

**AMENDMENT NO. 1  
to the  
MASTER SOFTWARE SUPPORT AND MAINTENANCE AGREEMENT**

This Amendment No. 1 is made as of the \_\_\_\_\_ day of \_\_\_\_\_, 2017, between the **CITY OF COLUMBIA** ("CLIENT"), and **N. HARRIS COMPUTER CORPORATION ON BEHALF OF ITS DIVISION ADVANCED UTILITY SYSTEMS**, ("CONSULTANT").

**RECITALS**

- A. WHEREAS, on August 6, 2014, CLIENT and CONSULTANT entered into a separate Master Software License Agreement ("Software Agreement"), Master Software Implementation Services Agreement ("Services Agreement"), and Master Software Support and Maintenance Agreement (the "Support and Maintenance Agreement") as part of the license of the CIS Infinity software by CONSULTANT to CLIENT; and
- B. WHEREAS, section 39 of the Support and Maintenance Agreement states that it may only be modified by written amendment signed by the Parties; and
- C. WHEREAS, the Parties hereto desire to formally amend the Support and Maintenance Agreement with this First Amendment (hereinafter "First Amendment to the Support and Maintenance Agreement") and desire to be bound by the terms contained in the original Support and Maintenance Agreement and those contained in this First Amendment to the Support and Maintenance Agreement.

**AMENDMENT**

NOW, THEREFORE, in consideration of the mutual benefit to be derived by the parties, it is agreed to amend the Support and Maintenance Agreement, as follows:

- 1. CHANGE ORDER # 4, attached hereto as Exhibit A: Add the Infinity.Mobile Product Maintenance Fees.
- 2. CHANGE ORDER # 5, attached hereto as Exhibit B: As a result of increase of licenses from 25 to 50 Concurrent Users, add the corresponding increase to Maintenance Fees.
- 3. CHANGE ORDER #9, attached hereto as Exhibit C: As a result of increase of licenses from 50 to 60 Concurrent Users, add the corresponding increase to Maintenance Fees.
- 4. Quote for addition of Infinity.Link, attached as Exhibit D: As a result of the addition of the Infinity.Link product, add the corresponding increase to Maintenance Fees.
- 5. Amend Exhibit 1 of the Support and Maintenance Agreement ("Annual Support and Maintenance Fee") to add additional maintenance fees associated with the increase in licensing, and the addition of Infinity.Mobile and Infinity.Link Maintenance Fees as outlined below:

	Description	Cost
<b>Annual Support and Maintenance Fees</b>	CIS Infinity (25 Users)	\$46,875
	Infinity Teleconnect	\$1,250
	CIS Infinity (Additional 25 Users)	\$34,375
	CIS Infinity (Additional 10 Users)	\$15,000
	Infinity.Mobile	\$10,000
	Infinity.Link	\$10,000
	<b>Total Maintenance Fees</b>	<b>\$117,500</b>

6. All other terms of the Support and Maintenance Agreement shall remain unchanged and in full force and effect.

[SIGNATURES ON FOLLOWING PAGE]

**IN WITNESS WHEREOF**, the parties hereto have duly executed this Amendment No. 1 to the Master Software Support And Maintenance Agreement, on the day and year first written above.

**CITY OF COLUMBIA, MISSOURI**

By: \_\_\_\_\_  
Mike Matthes, City Manager

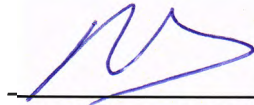
ATTEST:

By: \_\_\_\_\_  
Sheela Amin, City Clerk

APPROVED AS TO FORM:

By: \_\_\_\_\_  
Nancy Thompson, City Counselor

**ADVANCED UTILITY SYSTEMS, A DIVISION OF  
N. HARRIS COMPUTER CORPORATION**

By:  \_\_\_\_\_ MAR 27/17  
Peter Fanous, Executive Vice President

**Exhibit A**  
**Change Order # 4**

[Under Separate Cover]

CITY OF COLUMBIA

## CIS Infinity Change Order

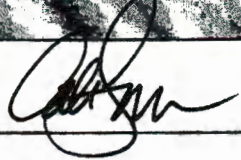
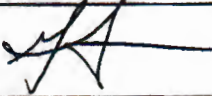
**Date:** Jun-01-2015

**Change ID:** Change Order #4

**Description:** Infinity.Mobile Add On

**Authorization**

Advanced Utility Systems is authorized to proceed with the change for Client.

Project Role	Team Member	Signature / Date of Signature
Columbia Project Manager	Cale Turner Purchasing Agent	
		Date: 6-5-15
Advanced Project Manager	MAXIME JACQUES	
		Date: JUNE 01, 2015
(other)		
		Date:

## **Introduction**

The City of Columbia and Advanced Utility Systems Corporation (Advanced) entered into a **Purchase License Agreement** (the Agreement) on August 6, 2014.

As defined in Article 1.1(b) of the **Master Software Implementation Services Agreement**: “Change Order” means any written documentation between the Client and Consultant evidencing their agreement to change particular aspects of this Agreement with no increase in cost. Any services that are considered to be materially out of the scope of the Agreement or result in an increase in the contract price shall only be approved by written amendment to the Agreement.

Based on this provision, Advanced presents the following Change Order to the City of Columbia.

## **Scope**

The City of Columbia is moving forward with the Advanced Infinity.Mobile Product.

- Licence payment is due upon signing of this Change Order.
- Services and Configuration payments are due on install.
- Maintenance fees are due at go-live and will be pro-rated to coincide with the annual maintenance costs of existing products with Advanced.

## **Change Details**

This change order adds the Infinity.Mobile Add On to the Scope of Work.

The following tasks will be completed as part of the implementation of Infinity.Mobile:

- Installation of Infinity.Mobile
- Discovery workshops (done via web and/or telephone conferencing)
- Configuration of Infinity.Mobile
  - Prior to the start of the Infinity.Mobile workshop, Columbia will complete the Infinity.Mobile Checklist provided by Advanced.
- Configuration of CIS Infinity to link to Infinity.Mobile
- Administrator and User training (done via web and/or telephone conferencing)
- Testing support and consulting time
- Activation of Infinity.Mobile Production System
- Creation of Infinity.Mobile Test system

Estimate of Hours / Costs \*

a) Requirement	b) Hours	c) Cost (\$USD)
License (due upon signing this Change Order)	-	\$30,000
Services and Configuration (due on install)	116	\$17,400
Year-1 Maintenance (due at go-live)	-	\$10,000
<b>Total</b>	<b>116</b>	<b>\$57,400</b>

\* Net of applicable taxes and associated expenses

Please note that these hours represent an estimate to successfully complete the required configuration for the City of Columbia.



**Exhibit B**

**Change Order # 5**

[Under Separate Cover]

City of Columbia

## CIS Infinity Change Order

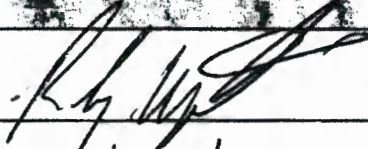
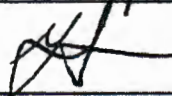
**Date:** Jan-26-2016

**Change ID:** Change Order #5

**Description:** Increase Licenses from 25 to 50 Concurrent Users

**Authorization (Change Order #5 – Add 25 Licenses)**

Advanced Utility Systems is authorized to proceed with the change for the City of Columbia.

Project Role	Team Member	Signature / Date of Signature
Columbia Project Manager	Randy Wyatt	
		Date: 3/23/16
Advanced Project Manager	Maxime Jacques (created by Jeff Bissonnette)	
		Date: MARCH 4, 2016

## Introduction

The City of Columbia and Advanced Utility Systems Corporation (Advanced) entered into a **Purchase License Agreement** (the Agreement) on August 6, 2014.

As defined in Article 1.1(b) of the **Master Software Implementation Services Agreement**: “Change Order” means any written documentation between the Client and Consultant evidencing their agreement to change particular aspects of this Agreement with no increase in cost. Any services that are considered to be materially out of the scope of the Agreement or result in an increase in the contract price shall only be approved by written amendment to the Agreement.

Based on this provision, Advanced presents the following Change Order to the City of Columbia.

## Change Details

The City of Columbia has requested that 25 CIS Infinity licenses be added to bring the total # of concurrent user licenses to 50. This includes a change from tier 3 to tier 6. The cost outlined below are from the Harris Master Software License Agreement – Schedule E (see below).

### Costs:

25 additional licenses x \$3,500 per licenses = \$87,500.00

Change from Tier 3 to Tier 6 = \$50,000.00

Total: \$137,500.00

Included in this change order quote is 25% maintenance fee for the additional 25 licenses. The amount of \$34,375.00 will be added to the annual maintenance amount to be billed at Go-Live (along with the initial maintenance).

## Estimate of Hours / Costs \*

<b>Requirements</b>	<b>Cost \$ (USD)</b>
Licenses (due upon Change Order signing)	\$137,500.00
Additional Yearly Maintenance (billed at Go-Live)	\$34,375.00
<b>Total</b>	<b>\$171,875.00</b>

\* Net of applicable taxes and associated expenses

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**Schedule "E"**

**Software and Services Not Selected with Optional Pricing**

The price listing is valid for a period of twenty-four months after "GoLive"

CIS Infinity license fee has two components; a server license fee which is tiered based on the total number of Concurrent Users and a per Concurrent User license fee.

One (1) CIS Infinity Concurrent User license costs \$3,500.00

CIS Infinity Server License fee tiers:

Tier 1: Server License fee to accommodate 1 to 10 concurrent users, inclusive is \$50,000

Tier 2: Server License fee to accommodate 11 to 20 concurrent users, inclusive is \$75,000

Tier 3: Server License fee to accommodate 21 to 30 concurrent users, inclusive is \$100,000

Tier 4: Server License fee to accommodate 31 to 35 concurrent users, inclusive is \$125,000

Tier 5: Server License fee to accommodate 36 to 40 concurrent users, inclusive is \$145,000

Tier 6: Server License fee to accommodate 41 to 50 concurrent users, inclusive is \$150,000

Tier 7: Server License fee to accommodate 51 to 60 concurrent users, inclusive is \$175,000

Tier 8: Server License fee to accommodate 61 to 70 concurrent users, inclusive is \$200,000

Tier 9: Server License fee to accommodate 71 to 75 concurrent users, inclusive is \$250,000

Tier 10: Server License fee to accommodate 76 to 85 concurrent users, inclusive is \$275,000

Tier 11: Server License fee to accommodate 86 to 90 concurrent users, inclusive is \$285,000

Tier 12: Server License fee to accommodate 91 to 95 concurrent users, inclusive is \$305,000

Tier 13: Server License fee to accommodate 96 to 100 concurrent users, inclusive is \$340,000

Additional server license fee tiers are available for a higher number of users upon request.

Server license fees are cumulative. Server license fees paid previously by the City are deducted from the new server license fee if City increases the number of users and goes to a new server license fee tier, as described above.

**Example:**

Initial 10 Users License Cost:  $\$50,000 + (10 \text{ Users} * \$3,500) = \$85,000$

Cost to purchase an additional 5 Users License Cost:  $(\$75,000 - \$50,000) + (5 \text{ Users} * \$3,500) = \$42,500$

The annual maintenance fee for CIS Infinity is 25% of the total license fees (CIS Infinity Server License fee plus total CIS Infinity Concurrent User License fees) due for CIS Infinity and is subject to the terms described in the Support and Maintenance Agreement.

**Exhibit C**

**Change Order # 9**

[Under Separate Cover]

City of Columbia

## CIS Infinity Change Order

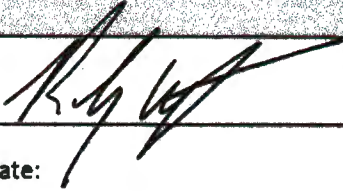
**Date:** October 3, 2016

**Change ID:** Change Order #9

**Description:** Additional 10 licenses

**Authorization (CO #9 – Additional 10 Licenses)**

Advanced Utility Systems is authorized to proceed with the change for the City of Columbia.

Project Role	Team Member	Signature / Date of Signature
Columbia Project Manager	Randy Wyatt	
		Date:
Advanced Project Manager	Sue Martin	<i>Sue Martin</i>
		Date: October 3, 2016
Other Signing Authority		
		Date: <i>10/4/16</i>



## Introduction

The City of Columbia and Advanced Utility Systems Corporation (Advanced) entered into a **Purchase License Agreement** (the Agreement) on August 6, 2014.

As defined in Article 1.1(b) of the **Master Software Implementation Services Agreement**: “Change Order” means any written documentation between the Client and Consultant evidencing their agreement to change particular aspects of this Agreement with no increase in cost. Any services that are considered to be materially out of the scope of the Agreement or result in an increase in the contract price shall only be approved by written amendment to the Agreement.

Based on this provision, Advanced presents the following Change Order to the City of Columbia.

## Change Details

The City of Columbia has requested that 10 CIS Infinity licenses be added to bring the total # of concurrent user licenses to 60. This includes a change from tier 6 to tier 7. The cost outlined below are from the Harris Master Software License Agreement – Schedule E (see below).

### Costs:

10 additional licenses x \$3,500 per licenses = \$35,000

Change from Tier 6 to Tier 7 = \$25,000

Total: \$60,000

Included in this change order quote is 25% maintenance fee for the additional 10 licenses. The amount of \$15,000 will be added to the annual maintenance amount and for Year 1 will be prorated from the Go-Live date of August 29, 2016 to date of purchase.

## Estimate of Hours / Costs \*

<b>Requirements</b>	<b>Cost \$ (USD)</b>
CIS Infinity Concurrent Licenses (due upon Change Order signing)	\$60,000
Additional Yearly Maintenance for ten licenses (to be prorated from Go-Live date to date of purchase)	\$15,000
<b>Total</b>	<b>\$75,000</b>

\* Net of applicable taxes and associated expenses

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**Schedule "E"**

**Software and Services Not Selected with Optional Pricing**

The price listing is valid for a period of twenty-four months after "GoLive"

CIS Infinity license fee has two components; a server license fee which is tiered based on the total number of Concurrent Users and a per Concurrent User license fee.

One (1) CIS Infinity Concurrent User license costs \$3,500.00

CIS Infinity Server License fee tiers:

Tier 1: Server License fee to accommodate 1 to 10 concurrent users, inclusive is \$50,000

Tier 2: Server License fee to accommodate 11 to 20 concurrent users, inclusive is \$75,000

Tier 3: Server License fee to accommodate 21 to 30 concurrent users, inclusive is \$100,000

Tier 4: Server License fee to accommodate 31 to 35 concurrent users, inclusive is \$125,000

Tier 5: Server License fee to accommodate 36 to 40 concurrent users, inclusive is \$145,000

Tier 6: Server License fee to accommodate 41 to 50 concurrent users, inclusive is \$150,000

Tier 7: Server License fee to accommodate 51 to 60 concurrent users, inclusive is \$175,000

Tier 8: Server License fee to accommodate 61 to 70 concurrent users, inclusive is \$200,000

Tier 9: Server License fee to accommodate 71 to 75 concurrent users, inclusive is \$250,000

Tier 10: Server License fee to accommodate 76 to 85 concurrent users, inclusive is \$275,000

Tier 11: Server License fee to accommodate 86 to 90 concurrent users, inclusive is \$285,000

Tier 12: Server License fee to accommodate 91 to 95 concurrent users, inclusive is \$305,000

Tier 13: Server License fee to accommodate 96 to 100 concurrent users, inclusive is \$340,000

Additional server license fee tiers are available for a higher number of users upon request.

Server license fees are cumulative. Server license fees paid previously by the City are deducted from the new server license fee if City increases the number of users and goes to a new server license fee tier, as described above.

**Example:**

Initial 10 Users License Cost:  $\$50,000 + (10 \text{ Users} * \$3,500) = \$85,000$

Cost to purchase an additional 5 Users License Cost:  $(\$75,000 - \$50,000) + (5 \text{ Users} * \$3,500) = \$42,500$

The annual maintenance fee for CIS Infinity is 25% of the total license fees (CIS Infinity Server License fee plus total CIS Infinity Concurrent User License fees) due for CIS Infinity and is subject to the terms described in the Support and Maintenance Agreement.



**Exhibit D**  
**Quote for Infinity.Link**

[Under Separate Cover]

<b>Client</b>	Columbia Utilities	<b>Client Contact</b>	Randy Wyatt
<b>Project Manager</b>		<b>Prepared By</b>	Yusuf Jiwajee
<b>Reference Number</b>	AT6231	<b>Case Number</b>	
<b>Quote Effective Date</b>	Dec 15, 2016	<b>Client PO</b>	
<b>Description</b>	Statement of Work: Implementation of Infinity.Link <b>Version 4</b>		

## Estimate

The costs related to successfully completing the SOW is estimated to be \$72,500.00

The time required to successfully complete the SOW is estimated at 150 hours, charged at a rate of \$150.00 USD per hour.

Client will be advised if the hours are to exceed the estimate above. Additional work will be charged at the above noted hourly rate and in minimum increments of one (1) hour.

Infinity.Link Site License	\$40,000
Implementation Services	\$22,500
Annual Maintenance	\$10,000

\* Net of applicable taxes

No modifications are included in the estimated Services.

## Payment Terms

- License fees due upon signing.
- Services will be billed per Payment Milestones below.
- Maintenance Fees (support fee) due upon installation, and is pro-rated to your CIS Infinity Support anniversary date.

## Services Payment Milestones

	<b>Payment Milestone</b>	<b>Payment Amount</b>	<b>Deliverable</b>
1	Draft Project Plan	\$5,000	Delivery of Draft Project Plan by Advanced to Client
2	Installation of the Software	\$5,000	Advanced to notify Client of the completion of the generic Installation of Infinity.Link on Client's Test server.  Client to sign-off on

	Payment Milestone	Payment Amount	Deliverable
			the generic installation of Infinity. Link.
3	Completion of Training	\$5,000	Completion of end user and administration training by AUS.
4	Go Live	\$7,500	Infinity.Link in Production and Live.

This pricing and details contained within this Statement of Work (SOW) remains valid for 30 days from Quote Effective date after which the request will be closed. This quote supersedes any previous offers related to services outlined.

### Conditions

The following conditions have been made to complete the necessary details within this SOW

- This Statement of Work is assumed to be for a single Infinity.Link production site.
- CIS Infinity bill print will be used within Infinity.Link. Modifications to this file for use within Infinity.Link will be reviewed and additional hours will be quoted.
- There are no conversion hours included in the Services hours quoted above. If conversion is required, additional hours will be required.
- All aspects of Infinity.Link software are to be thoroughly tested by Client, including Payment Processing and interface to CIS Infinity prior to Go Live.
- A test web server is required for testing the Infinity.Link setup, installation, and future builds. This server should not be exposed to the public. If the client wishes to have the test system installed on their live web server, they will assume all responsibility for security breaches during the testing phase of Infinity.Link implementations and future builds.
- Client acknowledges that their current technology can support the Infinity.Link implementation based on the recommended requirements provided by Advanced.
- Administrator training and end user training will be conducted via web based training.
- The conversion of existing customers on an existing online bill presentment and payment solution is not within the project scope, unless explicitly detailed. The cost associated with this activity will need to be determined and included explicitly within the SOW.
- Infinity.Link implementation will be conducted via a remote install.
- Costs are estimates only and do not include any expenses incurred by Advanced to complete the SOW (i.e. travel, accommodations etc. if required to complete the SOW)

- Electronic payment processing is provided via an interface to a third party payment processing vendor. The following development fees apply. Any payment transaction fees charged by the payment processing vendor are the responsibility of Client.

Level	Processor	Minimum Development Fee	Minimum Annual Maintenance
Tier 1	Paymentus, Invoice Cloud	No Charge	No Charge
Tier 2	Any processor not named above	\$35,000	25%

- Advanced is not responsible for the data connection, or the throughput of the data transport mechanism, between the web server and the database servers on which the Infinity.Link and CIS Infinity databases reside.

### Expenses

If expenses are incurred by Advanced to provide services outlined in this statement of work, the Client shall reimburse Advanced all direct travel expenses including, but not limited to hotel, airfare, car rental, tolls, parking and airline and travel agent fees; each individual's travel time billing rate of \$90.00/hour to be capped at 5 hours per trip; meal expenses not more than \$70.00 per diem that includes all meal, food and telecommunications expenses (no receipts will be provided); and mileage charges.

### Escalation Process

Several processes may trigger the escalation process, including issue tracking, contract management, and risk management. This process assumes that prior attempts have been made to resolve the item and the appropriate parties cannot reach a resolution.

When an item is escalated, the appropriate participants are notified via formal communication (email, fax, or registered mail), which includes a summary of the concern/issue and the analysis of each party's position. The participants must be provided with sufficient time, to review the analysis and concerns prior to scheduling any resolution meetings.

The levels of escalation and the participants in each level include:

1. Engagement Resource (Technical Specialist, Implementation Specialist, Application Consultant)
2. Engagement Manager (Director of Client Services)
3. Engagement Sponsor (Vice President Professional Services)

### Standard of care/warranty disclaimer

The standard of care applicable to the Services arising under this SOW will be the degree of skill and diligence normally employed by consultants performing the same or similar services. No

further warranty of guaranty, expressed or implied, is made with respect to the Services furnished hereunder and all implied warranties are hereby disclaimed including the warranty of merchantability and fitness for a particular purpose.

### Authorization

Signature indicates the parties have read, understood and agreed to all the contents of this quote.

Authorized by Client:	Authorized by Advanced Utility Systems:
  <hr/>	  <i>Y. H. Jirjee</i> Dec 15, 2016 <hr/>
Name/Date	Name/Date



## Description

Client utilizes CIS Infinity as their utility billing application software and Client Information System (CIS).

Infinity.Link is a customer self-serve module that integrates to CIS Infinity data to provide your customers with access to self-service information and billing and service requests related to the software.

## Scope

The primary purpose of this SOW is to install and configure Infinity.Link. The SOW outlines the requirements to setup and configure Infinity.Link along with the necessary training and testing support.

The following Services will be performed by Advanced:

- Installation of Infinity.Link
- Configuration of Infinity.Link
- Configuration of CIS Infinity to integrate with Infinity.Link
- Administrator and User training (via web and/or telephone conferencing)
- Testing support
- Activation of Infinity.Link Production System
- Creation of Infinity.Link Test system

## Expected results

- At the successful conclusion of the SOW, Client will be able to offer your customers access to their billing and account information through Infinity.Link.

## Assumptions

The following assumptions have been made to complete the necessary details within this SOW:

- Prior to installation, the Infinity.Link Implementation Checklist has to be returned completed by Client and subsequently reviewed and accepted by Advanced
- SSL's will be acquired and installed by the Client.
- Client will verify that communication between web server, application server, and database server is working correctly. Both PING operations and ODBC connections can be tested to confirm connectivity.
- The following ports need to be open for the web server/web site: 80, 443. The following ports need to be open for SQL Access: 1433, 1434. These port numbers are based on default configuration, and may need to be adjusted based on Client site configuration.
- The Production Web Server URL needs to be publicly available.
- All IP addresses will be bound to correct DNS names.

- Client is responsible for verifying the URL's provided are properly mapped on the DNS Server.
- If assistance from Advanced is required to successfully complete any of these tasks additional hours will be required in order to complete the Services to successfully install Infinity.Link.

## **Hardware Recommendations**



Hardware and  
Software Requireme

## Hardware and Software Requirements for CIS Infinity (V4) and Add-On Products

Version/Build	Creation Date	Last Revised
V4 Build 1.47	April 11 <sup>th</sup> , 2014	August 16 <sup>th</sup> , 2016

The following specifications are the recommended hardware requirements provided to clients who are considering using CIS Infinity, along with our web services and/or add-on products. Virtualized environments are supported.

### Up to 150K Accounts

Database Server		
<b>Processor</b>	8 - 12 CPU / Cores @ 2 - 3GHz	
<b>RAM</b>	32GB	
<b>Disk Space</b>		
<b>CIS Infinity (~75K accounts)</b>	<b>Initial Size</b>	Assumptions – monthly billing, 3 services, 5 years of reading/billing history converted. Add est. 1GB per 2K accounts.
	35 - 40GB	
<b>Infinity.Mobile</b>	<b>Initial Size</b>	<b>Service Orders (based on 3000/month)</b>
	3.5GB	30MB/month

Application Server			
<b>Processor</b>	4 - 8 CPU / Cores @ 2 - 3GHz		
<b>RAM</b>	16GB		
<b>Disk Space</b>			
<b>CIS Infinity Folders (Folders may vary based on use, retention period and types of files attached)</b>	<b>Standard Folders</b>	<b>Letters (average file size)</b>	<b>Attachments (average file size)</b>
	1 - 3GB	30 - 100KB	200KB
<b>CIS Infinity Web Service</b>	25MB		

<b>Infinity.Mobile Web Service</b>	40MB
<b>Public Web Server (for Infinity.Link, Infinity.Mobile and Payment web pages)</b>	
<b>Processor</b>	4 - 8 CPU / Cores @ 2 - 3GHz
<b>RAM</b>	16GB
<b>Disk Space (Total Size: 755MB)</b>	
<b>Infinity.Link Website</b>	250MB
<b>Payment Engine Website</b>	5MB
<b>Infinity.Mobile Dispatch Website</b>	250MB
<b>Infinity.Mobile Client Website</b>	250MB

### Over 150K Accounts

<b>Database Server</b>		
<b>Processor</b>	12 - 16 CPU / Cores @ 2 - 3GHz	
<b>RAM</b>	64GB	
<b>Disk Space</b>		
<b>CIS Infinity (150K accounts)</b>	<b>Initial Size</b>	
	70 - 80GB	Assumptions – monthly billing, 3 services, 5 years of reading/billing history converted. Add est. 1GB per 2K accounts.

<b>Application Server</b>			
<b>Processor</b>	8 - 12 CPU / Cores @ 2 - 3GHz		
<b>RAM</b>	16GB		
<b>Disk Space</b>			
<b>CIS Infinity Folders (Folders may vary based on use, retention period and types of files attached)</b>	<b>Standard Folders</b>	<b>Letters (average file size)</b>	<b>Attachments (average file size)</b>
	2 - 4GB	30 - 100KB	200KB
<b>CIS Infinity Web Service</b>	25MB		
<b>Infinity.Mobile Web Service</b>	40MB		

<b>Link/Mobile Database Server (for Infinity.Link, Infinity.Mobile databases)</b>		
<b>Processor</b>	4 - 8 CPU / Cores @ 2 - 3GHz	
<b>RAM</b>	16GB	
<b>Disk Space (Total Size: 4.5GB)</b>		
<b>Infinity.Link</b>	1GB	
<b>Infinity.Mobile</b>	<b>Initial Size</b>	<b>Service Orders (based on 5000/month)</b>
	3.5GB	50MB/month

<b>Public Web Server (for Infinity.Link, Infinity.Mobile and Payment web pages)</b>	
<b>Processor</b>	4 - 8 CPU / Cores @ 2 - 3GHz
<b>RAM</b>	16GB
<b>Disk Space (Total Size: 905MB)</b>	
<b>Infinity.Link Website</b>	400MB
<b>Payment Engine Website</b>	5MB
<b>Infinity.Mobile Dispatch Website</b>	250MB
<b>Infinity.Mobile Client Website</b>	250MB

## **Required Operating System & Programs for CIS Infinity (V4) and Add-On Products**

### **CIS Infinity Version 4 Requirements**

#### **Application Server**

- Windows Server 2008 R2 or higher
- Microsoft Internet Information Service (IIS) 7.5 or higher
- PHP/DokuWiki for CIS Help wiki system

#### **Optional Software**

- On Application Server, or workstation accessible to Advanced Support staff with access to application server and database server
- For Advanced Support use: Any modern office suite that supports Open Document Format file (ODF), such as Microsoft Office (Word/Excel) 2007 or higher (2010/2013/365), OpenOffice, etc.
- Microsoft Access or another SQL data access tool.

#### **Database Server**

- Windows Server 2008 R2 or higher running Microsoft SQL Server 2012 or higher or;
- Windows Server 2008 R2 or higher running Oracle 11g or higher or;
- Unix/Linux/AIX (any version) running Oracle 11g or higher

#### **Link/Mobile Database Server**

- Windows Server 2008 R2 or higher running Microsoft SQL Server 2012 or higher
- .NET 4.5.1 or higher Framework Installed

#### **Network**

- Widely accepted network infrastructure utilizing TCP/IP as its primary communication protocol.

#### **Workstation Operating System**

- Windows 7 or higher (Windows 7, Windows 8/8.1, Windows 10)
- 8GB RAM recommended

### **Required Workstation Software**

- NET 4.6 Framework Installed
- PowerShell 4.0 or higher (separate install not required for Windows 7/8/8.1)
- Crystal Reports Runtime installer (located in the CIS Infinity V4 Reports folder)
- SQLite ODBC installer (located in the CIS Infinity V4 Reports folder)

### **Optional Workstation Software**

- Any modern office suite that supports Open Document Format file (ODF), such as Microsoft Office (Word/Excel) 2007 or higher (2010/2013/365), OpenOffice, etc.
- A comprehensive list of all optional workstation software cannot be provided; it is possible other workstation software may be required for specific client interfaces.

**Note:** All software must be running the latest recommended patches from the respective provider of such software.

## **Infinity.Link Requirements**

### **Application Server Operating System**

- Windows Server 2008 R2 or higher with Microsoft Internet Information Service (IIS 7.5)
- .NET 4.6 Framework Installed

### **Network**

- Widely accepted network infrastructure utilizing the TCP/IP as its primary communication protocol.

### **Supported browsers**

- Latest versions of common browsers (Microsoft Internet Explorer, Mozilla Firefox, Google Chrome, Apple Safari)
- Any of the above browsers that are available on popular smartphones and tablets

**Note:** All software must be running the latest recommended patches from the respective provider of such software.

## **Infinity.Mobile Requirements**

### **Application Server Operating System**

- Windows Server 2008 R2 or higher with Microsoft Internet Information Service (IIS 7.5)
- .NET 4.6 Framework Installed

### **Network**

- Widely accepted network infrastructure utilizing the TCP/IP as its primary communication protocol.

### **Supported browsers**

- Latest versions of common browsers (Microsoft Internet Explorer, Mozilla Firefox, Google Chrome, Apple Safari)
- Any of the above browsers that are available on tablets