iVUE Budgetary Proposal
Member Estimate

Prepared For

Lewes Board of Public Works (LBPW)
Lewes, DE

May 21, 2019

National Information Solutions Cooperative®

Proposal Prices are valid for 60 days Expires -　　　July 20, 2019

All of our rates are subject
to change based on Board resolution.

iVUE Enterprise Cost Summary

Description	One-Time Fee	Monthly Recurring
NISC iVUE Monthly Recurring[1]	$ -	$ 6,750
Based on 4,280 Unique Accounts; 3,765 Electric Services; 3,167 Water Services; 2,856 Calculated Sewer Services; 2,937 Storm Water Services; 8 Concurrent Users and 6,932 Meters		
Service[2]		
Customer Care & Billing (CC&B), ASP Document Vault, iVUE Connect: Service, Secure Payments, SmartHub, SmartHub Branded Application, ProfitStars RemitPlus (25k)		
Financials[3]		
Accounting Business Solution (ABS), iVUE Connect Financials - HR Personas		
Operations		
Work Management Solutions		
Integrated Solutions[4]		
Application Service Provider (ASP), CallToOrder, iVUE Mosaic		
NISC iVUE Professional Services[5]	117,470	
Includes 6 Service, 4 Financials and 3 Operations Trips		
Document Vault Image Import	TBD	
Automated Mailroom Services[6]		800
Estimated printing labor, paper, envelopes, return envelopes and estimated fees for duplex, full color low yield front and black & white back bills. Estimated for 4,280 printed bills per month and 0 image only bills. Postage not included.		
Payment & Credit Channels	350	TBD
NISC Payment Gateway[7] - PCI Payment Processing		
Online Bill Interface (OBI) - $0.10 per transaction		
Equifax- $1.95 per each credit check, $1.00 per each letter		
Third-Party Interface Fees[8] and Custom Programming[9]	12,000	100
Open API Interface Fees		
Readings and Asset Data (AMI/AMR) - (Itron - Electric, Water)		
Standard Interfaces - None Identified		
Custom Interfaces - None Identified		
Custom Programming - None Identified		
iVUE Enterprise Total	$ 129,820	$ 7,650

iVUE Third-Party Software & Hardware

Description	Annual Fee	One-Time Fee	Monthly Recurring
Third-Party Hardware[10] & Software[11]	$ -	$ 697	$ -
Hardware and Infrastructure Software			

Preliminary Proposal Estimate Notes

This proposal provides the best effort estimation of initial and recurring costs for the implementation and support of the NISC iVUE system. To provide the initial scope used for this proposal, both parties have engaged in mutually beneficial discussions in order to better define the project requirements and manage risks. It is understood that any change to the hardware, software, functional requirements or Project Plan requires the agreement of both parties as defined in the Change Management section in the Statement of Work document (SOW).

The core CC&B and ABS iVUE offerings referenced in this summary proposal include the following:

iVUE Customer Care & Billing "CC&B"

-Customer Billing	-Cash Register	-Equipment Records
-Work Management (Work Queue & Scheduler)	-Contract Tracking	-Service Orders

iVUE Accounting & Business Solution "ABS"

-Bank Reconciliation	-General Ledger	-Accounts Payable
-Construction Assembly	-Purchase Order	-Payroll/Labor
-Asset Management/Depreciation	-Fleet Management	-Material Inventory
-Miscellaneous Receivables	-Installment Loans	-Work Order

Additional Notes:

[1] The NISC bundled products monthly support fee is based on the number of Unique Accounts, Electric Services, Water Services, Calculated Sewer Services, Storm Water Services and 8 Concurrent Users and is adjusted quarterly to reflect current counts.

[2] **Service**

•The iVUE CC&B implementation includes conversion of the legacy billing application and up to five (5) years of history. The implementation does not include data conversion from outside applications other than the legacy database. Such requests are billable beyond the implementation fee presented in this estimate.

•Document Vault implementation does not include conversion of existing documents. If you have an existing document management system in place and are considering converting documents to the Document Vault, please contact NISC to discuss conversion options and pricing.

•iVUE Connect - Service is the first of several functional areas to be introduced under the iVUE Connect family. This estimate includes the "Service" functional area only. As additional functional areas become available, pricing can be provided for those modules at that time.

[3] **Financials**

•iVUE Connect: Financials - HR includes the Payroll/HR Administrator, Supervisor and Employee personas. The "HR" personas are the first of several functional areas to be introduced under the iVUE Connect: Financials' family. This estimate includes the "HR" Personas only. As additional personas become available, pricing can be provided for those modules.

[4] **Integrated Solutions**

•CallToOrder (CTO) implementation requires that iVUE Admin Security and the Web Proxy server have already been set up. This estimate assumes CTO is to be implemented with the iVUE Enterprise implementation. If early CTO set-up is necessary, NISC requires an additional conversion fee at the iVUE go-live date. This fee is not included in this estimate. If an early CTO implementation is requested, pricing will be provided at that time.

•NISC will provide and maintain an adequate computer system and operating system for the Member's needs. These systems will be installed by NISC at an approved hosting site and placed on a 48-month depreciation cycle to assure industry acceptable performance of the NISC software functions. Normal vendor maintenance agreements and the constraints they entail will be kept in place by NISC on the installed systems and are included in the monthly fees.

•ASP requires a local area network and a dedicated connection of adequate capacity and are the responsibility of the LBPW.

•Each location must have a VPN termination; i.e. Main Office and Remote Office(s). There is a one-time fee of $200 per termination point. The proposal assumes one (1) Main Office location; additional locations will incur a $200 termination fee per location. The stability of the VPN is critical for access to iVUE ASP. An NISC managed firewall at the Member site is the preferred solution and offers the quickest time to resolution for the Member if there are any VPN issues. Contact the NISC VPN Group for managed firewall services and estimates (tech-support-vpn@nisc.coop). Configuration, updates, and maintenance of non-NISC managed firewalls are the sole responsibility of the Member's firewall administrator. Members using non-NISC managed services may be subject to support fees from NISC at the current hourly rate, if required. The current NISC Hourly Rate is $150.

•Network printers are required for all ASP printing. Printers connected to local workstations are not supported. Receipt printers also must be connected to the network. Receipt printers connected to local workstations are not supported.

•The iVUE server, related hardware and software is installed and hosted at Basin Technology Inc., (BTI), a subsidiary of Basin Electric Power Cooperative. Connectivity requires a high-speed Internet connection with a static IP address for iVUE ASP access. A dedicated connection to an ISP and a commercial grade firewall, capable of IPSec Point-to-Point VPN, is needed prior to install and is the LBPW's responsibility. The LBPW internet connection to the hosted iVUE equipment is crucial for continuous connectivity. A redundant Internet connection through a different ISP is recommended. The local ISP connectivity cost is the responsibility of LBPW.

[5] **Professional Services**

•On-site training will be Monday - Friday during normal business hours. Travel time for on-site training will occur during normal hours Monday - Friday. Travel expenses are estimated at $1,900 per trip to include hotel, airfare, and meals for on-site resource trips. Travel expenses are invoiced at actual and are not included in the totals listed.

[6] Automated Mailroom Services (AMS) recurring pricing is estimated since pricing is based on volume and number of billing cycles. The estimate includes envelopes, paper, and printing labor; however, consumables are subject to change based on current pricing and will be billed at actual. Inserts and postage fees are not included. First month's postage is doubled to pre-fund the next month's postage. Please reference the detailed AMS page for detailed pricing.

[7] NISC offers a variety of PCI compliant payment options for accepting credit card and electronic checks through multiple NISC payment channels. NISC will work with you to provide PCI compliant payment estimates to meet you and your customers' needs. The NISC Payment Gateway is required to process real-time payments to interface with iVUE and other related solutions including SmartHub Customer Self-Serve.

[8] Additional interfaces may be determined through discovery discussions during the analysis phase as well as throughout the iVUE implementation lifecycle as interface needs are identified. If additional interface requirements are discovered that are not included in the proposal, pricing will be provided at that time.

[9] Custom Reports and Programming will be invoiced at full NISC Hourly Rate. All other Professional Services requested to meet non-standard business requirements during the iVUE implementation will be invoiced at half the NISC Hourly Rate. Once transitioned to general support, all Professional Services requested will be invoiced at the full NISC Hourly Rate of $150.

[10] Equipment purchased through sources other than NISC must meet NISC hardware requirements. Member purchased equipment that is found to require additional hardware, software, travel and/or labor hours to meet these requirements will be the responsibility of the Member. Additional labor by NISC to meet these minimums will be invoiced at the NISC Hourly Rate of $150.

[11] ASP Document Vault requires RemoteScan, client-based software. A license is required for each PC that scans directly into ASP Document Vault. The Remote Scan software license is tied to the PC on which it is registered and expires when the PC is retired. NISC recommends that a new or later model PC be used with the scanner.