OL™ Connect (OLC), ConnectRight Mailer (CRM), Relay 7000, Relay 8000
Statement of Work

City of Laredo Water Utility

11/20/2023

Version 0017084646.1

RO004TO

Table of Contents

RT   **C O N F I D E N T I A L**
City of Laredo Water Utility - Multi-product Solution
BPN: 0017084646   **CCM SOW Template v03.03.00**
Page 1 of 7

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Our goal is to deliver the Professional Services included in the Lease Agreement to assist with the implementation of the following product(s): *OL™ Connect (OLC), ConnectRight Mailer (CRM), Relay 7000, Relay 8000*. We agree to and will deliver the following items:

- **Project Description** – Meet solution objectives described in this *Statement of Work (SOW)*

- **Project Scope** – Complete pre-sales business analysis, schedule installation, deployment, development, testing and client training.

- **Project Deliverables** – Pre-sales business analysis is complete and required documents are signed and accepted by the client sponsor(s). The section below lists all the milestone project phases for successful completion of this project. The expected costs are set forth in the Sales or Lease Agreement, based on known project requirements documented and approved in Milestone 1 (see table below).

Milestone	Project Phase
1. Pre-Sales Business Analysis & Solution Design	• Statement of Work Reviewed
2. Technical Design & Deployment	• Project timelines • Development • Configuration & Installation • End User Training
3. Transition	• Client Solution Acceptance

- **Change Management** – Any requested modifications to the solution design must be in writing and signed by an authorized representative of each party. The Change Request Document (CRD) will describe the request for services, communicate feasibility and fee where applicable to deliver the change.

- **IT Engagement** – It is the Client's responsibility to present SOW to and review SOW with the necessary Information Technology resources to facilitate the technical components of this solution. These components may include, but are not limited to, client-required security reviews, authentication methods, integration, appropriate PC rights and permissions, remote access protocols, and necessary network access.

- **No Representation or Warranty**, express or implied, statutory or otherwise, is given in this Statement of Work or any Statement of Work Addendum or Change Request Document, relating to any software, equipment and/or services provided by Pitney Bowes; and all such representations and warranties, including but not limited to implied warranties of merchantability and fitness for a particular purpose arising from or related to the Statement of Work, Statement of Work Addendum, or Change Request Document are hereby disclaimed. The only representations or warranties given by Pitney Bowes, if any, are as stated in the written software license and maintenance agreement, sale agreement or lease agreement that may be applicable to the software, equipment and/or services provided by Pitney Bowes.

Accepted and Agreed to by:

City of Laredo Water Utility	Pitney Bowes Inc. (PB)
Signed: _____	Signed: _____
Name: _____	Name: _____
Title: _____	Title: _____
Date: _____	Date: _____

RT   **C O N F I D E N T I A L**
City of Laredo Water Utility - Multi-product Solution
BPN: 0017084646   CCM SOW Template v03.03.00
Page 2 of 7

1. Executive Summary

Pitney Bowes will reconstruct the existing City of Laredo Water "LREDO" workflow and design "bil" and "dlq" template from PlanetPress7 to OL Connect.

- bil = Utility Bills
- dlq = Delinquent Notices

2. Project Objectives

- Automate printing, folding, and inserting of documents via Pitney Bowes provided solution

3. Summary of Scope

Location Details

Name	City of Laredo Water Utility			
Address	5816 Daugherty Ave			
City	Laredo	State/Province	TX	PostalCode	78041
Contact Name	Victor Martinez			
Contact Phone	956-727-6510			
Contact Email	vmartinez@ci.laredo.tx.us			

In Scope: Reconstruction of an existing job "LREDO"

- Product Name(s): *OL™ Connect (OLC), ConnectRight Mailer (CRM), Relay 7000, Relay 8000*
- To be installed in the following environment(s): *Production*

Job-1: bl1 -Utility Bills

Standard job details

Input File Type:	CSV
Volume:	50000 per week
Multiple Files:	Yes
Multiple Records per File:	Yes
First page identifier	one record per Bill
Document Length:	Fixed page count
Orientation:	Portrait
Page Size:	Letter
Printing Type:	Simplex
Tray Switching:	No
Postal Processing:	Postal Coding, MoveUpdate, Pre-sorting (Automated electronic submission of the mail.dat file to USPS*) Standard default address variance report
File Based Processing:	No
Track My Mail:	No
Inserter Barcode Info:	1D Barcode
Barcode Placement:	Front bottom left. (If possible, create a mockup and place in the Appendix)
Final output type:	PDF

RT   **C O N F I D E N T I A L**
City of Laredo Water Utility - Multi-product Solution
BPN: 0017084646   CCM SOW Template v03.03.00
                              Page 3 of 7

Pitney Bowes - Confidential

Job-2: dlq – Delinquent Notices

Standard job details

Input File Type:	CSV
Volume:	50000 per week
Multiple Files:	Yes
Multiple Records per File:	Yes
First page identifier	one record per Bill
Document Length:	Fixed page count
Orientation:	Portrait
Page Size:	Letter
Printing Type:	Simplex
Tray Switching:	No
Postal Processing:	Postal Coding, MoveUpdate, Pre-sorting (Automated electronic submission of the mail.dat file to USPS*) Standard default address variance report
File Based Processing:	No
Track My Mail:	No
Inserter Barcode Info:	1D Barcode
Barcode Placement:	Front bottom left. (If possible, create a mockup and place in the Appendix)
Final output type:	PDF

Note; *Effective 1/28/2024; Client must set up an account with USPS via PostalOne!® for electronic submission of the mail.dat file delivery of the pre-sort report due to requirements as set forth by the USPS

Custom job details: Details to be listed
- Business Rules – (BA must identify if no custom details)
  - Update PP7 Plugin to OL Connect for "bil" Job.
  - Update PP7 Plugin to OL Connect for "dlq" Job.
  - Update LREDObil.pp7 Template design to OL Connect (See Appendix B)
  - Update LREDOdlq.pp7 Template design to OL Connect
  - Update LREDOrpt.pp7 Report design to OL Connect
  - **Update the eMail PP7 design to OL Connect.**
-

Print outputs / Envelope selection: Typical number of sheets to be inserted into envelope is as follows. (BA must define sheet counts based on specific application):
- Normal – 1-5 sheets
- Mid-count – 6-10 sheets
- Overcount – 11-25 sheets
  - **Note:** exact number of pages into envelopes will differ based on client paper stock, the number of inserts added through inserter, and other unforeseen variables.

Out of Scope:
All areas not specifically covered in this document are outside of the scope of this project, including but not limited to:
- Job1
- Job2

RT   **C O N F I D E N T I A L**
City of Laredo Water Utility - Multi-product Solution
BPN: 0017084646   **CCM SOW Template v03.03.00**
Page 4 of 7

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4. Key Assumptions / Constraints / Dependencies

Assumptions/Constraints/Dependencies:
- Custom Archive (see appendix)
- Client will provide access (remote & onsite) and support, as needed, for network integration of software and hardware
- Client to provide samples needed for development & testing
- Workstation / Server environment readiness
  - Client shall select a Workstation or Server location for installation
  - If the location changes during the installation, a charge may be assessed for the additional installation
- Network readiness / IT availability
- BA to identify any items as needed

Change Requests:
- Any changes to the project scope will require Change Request Document (CRD) and quoting of development effort

5. Client Readiness Requirements

- Client is responsible for all facilities-related preparation, including power, networking, etc. in accordance with PB requirements.

- Please note that changes to these specifications and/or incomplete site preparation by Client will result in delayed implementation and additional charges to Client, including charges for initial and subsequent visits during which work cannot be completed due to lack of Client readiness. Delays resulting from Client readiness issues will not result in delays in billing or payment requirements.

6. Business Process Overview

End-User process workflow:
- Place compatible input into the designated folder accessible by solution
- Initiate job process using solution interface
- Gather printed output from printer
- Place and select specified job on inserter
- Upon successful insertion, run finished mail pieces via postage equipment

7. Technical Requirements

Client Workstation Requirements:
- Solution / end-user interface requires .NET application to be installed on individual workstations requiring access to the software

Server Requirements / Network Requirements / Application Security Requirements:
- See specification documents in appendix *(Most current PPC, & CRM specs doc to be attached in appendix prior to obtaining client signature)*

Training Requirements: (Client and PB deliverables)
- **End User Training:** Pitney Bowes will provide training on-site in one (1) session, for up to four (4) hours for up to two (2) participants. The Client will select the users to be trained, ensure their PC skills are adequate for the operation of the system, and make them available for the duration of the training without interruptions.

Disaster and Recovery: (Client deliverables)
- Maintenance of data backups, backup planning, scheduling, and disaster recovery planning and implementation for the server, database, and all workstations are the responsibility of the Client.
- Planning & implementing data redundancy and failover processes are the responsibility of the Client.

Remote Access Requirements:
- Remote Access via TeamViewer/Client-provided VPN (or similar application) to solution for installation, configuration, testing, training, and ongoing support.

8. Appendix A: Custom Archive

Advanced Technology Group (ATG) projects have a Custom Archive feature that preserves the Input, Output, and Print for each batch that is run for each job. These are located in a folder structure that is known as the Framework on the local C drive. The ATG will assign a 5-character code (CCCCC) for the project and a 3-character code for each job (bil and dlq).

Within each job there will be an Archive folder with Input, Output, and Print subfolders. Each batch is separated by Run Date and Run Time subfolders. The Input folder will contain a copy of the original input data. The Output folder will contain any exports and postal processing files. The Print folder contains PDFs of the completed documents (Adobe Reader or other PDF Viewer is necessary to view Archive files).

Note: Create I PDF per Bill and Delinquent Notice with following naming convention and save in the Archive Folder

    File Naming Convention:

- Accountnumberyyyymmdd.pdf

    Archive file location:

- C:\pbCCMData\CCCCC\lt1\Archive\Input\YYYYMMDD\HHMMSS
- C:\pbCCMData\CCCCC\lt1\Archive\Output\YYYYMMDD\HHMMSS
- C:\pbCCMData\CCCCC\lt1\Archive\Print\YYYYMMSSAppendix: Specifications

9. Revision History

Revision	Date	Author	Changes
1.0	11/20/2023	Roberto Torres	Original Document Created
1.1	4/5/2024	RTorres	Add bill and Delinquent Template Design

RT   **C O N F I D E N T I A L**
City of Laredo Water Utility - Multi-product Solution
BPN: 0017084646   **CCM SOW Template v03.03.00**
Page 6 of 7

Pitney Bowes - Confidential

10. Appendix B: bl1 Template Design

Add new logo = newcitylogo.jpeg

Change label from to "Class"

Pull data from utufsd.csv coumn "o"

Add dynamic image box = image1.jpeg

Insert Dynamic image1.jpeg Message File

4.40" X 2.75"

Back Side

Insert Dynamic Image2.jpeg message File

Small Image 3.25 " X 8" = image2s.jpeg
Large Image 6.50" X 8" = image2l.jpeg

RT   C O N F I D E N T I A L
City of Laredo Water Utility - Multi-product Solution
BPN: 0017084646   **CCM SOW Template v03.03.00**
Page 7 of 7

Pitney Bowes - Confidential

Insert Dynamic Image2.jpeg message File

Small Image 3.25 " X 8" = image2s.jpeg
Large Image 6.50" X 8" = image2l.jpeg

CITY OF LAREDO
UTILITIES DEPARTMENT

1102 BOB BULLOCK LOOP
LAREDO, TX 78043
956-727-6402

SERVICE ADDRESS

8411 GAVIN RD 1

Account Type
Add **Commercial** or **Residential** from
UTBFSD "O" C= Commercial R= Residential,
MF = Null

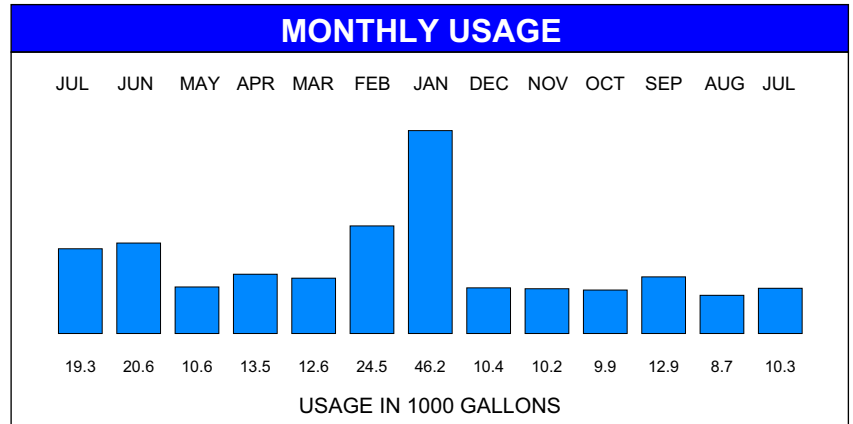**ACCOUNT NUMBER**

1051462-585552

move email address here

SERVICE READING & CONSUMPTION INFORMATION

SERVICE PERIOD	METER #	CURRENT	PREVIOUS	USAGE	DAYS
06/03/2022 - 07/06/2022	A67236608	12354	12161	* 19300	33
* Estimate				Pull estimate value from UTBPMT "O" E = *	
Add				**Total:** 19300	

BILLING DATE	CYCLE	Class
07/19/2022	31-04	

PRIOR BILLING

Last Bill Amount	279.26
Payment	-279.26
Past Due / Credit Balance	0.00

If Past Due, may already be subject to disconnection.

CURRENT BILLING

TYPE OF SERVICE	AMOUNT
GX COM EXEMPT ADMIN FEE	2.50
NC STORMWATER FEE COMM	46.00
RM FED/ST MANDATES	17.00
SW SEWER	92.86
WA WATER	109.41
WATER DEMAND FEE 5/8	1.00

FINAL BILL
watermark from file

Total Current Charges	268.77
Past Due/Credit Balance	0.00
Total Amount Due	**268.77**
Due date for current charges	08/04/2022

For account information or to pay your bill by phone just call: 956-721-2032
For account information or to pay your bill On-Line go to: www.ci.laredo.tx.us

MONTHLY USAGE

JUL	JUN	MAY	APR	MAR	FEB	JAN	DEC	NOV	OCT	SEP	AUG	JUL
19.3	20.6	10.6	13.5	12.6	24.5	46.2	10.4	10.2	9.9	12.9	8.7	10.3

USAGE IN 1000 GALLONS

IMPORTANT MESSAGES

Deferred Payment Plan
Reminder!
Your Current Charges DO NOT INCLUDE your
payment plan amount of $11.25.
Please include additional amount with your payment.
Avoid defaulting on payment plan and prevent
disconnection

Or

If Account exit in file UTBPPP.CSV deffered msg and "E"

Insert Dynamic image1.jpeg Message File

4.40" X 2.75"

TO REPORT CONCERNS REGARDING OTHER CITY SERVICES, CALL 311

PLEASE RETURN THIS PORTION OF BILL WITH YOUR PAYMENT

CITY OF LAREDO
UTILITIES DEPARTMENT

MAKE PAYABLE & MAIL TO: CITY OF LAREDO UTILITIES, P.O. BOX 6548, LAREDO, TX 78042
Please include account number on all checks

Kiosk

Payment Options

Add CofL payment
website QR Code here
https://lare-
egov.aspgov.com/
Click2GovCX/index.html

Customer
Address1
LAREDO TX 78041-6852

1

SERVICE ADDRESS

8411 GAVIN RD 1

ACCOUNT NO.	CYCLE	BILL DATE	DUE DATE ON CURRENT CHARGES
1051462-585552	31-04	07/19/2022	08/04/2022

Total Current Charges	268.77
Past Due/Credit Balance	0.00
Total Amount Due	**268.77**
Due date for current charges	08/04/2022

PAY	AFTER
282.21	08/04/2022

00105146200058555200268771