

AMENDMENT NO. 1
to the
MASTER SOFTWARE LICENSE 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 License 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 6.23 of the Software License Agreement states that it may only be modified by written amendment signed by the Parties.
- C. WHEREAS, the Parties hereto desire to formally amend the Software License Agreement with this First Amendment (hereinafter "First Amendment to the License Agreement") and desire to be bound by the terms contained in the original Software License Agreement and those contained in this First Amendment to the License Agreement.

AMENDMENT

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

- 1. CHANGE ORDER # 3, attached hereto as Exhibit A: Divide license payment milestone LP2 in two new payment milestones that will be payable at different stages in the implementation process rather than in the same stage.
- 2. CHANGE ORDER # 4, attached hereto as Exhibit B: Add the *Infinity.Mobile* Product License fees.
- 3. CHANGE ORDER # 5, attached hereto as Exhibit C: Increase Licenses from 25 to 50 Concurrent Users. Add the additional user License Fees.
- 4. CHANGE ORDER #9, attached hereto as Exhibit D: Increase Licenses from 50 to 60 Concurrent Users. Add the additional user License Fees.
- 5. Add Exhibit E: Quote for *Infinity.Link*.
- 6. Amend Schedule A to add *Infinity.Link* Site License as outlined below:

Software	License Type	Quantity
CIS Infinity	Concurrent User License	60
Infinity.TeleConnect	Site License	1
Infinity.Mobile	Site License	1
Infinity.Link	Site License	1

7. Amend Schedule B to add *Infinity.Link* License Fees as outlined below:

	Description	Quantity	Cost
License Fees	CIS Infinity – Concurrent User License	60	\$385,000
	Infinity.Teleconnect – Site License	1	\$5,000
	Infinity.Mobile – Site License	1	\$30,000
	Infinity.Link – Site License	1	\$40,000
	Total License Fees		

8. Section 6.28 of the original Master Software License Agreement shall be replaced with the following:
 “Total payment for the licenses and all other expenses and costs to the Client under this Agreement and the First Amendment to the Software License Agreement for the purchase of licenses identified and described herein and in Schedules “A” and “B” shall not exceed four hundred and sixty thousand dollars (\$460,000.00).”
9. All other terms of the Software License 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 Software License 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

CERTIFICATION: I hereby certify that this contract is within the purpose of the appropriation to which it is to be charged, Account No. _____, and that there is an unencumbered balance to the credit of such appropriation sufficient to pay therefor.

By: _____
Michele Nix, Director of Finance

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

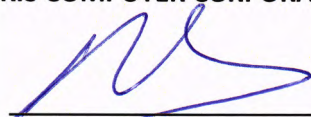
By:  _____ MAR 27/17
Peter Fanous, Executive Vice President

Exhibit A
Change Order # 3

[Under Separate Cover]

CITY OF COLUMBIA

CIS Infinity Change Order

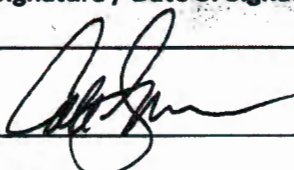
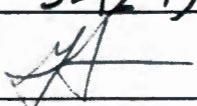
Date: Apr-09-2015

Change ID: Change Order #3

Description: Redistribution of payment milestone LP2

Authorization

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

Project Role	Team Member	Signature / Date of Signature
Client Project Manager	Cale Turner, Purchasing Agent	 Date: 5-12-15
Advanced Project Manager	MAXIME JACQUES PROJECT MANAGER	 Date: 5-13-15
(other)		Date:
		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.

Change Details

This change order is meant to divide license payment milestone LP2 in two new payment milestones that will be payable at different stages in the implementation process rather than in the same stage.

Current:

Reference	Current License Milestone	Invoice Amount
LP2	75% on completion of installation of first data conversion of CIS Infinity by Consultant	\$144,375
	Total	\$144,375

New:

Reference	New License Milestone	Invoice Amount
LP2	37.5% on completion of installation of first data conversion of CIS Infinity by Consultant	\$72,185
LP3	37.5% on completion of installation of generic training system of CIS Infinity by Consultant	\$72,190
	Total	\$144,375

Estimate of Hours / Costs *

a) Requirement	b) Hours	c) Cost (\$USD)
-	-	-
Total	-	-

* 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 # 4

[Under Separate Cover]

CITY OF COLUMBIA

CIS Infinity Change Order

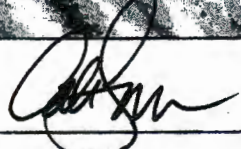

Date: Jun-01-2015

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

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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
Total	116	\$57,400

* 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 C
Change Order # 5

[Under Separate Cover]

City of Columbia

CIS Infinity Change Order

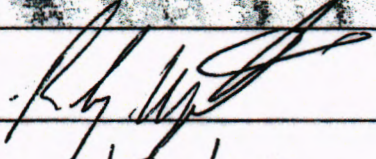

Date: Jan-26-2016

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.

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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 *

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

* Net of applicable taxes and associated expenses

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
Change Order # 9

[Under Separate Cover]

City of Columbia

CIS Infinity Change Order

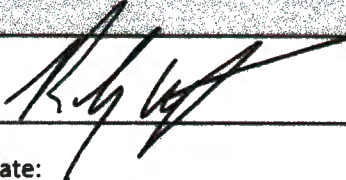
Date: October 3, 2016

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

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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 *

Requirements	Cost \$ (USD)
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
Total	\$75,000

* Net of applicable taxes and associated expenses

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 E

Quote for Infinity.Link

[Under Separate Cover]

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

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

	Payment Milestone	Payment Amount	Deliverable
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 th , 2014	August 16 th , 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		
Processor	8 - 12 CPU / Cores @ 2 - 3GHz	
RAM	32GB	
Disk Space		
CIS Infinity (~75K accounts)	Initial Size	Assumptions – monthly billing, 3 services, 5 years of reading/billing history converted. Add est. 1GB per 2K accounts.
	35 - 40GB	
Infinity.Mobile	Initial Size	Service Orders (based on 3000/month)
	3.5GB	30MB/month

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

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

Over 150K Accounts

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

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

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

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