



Ocala Electric Utility - DataCapable Platform 2025 License

DataCapable's Outage and Event Map supports many of the largest utilities across the globe—and their millions of customers—by pinpointing outages and emergencies so crews and customers can take effective action. Using the DataCapable platform, Ocala Electric Utility will continue to advance its cutting-edge outage management and communication of grid events for its community.

Outage & Event Map

Whether it's due to severe weather or a planned outage, widespread outages impact a community's service and quality of life. Our team knows that when adversity strikes, anxiety quickly rises.

The DataCapable® Platform™ Outage & Event Map helps mitigate concern and stress by providing utilities, government, smart cities, and emergency management operation centers with an instant visual communications gateway to keep community stakeholders informed so their teams can focus on what matters most.



Financial Summary

The following license proposal is a yearly license including standard support, upgrades, and a dedicated Success Manager. DataCapable values partnerships and collaborations with industry leaders and appreciates your investment in our team and technology. Excludes any taxes applicable to jurisdictions in which Ocala Electric Utility operates. All existing license terms, fees and expenses terms, sales order terms and conditions, end-user license agreement terms (EULA), and supporting documentation mirror the existing contract agreement or MSA.

Payment Terms:

Net 30

Annual License Period:

Renews annually on January 1st

Yearly Escalation:

2%

Contact:

payments@datacapable.com

DataCapable Outage and Event Map		Price
Enterprise License		\$21,529
Period: January 1, 2025 through December 31, 2025		
Standard Support and Maintenance		Included
Annual License Total		\$21,529

MODULE DESCRIPTION

DataCapable Platform

- The cloud infrastructure and associated capabilities; elastic load balancing auto-scaling, high availability, etc.
- Associated updates, patches, security reviews, and updates
- This includes social media monitoring related to the brand, operations, and the associated analytics as it relates to Ocala Electric Utility.

Customer Facing Outage and Event Maps Module: The event and outage-mapping tool can be used for customer-facing outage and event map and includes the following features:

- Seamless integration with existing Esri investments at Ocala Electric Utility.
- Ability to embed the outage map on internal and external (news, business, partners) sites.

Customer Opt-In Widget:

- Provides customers with the ability to subscribe to outage and restoration notifications that are specific to them. Customers opt into these programmatic messages on the OEU customer-facing website.

Internal Operations Map (CHAD) Module:

- Internal-facing outage and event map.
- Ability to load any layer (electrical assets, crews, so on) to the internal-facing (management) map.
- Seamless integration with existing Esri investments at Ocala Electric Utility.
- Ability to turn on/off specific layers (weather, construction, flooding, so on) based on the specific event.
- Secured via username and password.

Standard Support: This level of support is designed to exceed the incident response and service level needs of our partners and ensure the success of the DataCapable Platform at your organization.

- System Availability: 99.0% to 99.6%.
- Support Center:
 - Support Hours: 9am CST to 5pm CST.

- DataCapable provides a support system (email, text message, and phone) that is monitored and available seven (7) days a week, twenty-four (24) hours a day manned by DataCapable support.
- 24/7 On-Call Support for System Down Events.
- Supplemental On-Call Support Available for Major Business Events.
- Initial Incident Response Times:
 - Critical – 30 Minutes.
 - High – 90 Minutes.
 - Medium – 12 Hours.
 - Low – 24 Hours.
- Disaster Recovery: 48 Hour Recovery to Restore Point.
- Database Back-Ups: Regularly Scheduled Every 24 Hours.
- Scheduled Maintenance:
 - 72 Hours Notice for Non-Emergency Windows.
 - 4 Hours Notice for Emergency Windows.
- Information Protection: Proactive protection from vulnerabilities to viruses, worms, Trojan horses, or other malevolent means which could disrupt service.

City of Ocala

DocuSigned by:

Janice Mitchell

55-0001-0881-A11

Janice Mitchell
Chief Financial Officer

Certificate Of Completion

Envelope Id: C19DAA2DA4594886809EC89213E238FA
 Subject: SIGNATURE: DataCapable Platform 2025 License (ELE/240866)
 Source Envelope:
 Document Pages: 3
 Certificate Pages: 4
 AutoNav: Enabled
 EnvelopeD Stamping: Enabled
 Time Zone: (UTC-05:00) Eastern Time (US & Canada)

Status: Completed
 Envelope Originator:
 Patricia Lewis
 110 SE Watula Avenue
 City Hall, Third Floor
 Ocala, FL 34471
 plewis@ocalafl.org
 IP Address: 216.255.240.104

Record Tracking

Status: Original 7/16/2024 12:34:57 PM	Holder: Patricia Lewis plewis@ocalafl.org	Location: DocuSign
Security Appliance Status: Connected	Pool: StateLocal	
Storage Appliance Status: Connected	Pool: City of Ocala - Procurement & Contracting	Location: DocuSign

Signer Events

Signer Events	Signature	Timestamp
Janice Mitchell jmitchell@ocalafl.org CFO City of Ocala Security Level: Email, Account Authentication (None)	 DocuSigned by: Janice Mitchell 55198B43858A4E1...	Sent: 7/16/2024 12:35:55 PM Viewed: 7/17/2024 8:25:43 AM Signed: 7/17/2024 8:26:21 AM
	Signature Adoption: Pre-selected Style Using IP Address: 216.255.240.104	

Electronic Record and Signature Disclosure:

Accepted: 7/17/2024 8:25:43 AM
 ID: fab2960d-9070-46b4-b6fc-3843f8a35c35

In Person Signer Events	Signature	Timestamp
Editor Delivery Events	Status	Timestamp
Agent Delivery Events	Status	Timestamp
Intermediary Delivery Events	Status	Timestamp
Certified Delivery Events	Status	Timestamp
Carbon Copy Events	Status	Timestamp
Witness Events	Signature	Timestamp
Notary Events	Signature	Timestamp
Envelope Summary Events	Status	Timestamps
Envelope Sent	Hashed/Encrypted	7/16/2024 12:35:55 PM
Certified Delivered	Security Checked	7/17/2024 8:25:43 AM
Signing Complete	Security Checked	7/17/2024 8:26:21 AM
Completed	Security Checked	7/17/2024 8:26:21 AM
Payment Events	Status	Timestamps
Electronic Record and Signature Disclosure		

ELECTRONIC RECORD AND SIGNATURE DISCLOSURE

From time to time, City of Ocala - Procurement & Contracting (we, us or Company) may be required by law to provide to you certain written notices or disclosures. Described below are the terms and conditions for providing to you such notices and disclosures electronically through the DocuSign system. Please read the information below carefully and thoroughly, and if you can access this information electronically to your satisfaction and agree to this Electronic Record and Signature Disclosure (ERSD), please confirm your agreement by selecting the check-box next to 'I agree to use electronic records and signatures' before clicking 'CONTINUE' within the DocuSign system.

Getting paper copies

At any time, you may request from us a paper copy of any record provided or made available electronically to you by us. You will have the ability to download and print documents we send to you through the DocuSign system during and immediately after the signing session and, if you elect to create a DocuSign account, you may access the documents for a limited period of time (usually 30 days) after such documents are first sent to you. After such time, if you wish for us to send you paper copies of any such documents from our office to you, you will be charged a \$0.00 per-page fee. You may request delivery of such paper copies from us by following the procedure described below.

Withdrawing your consent

If you decide to receive notices and disclosures from us electronically, you may at any time change your mind and tell us that thereafter you want to receive required notices and disclosures only in paper format. How you must inform us of your decision to receive future notices and disclosure in paper format and withdraw your consent to receive notices and disclosures electronically is described below.

Consequences of changing your mind

If you elect to receive required notices and disclosures only in paper format, it will slow the speed at which we can complete certain steps in transactions with you and delivering services to you because we will need first to send the required notices or disclosures to you in paper format, and then wait until we receive back from you your acknowledgment of your receipt of such paper notices or disclosures. Further, you will no longer be able to use the DocuSign system to receive required notices and consents electronically from us or to sign electronically documents from us.

All notices and disclosures will be sent to you electronically

Unless you tell us otherwise in accordance with the procedures described herein, we will provide electronically to you through the DocuSign system all required notices, disclosures, authorizations, acknowledgements, and other documents that are required to be provided or made available to you during the course of our relationship with you. To reduce the chance of you inadvertently not receiving any notice or disclosure, we prefer to provide all of the required notices and disclosures to you by the same method and to the same address that you have given us. Thus, you can receive all the disclosures and notices electronically or in paper format through the paper mail delivery system. If you do not agree with this process, please let us know as described below. Please also see the paragraph immediately above that describes the consequences of your electing not to receive delivery of the notices and disclosures electronically from us.

How to contact City of Ocala - Procurement & Contracting:

You may contact us to let us know of your changes as to how we may contact you electronically, to request paper copies of certain information from us, and to withdraw your prior consent to receive notices and disclosures electronically as follows:

To contact us by email send messages to: contracts@ocalafl.org

To advise City of Ocala - Procurement & Contracting of your new email address

To let us know of a change in your email address where we should send notices and disclosures electronically to you, you must send an email message to us at contracts@ocalafl.org and in the body of such request you must state: your previous email address, your new email address. We do not require any other information from you to change your email address.

If you created a DocuSign account, you may update it with your new email address through your account preferences.

To request paper copies from City of Ocala - Procurement & Contracting

To request delivery from us of paper copies of the notices and disclosures previously provided by us to you electronically, you must send us an email to contracts@ocalafl.org and in the body of such request you must state your email address, full name, mailing address, and telephone number. We will bill you for any fees at that time, if any.

To withdraw your consent with City of Ocala - Procurement & Contracting

To inform us that you no longer wish to receive future notices and disclosures in electronic format you may:

- i. decline to sign a document from within your signing session, and on the subsequent page, select the check-box indicating you wish to withdraw your consent, or you may;
- ii. send us an email to contracts@ocalafl.org and in the body of such request you must state your email, full name, mailing address, and telephone number. We do not need any other information from you to withdraw consent.. The consequences of your withdrawing consent for online documents will be that transactions may take a longer time to process..

Required hardware and software

The minimum system requirements for using the DocuSign system may change over time. The current system requirements are found here: <https://support.docusign.com/guides/signer-guide-signing-system-requirements>.

Acknowledging your access and consent to receive and sign documents electronically

To confirm to us that you can access this information electronically, which will be similar to other electronic notices and disclosures that we will provide to you, please confirm that you have read this ERSD, and (i) that you are able to print on paper or electronically save this ERSD for your future reference and access; or (ii) that you are able to email this ERSD to an email address where you will be able to print on paper or save it for your future reference and access. Further, if you consent to receiving notices and disclosures exclusively in electronic format as described herein, then select the check-box next to 'I agree to use electronic records and signatures' before clicking 'CONTINUE' within the DocuSign system.

By selecting the check-box next to 'I agree to use electronic records and signatures', you confirm that:

- You can access and read this Electronic Record and Signature Disclosure; and
- You can print on paper this Electronic Record and Signature Disclosure, or save or send this Electronic Record and Disclosure to a location where you can print it, for future reference and access; and
- Until or unless you notify City of Ocala - Procurement & Contracting as described above, you consent to receive exclusively through electronic means all notices, disclosures, authorizations, acknowledgements, and other documents that are required to be provided or made available to you by City of Ocala - Procurement & Contracting during the course of your relationship with City of Ocala - Procurement & Contracting.