experience with long-term maintenance of Banner/Customer Suite for numerous Banner/Customer Suite customers ensures this is a low cost, low risk option.

June 10, 2015

Annual Maintenance & Support Services
Inbound / Outbound Collector Tables and Appointment Window Interface
Between PragmaCAD and Banner/Customer Suite CIS

Section 2 - Maintenance Support and Services for Inbound/Outbound Collector Tables and Appointment Window Interface between PragmaCAD and Banner/Customer Suite

Level of Support

Milestone provides a dedicated point of contact on a 24 x 7 basis to log issues with; and a dedicated team of resources to assist with Service Order related issues inside of Banner related to mobile order processing, and Appointment Window Interface between PragmaCAD and Banner/Customer Suite Release 4.1 system. The resources will include DBA's, Functional Analysts, Technical Analysts, etc. MUSI then triages and fixes production problems.

There is a bucket of 120 hours that can be used to support and maintain the Inbound/Outbound Collector Tables and Appointment Window Interface. If for some reason Columbus should exceed the allotted bucket of hours during this support term Milestone will bill a blended hourly rate of $135 per hour.

NOTE: If Milestone should not meet the turnaround time for "Priority 1 and Priority 2" issues no hours will be deducted from the bucket of hours for the response.

Priority Support

Milestone provides the response times indicated in the table below. Priority indicates the level of criticality of the error/defect. In providing the Services, Milestone shall prioritize and complete the Services, for each component Service requested, by the Time for First Correction and, if needed, the Time for Final Correction, as denoted below.

Priority/Severity	Time for First Correction	Time for Final Correction
Priority 1-Severity 1	Eight (8) business hours	Ten (10) days
Priority 1-Severity 2	Eight (8) business hours	Thirty (30) days
Priority 1-Severity 3	Twenty-four (24) business hours	Three (3) months
Priority 2	Thirty (30) days	120 days; if error time critical, Priority 1-appropriate severity level applies
Priority 3	No deadline/correction as possible	No deadline/correction as possible

June 10, 2015

Annual Maintenance & Support Services
Inbound / Outbound Collector Tables and Appointment Window Interface
Between PragmaCAD and Banner/Customer Suite CIS

"Time for First Correction" is the total time between notice of an error/defect and the introduction of at least a temporary fix for the error/defect, if not the permanent fix.

"Time for Final Correction" is the total time between notice of an error/defect and the completion of a permanent fix for the error/defect.

"Priority 1-Severity 1" means an error such that the Software is not functioning; and Customer is unable to bill its customers.

"Priority 1-Severity 2" means an error in a time sensitive or mission critical function, e.g. payment application not operable, inability to perform budget billing, or an error precluding operation of the charge calculation process, or an error in the batch process function, e.g. inability to run the nightly batch window.

"Priority 1-Severity 3" means an error rendering mission critical applications partially inoperable, e.g. some accounts not completing billing, or inability to complete budget billing for some accounts.

"Priority 2" means an error that is not time critical, e.g. bad debt function not working, monthly GL feed not working.

"Priority 3" means an error that is cosmetic and not related to an important function, e.g. error in documentation, error in on-line help function.

Assumptions:

1. City of Columbus has ownership of all source code for their current Banner installment; additionally City of Columbus owns production runtime licenses for any compilers or development tools used in the source code development of the Banner application and these licenses are not contingent on City of Columbus's relationship with a software vendor.

2. City of Columbus will provide a development environment with data recently cloned from Production. MUSI will develop corrections and enhancements in this development environment, and therefore will need complete access to apply forms, processes and database objects.

3. City of Columbus will provide MUSI with remote access to any Banner or Customer Suite development environment to be supported by MUSI. This includes the front end application, as well as the servers and database. MUSI will be able to access and utilize other applications such as document repositories, defect tracking, log/lis file viewers, etc.

4. City of Columbus provides project team with knowledge of current installation and business processes (or access to them) for the Appointment Window Interface between PragmaCAD and City of Columbus Banner/Customer Suite 4.1.

5. Since Milestone did not build the interface between the Collector Tables and PragmaCAD, Milestone assumes CGI will be supporting the interface between the Collector Tables and PragmaCAD and from PragmaCAD to the Collector Tables.

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June 10, 2015

Annual Maintenance & Support Services
Inbound / Outbound Collector Tables and Appointment Window Interface
Between PragmaCAD and Banner/Customer Suite CIS

Methodology

MUSI is pleased to provide City of Columbus with Maintenance and Support of the Banner/Customer Suite application as an alternative to the software vendor.

The following are a list of the types of support feature services provided by our consultants for the Appointment Window Interface:

- production system issue triage
- logging and tracking reported defects and issues
- prioritization, management and reporting the disposition of all defects and issues
- perform defect and issue analysis and triage to resolution point
- prepare defect correction documentation for technical staff
- code correction of defects
- unit testing of defects
- versioning of all defect code corrections
- package and deliver code corrections
- maintain current version of source code utilizing 3rd party management tool
- ensure database and system performance through Database Administration Services
- provide ad hoc report services and interface support

City of Columbus will have an assigned team to work the issues turned in by the client.

June 10, 2015

Annual Maintenance & Support Services
Inbound / Outbound Collector Tables and Appointment Window Interface
Between PragmaCAD and Banner/Customer Suite CIS

Section 3 – Pricing Information

Fee Summary

1 Year/120 Hours of Maintenance Support and Services for Inbound / Outbound Collector Tables and Appointment Window Interface

Base Price of $17,000 for maintenance and support to resolve any issues related to:
- Inbound/Outbound Collector Tables
- Appointment Window Interface between PragmaCAD and 4.1 Banner/Customer Suite CIS (built by Milestone Utility Services, Inc.)
- Service Order related issues inside of Banner related to mobile order processing.

This pricing includes 120 hours to be used by City of Columbus for the services. An invoice for the full amount will be sent when the contract executed. The rate for services exceeding the allotted 120 hours will be billed monthly at a blended rate of $135 per hour.

Maintenance Term	Base Cost Per Year
1 Year or 120 Hours	$17,000

Annual Maintenance and Support Term

The Maintenance and Support term includes 120 hours to be used between 8/1/2015 – 7/31/2016.

Base Price Services

The fee(s) for this Service is exclusive of expenses and taxes.

Monthly Reporting

An invoice for the full amount will be sent to the City when the contract executed. MUSI will provide City of Columbus with a monthly statement showing how the hours are spent against the bucket of 120 hours allotted so a full accounting of the work is transparent to City of Columbus.

In addition Milestone will invoice Columbus monthly for any travel expenses for the previous month.

Expenses invoicing will show expense purpose, receipt copies, and the consultant submitting the expense.

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MILESTONE
UTILITY SERVICES

June 10, 2015

Annual Maintenance & Support Services
Inbound / Outbound Collector Tables and Appointment Window Interface
Between PragmaCAD and Banner/Customer Suite CIS

Travel Expenses

Travel & Living expenses are not included in the annual maintenance cost and will be billed as incurred. Travel is not usually required, and always preapproved by customer before travel is booked.

Payment Term

The payment term for invoicing is Net 30 Days.