



Quote

Client	City of Ocala	Client Contact	Mike Parker
Project Manager		Prepared By	Kirk Crowder
Reference Number	QUO-06699	Case Number	
Quote Effective Date	Nov 28, 2022	Client PO	
Description	mCare Mobile Solution		

Pricing

	Qty/Hrs	Rate	Total
Services			
Implementation Services	80	\$ 210.00	\$ 16,800.00
Executive Discount	80	\$ (210.00)	\$ (16,800.00)
Sub-Total			\$ 0.00
Services Total			\$ 0.00

	Quantity	Rate	Total
Software			
mCare Mobile Solution (Product Replacement)	1	\$ 0.00	\$ 0.00
Sub-Total			\$ 0.00
Annual Maintenance and Support			\$ 0.00
Software Total			\$ 0.00

GRAND TOTAL SERVICES AND SOFTWARE	\$ 0.00
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Payment Terms

Upon execution of this quote the following payment terms will apply.

Services

N/A

Software

N/A

Maintenance and Support

As a result of signing this quote your annual maintenance and support will remain the same as the current maintenance and support for current Mobile Work products.

Expenses

N/A – Services to be provided remotely

Notes

- This quote is valid for 60 days from the quote effective date.
- This quote is estimated based on the current information available. If a scope change occurs Cogsdale will work with the client to come to a mutually acceptable adjustment to the original quote.
- If client has an outstanding A/R balance over 30 days, Cogsdale reserves the right to stop or not start project work.
- Client must be current with their annual Maintenance and Support Contract during the life of the project.
- Statement of work is defined in the sections following the authorization.

Authorization

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

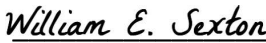
In lieu of a signature, a purchase order can be provided to indicate acceptance of this quote.

Authorized by Client:	Authorized by Cogsdale:
	
Name/Date Ken Whitehead 12 / 16 / 2022	Name/Date : Kirk Crowder Nov 29, 2022

For Inquiries, Please Contact:

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Approved as to form and legality:


William E. Sexton, Esq.
City Attorney

Statement of Work

The City of Ocala would like to implement the mCare Mobile Solution. Cogsdale's current Mobile Work solution has been deployed in a test environment, but has yet to be placed in the City of Ocala's production environment. Cogsdale is deprecating support on the current mobile work product, and providing the software and some services to implement mCare to the City of Ocala.

The following services will be provided by Cogsdale:

Cogsdale will provide the City of Ocala with assistance with the implementation of the mCare Mobile Solution. Tasks include but are not limited to:

- Perform pre-installation analysis to determine setup requirements.
- Provide recommendations on current service order task flow to streamline the use of the mCare Mobile Solution.
- Install and Setup up the Mobile Solution in the City of Ocala's test environment.
- Upon completion of test environment setup, Cogsdale will assist with post setup testing.
- Provide user training to Ocala's subject matter expert.
- Upon successful testing Cogsdale will assist with installing in a production environment.
- "Go Live" support.
- General meetings regarding the mCare Mobile Solution implementation.
- Assistance with general questions that arise during the implementation.
- Project Management. A project manager will provide overall project guidance, plan, risk management, time reporting, status reports, scope and budget control.

Note: This services engagement provides 80 hrs of time to assist with the implementation of mCare Mobile Solution. Typical implementation of mCare Mobile Work requires 150 hrs. It is assumed that the City of Ocala will provide an appropriate level of resourcing to perform some of the above tasks, decreasing the amount of assistance typically required by Cogsdale. If more time is requested of Cogsdale by the City of Ocala, hours can be added to this engagement at a rate of \$210/hr upon approval from the City of Ocala.

Under no circumstances shall Cogsdale Corporation be liable for any special, indirect, consequential, punitive or incidental damages of any kind and shall not be liable for loss of profits, works stoppage, system failure or malfunction, loss of data or any other damages or losses in connection with this statement of work. Cogsdale Corporation shall not be liable to pay any amount, in the aggregate, that is greater than the fees received by Cogsdale Corporation under this statement of work.

Cogsdale mCare Mobile Solution Functionality Summary

- Service Order Creation
 - Create a service order related to an existing data entity such as Location (based on existing S/O) or Equipment ID
 - Create a service order from the field
- Service Order Assignment
 - Assign service order tasks to field employees
 - Re-assign service orders
 - Assign tasks in one service order request to a crew
 - Updates to service order assignments pushed to field in near real time
- Service Order Processing
 - A paperless service order solution
 - Respect ordered tasks in service orders
 - Mark a service order as started/in progress
 - Mark a service order as completed
 - Capture notes and description
 - Provision of unique form sets (questionnaires, checklists, field work feedback)
 - Capture photos
 - Capture start date/time, completion date/time
 - Service Order print in pdf format containing SO UDF values
- Processing Meter-related tasks
 - Collect meter reads
 - Process meter switches
 - Process meter removal
 - Process meter install
- Related CSM Functionality
 - New service order status values: Field in Progress and Field Complete
 - Configuration settings to designate service order tasks as field tasks
 - Auto-posting capability for meter reads from mCare

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The document has been completed.