From: Stephens, Jesse
To: Perkins, Drew
Cc: Stephens, Jesse
Subject: Billing/Customer Service Contract Update - Item H)(1)(A)
Date: Friday, September 12, 2025 3:02:25 PM
Attachments: image001.png
MUNI-LINK RFP Response.pdf

Dear Board of Trustees,

Last month you authorized me to begin contract negotiations with Muni-Link. There has been some back and forth on both sides, and the final document should be completed and uploaded sometime on Monday before the close of business. Also, attached is a copy of their RFP response for reference. A proposed schedule was submitted with the response, but that was predicated on having a contract issued after the last board meeting. Presuming I am authorized to sign the contract after this meeting, their proposed implementation schedule looks as follows (approximately):

Implementation/Kickoff Meeting = 10-15-2025
Client Profile Sessions – 11-10-2025
Pre-Conversion Setup – 11-28-2025
Data Received – 11-28-2025
Initial Conversion – 12-26-2025
Initial Conversion Review – 1-9-2026
Formal Training Sessions – 2-14-2026
Invoice Software Fee – 2-25-2026
Confirm Customer Readiness – 3-3-2026
Final Data Pull – 3-19-2026
Go Live – 3-24-2026
Complete One Business Cycle – 4-27-2026

Jesse Stephens, Facilities Engineering Manager
Boone County Regional Sewer District (BCRSD)
1314 N. 7th St., Columbia, MO 65201
C: 573.239.4025 | O: 573.443.2774
e: jstephens@bcrsd.com | w: www.bcrsd.com

MUNI-LINK

Utility Billing Software Proposal for:

BCRSD
Boone County Regional Sewer District

Boone County Regional Sewer District, MO

RFP – Utility Billing Software – Public Utilities Dept.

Submitted by:

Muni-Link, LLC

140 Stadium Drive, Bellwood, PA 16617: 814-742-7700: www.muni-link.com

Walt Babiak, Account Executive

(814) 505-5007 or wbabiak@muni-link.com

Date: July 9, 2025

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MUNI-LINK

Executive Summary

Boone County Regional Sewer District, MO
Attn: Drew Perkins
1314 N. 7th St
Columbia, MO 652010

To whom it may concern;

Welcome to Muni-Link LLC, the last billing solution you will ever need!

As you will see from our response, we have developed a state-of-the-art Customer Information System for utility billing by working closely with (4) development partners. These Water & Sewer providers helped our development staff create Muni-Link, the most productive billing solution on the market today.

The primary goal in our response is to show the Boone County Regional Sewer District, MO why Muni-Link is the best solution available in the market, at an affordable monthly "all inclusive" price, coupled with the best customer support in the industry. Our primary development goal with Muni-Link was to make a world-class utility billing solution for water, sewer, stormwater, refuse and other authorities.

Muni-Link LLC has been developing software for 45 years for companies, schools, state and local government, hospitals and other organizations throughout the Mid-Atlantic and Northeast Regions. Our software development projects have included accounting, ERP, web, e-commerce, billing, payroll and many more custom development solutions. We have developed many custom software solutions for local counties and other government agencies.

We have invested over 40,000 man-hours of development into Muni-Link over the past 13 years. Muni-Link Billing is the first module of an ultimate "suite" of offerings we plan to provide specifically to help municipalities, cities and counties be more efficient and provide better customer service. Muni-Link has been in the market for over 13 years and has been widely accepted by over 550 customers.

Muni-Link is a true-cloud solution; meaning it resides on state-of-the-art servers in a world-class Data Center. As you will see throughout our response, there are many advantages to a true-cloud billing solution. There are now tens of thousands of companies and organizations using true-cloud solutions and it is expected that this growth will continue due to the lower overall compute costs and peace of mind associated with true-cloud solutions.

The key features and benefits to Muni-Link are:

1. **Ease of use** – designed from the ground up with development partners and delivers a very intuitive User-Interface and the most productivity available in a billing solution. Training new users is simple and straight forward as users can begin using the solution almost immediately.
2. **Full-Service Customer Portal** – allows for electronic billing, bill viewing, online bill pay, historical transactions and much more.
3. **CASS Certification** – CASS certification is built-in, saving thousands in mailing costs.
4. **Ongoing development** – we continue to develop Muni-Link based on customer feedback and continuing market needs. This is included in your monthly fee, so all costs are known upfront.

5. **Data Backup & Security** – live to the keystroke data backup hosted at a world-class data center means your data is safer than it would be at a typical brick and mortar building.
6. **Mobile Service Order Module** – available for use on any device such as a PC, tablet, or phone.
7. **Customer Service** – Simply put, we have the best customer service in the business and our customers rave about us.

On behalf of the 80-plus employees of Muni-Link LLC, we look forward to working with you and your staff to show you our solution. Our staff commitment to customer satisfaction is unparalleled and our dedication to providing software solutions is second to none.

Letter of Transmittal

RFP Project: Utility Billing Software Services for the Boone County Regional Sewer District, MO, MN

It is our understanding the Boone County Regional Sewer District, MO is looking for proposals to replace your current Utility Billing system with a comprehensive solution. Muni-Link Utility Billing/CIS is a perfect fit for this replacement and has been designed from day 1 with assistance from other utility providers, and we are committed to supporting the City's current and future needs for state-of-the-art Utility Billing.

Muni-Link Contacts:
1. Walt Babiak, Account Executive, (814) 505-5007 or wbabiak@muni-link.com
2. Ryan Shaulis, VP of Sales & Marketing. 814-499-6096 or rshaulis@muni-link.com
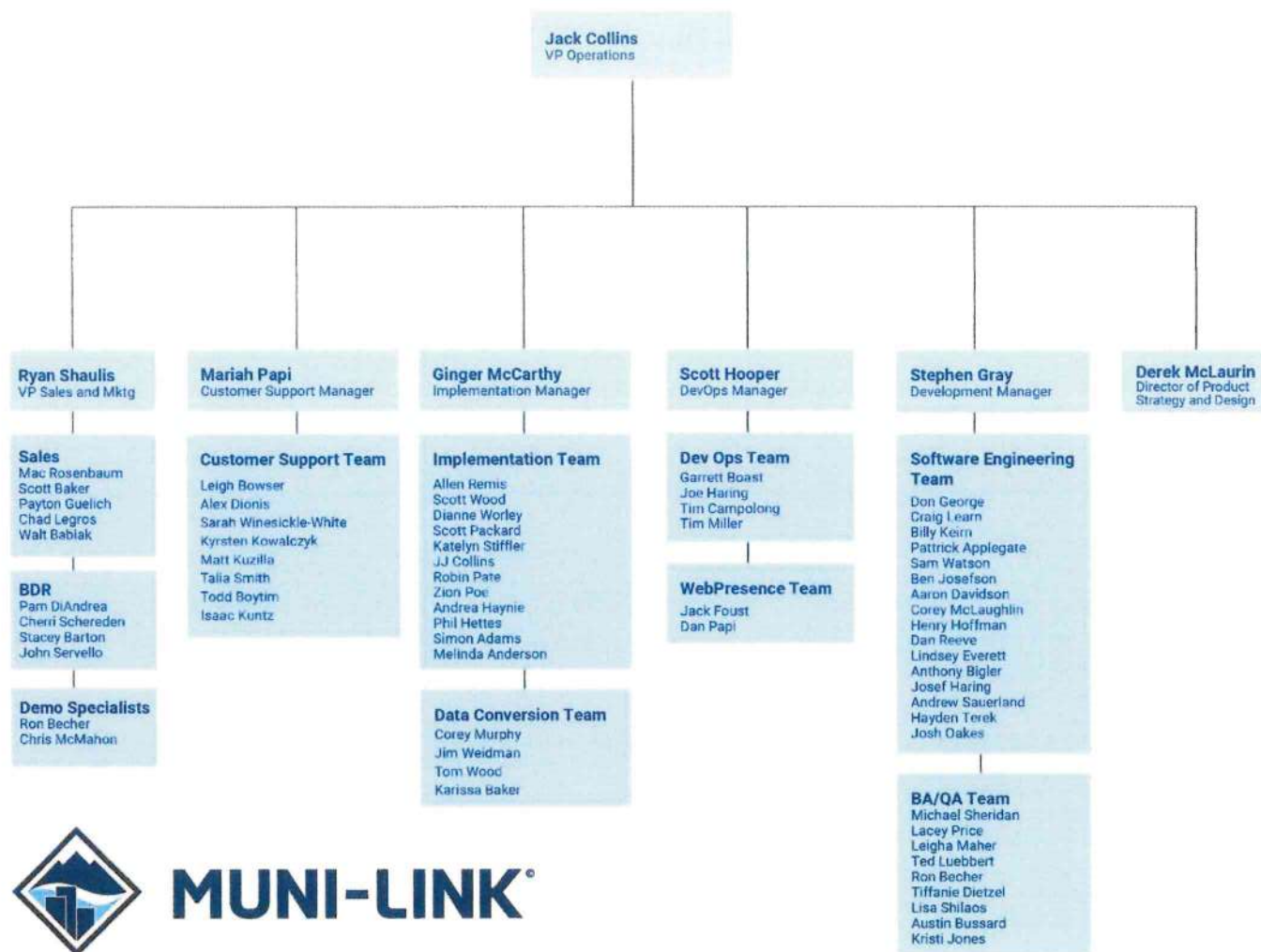
Respectfully,

Ryan Shaulis
VP of Sales and Marketing
Muni-Link LLC

Company Profile

Muni-Link LLC, a 45-year-old software development organization with over 80 full-time employees. Our strengths have always been in software development, and about 13 years ago we worked with (4) utilities who provided a lot of insight into the development of Muni-Link. We have an incredibly talented group of team members that contribute to the overall success of our company and the projects we manage.

Organizational Chart

Jack Collins
VP Operations

Ryan Shaulis
VP Sales and Mktg

Sales
Mac Rosenbaum
Scott Baker
Payton Guelich
Chad Legros
Walt Babiak

BDR
Pam DiAndrea
Cherri Schereden
Stacey Barton
John Servello

Demo Specialists
Ron Becher
Chris McMahon

Mariah Papi
Customer Support Manager

Customer Support Team
Leigh Bowser
Alex Dionis
Sarah Winesickle-White
Kyrsten Kowalczyk
Matt Kuzilla
Talia Smith
Todd Boytim
Isaac Kuntz

Ginger McCarthy
Implementation Manager

Implementation Team
Allen Remis
Scott Wood
Dianne Worley
Scott Packard
Katelyn Stiffler
JJ Collins
Robin Pate
Zion Poe
Andrea Haynie
Phil Hettes
Simon Adams
Melinda Anderson

Data Conversion Team
Corey Murphy
Jim Weidman
Tom Wood
Karissa Baker

Scott Hooper
DevOps Manager

Dev Ops Team
Garrett Boast
Joe Haring
Tim Campolong
Tim Miller

WebPresence Team
Jack Foust
Dan Papi

Stephen Gray
Development Manager

Software Engineering Team
Don George
Craig Learn
Billy Keim
Pattrick Applegate
Sam Watson
Ben Josefson
Aaron Davidson
Corey McLaughlin
Henry Hoffman
Dan Reeve
Lindsey Everett
Anthony Bigler
Josef Haring
Andrew Sauerland
Hayden Terek
Josh Oakes

BA/QA Team
Michael Sheridan
Lacey Price
Leigha Maher
Ted Luebbert
Ron Becher
Tiffanie Dietzel
Lisa Shilaos
Austin Bussard
Kristi Jones

Derek McLaurin
Director of Product Strategy and Design

MUNI-LINK®

List of Staff Members for Project

Please see below for the backgrounds and experience of individuals who may be assigned to this project. We have assembled a large team of professionals, and we add individuals to this team as needed.

Name: Jack E. Collins, CPA, CMA, MBA
Employment:

Link Computer Corporation	Chief Operating Officer	1991 – current
LEGENT Corporation	Treasurer	1986 – 1991
Peat, Marwick & Mitchell	Senior Accountant	1984 - 1986

Education:

Bucknell University	Bachelor of Science in Business Administration
Carnegie-Mellon	Majored in Accounting
	Master of Science in Industrial Administration
	Majored in Finance

Summary of work experience:

Responsibilities at Link Computer Corporation include customer satisfaction, strategic planning, engineering and technical services, sales and marketing, staff recruiting and other corporate endeavors.

LEGENT Corporation was a leader in software automation for mainframe and network systems. I coordinated all financial planning, forecasting and budgeting while handling banking, leasing and foreign exchange relationships. LEGENT was acquired and is now part of Computer Associates.

Peat, Marwick & Mitchell was a global audit, tax and consulting firm. I performed audit services for manufacturing, financial services and non-profit organizations. I was trained as a computer audit specialist.

Professional Certifications:

Certified Public Accountant

Certified Management Accountant

Name: Ryan Shaulis

Title: Vice President of Sales & Marketing

Education: Bachelor of Science in Marketing (Pennsylvania State University)

Years at Muni-Link: 5 Years

Brief Job responsibilities with regards to Muni-Link: Responsibility for leading the Muni-Link Sales and Marketing Efforts

Industry experience: 20 years in Information Technology, including resellers, software companies and consulting companies.

Name: Derek McLaurin

Title: Senior Business Analyst

Education: Diploma, School of Computer Technology

Continuing Education in Business, St. Francis University

Years at Muni-Link: 14

Brief job responsibilities with regards to Muni-Link:

Product Owner responsible for new features and direction of the product. Original designer of the Muni-Link product.

Industry experience:

Has been involved in designing and developing applications for the water and sewer industry for over 10 years.

Pennsylvania Municipal Authorities Association conference speaker.

Served many years as a Borough Councilman, Water Authority Board Member and Borough Fire Chief.

Name: Mariah Papi

Title: Customer Support Manager

Education: Post-secondary Classes and Courses

Years at Muni-Link: 11

Brief Job responsibilities with regards to Muni-Link: I lead the customer support team while keeping track of deadlines, resolving escalated customer concerns and collaborating with the Operations Leadership Team in creating customer satisfaction goals. Manage the customer services area of Muni-Link for 2 software packages (Muni-Link billing and WebPresence). This includes software support, implementation, training, and documentation.

Name: James P Weidman Jr

Title: Software Programmer / Analyst

Education: School of Computer Technology – Computer Programming Certificate

University of Pittsburgh – Computer Science
Point Park College – Computer Science Degree
Years at Muni-Link: 8
Brief job responsibilities with regards to Muni-Link: Assist in testing new features, Help Desk Support, data conversion, setup of reader interfaces, and product demonstrations.
Industry experience: 8 plus years supporting MasterTrak Utility Billing application for more than 50 clients.

Name: Corey Murphy
Title: Implementation Analyst
Education: Diploma from Computer Learning Network in Microcomputer Specialists Program, CompTIA A+ & Network + Certified
Years at Muni-Link: 8
Brief job responsibilities with regards to Muni-Link: Corey is responsible for training, implementation, project management and customer support for the Muni-Link product.
Industry experience: 15-plus years in software application training, implementation, and project management.

Customer Satisfaction

Customers are invited to participate in an annual customer satisfaction survey, designed to gather comprehensive feedback on various aspects of the Muni-Link platform. The survey covers key areas such as the overall product quality, ease of use, and the effectiveness of customer support. In addition to quantitative ratings, customers are encouraged to provide detailed comments and suggestions, offering valuable insights into ongoing improvements and the enhancement of the user experience.

Research & Development

Muni-Link was created over 13 years ago, specifically for the cyclical utility billing business, including Water, Sewer, Stormwater, Refuse and other services. With over 550 utilities using the solution, we are well-equipped to handle the current and future needs of the City of St. Cloud. The entire solution was designed from the ground up with 4 utility providers and now includes feedback from over 550 utilities. We are constantly and consistently enhancing the solution and all these new features come to us as development requests from our customers. Our commitment is to always adapt to the current needs of this specific market and deliver a solution that is the most efficient and user-friendly.

Muni-Link is continuously working towards improving the software further, staying above the curve for modernization, and constantly finding new ways to increase efficiency and add functionality. We perform code releases every 4-5 weeks consistently. Please see below for some of our development highlights within the past 3 years.

- Created a Lead & Copper Compliance Module (LCRR) (Completed)
- Added the ability to completely encompass all needs of stormwater billing (Completed)
- Developed a complete Field Mobile Service Order Module (Completed)
- We are currently in development of "MyWaterLink" which is a module to monitor hourly meter reads and set up alerts (In Progress)

References

Muni-Link is the sole exclusive integration partner with Neptune Technology Group for utility billing and customer information systems. All references listed use Neptune meters.

1. **Public Water Supply District No 2 – 44,000 Accounts – Previously used Tyler Technologies**
   a. Tina Ard – Office Manager/Clerk
      i. (636) 561-3737
      ii. tard@waterdistrict2.com

b. Public Water Supply District No. 2 bills for roughly 44,000 accounts for Water & Sewer services and have been live since Feb. 2020

2. **City of Carterville, MO – 1,000 Accounts – Previously used gWorks**
   a. Will Cline – City Administrator
      i. (417) 673-1341 Ext. 6
      ii. admin@cartervillemo.com
   b. The City of Carterville bills about 1,000 accounts for Water, Sewer, and Trash, and have been live on Muni-Link since March 2023

3. **City of Westlake, LA – 4,700 Accounts – Previously used Bosanova/Diversify**
   a. Kylie Trahan – Financial Director
      i. (337) 794-0184
      ii. ktrahan@cityofwestlake.com
   b. City of Westlake bills about 4,700 accounts for Water, Sewer, Gas, and Trash, and have been live on Muni-Link since November 2024

4. **Benton City Water Supply Corporation, TX – 8100 Accounts - Previously used CUSI**
   a. Joey Vela – Utility Clerk
      i. (830) 709-3254
      ii. joey@bentoncitywater.com
   b. Benton City WSC bills about 8,100 accounts for Water and went live with Muni-Link in April 2025.

5. **City of Wurtland, KY – 570 Accounts – Previously used Frey**
   a. Annette Hughes – City Clerk/Treasurer
      i. (606) 836-9166
      ii. cityofwurtland@gmail.com
   b. The City of Wurtland bills around 570 accounts for Water and Sewer and have been live with Muni-Link since June 2024.

6. **City of Lancaster, OH – 19100 Accounts – Previously used InHance**
   a. Molly Azbell – Superintendent
      i. (740) 687-6627
      ii. mazbell@ci.lancaster.oh.us
   b. The City of Lancaster bills around 19,100 accounts for Water, Sewer, Stormwater, Trash and Gas and went live with Muni-Link in April 2022.

Cost Proposal

Thank you for your interest in Muni-Link Utility Billing/CIS. Our entire team is extremely proud of our solution, support and our customers. We believe our offering is unique based on the following features and more:

- **Muni-Link is a subscription model**
- **ALL maintenance, updates and upgrades to the Billing Module are included**
- **Our commitment is to continue adding new functionality to Muni-Link**
- **Auto Data Backup (Live to the keystroke)**
- **Notifications System**
- **Customized reports specific to Water, Wastewater, Storm Water, Refuse**
- **Live Customer Portal – bank drafts, ACH & credit cards**
- **Mobile Service Order Module for all meter related field service needs**
- **User-Friendly Interface**
- **Backflow Inspection Module**
- **Lead and Copper Compliance Module**
- **Meter Inventory Management**

➤ **Delinquent Batch Module**
➤ **Lien Module**

DCI (Data Conversion, Implementation & Training):
- One-time cost of **$26,255.00**
  - Billed in (2) equal increments during implementation

Monthly Fee:
- Monthly Fee: **$3,099** (This increases yearly at a 3.5% COL adjustment)
- You may pay on a monthly or yearly basis, there is no difference in price, just preference.
- Includes unlimited users and unlimited user support as well as ongoing enhancements
- Reviews are done on a yearly basis, if the number of active accounts increases by 25 or more this will be charged per additional account by an amount of $0.40 per account. Example: During review we find that 50 additional active accounts are found making the new totally 7850 this would add $20 to the Monthly Fee (50 x $0.40).

Notifications Module Pricing:
*Note: The Notifications Module is **optional**; customers can sign up anytime to use this module
- One-time setup fee: $250
- Monthly campaign fee: $15
- Usage fees:
  - Calls .06 per minute (whole minute increments)
  - SMS .045 per each 160-character message
  - Email $3 per 1,000 (.3 cents each)

Future Predicted Costs:
- <u>Year 1 Cost:</u>   DCI Fee + 1 Year Subscription Cost

  $26,255 + $37,188 = ==$63,443==

- <u>Year 2 Cost:</u>   1 Year Subscription Cost + 3.5% COL Increase

  $37,188 + $1,302 = ==$38,490==

- <u>Year 3 Cost:</u>   1 Year Subscription Cost + 3.5% COL Increase

  $38,490 + $1,347 = ==$39,837==

  - ==**Total Cost for First 3 Years = $141,770**==

The following pricing DOES NOT include potential charges for integrations. Integration with other software applications may or may not incur a fee. If it is determined that a fee must be assessed in order to integrate with another program that amount will be dependent on multiple factors and would require further discussion

Common Fees & Other Notes Related to Pricing:

- Muni-Link LLC bases its cost on **Number of Accounts** + **Number of Core Services** being billed

- Muni-Link LLC does NOT charge for **feature enhancements, system upgrades, or updates**. When new features, functionality, modules, etc. are released the customer will have free access to them.

- Muni-Link LLC does NOT charge for **additional users**. Every subscriber to Muni-Link will have unlimited user login access, which are permission based.

- Muni-Link LLC has integrations already built for **Quickbooks Online** and will NOT charge BCRSD for this integration.

- Muni-Link LLC has integrations already built for **ArcGiS by Esri** and will NOT charge BCRSD for this integration.

- If at any time in the future BCRSD would adopt different financial software Muni-Link has the ability to map the correct GL entries to any accounting software of your choosing. However, Muni-Link also works with AccuFund, SAGE, and Aclarion accounting software solutions.

- Muni-Link LLC uses multiple integrated partners for **payment processing**. Each will offer various features and functionality. Their fees will vary, but are typically 3% or less. Our top 3 recommendations for BCRSD would be as follows:

  - InvoiceCloud – Real-time integration
  - NCR Voyix – Real-time integration
  - PayStar – Near real-time integration

Project Approach & Timeline

Below is a projected timeline based on receiving an executed agreement prior to end of August 2025. Dates can be adjusted as needed.

Task Name	Finish
SAMPLE - BCRSD, MO **Muni-Link Implementation Milestone Schedule**	
Implementation Kick-off Meeting	Mon 09/15/25
Client Profile Sessions	Fri 10/10/25
Pre-Conversion Setup	Tue 10/28/25
Data Received	Tue 10/28/25
Initial Conversion	Wed 11/26/25
Initial Conversion Review	Tue 12/09/25
Formal Training Sessions	Wed 01/14/26
Invoice Software Fee [1]	Sun 01/25/26
Confirm Customer Readiness	Tue 02/03/26
Final Data Pull	Thu 02/19/26
GoLive	Tue 02/24/26
Complete One Business Cycle [2]	Fri 03/27/26

Implementation Approach

Below is a typical implementation plan that shows the high-level overview of our process

STEP 1: IMPLEMENTATION KICK-OFF MEETING
- Describe Implementation Process: Review tentative schedule including required milestones
- Discuss Implementation Meeting Questions
- Schedule Client Profile Session
- Send documentation to set up at least one PC on-site to access Muni-Link

STEP 2: CLIENT PROFILE SESSION
- Complete Client Profile
- Identify any issues with processes and procedures
- Discuss import/export procedures, including reader interface

STEP 3: PRE-CONVERSION SET UP SESSION
- Client enters fundamental information including Users, Services, Rates, G/L Accounts, and Miscellaneous Charges into the Muni-Link system.
  Note: these are setup items that are not converted into Muni-Link.

STEP 4: INITIAL DATA CONVERSION
- Receive initial copy of the data for conversion
- First Data Conversion to Muni-Link
- Schedule Data Conversion Review and training sessions
- Additional re-conversions completed as necessary (using the initial data pull)

STEP 5: DATA CONVERSION REVIEW
- Guided review of the converted data
- Client continues data conversion review independently
- Client performs additional review of re-converted data as necessary

STEP 6: TRAINING SESSION
- Receive training on Muni-Link features and processes
- Client reviews all business processes in Muni-Link (bill cycle, notices, penalties, etc.)
- Client approves bill formats and notices
- Client verifies any required import/export processes
- Client independently runs and reviews required reports

STEP 7: CONFIRM CUSTOMER READINESS
- Client verifies all converted data has been reviewed
- Client verifies all tables are set up correctly
- Client verifies that all training has been completed
- Client verifies that implementation issues are on schedule
- Client verifies all go-live activities that have been approved and organized
- Review/Confirm Go-Live Date

STEP 8: GO LIVE
- Final Data Conversion to Muni-Link completed
- Clients confirm ending balances in old system match beginning balances in Muni-Link
- Confirm client is live on Muni-Link
- Begin daily operations in Muni-Link (enter payments, work orders, etc.)

STEP 9: COMPLETE ONE BUSINESS CYCLE
- Apply penalties/interest
- Generate delinquent notices
- Generate first billing

STEP 10: CONTINUED SUPPORT
- Transition to Support Team for ongoing support

KEY:
- Muni-Link & Client Participation Required
- Client Participation Required

General Scope of Work

System Functional Requirements

- Muni-Link was designed from the ground floor to be a user-friendly, browser-based interface and includes user defined fields with user parameters, expedited processes built into the solution including new accounts, finalization of accounts, meter changes, creating and working on Service Orders, delinquency processing, penalties, billing and much more.
- Unlimited users and unlimited user support are included with our subscription, and each user can be granted different access into granular pieces of the solution. This includes read-only as well as no access, and all users will be set up during the implementation process.
- Muni-Link is a dynamic solution and allows administration the ability to change or update field values at any time.
- Technical support is provided via 800# as well as live chat and is offered M-F 8am to 5pm EST, with after-hours call center along with a 1-hour return call.
- Muni-Link interfaces with many solutions in a utility environment, including cash receipts, general ledger, meter reading software, GIS solutions, remittance processing and Asset Management solutions.
- Muni-Link includes a Point-of-Sale system, allowing multiple tenders, cash drawer reconciliation and more. In addition, Muni-Link supports the linking of addresses and parcels including stacked parcels.
- PCI-DSS compliance is maintained though our credit card/payment processors. The Boone County Regional Sewer District, MO will be introduced to several payment processors during the implementation process where we have LIVE integration for credit card processing.
- As described above in addition to infrastructure level encryption there is database field level encryption for key fields within the system.
- Muni-Link complies with taxable and non-taxable codes, including for the state of Minnesota, and we support specific codes throughout the platform, including location, rate, property, service order and other codes.
- Muni-Link has a built-in audit trail for all fields that will enable the city to troubleshoot errors and track data entry changes.
- Muni-Link supports Multi-Factor Authentication (MFA).

Customer Account & Location Management

- Muni-Link includes standard business rules for Utilities on transactions, and will be setup based on the City Ordinances, Rates and other necessary information so that user errors are minimized.
- Muni-Link allows for unlimited documents, photos, drawings, letters, forms, etc. to be attached to each utility account in the system. In addition, photos taken in the field via a Service Order will automatically upload to the account upon completion of such Service Order.
- Muni-Link supports an unlimited number of accounts and support tiered as well as flat-rate pricing, and we track customer classifications as well as types of services provided.

- All account information is viewed via our "Account Central" page; this includes usage, transaction history, service orders, deposit information, notes, notification campaigns, credit analysis and much more.
- Muni-Link allows for an unlimited number of account types and these are all defined by the Boone County Regional Sewer District, MO and will be setup during implementation, and all of this can be queried based on name, address, account #, meter #, endpoint ID, receptacle ID, parcel #, and much more. All of this will be set up during implementation. This includes the ability to tie customers to the Property Owner, as Muni-Link supports Owners, Tenants and an unlimited number of Alternate Addresses which will give the Boone County Regional Sewer District, MO flexibility to add locations for receiving bills and statements.
- Information is tracked by properties, names, services and other information. A customer can be associated to any and all properties he or she is associated with (owner, landlord, tenant, etc.).
- Muni-Link provides summary and detailed information on your utility accounts, including consumption, amount paid per year, and allows for unlimited notes on accounts. There are user defined fields that can be maintained for each record. In addition, you can establish an unlimited number of Alerts and apply those Alerts to various utility customers, and this will flag them throughout the system. There are also some system-generated alerts that will appear for things such as "Pending Finalization" and more.
- Muni-Link allows users to search for all account data using full or partial parameters, including multiple field parameters allowing the user to narrow searches easily.
- Muni-Link includes a full audit trail that keeps track of all changes made to the account, meter information, payments, credits, and more. We also allow for unlimited notes and users can assign alert flags where needed.
- Muni-Link supports unlimited transaction and consumption history, and we never delete anything from the system unless requested.
- Muni-Link allows you to transfer a balance, service history, meter information and more to a new account when a customer transfers to a new service address.
- Muni-Link has several ways to flag accounts for such things as pool owner, cash only, exemptions, etc.). Much of this is done through our alerts button, and these alerts are defined by the Utility and can be added, edited, etc. at any time.
- A customer can be associated to all properties he or she is associated with (owner, landlord, tenant, etc.).
- Muni-Link can track an unlimited number of user events on each account, some of which is automatically tracked based on workflow processes in the system. Account information is displayed via a web application through our Customer Portal which is included and live to the keystroke for bills, penalties, payments, adjustments, notices and more.
- Muni-Link can track information throughout the system by contract or property, and you can see all accounts at a given property as well as the ability to view all accounts associated with a customer.
- Muni-Link can group customers by aging and delinquency.
- Muni-Link fully supports and has an integrated delinquent & lien process that will identify delinquent customers, allow you to communicate with those customers and do shut-offs and liens. This is all done through a customer-designed workflow process.
- Muni-Link can link and/or combine customer locations as needed and fully supports accounts with secondary services (multiple buildings on a single lot, condos, etc. or secondary services such as irrigation.
- Muni-Link supports Tax Lot numbers and can link the primary account location accordingly.
- MLBU's are managed several ways within Muni-Link. You can separate or combine multiple buildings, depending on your needs and you can place locks on accounts with different owners.
- Muni-Link supports maintaining vendors for Septic services through the Utility Billing system, independent of regular water/sewer billing.

Rate and Fee Schedule Requirements

- Muni-Link allows for an unlimited number of rate code types, rates, amounts and more, and handles rate changes through a workflow process that allows the user to enter the new rates, new effective dates and

other information and the system will initiate the new rates on that day and pro-rate all billing information accordingly.

- Muni-Link allows you to load new rates and run scenarios in regard to revenue predictions, etc. without using the new rates. One of our future development tasks is to improve our rate modeling.
- Muni-Link rates can be consumption-based, fixed, tiered or seasonable averaged.
- Distribution fees can be enabled to multiple general ledger accounts and will be established and tested during implementation.
- Muni-Link can do estimates on reads based on your parameters.
- Muni-Link will automatically prorate customer charges for service based on dates of occupancy and we do allow for back dating the occupancy date. In addition, we allow you to define, add, change and delete an unlimited number of service types.
- Muni-Link allows you to add charges for non-consumption items such as service charges, testing fees, etc.
- Muni-Link does allow for the stop and start dates for individual fees on an account, and we can assess miscellaneous fees/charges to a person/entity even if they are not a customer.

Meter Reading Functionality Requirements

- Muni-Link allows for meter inventory, and allows you to define, add, change and delete an unlimited number of meter types and unlimited number of meters. Meters are inventoried with information including type, size, dial resolution, serial number, read type, ready type codes, manufacturer, location, install date and status. We can identify an endpoint by type, serial number, meter status, meter size, meter type, manufacturer, location, meter multiplier, installation date and status as well.
- Meter reading data can be done through data entry screens, from handheld devices through file import and/or automated reading systems. You have the ability to change/adjust previous meter reads already billed. This will all be established and tested during implementation. Consumption is automatically calculated upon any entry of meter readings with the ability to edit readings, and we allow for concurrent meter reading data entry of one route while processing billing for another route.
- Frozen meter accounts can be tracked, and notices can be sent via mail and/or our Notifications Module that will make auto-dials, texts and/or email calls and messages.
- Muni-Link can maintain a list of overtime or turn off fees separately on the invoice, and we do maintain meter readings and dates independent of customer or account changes. Meter changes can be made without interruption of the billing cycle and final billing, as Muni-Link will pro-rate the usage on both sides of this transition.
- Work orders can be generated automatically based on reading exceptions (no read, high read, low read, read on a suspended account, etc.).
- Meters can have descriptions of the location at the service location, and you can view a history of all meters and endpoints that have been installed at a service location. You can have unlimited notes for each meter, and meter read types/codes to accommodate dial resolution/meter size configurations. This will be set up and tested during implementation.
- Meter readings can be estimated based on user defined history preferences, by route or cycle as well as mass estimates. All reads are identified throughout Muni-Link as either Actual or Estimated. Roll over readings are based on meter setup, and our built-in Reading Exceptions Report will allow your utility to identify high reads, low reads, etc. and can be fixed on the fly if warranted.
- Meters can be changed out at any time, and Muni-Link will show separate meter readings and consumption as well as total usage and consumption and prorate the bill accordingly. Meter sequencing can be changed without changing the customer account number.
- Muni-Link can graphically display consumption history. Consumption history is displayed in numerical and graphical format, and users can flag accounts for which zero consumption is not considered to be an exception.

- Muni-Link's Customer Portal currently includes and displays the usage of information based on billing readers. We have exclusive integrations built to **Neptune**'s software that no other utility billing provider will be able to offer.

Billing Management Capabilities

- Muni-Link supports single or multi cycles and provides a complete or exception only billing list for review prior to printing. All services and charges can be on one utility bill, and we allow for messaging on bills, reminder notices and/or shutoff notices. You can itemize charges separately on the utility bills.
- Muni-Link includes a Notification Module, which allows you to send automated messaging via phone calls, emails and/or text messages on a variety of events such as Delinquent Notices, Boil Water Notices, etc.
- Muni-Link supports user defined free form messages on bills and can send bills or messages to customer phones or mobile devices.
- Muni-Link can include billing date, account number, service period, current meter reading, prior meter reading, consumption billed, itemized charges, balance forward, interest charges, amount due, due date, numerical and graphical prior same period usage, but we do not currently display average consumption used per day.
- You can charge add on fees and Muni-Link will generate a return stub so that cash receipts can be scanned.
- You can reprint any bill at any time, and Muni-Link produces final notices for late payments.
- Muni-Link also allows for consolidated billing statements which will allow customers with multiple accounts to get one statement. Customers with multiple accounts can also register as such via Customer Portal and view all their accounts under a single sign on.
- Bills can be printed or exported to a 3rd party for printing, and this will be set up and tested during implementation. Bills can be prorated for new and closed accounts and final bills can be calculated at any time based on a service order, closing of an account or other process.
- Muni-Link supports billing adjustments and automatically adjusts billing amounts, history and usage, and we allow printing of third party (dual notification bills during the billing run.
- Customers can receive a paper bill, e-bill or both and we can support multiple email accounts. Payment arrangements can be tracked in the system through our Payment Plans section, and we support Budget Billing.
- Muni-Link has an internal workflow process to handle finalizations, and there is a lot of flexibility built into this process, allowing a user to begin a finalization and work on it periodically until the final date.
- Muni-Link can assess department defined credit/rebates on a bill or account for any reason, and we allow for miscellaneous charges/fees to be added to any bill.
- Muni-Link supports the ability to print bills/notices in house incorporating bulk mail processes or to generate a file for 3rd party bill print.

Financial Management Functionalities

- Muni-Link allows for a positive or negative transaction adjustment and includes a complete audit trail. Transactions are prepared in batches for posting to the general ledger including billing, cash receipts, NSF's, adjustments and more.
- Payment allocation is automatic based on your utility, and it does include the ability to override the default distribution. Muni-Link accepts over payments or credit adjustments with the amount maintained as unapplied credit balance or to be applied to the next bill.
- Payment processing is part of our built-in Audit Trail, and there are built-in reports to be reviewed prior to posting.
- Muni-Link has the ability to import payment records from e-payment and lockbox service vendors, and we accept full, partial, and over payments. All of these can be distributed based on user defined preference.
- Muni-Link allows for the provision for data entry correction of distribution errors, and we do provide auto-payment options for customers to pay from a bank account and/or credit card.

- Muni-Link has the ability to utilize a scanner for scanning payment information directly into the system and we do support payment arrangements for outstanding balances.
- Transaction history is displayed in Account Central within the administrative side of our solution, as well as on the Customer Portal for your utility customers to view and pay bills online. This includes details of the transactions, and your utility customers can pay balances, set up recurring payment arrangements from checking and/or credit cards and more via the live Customer Portal included.
- Deposits are tracked within the system, and you are able to refund after a number of on-time payments, or within the finalization process.
- Bankruptcies can be initiated and tracked through the system, and previous balances can be shown via billing groups on the account record. All history is maintained.
- Account transaction history is displayed via the included Customer Portal, and customers can view, pay and setup automatic payments for checking account or credit cards via this Portal.
- All of our payment processors are integrated to be in a LIVE environment for online payments. We can produce a receipt for all payments, to include tender type and other information.

Delinquent Management Functionality Requirements

- Muni-Link includes a Delinquent Workflow Process, to identify, communicate with and eventually charge penalties and even create Service Orders for service turn off. This is a built-in workflow process that automates all of the delinquent management, including logging all information under the account records.
- Muni-Link will age accounts in 30-, 60-, 90- and 120-day increments. We will also do a 12-month and lifetime credit history analysis on each of your utility customers directly from the Account Central screen.
- Late penalties and interest can be applied automatically through the built-in delinquent process, and this same process will produce the Service Order for shutoffs.
- Delinquent bills can be produced and printed at any time, including customers in the finalization process.
- Muni-Link includes a Payment Plan workflow that tracks payment arrangements and keeps these customers off of the delinquent list as long as they're making their agreed-upon payments.
- Shutoff fees are automatically applied upon completion of a shut-off Service Order.
- Muni-Link can process accounts for liens, write off and collections, and the shutoff list in Muni-Link is dynamic and can be manually or automatically updated, including as of the minute a potential shutoff customer pays a bill. Muni-Link can also produce, file, and release liens in appropriate formats (MBLU/owner/address/location), and can be processed for individual services or multiple services in mass, or on individual accounts.
- Muni-Link allows selected accounts to be flagged as exempt from past due notices or accounts that have made payment arrangements.
- Muni-Link's shutoff list is dynamic throughout the process, which can be manually or automatically updated.
- Muni-Link has the ability to populate a third-party notification system with the necessary information, so customers can be notified prior to shut off. Muni-Link also has its' own built-in Notifications Module that can perform all of these tasks and keep the information within the system.

Service Order Management Functionality Requirements

- Muni-Link includes a Mobile Service Order Module for meter-related service work. This module is LIVE within our UB/CIS solution and can be utilized on a computer, laptop, tablet or smartphone in the field. This module has the ability to define, add, change, and delete an unlimited number of service order types.
- Muni-Link's Service Order Module is built-in to our Utility Billing/CIS solution; meaning it provides automated updates to the utility billing system throughout the Service Order process.
- All Service Order history is maintained under the account service address record and contain full detailed information, and will update customer, location, meter and account information upon completion. These Service Orders will update the necessary account information upon completion.

- Service Orders can be printed, emailed or pushed to an Asset Management solution, based on workflow requirements, and they can be dispatched via email within Muni-Link. In addition, all Service Orders are tracked and can be reported on as well as viewed via the Service Module Dashboard.
- Service Orders can be automatically generated based on a variety of events and/or demographics, and this would all be set up and tested during implementation. These same Service Orders can be sent to various Asset Management solutions or worked on within the Muni-Link solution.
- The Service Order Module included in Muni-Link does include a dashboard showing the status of all Service Orders, including personnel, scheduling and bulk-assign capabilities. Service Orders can also be set up to be directly assigned based on a variety of demographic factors (route, cycle, etc.). Through the Service Order Dashboard, a user with the proper permissions can provide centralized management of all work and resources. In addition, our Service Order Module is mobile-friendly; meaning it has been designed with mobile adaptive capabilities in mind, and it works on any device with an internet connection, browser and proper login credentials. It is rules-based and allows for a large amount of customization based on Public Work rules.
- Muni-Link has an integration with ESRI ArcGIS.
- Muni-Link includes a Backflow Inspections Module, which will automatic the entire Backflow inventory, inspection and reporting process. We do not currently have a FOG Module, but you can handle FOG inspections and other service needs manually within our Service Order Module. You can also initiate a Service Order based on an address/location (i.e. not a specific customer location).

Reporting Capabilities

- Muni-Link has a dedicated Reports Module built into the solution that includes hundreds of reports specific to the Water, Wastewater, Storm Water and Refuse industries. Reports can be customized based on a variety of factors within each report, as well as saved under each user's Favorites Folder in the Reports Module.
- Our reports include standard financial, operational, service work order reports, audit trail reports and many more, and include a library listing of reports. This library includes different categories for reports as well.
- Reports can be based on and include any field combination or partial fields within the billing solution, and all reports can be exported as a CSV file.
- Ad Hoc reporting is enabled through our Reports Module, as each report can be customized based on a multitude of different criteria.
- Our reports include the ability to generate a list of accounts, customers or letters based on user-defined selection criteria, including analysis reports with flexible selection criteria and grouping options.
- All reports required, including your year-end consumption reports, will be set up and tested during implementation. This includes reporting compliance requirements for DPH, DEEP, AWWA and EPA.

System Integration Requirements

- Muni-Link has an Open Configuration Management Tool, which allows integrations into a variety of other solutions within your office. We do have simple export abilities to export a file to update the General Ledger in Munis/Tyler which is what our other customers utilize. Also, we will set up each billing item to the corresponding General Ledger Account in your current financial software, so these exports/imports work properly.
- Muni-Link has exclusive integration with Neptune meters as well as integrations with Badger, Beacon, Sensus, and many others for reading, usage and other information. We are committed to staying on top of all the major meter technologies and software, especially as more utilities move to AMI meter technology.
- Muni-Link has integration with ESRI ArcGIS, we include a Backflow Inspections Module, and we can handle the FOG permitting through our Service Order Module. We can bill for FOG permits, but we do not auto calculate it within our system currently.

System Technical Requirements

True-Cloud SaaS

- Muni-Link is a true-cloud solution, meaning it has been designed from day 1 to be a cloud-based solution. We are hosted throughout the AWS environment and several of our internal team members work daily along with AWS in our hosting environment to ensure maximum uptime and processing speed.
- All infrastructure is handled by Muni-Link; all the Boone County Regional Sewer District, MO would need to access Muni-Link is a PC, Laptop, Tablet or Smart Phone with internet access and proper login credentials. All customers are notified at least 30 days ahead of time for major upcoming releases.
- Updates and patches are applied bi-monthly, usually on a Saturday evening after midnight, and the majority of these take 2 hours or less to update. All of our customers are on the same version of Muni-Link since we are a true-cloud solution. All these updates, patches and ongoing enhancements are provided at no additional cost to our customers.
- Muni-Link utilizes OSSEC for IPS/IDS on our Linux servers in addition to various AWS services such as Cloud Watch, Cloud Front, Shield, Cloud Trail, Config, etc. related to logging detection, and response.

Security

- As stated throughout our proposal, Muni-Link is hosted within the AWS environment, and we maintain extremely high levels of security both within AWS and our own internal environment. We are part of an IT Consulting company and take IT Security very seriously.
- Our production infrastructure is hosted at AWS and AWS does have annual SOC assessments for which we can provide access. Muni-Link itself does an annual self-assessment of over 560 controls which are aligned to NIST 800-53 and CIS control statements. We use the results of our self-assessments to feed our annual risk assessment updates and thus our priorities for improvements.
- Muni-Link utilizes OSSEC for IPS/IDS on our Linux servers for intrusion detection, in addition to various AWS services such as Cloud Watch, Cloud Front, Shield, Cloud Trail, Config, etc. relative logging, detection, and response.
- Please see the attached Hosting and Audit Report exhibits for information about tools used in performing IT Security Services.
- Our software is hosted by AWS, and you supply an Internet connection, and a computer with a browser to access; all security configuration, patches, etc. are handled throughout our environment.
- Qualys is utilized for vulnerability scanning. Zed Application Proxy, Kali Linux and a few other tools are utilized to perform additional scanning and testing of the environment. Muni-Link utilizes OSSEC for IPS/IDS on our Linux servers for intrusion detection, in addition to various AWS services such as Cloud Watch, Cloud Front, Shield, Cloud Trail, Config, etc. relative logging, detection, and response. SIEM monitoring is handled through AWS Cloud Watch and AWS Cloud Watch Metrics.
- Security Patches are applied automatically, and our monitoring tools will detect and alert us of any pending patches that have not been applied. OSSEC monitors system file changes and serves as an extra layer of validation of patch application.
- The Boone County Regional Sewer District, MO is expected to keep its clients' computers updated and secure as well as your internet connection.

System Maintenance

- Muni-Link is provided as a SaaS set of applications whereas Muni-Link maintains the infrastructure, software, updates etc.
- Enhancement requests are taken via our support channels and reviewed by a team of Muni-Link staff to understand the potential risk, impact and viability to broaden the customer base.
- Muni-Link operates on a regular monthly release cycle which is usually the last Tuesday of the month. These releases contain various updates and new features that are deployed to the expansive customer base.

- Muni-Link has an out-of-band process for issue regular fixes and minor enhancements on a more regular basis throughout the month.

Reliability

- We utilize AWS Snapshots and SQL binary logs as our primary backup and recovery mechanisms. These are backed by AWS S3 which boasts eleven nines of durability. We utilize AWS provided tools and methods to allow the snapshots to be tamper proof until they are aged out. We test the recovery of production data on a monthly basis via the snapshots and binary logs. Every four hours AWS database snapshots are shipped to alternative regions. The EC2 instance storage is encrypted as well as the snapshots, in addition there is field level encryption within the database and application to reduce risk further.
- In addition, we have weekly and monthly backups that are taken via the database tools and stored within encrypted AWS S3 buckets. These are seldom used but that can let us go back in time to look at data to support various customers' requests.
- Within AWS we utilize multiple availability zones within the N. Virginia region to host our applications. We also utilize a multi-master galera database cluster with nodes residing in various availability zones for high availability. We utilize AWS Route 53 for DNS along with multiple load balances and web servers also residing in various availability zones. An AWS Availability Zone (AZ) is a distinct physical location that is typically comprised of one more closely coupled discrete data centers built for fault tolerance with redundant power, facilities and connectivity.
- Amazon AWS is our hosting partner, and we utilize US regions.

Data Management

- In our SaaS Agreement, we spell out that Customer Data is owned the entire time by the Customer (City of Boone County Regional Sewer District, MO), and we also state that if either party terminates the agreement, Customer Data will be returned to the Customer at no charge.
- The City can export their own Customer Data at any time directly from the solution to a csv file. In addition, the Town can ask for a full set of Customer Data at any time at the then-prevailing rates.
- The City IT Staff can have access to the database if they are set up as a user in the system, including all reporting capabilities.

Systems Integration & Interfaces

Regarding a systems integration and interfaces plan, there is no anticipated custom code in order to meet the specifications we have proposed in our response. As stated, Muni-Link will integrate with your Meter reading software, ESRI ARCGIS software, accounting solution and more. These will all be established and tested during the implementation process.

Data Conversion

Below is the data conversion document that the City and Muni-Link will work on with your current software provider.

Data Conversion to Muni-Link Software

Overview

To facilitate an efficient transition to the Muni-Link software it will be necessary to have access to the data elements within the current billing application. The following procedure is proposed for the transition of data:

- An initial copy of the data will be provided as per the specifications below. The data will be made available on a schedule determined by the current software vendor and the user.
- This data set will be imported into Muni-Link.
- Users will review the data for accuracy and completeness. Any issues will be reported to the current software vendor. If the issue is not critical, then the issue will be addressed in the final data conversion step. Otherwise, it may be necessary for the vendor to provide a supplemental data set.

- The user will receive training and perform parallel operations using the converted data.
- Once the training and testing is completed, a date for a final data conversion will be scheduled. On this date a second data set will be provided in the same format as the initial copy.

The above procedure requires that at least two conversion data sets be created by the current software vendor. That being said, the specification provided below is designed to minimize the effort required by the current software vendor to make the data available. The specification provides multiple file format options and does not require the data content to be provided in any specific layout.

File Options

If you are unable to provide the data in the following format, call Jim Weidman at 814-742-7700 x-357 to discuss other acceptable file formats.

Text File Format

The simplest form of data presentation is using a standard text file. Because of its universal nature, the text file is the distribution format of choice. If a text file is selected, the following rules should be applied.
- Data should be presented in standard ASCII format.
- Each record should be terminated with a carriage return / line feed (CRLF).
- Each field should be delimited with a TAB or pipe (|). None of these characters should be embedded in any data field.
- Any embedded CRLF should be removed from any data field. If necessary, create supplemental fields to include the data found after the CRLF, or replace the special characters with the characters "CRLF".
- Dates can be presented with or without the time portion. Dates should typically be presented in the format mm/dd/yyyy, with the time portion being entered as hh:mm:ss. If time is included, it should be in military format.
- Field names should be included in the file as the first record. The field names should be delimited using the same strategy as the data records.
- Each record should contain the key that links all the records together, e.g. account number.

Requested Data

The structure and organization of the data is unique to each billing software application. In addition, the fields being maintained in each table will also vary. Therefore, it is proposed that the conversion data set provided includes all fields maintained by the current software vendor. The organization of that data can mirror the structure of the current system, without concern for how Muni-Link may ultimately organize it. For example, some systems store the information on the person living at the residence directly on the service address record, while other systems maintain a separate "customer table" and reference that alternate table. For purposes of this conversion, the objective is to make all the information available in a manner that minimizes the efforts required of the current software vendor. If all of the data is presented and a unique ID is available that links each of the records in all of the tables, the objective will be met.

Please consider the following guidelines:

Generate the conversion data set in the manner that is most expedient, yet adheres to the guidelines provided.

- Include all tables that are associated with master information or activity. Temporary tables that are used for processing are unique to the current software, or daily activity tables (e.g. payments) that are ultimately posted to transaction tables are not needed.

- Include all fields currently contained in the selected tables. Exclude a field only if its presence is required for the operation of the current software.

- Verify that the data in all tables can be linked to other tables using an account number or unique ID.

- Any fields that are stored separately should be provided separately. For example, if the service address is stored as the house number, street name and apartment, include in the file as such, rather than generating a separate field titled "service address" that includes all three fields.

- If a field is associated with a look-up table, include the look-up table, or place the value of the look-up table in the in the original record rather than the unique key to the look-up table.

- The field names provided will provide an adequate description of the field and its use. Replace cryptic field names with a name that easily interpreted.
- Any data encryption should be removed.

The following list is not meant to be all inclusive, but rather to identify the areas of data that should be addressed.

Customer Balances - This file contains the customer's balances by Service (both Active and Inactive Accounts) at the time the data was pulled. If current balances by Service are stored in another table in the current system, it is not necessary to create a separate file of current balances.

Service Address / Account: For each account, there is typically basic demographic information on the account and/or the address receiving service. This would include any coding that is done for the account. If the information for the resident is typically stored in this file, then present it here.

Customers/Bill-To's/Owners / Alternate Addresses: If the current system allows for separate customers, alternate bill-to addresses, owner addresses, or unique alternate mailing addresses, then this file should be created. The file typically contains mailing information, along with personal information such as telephone numbers, driver's license, email and eBilling and ACH banking information

Services: The file identifies which services from the Service Master table are appropriate for a given service address or account. Override rates and quantities charged (EDU's) are usually found in this file.

Meters: There would be a record in this file for every meter linked to each service address/account. The file maintains serial numbers, mxu ID numbers, ECR numbers, along with meter demographics and reading information. If the account has some type of third-party premise code used to import readings, this would also be included.

Meter Transactions: This file maintains a history of meter readings and usage by meter and by account.

Billing Transactions: This file would include all billings, payments and adjustments by account. If the current system maintains these transactions in separate tables, the transactions could be generated in separate files. Also, some systems maintain multi-level tables for the transaction activity. If this is the case, then all the tables should be provided. Ultimately, the sum of the transaction activity provided should balance to the account balance as displayed on an aging or balance due report. The file may also include information associated with deposits or sales tax.

Customer Notes: If the current system allows the user to enter multiple notes per account, then this file contains the customer notes from that table. If the current system has a single notes field on the account, then that field should be included in the Service Address/Account file.

Attachments: If the current system allows the user to attach document or image files to the accounts, then this file contains the reference information to those attachments. It will also be necessary to provide information as to how the attachments are stored on the current system. If attachments are maintained in any remote environment, then the attachment files themselves should also be provided.

Liens: If the current system maintains information on liens, then this file contains the information associated with liens by account.

User-Defined Fields: If the current system allows the user to define fields and maintain data that is unique to their operation, then those fields should be contained in this file. A list of the field labels should also be included in the file. If user-defined fields are not a separate table in the current system, but rather fields designated in the Service Address/Account table, it is not necessary to create a separate file for those embedded fields.

Reference Keys: If the current system maintains a separate table of reference keys, then a separate file should be provided. Reference keys are those keys used to map third party records to the current system's information. For example, readings may be provided by a third party. Those readings have the third party's account number as the unique ID. It is necessary to maintain the table that maps the third party's account number with the current system's account number. If reference keys are not a separate table in the current system, but rather fields designated in the Service Address/Account table, it is not necessary to create a separate file for those embedded fields.

Work Orders: If the current system maintains work order records, then this file is required. All work orders in the table should be included regardless of whether the work order is completed or not.

Work Order Meters: If the current system maintains work order records, then this file contains the meter information associated with each of the work orders.

Codes: In those instances where the current system references a look-up table and the conversion provides the unique ID to the look-up table rather than the description; it will be necessary to provide the look-up table information. This may be presented in multiple files, depending upon the structure of the current system.

Alerts/Messages: If the current system maintains any type of alert or message by account, then this file contains that information.

Hydrants: If the current system maintains any information associated with hydrants that is not associated with billing, then this file contains that information. This file would be appropriate if the user maintained flushing schedules, maintenance schedules, etc., on hydrants.

Check Valves: If the current system maintains any information associated with check valves, including testing, then this file contains that information. If the check valve information is maintained as part of the meter table, then the information should be included in that file. A separate file for check valve information is not required.

Other Information: If there are any other tables that are critical to the operation of the user's current system, that information should also be provided.

Distribution

The conversion data sets can be placed on the user's server, or if necessary, an ftp site can be identified for transfer. Files can be zipped.

Schedule

Delivery of the initial conversion data set is being requested for the earliest feasible date. The date for the final data conversion will be determined once the training and testing phases are under way. If the current vendor has any limitations in providing the second / final data conversion on a timely basis, those limitations should be presented upon delivery of the initial conversion data.

Contact

If you have any questions or issues regarding the conversion, please contact:

Jim Weidman

Phone: (814)742-7700 x357

Email: jweidman@muni-link.com

Training

Training is discussed throughout the proposal response. In general, there is training throughout the implementation process, as we begin to load your customer data into the system. Specifically, here is the information on how we conduct training during a typical implementation:

Training Session – The training for Muni-Link is divided into lessons based upon features within Muni-Link, e.g. Account Central, Payments/Adjustments, Billing, Delinquent Notices, Reports, etc. The sessions will be organized based upon the job responsibilities of the users in comparison to the tasks within Muni-Link. We will prepare a matrix of training lessons vs. users and create an appropriate schedule. Initial training will be scheduled to accommodate the users' availability. The training will include, but not be limited to:

- Presentation of Muni-Link features and processes.
- Hands-on simulations of all functions and tasks.
- Generation of all forms to be available; e.g. bills, work orders, notices, etc.
- Review required reports
- Execution of any required import/export processes.
- Homework assignments for the user with follow-up training as needed.

Training will begin once the Muni-Link instance is set up based on the Boone County Regional Sewer District, MO's requirements and the data is imported. The training will then be performed in the following manner:

a. Initial Training: This initial training is usually done remotely and covers a basic introduction of Account Central. This takes approximately a half day. A training agenda is followed for this session.

b. Training Session #2: This is a review of the first session and then goes into training on processes (such as entering payments, billing, penalties, delinquent notices, etc.). This training can be done either remote or onsite at your location. A training agenda is followed for this session.

c. Final Data Review/Training Review: Once the final data import is completed. The customer works with the Project Manager to review data integrity. At the same time, another review and training of the system occurs.

d. Go Live: Once the customer is live on the system, the Project Manager will remain through the first billing cycle and additional training is provided.

Ongoing Support

The help desk is staffed by Support Specialists who are the first line of contact with a customer that calls for support. Support Specialists can answer questions, investigate issues, provide walkthroughs of functionality, resolve configuration issues, and qualify break/fix issues for escalation to the Software Development Team. Support Specialists are able to do screen sharing with the customer to demonstrate functionality, observe what the customer is seeing, or assist the customer with understanding a task.

Support Specialists can escalate tickets to the Support Manager for assistance or for issues that are beyond their capability to resolve. The Support Manager will enroll additional resources as needed to drive the issue to resolution. A full-time Support Liaison from the Software Development team is assigned to the Support team to handle engineering level escalations. The Support Liaison triages escalations, resolves them if possible, or assigns them to a member of the Software Development team for resolution.

After-hours support: After-hours support is available through email or phone with a call back. After-hours support can also be scheduled if a customer knows they will need assistance during non-business hours times.

Support consulting: In addition to Support Specialists, the Support Team has Support Consultants who handle issues that involve research, detailed training, business analysis, complex setup and configuration, or longer-term engagements with the customer. The Support Consultants are available to work with customers on issues that are more involved than question/answer, break/fix, or simple configuration/setup issue that can be resolved on first contact or within the scope of a narrow engagement window.

Upgrades are provided monthly. The third Wednesday of every month a webinar is provided to demonstrate the new features that will be released that month and then the software is released the following weekend. Because Muni-Link Billing is a cloud SaaS, the new functionality is immediately available to all customers upon release.

Exhibit A: Muni-Link Hosting Information

Overview

Muni-Link is cloud based and operates in a hosted environment. Cloud based means that you access your programs and data securely through a web browser. A hosted environment simply means that your programs and data are stored on servers somewhere offsite from your facility. Muni-Link utilizes traditional virtual machine infrastructure along with modern PaaS (cloud native) technologies to deliver a stable, scalable, high-performance service. You still own your data, and it is available to you at any time. Your data is a lot safer in this environment than in your current in-house environment.

Advantages of a True Cloud Solution

- You do not need any servers in-house to operate our system.
- You'll never experience the cost of new servers, perform hardware maintenance or have the headaches of maintaining an operating system, patches and software upgrades.
- Backups are taken care of for you.
- Secure access from anywhere, anytime, through virtually any device with a browser
- Processor, bandwidth, and disk space can be increased as often as needed as your organization grows.
- Built-in Disaster Recovery and Business Continuity

Availability

- From May 2024 to Apr 2025, we recorded an average up-time of 99.93%.
- Network availability target within the data center is 99.95%.
- Server infrastructure and applications are virtualized across multiple data centers with redundant shared storage systems.

- All networking paths to the infrastructure in the datacenter are n+1, including redundant connections via tier-1 ISP endpoints.
- Servers and applications are built upon a flexible cloud infrastructure where the underlying hardware is dynamically provisioned so if hardware fails, there is always an identical configuration waiting to take its place.
- Industry standard monitoring is implemented to alert system administrators of potential issues before they cause degradation in service.
- Configuration management allows new servers to be provisioned on demand, should any encounter a failure.
- Fault-tolerant infrastructure is load balanced across 2 separate data centers with automatic failover that is transparent to the end user.
- Standards based load balancing and database replication to eliminate single points of failure.
- Scalable architecture that allows for the seamless addition of storage and processing power

Security
- Muni-Link is hosted at Tier III+ World-Class Data Centers which features industry-leading security.
- ISO 27001 security management certification
- PCI DSS Level 1 Service Provider
- SOC (formerly SAS70) audits to ensure that compliance goals and objectives are met.
- 24x7 Onsite Professional Security Officers
- CCTV, mantraps, biometric, and magnetic key card access
- SOC Type II certified locations and operations
- Designed to meet the stringent requirements of local, state, and federal government agencies as well as government contractors and top enterprises.
- All customer data and infrastructure are backed on a regular basis and provide for at least 1 month of retention.
- Security Roles are created and assigned to users to limit access to that user's area of responsibilities.
- Optional business hours and originating IP address restrictions are available.
- In most cases your data is much more secure in this environment than it currently may be hosted in-house
- Backups
- Snapshot technologies provide hourly backup of all data, storage and server environments.
- Binary database logs may be utilized to provide for a data recovery of information that has changed between the hourly snapshots.
- Snapshots are stored in an infrastructure that provides for 99.999999999% (11 9's) of durability.
- Snapshots and binary database logs are used on a regular basis to test the recovery of customer data to ensure their viability.
- Every four hours a snapshot copy is replicated to an alternative geographic region of the country to support the recovery of localized disasters that take multiple data centers offline in the primary operating region.
- The production environment is housed in the cloud which provides multiple availability zones for high availability, redundancy and durability. An availability zone is comprised of one or more data centers.
- Physical and logical security details are available for the cloud hosting infrastructure in the form of a SOC 2 Security, Availability & confidentiality report.

Sample Muni-Link Agreement Documents

The documents listed on pages 24–31 serve as examples of the Schedule A (pages 24–26) and the Software Agreement (pages 27–31).

Muni-Link contracts are structured on a year-to-year basis. Each year, there will be a review to determine whether the total number of active accounts has increased by 25 or more; if so, the monthly fee will be adjusted accordingly. Additionally, a standard 3.5% Cost of Living Adjustment (COLA) will be applied annually to the monthly fee.

If a client chooses not to renew their contract, written notice must be provided at least 90 days prior to the renewal date.

MUNI-LINK BILLING SCHEDULE A (EXAMPLE)

CUSTOMER INFORMATION

Name: XXXX

BILLING Address: XXXX

Phone: 9999

Website:

Management Contact:
Title:
Phone:
Email Address:

Primary Muni-Link Contact: Same
Title:
Phone:
Email Address:

Accounts Payable Contact: Same
Title:
Phone:
Email Address:

Tax Exemption ID: _____ (certificate attached)

Service Types Billed for: Water/Sewer/Trash/Stormwater/Gas/Electric

Services Billing Cycle: Monthly/Quarterly/Annually

How many Total Accounts: XXX – as of the effective date of this agreement

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MUNI-LINK SERVICE

Muni-Link Billing is a comprehensive cloud based software solution that incorporates Customer Information System, Utility Billing, and Collections Management in an integrated environment.

Anticipated Go Live Date: 120 to 150 days from receipt of data for conversion

Implementation, Training and Data Conversion Fee: XXX – for a full remote implementation.
Travel and expenses can be quoted for on-site training and implementation days. This fee is for our standard best practice data conversion and implementation process including customer readiness and

acceptance prior to go live, and includes 3 years of history being imported directly into our system from one database of documented data, as provided by the Customer. Half of this fee is due 30 days from date of contract signature. The other half is due 60 days from date of contract signature.

Muni-Link Software Fee: XXX per month – for XXX accounts – and includes the Software License, Updates and Enhancements, Hosting and Unlimited Support. Billing for our Software Fee will begin 30 days before the agreed upon original Go Live Target Date established during the Implementation Project Kick-off Call (or the actual Go Live Date if sooner).

* Note – unless noted otherwise, pricing is valid for 90 days.

Timely Payments: Payments for the Implementation/Data Conversion and initial recurring Software Fee invoices are due on time regardless of project delays not specifically caused by Muni-Link.

Muni-Link Invoicing Cycle: Annual – 30 days in advance

Automatic Price Adjustment: The Software Fee will increase on a prorated basis, each time the total number of accounts (excluding inactive accounts) increases by 25 or more.

Annual Price Adjustment: For Cost of Living increases and ongoing Software Enhancements, the Software Fee is subject to an annual increase of 3.5%, or the annualized Cost of Living increase as per the Bureau of Labor Statistics Northeast Region CPI Index, if higher, starting one year after the first Software Fee invoice.

MUNI-LINK OPTIONS, OTHER SOFTWARE and TERMS

NOTIFICATIONS and COSTS

- ■ Customer elects to use Customers Notifications, for Billing and/or Service Orders, at the rates below
- ☐ Customer does NOT elect, to use Customer Notifications right now, but can sign up anytime

- One-time Setup Fee   Included
- Monthly Campaign Fee   Included
- Usage Fees
  - Emails $3.00 per 1,000 (.03 cents each)
  - SMS/Text $.045 per each 160-character message
  - Voice Calls $.06 per minute (whole minute increments)

  SMS/Text and Voice Calls are Domestic / US based rates. Usage Fees are subject to change by carriers.

INTEGRATIONS

Customer elects the following Integrations. If selected, these fees have been included in your Implementation, Training and Data Conversion Fee specified in Schedule A.

- ■ NO Integrations
- ☐ QuickBooks (there is no integration fee)
- ☐ Other approved **Accounting**
- ☐ Approved **Asset Management**
- ☐ GIS   ☐ Standard ODBC   ☐ Custom (requires a custom quote)

EXTRA MODULES AND SOFTWARE AVAILABLE FOR PURCHASE

1. Customer Loans

2. WebPresence – your web presence and community communication platform

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MUNI-LINK, LLC CONTACT INFORMATION

Corporate Name and Address: Muni-Link, LLC
                               140 Stadium Drive
                               PO Box 250
                               Bellwood, PA 16617

Phone: (814) 742-7700

Fax: (814) 742-7900

Websites: www.muni-link.com

Sales Contacts: Walter Babiak   Ryan Shaulis
                               Account Representative   VP of Sales and Marketing
                               (814) 742-7700, ext. 416   (814) 742-7700, ext. 446
                               wbabiak@Muni-Link.com   rshaulis@Muni-Link.com

Other Contacts: Ginger McCarthy
                               Implementation Manager
                               (814) 742-7700, ext. 368
                               gmccarthy@muni-link.com

                               Mariah Papi
                               Customer Support Manager
                               (814) 742-7700, ext. 350
                               mpapi@muni-link.com

IN WITNESS WHEREOF, each of the parties has caused this Agreement to be executed by a duly authorized representative.

Muni-Link, LLC

By: _____   Date: _____
     Ryan Shaulis, VP Sales and Marketing

XXXX

By: _____   Date: _____

Print Name: _____

Muni-Link Software License Agreement (Example)

THIS AGREEMENT, effective as of the date the last party executes this Agreement as set forth next to their signature below, is made between MUNI-LINK LLC, 140 Stadium Drive, PO Box 250, Bellwood, PA, 16617 (hereinafter "Muni-Link"), and XXXX, XXXX (hereinafter "Customer").

1. LICENSE GRANT

Link hereby grants to Customer a non-exclusive, non-transferable, non-sublicenseable right to use the Services identified in Schedule A attached hereto or additional Schedules to be attached hereto in the future (Schedule A and/or future Schedules referred to hereinafter as "the Schedules") (hereinafter "Services") solely for Customer's own internal business purposes. All rights not expressly granted to Customer are reserved by and to Muni-Link. No ownership in the Services is transferred hereunder. Customer grants to Muni-Link an irrevocable license to use or incorporate into the Services any suggestions, ideas, enhancement requests, feedback, recommendations or other information provided by Customer or Customer's users.

2. MUNI-LINK SERVICE SUPPORT TO CUSTOMER

Muni-Link maintains a full-time, dedicated, and professional support staff to provide assistance to Customers. The support staff will answer process and "how-to" questions, resolve user problems, configure software changes requested by Customer, and review and explain new features when they are released. This support is available by telephone and email. Additionally, Muni-Link provides video tutorials, "Help Cards", periodic webinars and other support resources. This support is included as part of the standard monthly fee referenced on the Schedules attached hereto with respect to those particular services.

3. MUNI-LINK RESPONSIBILITIES

3.1 Muni-Link shall use commercially reasonable efforts to make the Services generally available 99.5% of each calendar month, except for: (a) planned downtime, with at least 48 hours of advance notice to the Customer, which will be scheduled during hours other than Monday through Friday, 8:00 AM to 5:00 PM, whenever reasonably possible; and (b) downtime caused by circumstances beyond Muni-Link's reasonable control, including but not limited to, acts of nature, acts of government, flood, fire, civil unrest, threat of terrorism, strike or other labor problem not involving Muni-Link's employees, telecommunications or computer failures or delays, and unauthorized and/or illegal network intrusions or cyber-attacks that result in damage to the Services or operate to prevent use of the Services by Muni-Link and/or the Customer.

3.2 Muni-Link shall use commercially reasonable efforts to maintain the confidentiality of Customer Data, the security and integrity of the Services, and to promptly respond to and attempt to fix problems that interfere with the smooth and effective operation of the Services and/or Customer's use thereof.

3.3 Muni-Link shall use commercially reasonable efforts to monitor its Services and take commercially reasonable actions to make Muni-Link's Services secure from unauthorized access, network intrusions, cyber-attack, or subject to viruses or malware.

4. CUSTOMER RESPONSIBILITIES

4.1 Customer may use the Services only for Customer's internal business purposes. Customer and its authorized users shall not: (a) send or store material with any virus, worm, or other harmful computer code; (b) interfere with or disrupt the integrity or performance of the Services in whole or in part; or (c) attempt to gain unauthorized access to the Services or any related system or network. Customer shall take reasonable measures to protect Customer's information technology system from unauthorized access and to prevent anyone from engaging in the foregoing prohibited actions. If Customer or its authorized users engage in the foregoing prohibited actions or if Customer fails to take reasonable steps to protect Customer's information technology system from unauthorized access that results in an unauthorized user engaging in the foregoing prohibited actions, Muni-Link may immediately suspend Customer from accessing the Services until Customer corrects the violation, or Muni-Link may also terminate Customer's license and this Agreement for such breach.

4.2 Customer shall not: (a) license, sublicense, sell, resell, transfer, assign, distribute, or otherwise commercially exploit or make available to any third party any Services or the Content in any way; (b) modify, copy, or make derivative works based upon the Services or the Content; (c) create Internet "links" to or from the Services or "frame" or "mirror" any Content, other than on Customer's own intranets or otherwise for Customer's own internal business purposes; or (d) disassemble, reverse engineer, or decompile the Services in order to: (i) build a competitive product or service, (ii) build a product using similar ideas, features, functions, designs or graphics of the Services, or (iii) copy any idea, feature, function, design, or graphic of the Services. The Services licensed hereunder cannot be shared with anyone else or used by anyone other than Customer and its authorized users. "Content" means visual information, documents, software, products and services contained or made available to Customer as part of the Services.

4.3 Customer shall: (a) use reasonable efforts to prevent unauthorized access to or use of the Services or any Content in whole or in part; (b) notify Muni-Link promptly of any actual or suspected unauthorized access/use; (c) abide by all applicable local, state, and national laws and regulations, including those related to data privacy, communications, and the transmission of technical or personal data; (d) be responsible to ensure the accuracy, quality, integrity, legality, reliability, and appropriateness of all Customer Data; and (e) comply with Muni-Link's policies to obtain support and other services under this Agreement.

5. **CUSTOMER DATA**

5.1 All Customer Data (any data or information Customer provides or submits within the parameters of the Services including the initial conversion of data during implementation and set up) shall be and always remain Customer's and shall be considered Customer's Confidential Information. Muni-Link will retain Customer Data up to ten (10) years. Customer shall grant Muni-Link access to the Customer Data so that Muni-Link can respond to, assess, or resolve service or technical problems; in doing so, Muni-Link will maintain the confidentiality of the Customer Data.

5.2 Upon termination of this Agreement, Customer Data shall be provided to Customer in a standardized electronic format capable of being converted and/or uploaded into most databases upon payment of all outstanding invoices to Muni-Link. Muni-Link shall have no obligation to retain a copy of Customer Data longer than 30 days after delivery to Customer of the Customer Data.

5.3 Muni-Link can provide Customer Data in a standardized electronic format capable of being converted and/or uploaded into most databases to Customer during the term of this Agreement upon request of the Customer. Customer will be responsible to pay Muni-Link's standard processing fee in effect at the time of the request.

6. **CHANGES TO SERVICES**

Muni-Link reserves the right to: (a) upgrade, modify, replace, or reconfigure the Services at any time, and (b) change the terms of this Agreement, including Muni-Link's fee schedule, support and service terms and standards. Muni-Link will give Customer at least 30 days' advance notice of any change that significantly affects the use or cost of any Service by either an email to Customer's representative or by a posting on the Service to which the change applies. For 30 days after the foregoing notice, Customer shall have the right to terminate the Service; in which case, at Customer's request, Muni-Link will continue to provide the Service for up to 90 days so long as the monthly fee is paid current during this transition period. Otherwise, the change will be deemed effective 30 days after the notice if Customer uses the Service to which the change applies thereafter.

7. **FEES AND PAYMENT**

7.1 Muni-Link will invoice Customer in accordance with the terms specified in the Schedules attached hereto. Customer shall pay all amounts due when they are due.

7.2 Past due invoices will be subject to a late charge equal to 1.5% of the outstanding balance per month from the due date until paid. Customer shall also be responsible for any applicable expenses incurred with collection efforts, including but not limited to pre-litigation collection efforts, by an attorney or collection agency and court costs and attorneys' fees.

7.3 If Customer's account has a past due balance, Muni-Link reserves the right to suspend the Services until such amounts are paid in full, including all accrued liabilities and obligations. Customer will continue to be charged during any period of suspension. Muni-Link reserves the right to impose a reconnection fee if Customer access to the Service is suspended for non-payment, and Customer thereafter requests access to the Services.

8. **TERM AND TERMINATION**

8.1 The term of this Agreement shall be effective from the date the last party executes this Agreement as set forth next to their signature below. Upon signing this Agreement, the Customer is obligated to pay the fees as specified in the attached Schedule A, including the Implementation, Training and Data Conversion Fee in full, and Muni-Link Software Fees for one year from the initial billing date, which will end the initial term. This Agreement shall renew automatically for additional one-year terms unless either party provides written notice of the party's intent to not renew the Agreement to the other party at least 90 days prior to the expiration of the then existing one year term. Upon termination and payment to Muni-Link of all outstanding invoices including the monthly fees for the remaining months of the one-year term, Link shall provide Customer with the Customer Data in a standardized electronic format as provided for in Section 5.2.

8.2 If Customer breaches this Agreement for any reason including nonpayment of invoices for Services, except for breach of Customer's duties in Section 4.1 in which Muni-Link may terminate the Agreement immediately, Muni-Link may terminate this Agreement after 30 days' written notice to Customer, and Customer fails to cure the breach during such 30-day period. If Muni-Link terminates the Agreement, Customer shall remain responsible to pay any balance remaining due and upon payment of the same, Muni-Link shall provide Customer Data in a standardized electronic format as provided for in Section 5.2.

8.3 Upon termination of this Agreement and prior to the release of the Customer Data to Customer, Customer shall submit to Muni-Link a written and signed letter affirming that Customer has (a) not given, sold, rented, or lent any copy or any part of the Confidential Information (defined in Section 9) in any shape or form to any third party, including any user login credentials; and (b) releasing Muni-Link from any and all claims related to this Agreement and the Services unless Customer identifies in writing that Muni-Link has breached the Agreement.

9. PROPRIETARY RIGHTS AND CONFIDENTIALITY

9.1 Muni-Link owns all right, title and interest in and to the Services and the Content, including but not limited to copyrights, patents, trade secrets, trademarks, and intellectual property not subject to copyright or patent but are proprietary and valuable to Muni-Link (collectively, "Proprietary Rights"). The "MUNI-LINK" name and logo are registered trademarks of Muni-Link, and the product names associated with the Services are trademarks of Muni-Link. Customer shall have no right or license to use the trademarks without Muni-Link's written permission. Customer shall not challenge any ownership or other right of Muni-Link with respect to the trademarks or Proprietary Rights while a customer or after termination of this Agreement.

9.2 Proprietary Rights shall constitute "Confidential Information" under this Agreement. Without Muni-Link's prior written consent, Customer shall not use any Confidential Information except on a "need to know" basis to use the Services, nor shall Customer disclose any Confidential Information except as required by the laws of the state in which the Customer is located with respect to the public's "right-to-know" or "freedom of information" (hereinafter "RTK/FOIA laws"). Customer shall give Muni-Link 5 days' notice before releasing Confidential Information under RTK/FOIA laws in order to allow Muni-Link to assert any rights it may have to keep the Confidential Information confidential and not subject to disclosure. In the unlikely event that Customer is subpoenaed to produce Confidential Information, Customer shall immediately notify Muni-Link so Muni-Link can assert any and all rights to prevent the disclosure or limit the disclosure of Confidential Information. Customer shall utilize all reasonable security measures to protect the confidentiality of the Confidential Information. Customer acknowledges the importance of the Confidential Information and that, because other remedies are inadequate, if Customer discloses or uses (or threatens to disclose or use) any Confidential Information in breach of this Section 9.2, Muni-Link shall have the right to seek injunctive relief, and Customer waives any obligation that a bond be posted by Link in connection with such relief. If requested by Muni-Link, Customer shall return all of the Confidential Information or provide proof of destruction of the same.

9.3 This Section 9 shall survive the termination of this Agreement.

10. REPRESENTATIONS; WARRANTIES; AND LIMITATIONS

10.1 Customer represents and warrants that the undersigned has the legal authority to enter into this Agreement, and all necessary legal action, including adoption at a public meeting, if required by Customer's state's laws, has occurred. Upon execution by the undersigned, this Agreement shall be a legally binding contract between Customer and Muni-Link.

10.2 The Services may be subject to limitations, delays, and other problems inherent in the use of the Internet and electronic communications beyond both Customer's and/or Muni-Link's control. Muni-Link is not responsible for any delays, delivery failures, or other damage resulting from the foregoing.

10.3 Muni-Link warrants and represents that the Services will conform to Muni-Link's specifications that are in effect for the Services at that time, that the Services will perform substantially in accordance with what was presented and demonstrated to Customer, and that Services will operate in a manner consistent with general industry standards, which means the Services will be reasonably free from program coding errors. Muni-Link does not warrant that the Services will be free from all errors or that all possible program defects can be corrected. Customer shall give notice to Muni-Link immediately of any perceived error, and Muni-Link shall make every attempt to resolve any error in the Services at no cost to Customer to the extent the error is related to Muni-Link's Services and not a third party. Muni-Link will provide updates to the Services as are commercially reasonable in light of changes in third party software such as computer operating systems and internet web browsers or advise Customer of any third party product or upgrade of a product that Muni-Link becomes aware cannot operate in conjunction with Link's Services. Muni-Link is not responsible for changes in Customer's intellectual technology system, including hardware or software, in the absence of Customer's prior consultation with Muni-Link, that causes the Services not to operate or operate as the Services previously operated. THE FOREGOING WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO, ANY IMPLIED WARRANTY OF MERCHANTABILITY AND/OR FITNESS FOR A PARTICULAR PURPOSE, WHICH ARE HEREBY DISCLAIMED TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW.

10.4 Neither party shall be liable to the other for special, incidental, punitive, exemplary, or consequential damages (including loss of data, revenue, profits, use, or other economic advantage) arising from the Services and/or this Agreement even if one party has advised the other party of the possibility of such damages and regardless of the basis of any claim, i.e., contract, warranty, tort, or strict liability. In no event shall Muni-Link's aggregate liability to Customer exceed the amounts actually paid by the Customer in the 12-month period immediately preceding the event giving rise to Customer's first claim, regardless of the number of claims arising out of or related to this Agreement. Both parties acknowledge this Section 10.4 is reasonable in light of the cost of the Services and the length of the term of the Agreement.

10.5 Customer shall indemnify, defend, save and hold harmless Link, its affiliates, officers, directors, and employees from and against any and all claims brought against Muni-Link by a third party (person or entity not a party to this Agreement) relative to Customer's use of the Services hereunder and the Customer Data. Muni-Link shall provide written notice of a potential or actual claim to Customer within 7 business days of becoming aware of such potential or actual claim.

11. GENERAL

11.1 Customer may not assign any rights or obligations hereunder, whether by operation of law or otherwise, without Link's prior express written consent, which consent shall not be unreasonably withheld. The Agreement shall bind and inure to the benefit of the parties, their respective successors and permitted assigns.

11.2 No joint venture, partnership, employment, or agency relationship exists between Muni-Link and Customer. Customer agrees that Muni-Link can reference Customer's name and/or logo for the sole purpose of simply acknowledging Customer as one of Muni-Link's customers until Customer gives notice of its intent to terminate this Agreement or this Agreement otherwise terminates as provided for herein.

11.3 Muni-Link may notify Customer by means of a general notice on the Services, by email, or by written mailed communication, as per Customer's contact information in the Schedules attached hereto with respect to the Services in such Schedules. Notice shall be deemed to have been given within three (3) business days after mailing or 12 hours after sending an email or posting a change on the Services. Customer may notify Muni-Link (and such notice shall be deemed given when received) at any time by email, fax, or written mailed communication as per Link's contact information in the Schedules attached hereto.

11.4 The failure of either party to insist on strict performance by the other party to any provision of this Agreement shall not be construed as a waiver, release, or relinquishment thereof. Any waiver must be in writing signed by the waiving party in order to be effective, and such waiver shall only be effective to the breach being waived at that point in time and not to future breaches unless later waived in writing as provided for herein. No failure or delay by either party in exercising any right shall constitute a waiver of that right. Except as expressly provided herein, all of the parties' rights and remedies shall be cumulative, and none of them shall be in limitation of any other right or remedy in law or equity.

11.5 If any provision of this Agreement is held invalid or unenforceable to any extent, the remainder of the provision or this Agreement shall not be affected thereby and that provision or this Agreement shall be enforced to the greatest extent permitted by law.

11.6 THE PARTIES EXPRESSLY WAIVE THEIR RIGHTS TO A TRIAL BY JURY, AND AGREE AND CONSENT TO A TRIAL BY COURT. The parties irrevocably agree that jurisdiction and venue with respect to any action arising from this Agreement shall be solely in the Court of Common Pleas of Blair County, Pennsylvania, and each party waives all objections to personal jurisdiction and venue. The parties agree that the provisions of this Agreement shall be interpreted in accordance with the laws of the Commonwealth of Pennsylvania without regard to its choice of law provisions.

11.7 This Agreement contains the entire understanding of the parties relating to the subject matter hereof. No amendment or modification of this Agreement shall be valid or binding upon the parties unless it is in writing and signed by the duly authorized officers of the parties. No other agreements or understandings, either written or oral, shall apply. This Agreement shall control over any purchase order with any contrary or additional terms issued by the Customer. IN WITNESS WHEREOF, each of the parties has caused this Agreement to be executed by a duly authorized representative.

Muni-Link LLC

Date: _____

By: _____
     Ryan Shaulis, VP of Sales and Marketing

XXXX

Date: _____

By: _____

Print Name: _____

Title: _____

Conclusion

We believe we have provided ample information to prove to the Boone County Regional Sewer District, MO the incredible efficiency, productivity and cost savings that will come from using Muni-Link and becoming your solution partner for Utility Billing. We are confident that once you see the Muni-Link solution demonstration, you will be even more convinced it is the best solution for the Boone County Regional Sewer District, MO, not only for today but for tomorrow and into the future.

We are a competent and dedicated team committed to a successful transition. We have experience transitioning customers from various systems to our Muni-Link solution and can guarantee a smooth transition. We will commit our full resources and industry knowledge to ensure your total satisfaction with our solution. We are part of a 45-year-old organization with deep roots in software development; yet we are a diversified I.T. company with solid financial performance. Muni-Link has been widely accepted by over (550) Water & Sewer providers and other billing organizations from across the nation, and we are committed to writing additional modules for further solutions.

We look forward to working with your entire staff to make this successful and smooth transition to Muni-Link. We invite you to be part of our team, and we look forward to building a long-lasting relationship with the Boone County Regional Sewer District, MO!

Appendix A – Offeror Response and Signature Page

(The offeror should complete and return this with the proposal)

In compliance with this Request for Proposal and subject to all the conditions thereof, the offeror agrees to furnish the services/equipment/supplies requested and proposed and certifies he/she has read, understands, and agrees to all terms, conditions, and requirements of this proposal and is authorized to contract on behalf of the firm named below. (Note: This form must be signed. All signatures must be original and not photocopies. When providing a Contact Name and E-Mail Address below, the Contact and E-Mail address provided must be a person who has the legal authority to contractually bind the offeror's company in a contract with the BCRSD.

Company Name: Muni-Link LLC

Address: 140 Stadium Dr

                                       Bellwood, PA 16617

Telephone: (814) 742-7700   Fax: _____

Federal Tax ID (or Social Security #): 33-3367666

Print Name: Ryan Shaulis   Title: VP of Sales & Marketing

Signature: _____   Date: _7/15/25_____

Contact Name and E-Mail Address:

Ryan Shaulis – VP of Sales & Marketing – rshaulis@muni-link.com

NOTE: The offeror must clearly state in writing any restrictions or deviations from specifications and requirements stated herein. In the absence of such statement, the BCRSD will assume that all items/services offered are in strict compliance with specifications stated in the RFP, including all technical and cost requirements, terms and conditions. The vendor must agree that the proposal, if selected for award by the BCRSD, will be included as part of the final contract with the BCRSD.

Appendix B – Vendor Experience, Expertise & Reliability Questionnaire
(The offeror should complete and return this with the proposal)

The following information must be provided by the offeror to assist BCRSD in evaluating the offerors' experience, expertise and reliability. The BCRSD reserves the right to use this information, including information gained from any other source, in the evaluation process.

Failure to submit requested information may negatively impact the evaluation of the proposal. The BCRSD is under no obligation to obtain information from the vendor not submitted with the proposal that may impact the subjective evaluation of the vendor's proposal.

B.1   Company History:

The offeror should describe in the available space, or attach additional pages, with the company's background in the provision of information technology-related services, e.g., when the company was founded, how long the company has been serving the Missouri market, etc.:

Please references pages 3-7 of the RFP response

B.2   Offeror's References: ***References also listed in pages 7-8 of the RFP response***

Provide at least three (3) references for whom the offeror has performed IT-related service in the past three () years:

Reference 1

 Company/Entity Name: Public Water Supply District No. 2

Contact Name: Tina Ard

Contact Title: Office Manager / Clerk

City: O'Fallon   State: MO

Telephone Number and Area Code: (636) 561-3737

E-mail Address: Tard@waterdistrict2.com

Description of Equipment/Services Furnished: Muni-Link for Water & Sewer

Availability of Reference: Anytime

Reference 2

Company/Entity Name: City of Carterville

Contact Name: Will Cline

Contact Title: City Administrator

City: Carterville   State: MO

Telephone Number and Area Code: (417) 673-1341 Ext. 6

E-mail Address: admin@cartervillemo.com

Description of Equipment/Services Furnished: Muni-Link for Water, Sewer, & Trash

Availability of Reference: Anytime

Reference 3

Company/Entity Name: City of Westlake

Contact Name: Kylie Trahan

Contact Title: Financial Director

City: Westlake   State: LA

Telephone Number and Area Code: (337) 794-0184

E-mail Address: ktrahan@cityofwestlake.com

Description of Equipment/Services Furnished: Muni-Link for Water, Sewer, Gas, & Trash

Availability of Reference: Anytime

B.3   Personnel Expertise Summary

Expertise of **key personnel** who will be assigned tasks as defined herein will be considered in the subjective evaluation of proposals. The vendor should identify the names and provide a brief description of the background and work experience of key personnel who will be assigned to perform mowing services.

Please reference pages 5-7 of the RFP response

B.4   Signature and Identity of Offeror

The undersigned states that the correct LEGAL NAME and ADDRESS of (1) the individual Offeror, (2) each partner or joint venture (whether individuals or corporations, and whether doing business under fictitious name), or (3) the corporation (with the state in which it is incorporated) are shown below; that (if not signing with binding intent to become the responsible and sole Contractor) the signing party is the agent of, and duly authorized in writing to sign for the Offeror or Offerors; and that the signatory is signing and executing this (as indicated in the proper spaces below) as the proposal of a:

( )   sole individual   ( )   partnership   ( )   joint venture

(X)   corporation, incorporated under laws of the state
         of **Pennsylvania**

Dated _____ _July 17th_ _____ , 2025

Name of individual, all partners, or joint ventures:

    Muni-Link LLC

Address of each:

    140 Stadium Dr,
    Bellwood, PA
    16617

_____

Doing business under the name of:
    N/A

Address of principal place of business in Missouri:

_____

(If a corporation - show its name above)

ATTEST:

_____   VP-MARKETING (NEPTUNE)
(Secretary)   (Title)

NOTE: If the Offeror is doing business under a FICTITIOUS NAME, the Proposal shall be executed in the legal name of the individual, partners, joint ventures, or corporation, with the legal address shown, and the REGISTRATION OF FICTITIOUS NAME filed with the Secretary of State, as required by Section 417.200 to 417.230, RS Mo. shall be attached. If the Offeror is a CORPORATION NOT ORGANIZED
UNDER THE LAWS OF MISSOURI, it shall procure a CERTIFICATE OF AUTHORITY TO DO BUSINESS IN MISSOURI, as required by Section 351.570 and following, RS MO. A CERTIFIED COPY of such Registration of Fictitious Name or Certificate of Authority to do Business in Missouri shall be filed as requested by the BCRSD.

Appendix C – Statement of Qualifications

(The offeror should complete and return this with the proposal)

Name of Offeror: Muni-Link LLC

Business Address: 140 Stadium Dr, Bellwood, PA 16617

When Organized: 2012

When Incorporated: 2025

Number of years in business: 13

If not under present firm name, list previous firm names and types of organizations.

Muni-Link LLC was simply Muni-Link from 2012-February 2025. Muni-Link LLC incorporated in February 2025. Until that point Muni-Link was a product under Link Computer Corporation. Muni-Link LLC now operates independently, but is owned/housed under Neptune Technology Group.

Number of years engaged in business under present firm name: 1

If the offeror has done business under a different name, please give name and business location under that name: N/A

Percent of work to be done by directly-employed staff: 100%

Has the offeror ever failed to complete any work awarded to the offeror's company? Yes   or (No)(Circle One)

If so, where and why? N/A

Has the offeror ever defaulted on a contract or been in litigation for services performed? Yes   or (No) (Circle One). If "Yes", give details:

(a)	Number of contracts on which default was made: N/A

(b)	Description of defaulted contracts and reason therefore: N/A

Dated at this __17th__ day of __July_____ 2025

Name of Organization(s) Muni-Link LLC

By (Name and Title of person signing) Ryan Shaulis / VP of Sales & Marketing

(Signature)_____

Appendix D – Work Authorization Information

(The offeror should complete and return this with the proposal)

INSTRUCTIONS FOR COMPLIANCE WITH HOUSE BILL 1549

House Bill 1549 addresses the Department of Homeland Security's and the Social Security Administration's E-Verify Program (Employment Eligibility Verification Program) that requires the BCRSD to verify "lawful presence" of individuals when we contract for work/service; verify that contractor has programs to verify lawful presence of their employees when contracts exceed $5,000; and a requirement for OSHA safety training for public works projects.

The BCRSD is required to obtain certification that the offeror awarded the attached contract participates in a federal work authorization program. To obtain additional information on the Department of Homeland Security's E-Verify program, go to:

https://www.e-verify.gov/employers

Please complete and return form Work Authorization Certification Pursuant to 285.530 RS MO if the contract amount is in excess of $5,000. Attach to this form the E-Verify Memorandum of Understanding that the offeror completed when enrolling. Information on that form is available at

www.e-verify.gov/sites/default/files/everify/memos/MOUforEVerifyEmployer.pdf

If the offeror is an Individual/Proprietorship, then the offeror must return the attached Certification of Individual Offeror. On that form, the offeror may do one of the three options listed. Be sure to attach any required information for those options as detailed on the Certification of Individual Offeror. If the offeror chooses option number two, then the offeror will also need to complete and return the attached form Affidavit.

THE E-VERIFY
MEMORANDUM OF UNDERSTANDING
FOR WEB SERVICES EMPLOYERS

ARTICLE I
PURPOSE AND AUTHORITY

The parties to this Agreement are the Department of Homeland Security (DHS) and Neptune Technology Group (Web Services Employer). The purpose of this agreement is to set forth terms and conditions which the Web Services Employer will follow while participating in E-Verify.

A Web Services Employer is an Employer who verifies employment authorization for its newly hired employees using a Web Services interface.

E-Verify is a program that electronically confirms a newly hired employee's authorization to work in the United States after completion of the Form I-9, Employment Eligibility Verification (Form I-9). This MOU explains certain features of the E-Verify program and describes specific responsibilities of the Web Services Employer, DHS, and the Social Security Administration (SSA).

For purposes of this MOU, the "E-Verify browser" refers to the website that provides direct access to the E-Verify system: https://E-Verify.uscis.gov/emp/. You may access E-Verify directly free of charge via the E-Verify browser.

Authority for the E-Verify program is found in Title IV, Subtitle A, of the Illegal Immigration Reform and Immigrant Responsibility Act of 1996 (IIRIRA), Pub. L. 104-208, 110 Stat. 3009, as amended (8 U.S.C. § 1324a note). The Federal Acquisition Regulation (FAR) Subpart 22.18, "Employment Eligibility Verification" and Executive Order 12989, as amended, provide authority for Federal contractors and subcontractors (Federal contractor) to use E-Verify to verify the employment eligibility of certain employees working on Federal contracts.

Before accessing E-Verify using Web Services access, the Web Services Employer must meet certain technical requirements. This will require the investment of significant amounts of resources and time. If the Web Services Employer is required to use E-Verify prior to completion and acceptance of its Web Services interface, then it must use the E-Verify browser until it is able to use its Web Services interface. The Web Services Employer must also maintain ongoing technical compatibility with E-Verify.

DHS accepts no liability relating to the Web Services Employer's development or maintenance of any Web Services access system.

E-Verify

Company ID Number: 1857096

Information relating to the Program Administrator(s) for your Company on policy questions or operational problems:

Name	Ashley Brooks Kelser
Phone Number	3342837224
Fax	
Email	abrooks@neptunetg.com

Name	Marleigh Hopkins
Phone Number	3342837220
Fax	
Email	mhopkins@neptunetg.com

Name	Morgan L Webster
Phone Number	3342837225
Fax	
Email	mwebster@neptunetg.com

(The offeror should complete and return with the proposal)

WORK AUTHORIZATION CERTIFICATION

PURSUANT TO 285.530 RS MO

(FOR ALL AGREEMENTS IN EXCESS OF $5,000.00)

County of Elmore)

) ss

State of Alabama)

My name is Pam Chut . I am an authorized agent of Neptune Technology Group (Offeror). This business is enrolled and participates in a federal work authorization program for all employees working in connection with services provided to the BCRSD. This business does not knowingly employ any person that is an unauthorized alien in connection with the services being provided. Documentation of participation in a federal work authorization program is attached hereto.

Furthermore, all subcontractors working on this contract must affirmatively state in writing in their contracts that they are not in violation of Section 285.530.1, must not thereafter be in violation and submit a sworn affidavit under penalty of perjury that all employees are lawfully present in the United States.

_____   10 July 2025
Affiant   Date

Pam Chut
_____
Printed Name

Subscribed and sworn to before me this 10th day of July

_____
Notary Public

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CERTIFICATION OF INDIVIDUAL OFFEROR

Pursuant to Section 208.009 RS MO, any person applying for or receiving any grant, contract, loan, retirement, welfare, health benefit, post-secondary education, scholarship, disability benefit, housing benefit or food assistance who is over 18 must verify their lawful presence in the United States. Please indicate compliance below. Note: A parent or guardian applying for a public benefit on behalf of a child who is citizen or permanent resident need not comply.

Options

_____1. I have provided a copy of documents showing citizenship or lawful presence in the United States. (Such proof may be a Missouri driver's license, U.S. passport, birth certificate, or immigration documents). Note: If the applicant is an alien, verification of lawful presence must occur prior to receiving public benefit.

_____2. I do not have the above documents but provide an affidavit (copy attached – see following page) which may allow for temporary 90-day qualification.

_____3. I have provided a completed application for a birth certificate pending in the State of _____. Qualification must terminate upon receipt of the birth certificate or determination that a birth certificate does not exist because I am not a United States citizen.

N/A

_____   _____
Applicant   Date   Printed Name

AFFIDAVIT
(Only Required for Certification of Individual Offeror (Option #2)
– see previous page -

State of Missouri   )

) ss

County of _____)

      I, the undersigned, being at least eighteen years of age, swear upon my oath that I am either a United States citizen or am classified by the United States government as being lawfully admitted for permanent residence.

N/A
_____
Signature

_____
Date

_____
Printed Name

_____
Social Security Number
or Other Federal I.D. Number

      On the date above written _____ appeared before me and swore that the facts contained in the foregoing affidavit are true according to his/her best knowledge, information and belief.

_____
Notary Public

My Commission Expires:

RFP for Billing Software

Appendix E – Current Technical Environment of BCRSD Billing Software

- All information technology services are currently provided to BCRSD by Boone Electric Cooperative (BEC). A new vendor will be brought on board and will be working on an IT migration solution at the same time the new billing software is being developed.

- BCRSD is connected to BEC by a fiber connection, delivering network access. This direct connection will only be eliminated after the new billing software is fully functional and deployed.

- The BEC billing software is iVUE. All of BCRSD's databases will need to be migrated from iVUE to the new billing software proposed. The BEC staff will assist the selected vendor in the data migration from iVUE to the new solution. The software is National Information Solutions Cooperative (NISC) iVUE solution. It currently provides the customer database, billing system, physical mailing system, electronic notification system, and payment system.

- The BEC staff will facilitate the customer data migration between NISC and the selected vendor.

Appendix F – BCRSD Project Scope

The offeror should demonstrate how its software solution is capable of the desired functionality below. If any of the desired applications requested below are not feasible, please outline in your response.

1. SYSTEM FUNCTIONAL REQUIREMENTS
    a. The system shall have the general functionality as described below:
- i. Include a user-friendly interface.
- ii. Include user-defined fields with parameters defined by the user.
- iii. Be able to efficiently expedite process such as setting up new accounts, meter changes, creating service orders, assess delinquencies and penalties, perform routing customer billing.
- iv. Provide various levels of security. Access should allow each user group to be granted full access, read only access or limited access, and allow for administration of user access and password administration.
- v. Provide administration the ability to change or update field values within the system.
- vi. Provide technical support from 8:00 a.m. to 5:00 p.m. Central Standard Time on Monday through Friday.

vii. System should interface with cash receipts, general ledger, metering reading software and spreadsheets, remittance processing, GIS mapping and other web applications.

viii. System should be capable of tracking service address, parcel number, legal description, and other fields as determined by BCRSD staff. All fields within the current iVUE software should migrate to the new software.

b. The system should provide customer account and location management as described below:

    i. System should enforce business rules on all system transactions so that user errors are minimized.

    ii. System should allow documents such as photos, letters, etc. to be attached to an account or address and be viewable to authorized system users.

    iii. Be able to support all our current accounts with plenty of ability to grow our customer base.

    iv. System should track customer classification(s) and types of service provided.

    v. System should have the ability to view all customer account activity in one location, including, but not limited to billing history, payment history, notes, etc.

    vi. System should have the ability to make changes to customer accounts with proper credentials. vii. System should have the ability to define, add, change, and delete an unlimited number of account types.

    viii. System should have the ability to query an account based on various search criteria such as customer name, account number, service address, parcel number, etc.

    ix. System should provide summary and detail level inquiry of customer accounts, consumption, and amount paid per month/year.

    x. System should have user defined fields to be maintained for each record.

    xi. System should have the ability for unlimited notes with the ability to assign alert flags where needed.

    xii. System should have the ability to provide an audit trail for changes to an account.

    xiii. System should be able to track an unlimited number of customer transactions, notes, meter history, etc. xiv. System should accommodate new customers at an existing service address through a transfer function.

    xv. System should be capable of tracking property owners' information as well as tenant information.

    xvi. System should have the ability to transfer customer balances and other related information to a new account when a customer transfers to a new service address.

c. The system should be able to handle the rate and fee schedules as described below:
   i. System should define and be able to add, change, and delete an unlimited number of rate code types and amounts.
   ii. System should be able to define an effective date for rate tables and prorate charges based on the effective date.
   iii. System should have the ability to define wastewater service rates that are consumption based, fixed, surcharge-based, or seasonally averaged.
   iv. System should be able to prorate customer charges for service to date of occupancy.

d. The billing management capabilities should include the following:
   i. System should support single or multi-cycle billing system.
   ii. System should provide a complete billing pre-list for review prior to bill printing.
   iii. System should maintain a file of comments for inclusion on utility bills, reminder notices or shut-off notices.
   iv. System should have the ability to send an automated e-mail or text communication to customers based on district defined parameters.
   v. System should have the ability to send bills or messages to customer phones or mobile devices.
   vi. System should generate a return stub so that cash receipts can be read with an optical character reader by scanning the account and amount.
   vii. System should have the ability to produce statements for customers with multiple accounts.
   viii. System should support billing adjustments. ix. System should be capable to allow for paper bills, e-bills, etc.
   x. System should provide for an auto-pay options.

e. The delinquency management functions should include the following:
   i. Ability to age accounts in 30, 60, 90, and 120 day increments.
   ii. Ability to automatically apply late penalties or interest to delinquent accounts.
   iii. Automatic printing of shut-off notices and service orders through interface to a service order system.
   iv. Ability to produce delinquent bills for customers that have already received a final bill but continue to maintain an unpaid balance.
   v. Automated special payment arrangements allowing customers to pay an overdue amount over time.
   vi. Ability to automatically assess a charge to an account if a shut off is processed.
   vii. Ability to generate files to transfer an unpaid utility balance for lien processing.

viii. Ability to process accounts for write off and debt collection. ix. Maintain a dynamic shut-off list that can be automatically or manually updated.

x. Ability to populate third party notification system with account holders' information so customer can be notified prior to termination of service.

f.   The system service order management functions should include:

i.   Ability to define, add, change, and delete an unlimited number of service order types.

ii.   Automated updates to the utility billing system upon completion of service order.

iii.   A history of all service orders related to a service address. iv. Ability to dispatch or receive service orders via e-mail.

v. Ability to track work orders and provide reports for active and completed work orders.

2. SYSTEM TECHNICAL REQUIREMENTS

a. Cloud-based hosting

i.   The cloud-based hosting proposal must include all infrastructure necessary including any hosting fees.

ii.   The provider must support the technology at all times and must perform infrastructure updates and apply patches on a regular basis as part of the proposed fees.

iii.   Updates must not interrupt service and must be implemented solely by the bidder, with notifications to BCRSD.

iv.   The bidder must provide IT Security services for the cloud-based hosting systems as part of your proposed fees and these services must include intrusion detection, penetration monitoring, vulnerability scanning and annual SOC auditing.

v.   Cloud-based hosting must be provided through a reputable data center vendor, preferred servers are AWS, Azure, or comparable.

b.

Security

i.   The proposer should be PCI certified.

ii. The vendors hosted environments and corporate environments should be separate. iii. The software should use multi-factor authentication when accessing hosted environments. iv. Security should exist to mitigate movement between hosted environments. ACLs, firewalls, etc. should be provided.

v.   Describe if any end of life or end of support hardware or software is being used in the hosted environment.

vi. Where is the physical location of where data is stored, i.e. server locations. vii. Are all costs associated with PCI compliance included in the proposers bid?

viii. Does the proposer undergo annual SOC audits? What level of SOC audit to you undergo?

ix. What tools does the provider utilize in performing IT security services?

x. Does the bidder provide validated procedures for security configuration management, security patch installation, and malware prevention on all servers and PC's involved in service deliver? xi. Please describe how the proposer performs the following IT security services:

1. Vulnerability scanning
2. Penetration testing
3. Intrusion detection
4. SIEM monitoring
5. Software Security Patching xii. Does the bidder utilize an independent third party to conduct annual information security penetration tests of your IT systems?

c. System Maintenance and Reliability
   i. Describe how system maintenance is done.
   ii. Describe the update cycle.
   iii. Describe how the hosted solution provides for disaster recovery?
   iv. Describe the back-up process including frequency.
   v. Describe any redundancy features.
   vi. Describe the backbone connectivity of datacenters to broadband providers.

d. Data Management
   i. Describe the process and ability to return BCRSD's data upon contract termination.
   ii. Are copies of back-ups of the data available to BCRSD throughout the length of the contract? iii. Describe the use of standard relational databases such as Microsoft SQL, Oracle or equivalent.
   iv. Describe the primary programming languages used in the application?
   v. Describe if any business intelligence solutions are available with the system. e. Training
   i. Offeror shall provide a training program to the current BCRSD staff to learn the new platform. Please outline what this training program would include?

Out of Scope

The following items are **not** included in the migration plan. These may be items that were discussed as future projects or projects that will be delivered by 3rd parties:

- Purchase of Credit Card machines, cash registers, and other hardware required to receive payment. Please provide suggestions and options for us to consider.

Appendix G – Questions

Please provide responses to the questions below to the best of your ability.

1.0 Company Questions

1.1
Q. Please provide your company webpage.

https://muni-link.com

1.2
Q. How many employees in your company are responsible for account management?

5

1.3
Q. How many employees in your company provide technical support to customers?

10+

2.0 General Questions

2.1
Q. Why do you believe that you are a good fit with our organization?

We offer a little to no maintenance true-cloud solution that prioritizes ease of use and customer satisfaction above all else. We continually spend time daily to improve the system. We offer a more enjoyable, efficient, user-friendly, and feature rich solution compared to the competition. You as a customer would have peace of mind knowing that we have over a 99.9% retention rate, which is unheard of in the SaaS industry. We actively listen to our customer base and have a skilled on-site only support team to assist you immediately anytime you need them.

2.2
Q. Describe your onboarding/implementation process and approach if you were selected?

Please reference pages 9-10 of the RFP response. In addition, we have a highly skilled team of implementors to provide a timely and efficient implementation process from start to finish. We employ specialists such as Data Engineers, Meter Specialists, and Financial Experts to assist in a thorough and efficient onboarding process.

2.3
Q. How do you typically work with clients who have no in-house IT professionals?

Our system does not require any physical infrastructure so therefore any assistance needed concerning the Muni-Link system is handled remotely with the end-user.

2.4
Q. Do you provide 24-hour technical support? If not, what are your hours?

We do not currently offer 24-hour tech support, we are available M-F 8AM-5PM EST with after hours support through 8PM EST.

Q. What are the most common events with additional billable hours that your clients see?

Add-on conversions for new accounts & new integrations.

3.0 Process Questions

Q. Do you use in-house or contracted resources for services?

In-house.

Q. Describe your process for onboarding BCRSD to your organization?

Please reference pages 9-10 of the RFP response.

Q. What BCRSD resources would you require (i.e., information, data, staff resources, communication) during initial onboarding and on an ongoing basis?

We would be working mainly with the person on your team assigned to work with us for implementation. Whomever you would want to participate in formal training would need a total of 3-4 days times as well. Our data engineers would require someone to request your current data to be sent over to Muni-Link. The biggest factor is time availability for the main point of contact, which will be the biggest factor in how quickly we are able to go-live.

Q. Describe your account management process, and how service requests are escalated.

Customers contact the support team via live chat, call, or email to report issues that they are having. Depending on the type of issue, support will escalate the item to be reviewed by a product specialist or customer support manager who will then contact the development team alerting them of the escalated issue and its severity.

Q. Where is/are your support center(s) located?

In-house at 140 Stadium Drive in Bellwood, PA.

Q. How do you notify users of maintenance windows, system outages and potential threats to the environment?

Users can sign up for status updates to receive emails about maintenance windows and outages. We have a documented incident response policy that we follow along with a reporting process with time frame times to notify others within our organization for assistance and awareness. These all are dependent upon the type of incident. An incident can be something as simple as a detection in one of our various security tools, a laptop theft, or other. As soon as we sense that we have a potential breach that triggers a process to engage legal to assist with being prepared for notifications to affected priories. Cyber Insurance carriers are also engaged in various incidents as needed as well. To date we have not encountered a single breach since inception.

Appendix H – General Contract Requirements

1.1 Invoicing and Payments:

1.1.1 The service provider shall invoice and be paid in accordance with firm, fixed prices shown in the Offeror Response within the proposal. The service provider shall submit an itemized invoice to the BCRSD monthly.

1.1.2. Payment will be made monthly after an invoice has been received.

1.1.3. Any additional costs associated with this proposal must be approved through the appropriate Change Order mechanism accomplished by way of a written contract amendment. No additional fees or taxes shall be included as additional charges. The BCRSD agrees to pay invoices within thirty (30) calendar days of receipt of a valid invoice.

1.2 Other General Contract Requirements:

1.2.1 Insurance Requirements: The service provider shall not commence work under the contract until the service provider has obtained all insurance required under this paragraph and the Certificate of Insurance has been approved by the BCRSD; nor shall the service provider allow any subcontractor to commence work on their subcontract until all similar insurance required of the subcontractor has been obtained and approved. All policies shall be in amounts, form and companies satisfactory to BCRSD which must carry an A-6 or better rating as listed in the A.M. Best or equivalent rating guide. Insurance limits indicated below may be lowered at the discretion of the BCRSD.

a. Employers Liability and Workers Compensation Insurance: The service provider shall take out and maintain during the life of the contract, **Employers Liability and Workers Compensation Insurance** for all of its employees employed at the site of work, and in case any work is sublet, the service provider shall require the subcontractor similarly to provide Workers Compensation Insurance for all of the latter's employees unless such employees are covered by the protection afforded by the service provider. Workers Compensation coverage shall meet Missouri statutory limits.

b. Commercial General Liability Insurance: The service provider shall take out and maintain during the life of the contract, such commercial general liability insurance as shall protect it and any subcontractor performing work covered by the contract, from claims for damages for personal injury including accidental death, as well as from claims for property damages, which may arise from operations under the contract, whether such operations be by themselves or for any subcontractor or by anyone directly or indirectly employed by them. The amounts of insurance shall be not less than $3,448,710.00 combined single limit for any one occurrence covering

both bodily injury and property damage, including accidental death. If providing Commercial General Liability Insurance, then the Proof of Coverage of Insurance shall also be included.

c. The service provider may satisfy the minimum liability limits required for Commercial General Liability or Business Auto Liability under an Umbrella or Excess Liability policy. There is no minimum per occurrence limit of liability under the umbrella or Excess Liability; however, the Annual Aggregate limit shall not be less than the highest "Each Occurrence" limit for either Commercial General Liability or Business Auto Liability. **The contractor shall agree to endorse the BCRSD as an Additional Insured on the umbrella or Excess Liability, unless the Certificate of Insurance state the Umbrella or Excess Liability provides coverage on a "FollowForm" basis.**

d. Business Automobile Liability: The service provider shall maintain during the life of the contract, automobile liability insurance in the amount of not less than $3,448,710.00 combined single limit for any one occurrence, covering both bodily injury, including accidental death, and property damage, to protect themselves from any and all claims arising from the use of the Service Provider's own automobiles, teams and trucks; hired automobiles, teams and trucks; non-owned and both on and off the site of work.

e. Subcontractors: The service provider shall cause each subcontractor to purchase and maintain insurance of the types and amounts specified herein. Limits of such coverage may be reduced only upon written agreement of BCRSD. The service provider shall provide to the BCRSD copies of certificates of insurance evidencing coverage for each subcontractor. The subcontractors' commercial general liability and business automobile liability insurance shall name the BCRSD as an Additional Insured and have the Waiver of Subrogation endorsements added.

f. Proof of Carriage of Insurance: The service provider shall furnish the BCRSD with Certificate(s) of Insurance which name the BCRSD as an additional insured in an amount as required in the contract. The Certificate of Insurance shall provide that there will be no cancellation, non-renewal or reduction of coverage without thirty (30) calendar days prior written notice to the BCRSD. In addition, such insurance shall be on an occurrence basis and shall remain in effect until such time as the BCRSD has made final acceptance of the services provided.

a. Failure to maintain the required insurance in force may be cause for contract termination. In the event the Agency/Service fails to maintain and keep in force the required insurance or to obtain coverage from its subcontractors, the BCRSD shall have the right to cancel and terminate the contract without notice. The offeror shall add BCRSD as a Certificate Holder:

Certificate Holder address:

BCRSD

1314 North Seventh Street

Columbia, MO 65201

1.2.2   Indemnity Agreement: To the fullest extent permitted by law, the service provider shall indemnify, hold harmless and defend the BCRSD, its directors, trustees, officers, agents, and employees from and against all claims, damages, losses and expenses (including but not limited to attorney's fees) arising by reason of any act or failure to act, negligent or otherwise, of the service provider, of any subcontractor (meaning anyone, including but not limited to consultants having a contract with the service provider or a subcontract for part of the services), of anyone directly or indirectly employed by the service provider or by any subcontractor, or of anyone for whose acts the service provider or its subcontractor may be liable, in connection with providing these services. This provision does not, however, require the service provider to indemnify, hold harmless, or defend the BCRSD from its own negligence.

a. Nothing in these requirements shall be construed as a waiver of any governmental immunity of the BCRSD, its officials nor any of its employees in the course of their official duties.

1.2.3   Contract Terms and Conditions: The contractor must be prohibited from assigning, transferring, conveying, subletting, or otherwise disposing of this agreement or its rights, title or interest therein, or its power to execute such agreement to any other person, company or corporation without prior consent and approval in writing by the BCRSD.

1.3   **Contract Period:** The initial contract period shall run from the **Date of Contract approval through December 31, 2028.** The contract will be extended for two years upon written notice provided by BCRSD to the service provider on or before December 31, 2028. Either party may terminate the contract by providing the other party with ninety (90) calendar days prior written notice.

1.4   **Pricing:** All contract pricing shall be considered firm and fixed price for the entirety of the identified contract period.

1.5   **Cancellation:**

1.5.1 The BCRSD reserves the right to cancel the contract without cause by giving not less than ninety (90) calendar days prior notice to the service provider in writing of the intention to cancel, or with cause, if at any time the contractor fails to fulfill or abide by any of the terms or conditions specified. Failure of the service provider to comply with any of the provisions of the contract may be considered a material breach of contract and may be cause for immediate termination of the contract at the discretion of the BCRSD. BCRSD

may allow the service provider reasonable opportunity to cure material breach but is not required to do so.

1.5.2 <u>Fiscal Non-Funding Clause</u>: In the event sufficient budgeted funds are not available for a new fiscal period, the BCRSD must notify the provider of such occurrence and the contract must terminate on the last day of the current fiscal period without penalty or expense to the BCRSD.

1.6 **Equal Opportunity Employer: The** BCRSD is an equal opportunity affirmative action employer pursuant to federal and state law, and all respondents submitting proposals shall be considered to be employers in compliance with federal and state laws, unless otherwise stipulated.

1.7 **Work Authorization Certification**: If the total contract price is in excess of $5,000, the contractor must complete the Work Authorization Certification form (See attached Work Authorization form). Before an award can be made, the serviced provider must supply proof of enrollment in the E-Verification program. (See attached Instructions for Compliance with House Bill 1549)

1.8 **Sales/Use Tax Exemption:**

1.8.1 The BCRSD will provide the service provider with a completed Missouri Project Exemption and Missouri Tax Exemption letter for BCRSD. It shall be the responsibility of the service provider to ensure that the BCRSD pays no sales/use taxes from which it is exempt. The service provider shall also be responsible for retaining a copy of the project exemption certificate for a period of five years and for compliance with all other terms and conditions of section 144.062, RSMO, not otherwise herein specified. The service provider agrees not to use or permit others to use the project exemption certificate for taxable purchases of materials or rentals and supplies not directly incorporated into or used in the work to which it applies and agrees to indemnify and hold the BCRSD harmless from all losses, expenses and costs including litigation expenses and attorney fees resulting from the unauthorized use of such project exemption certificates.

Appendix I – BCRSD Standard Terms and Conditions

1. Contractor shall comply with all applicable federal, state, and local laws and failure to do so, in BCRSD's sole discretion, shall give BCRSD the right to terminate this Contract.

2. Responses shall include all foreseeable charges (unless otherwise specified) to BCRSD.

3. The BCRSD has the right to accept or reject any part or parts of all bids, to waive technicalities, and to accept the offer the BCRSD considers the most advantageous to the BCRSD. BCRSD reserves the right to award this bid on an item-by-item basis, or an "all or none" basis, whichever is in the best interest of the BCRSD. BCRSD reserves the right to reject any or all bids, may re-issue a request for proposals for the services described herein as determined to be in the best interest of the

BCRSD in the sole discretion of BCRSD, to waive informalities or minor deficiencies contained in a bid, and to award a contract to other than the bidder submitting the lowest cost proposal.

4. The BCRSD reserves the right, when only one proposal has been received by the proposal closing date, to delay the opening of proposals to another date and time in order to revise specifications and/or establish further competition for the commodity or service required. The one (1) proposal received will be retained unopened until the new Closing date, or at request of the offeror, returned unopened for re-submittal at the new date and time of proposal closing.

5. Do not include Federal Excise Tax or Sales and Use Taxes in bid process, as law exempts the BCRSD from them.

6. The delivery date and project delivery schedule will be taken into consideration in awarding the proposal.

7. The BCRSD reserves the right to cancel all or any part of orders if delivery is not made or work is not started as guaranteed. In case of delay, the Offeror must notify the BCRSD.

8. In case of default by the Offeror, the BCRSD will procure the articles or services from other sources and hold the offeror responsible for any excess cost occasioned thereby.

9. Failure to deliver as guaranteed may disqualify the offeror from future bidding.

10. Prices must be as stated in units of quantity for all anticipated costs that are not one-time project development and onboarding costs. One time project development and onboarding costs should be clearly identified.

11. No bid transmitted by fax machine or e-mail will be accepted.

12. The BCRSD of Boone County, Missouri expressly denies responsibility for, or ownership of any item purchased until same is delivered to the BCRSD and is accepted by the BCRSD.

13. Should an audit of Offeror's invoices during the term of the Agreement, and any renewals thereof, indicate that the BCRSD has remitted payment on invoices that constitute an over-charging to the BCRSD above the pricing terms agreed to herein, the Offeror shall issue a refund check to the BCRSD for any over-charges within 30-days of being notified of the same.

RFP for Billing Software