



**doxim**<sup>®</sup>

**Doxim LLC**

City of Kingsport  
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## Confidentiality Statement

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Troy, MI 48083

Except as modified by this Statement of Work the Agreement remains unchanged and in full force and effect. To the extent any of the terms of this Statement of Work are inconsistent with the terms and conditions of the Agreement, the terms of the Statement of Work shall control for the items contained in this Statement of Work only.

## Project Overview

A CIS conversion is a large project and can be stressful without the right support system. Doxim strives to provide that support system in a consultative manner to ensure that your bills have the same integrity and provide your customers with the information they've come to rely on as well as to provide them with additional information.

## Scope Statement

### Consultative Services

- Gap Analysis:
  - Review test data from new CIS to current bill and new design to identify any potential gaps.
  - Provide suggestions for configurations Doxim can develop to avoid customization of the extract file.
  - Call with Implementors to discuss gaps and potential configurations.
    - Identify custom fields outside of standard extract Kingsport needs for bill display.
- Design Updates:
  - Doxim to provide 2-3 suggested mockups of the bills and letters based on a design session between Doxim and Kingsport as well as suggestions from our experience working with Hansen.
    - The first round of design is to review initial suggested mockups with Kingsport to determine what changes are required. Kingsport to decide on which mockup in Round 1. Subsequent rounds (3-4 design rounds) are to show changes to chosen design mockup.
    - Design rounds will include the Critical bill formats and letters required for Hansen go live. This is not to approve data scenarios. This is to approve the location of where the data will be printed based on the scenario of the bill being created.
    - Design mockups are for Kingsport to approve any display changes needed for the Hansen implementation. Testing of the bills will be completed during the Doxim UAT Testing phase.
  - SSO access to Doxim CCM for Kingsport Employees
- Consultative services can be completed using manufactured data.

### Implementation – Hansen

#### Overall Project Information:

- Weekly project status meetings with required Doxim personnel.
  - If daily triage calls are required during testing, additional costs may apply.
- Doxim to assign project manager, business analyst, developer, and data consultant.
- Document composition, data mapping, and coding by Doxim developer to implement specifications
  - Bills
    - Doxim personnel will write specifications (mappings, business rules, etc.) for conversion of statement bill print into Hansen. Once the project is completed by Doxim, Kingsport will be provided with the final documentation.
    - Bills are expected to have multiple formats.
    - Once specifications and design are complete. Kingsport will be required to sign off prior to the start of development.
  - Letters/Notices
    - Implementation of Kingsport letters/notices including testing.

- Letters will be formatted to fit in standard #10 mailing envelope.
- Letters will be duplex print, with the same shell for each (only text in letter body changes).
- Once specifications and design are complete. Kingsport will be required to sign off prior to the start of development.

## Overall setup description

- Application Processing
  - All clients at Doxim have their own application. Kingsport can have 2-3 applications (Bills, Letters, Notices, Adhoc letters etc..) built to support the printing and mailing as well as the electronic delivery needs for Kingsport.
  - Doxim will create an application for the Kingsport/Hansen output. Doxim will use our Hansen adapter and add any Kingsport specific fields using a plug-in to the adapter so that we can load the data from the extract file into the Doxim database.
  - New business rules and mapping documents will be created specifically for Kingsport Hansen system. All client's data are stored separately in our database and other client applications do not have access to the Kingsport applications.
  
- File Processing
  - All files will be sent through SFTP to Doxim site. Doxim will set up an automation window to meet Kingsport bill cycle completion. Application will look for and pick up files during the appropriate window. Approved files received before 3am will mail the "same business day". Approved files received after Midnight will be mailed the next business day. Input file naming conventions may change based on the conversion to Hansen Files will be submitted in XML format and transmitted within a single zip file.
  - All files will go through a duplicate file checker prior to ingesting into Doxim database. A hash code is created for each file received and stored for 45 days. Each file is compared against the hash codes in the database and if there is a match, we suspend the file in our duplicate file queue for the Doxim CSR to resolve with Kingsport.
  - All files will go through a balancing check. Doxim will compare the record count in the file header or footer and compare against the records we load into the database. Doxim will also SUM the total amount due of each record in the file and present that back to Kingsport for verification. If the record count matches, we will move forward in processing. If the record count does not match, Doxim will stop processing and display out of balance messaging and emails will be sent and Kingsport will be contacted.
  - During the balancing stage, Doxim will also identify any invalid records sent. The invalid criteria will be determined during the implementation and any record that contains those invalid criteria will be removed from the file and reported back to Kingsport with the account number and a description of the invalid criteria.
  - Once the file is balanced and passed the duplicate and invalid steps, the file will be available for confirmation. Confirmation samples will be created based on account scenarios. Kingsport will receive 5 of each type of scenario for approval with a report.
    - Active Confirmation: Once the process produces samples, the process will stop until Kingsport personnel log into the UConnect portal and approve the file before it gets printed. Typically, clients choose to be on active confirmation for at least 2 weeks to 1 month after a CIS integration or upgrade. \*\*Choosing active confirmation means you will not have same day mailing if not approved before Midnight.
    - Passive Confirmation: Once the process produces samples, the samples will be available on the portal but instead of the process stopping for approval, it will continue assuming Kingsport approval to be able to meet same day mailing SLA.
  - Existing document handling rules will apply:
    - Bills flagged as a "reprint" will be printed and shipped to Kingsport office.

- Environments
  - Doxim works in 3 environments. Development, UAT and Production.
    - Development: This is the environment that Doxim developers use to begin the coding process for client applications. There is no outside connection to DEV and only approved developers have access to the DEV environment.
    - UAT: This is the environment we use for testing with clients. This environment will place a “Production Test” watermark on each document composed and is not connected to outside sources or the print shop. This protects against any test files from being automatically sent to 3rd party vendors and available to customers.
    - Production: This is the environment we use for production processing. This code is producing the bills for production. We have a test instance in production. We can run internal or client tests against the production code. These tests will place the watermark on the bills to ensure its seen as a test and not mailed.
  
- Testing – Hansen Implementation
  - Includes a minimum of 4 rounds of UAT (Doxim UAT test environment testing and bug fixes during controlled account testing with Doxim).
    - UAT testing with Doxim is to ensure that the Business rules and mapping applied for Hansen are proper. Doxim will use the same set of testing files (controlled account scenarios) to ensure all business rules and mapping is proper. Further testing is available after Doxim UAT is complete.
    - Samples will be placed on SFTP for Kingsport retrieval.
    - Feedback log to record issues/changes will be provided.
  - Once controlled account test scenarios have been approved by Kingsport, deliverable and sign off, the application will be available for any testing needed by Kingsport to satisfy Encompass Testing stages.
  - SIT Testing with Kingsport can commence. \*\*Doxim needs to be in UAT environment before SIT testing can begin.
  - Once Testing is approved by Kingsport, Doxim will promote code to the Production environment.
  - During Testing, Bill Exceptions Management will be available and additional rules outside of production can be applied just for testing.
  - Doxim to set up window for Kingsport (SIT & UAT) testing to constantly look for files to process.
  - Once Doxim is in UAT, we can provide Kingsport with printed samples for review.
  - Remittance testing will be completed in Doxim Production/Kingsport UAT.
  - Doxim will facilitate testing and research issues to help triage if the issue is with Doxim code or bill print extract. Testing and review of bills will be completed primarily by Kingsport resources.
  
- PDF Creation & Display
  - Standard internal API call is included for Hansen bill display functionality.
  - Doxim will continue the process to create and now store PDFs.

Doxim

In Scope tools:

### **Self-Serve Bill Messaging**

Document management tool that allows you to efficiently deliver specific messages and letter content to your audiences. Doxim CCM allows users with assigned permissions to have the ability to select documents for content editing, sample generation and management of production schedules. This tool allows you to edit your messages on your bill statements and edit your letter text yourself.

- Add statement marketing messages to bill messaging tool
- Add all letters to bill messaging tool
- Unlimited training and licenses

### **Document Repository**

Doxim's document repository will provide Kingsport with quick-search functionality to locate any bill history detail and the PDF images.

- Flexible search criteria
- Immediate access to documents and PDF's
- Offers the ability for users to print, email, or fax documents in real-time
- Provide PDF images back to Hansen CIS to be stored

### **Exceptions Management**

- Exceptions Management is our auditing and bill-capturing tool that will allow Kingsport to fine-tune their billing verification and audit process to increase accuracy and eliminate errors. Set customized criteria for documents you want to review prior to composition and when criteria are met, the solution automatically pulls the items identified and holds them for your review and disposition.
- Works in conjunction with Hansen
- Online, diverted bill technology
- Stop "bad" bills from being delivered
- Cost-reduction technology
- Over 80 pre-defined business rules available for Kingsport use.
- Add in an inline insert as an additional way to communicate with customers.
- Bills caught in exceptions management and approved, will be delivered with the next day's billing.

### **File Tracking**

Batch progression and document level application will provide the Kingsport team with visibility on where your files are throughout the production and mailing process. This is broken down to illustrate when we've received your file, when it has processed, began printing, completed printing along with showing mail scans from the USPS.

- Insight into progression of batch in Doxim production / job processing
- Near real-time statistics and available piece level tracking to the customer's door using USPS informed visibility
- History of Doxim processing and output



### **Stabilization**

- Weekly project status meetings with required Doxim personnel will continue for one completed bill cycle post go-live.
- Any defects identified during the project as post go-live items to be corrected during this timeframe, additional costs may apply (if defect is identified as out of scope for both Doxim and Kingsport).

### **Out of Scope**

- Additional rounds of Doxim UAT

### **Timeline**

- Build phase: TBD – dependent on document execution and allocation of project resources
- Test phase: TBD
- Go-live: Conjunction with Hansen go-live (early 2026)

Example of Roles Required for Project

**R – Responsible:** Who is responsible for the execution of the task? Those who do the work to achieve the task.

**A – Accountable:** Who is accountable for the tasks and signs off the work. Ultimately answerable for the correct and thorough completion of the deliverable or task.

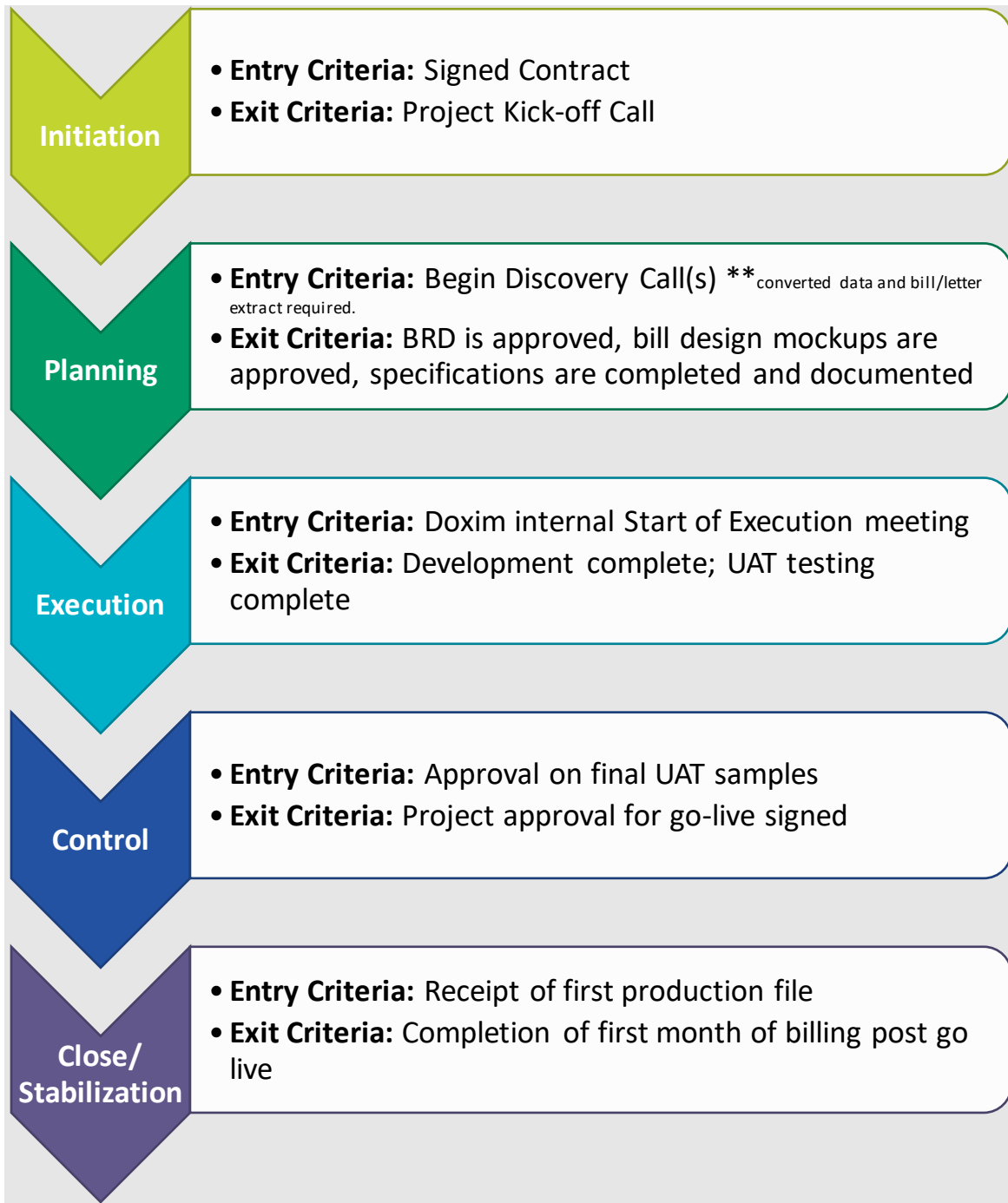
**C – Consulted:** Who are the subject matter experts to be consulted? Those whose opinions are sought.

**I – Informed:** Who are the people who need to be updated of the progress? Those who are kept up-to-date on progress, often only on completion of the task or deliverable.

Name	Role	Responsibility Role (R, A, C, I)	Primary Responsibilities	Email	
TBD	Project Sponsor	C, I	Overall Stakeholder of project. Keep up to date on major project activities; make decisions on escalated issues; and assist in the resolution of roadblocks. Project Escalation point if there are any issues with the project that cannot be addressed/overcome by the project team.		
TBD	Project Manager	R, A	Chairperson for project meetings. Create and manage timeline. Delegate project work to assigned resources. Ensure all project deliverables are met, issues/action items are resolved on time, and end result matches initial specifications. Responsible for cutover and go live.		
TBD	Implementation Analyst	R	Responsible for the creation and documentation of technical and design specifications. QA specialist for testing.		
TBD	Director of Development	C	Provides expertise on system architecture. Responsibilities include: maintain up to date experience on the architecture of the system; provide advice on what is critical to the performance of the project from an IT standardization point; and advise on standard vs custom code.		
TBD	Developer	R	Works toward the deliverables of the project in order to produce a product that meets the business objectives and meets the project scope.		
	Project Sponsor	I	Overall Stakeholder of project. Keep up to date on major project activities; make decisions on escalated issues; and assist in the resolution of roadblocks.		
	Project Sponsor	I	Overall Stakeholder of project. Keep up to date on major project activities; make decisions on escalated issues; and assist in the resolution of roadblocks.		
	Project Manager	R, A	Oversees project resources to ensure milestones are met.		

	Technical Lead	C, A	Responsible for technical deliverables. Knowledge of data.		
	Design Lead	C, A	Responsible for decisions on overall design; makes final decision if consensus can't be met. Provides final approval on design/mockups.		
	Marketing/Communications Lead	R, A	Responsible for marketing and communication to client regarding the bill redesign.		
	Voice of the Customer	C, A, I	Responsible for gathering and sharing customer-related preferences and expectations.		
	QA Specialist	R, A	Responsible for testing and sample review.		

## Milestones & Key Deliverables



## Project Change Control

The Change Control Process governs changes to the Project scope and deliverables during the life of the Project. The purpose of this process is to coordinate and properly document the development, installation and evaluation of new features and functionality during the Project. The process will apply to new Project components and to enhancements of existing Project components. The Change Control Process will be implemented as applicable from the start of the Project and will continue throughout the Project's duration.

This is a fixed price statement of work. Should this Statement of Work change due to Customer requirements, deletions and/or additions will be addressed using a Change Request Process to reflect the appropriate cost adjustments. All Change Requests will be calculated based on Doxim standard Professional Services rate of \$150 per hour.

## Project Pricing Summary

Service Description	Cost
<b>Statement Conversion</b> – includes Hansen CIS migration outlined above as well bill redesign	\$ 113,500 (one-time)
<b>*After Discount – applied due to existing partnership</b>	\$83,175 (one-time)
<b>**Base Statement Package</b> – includes processing, postal optimization, suppression, PDF creation, all materials (highlight color lasering, paper, envelopes), electronic delivery to customers, return of PDF file to Hansen, document archival for 13 months.	\$0.1597/bill
<b>***Doxim CCM Admin Portal</b> – tracking/confirmation of mailing, self-serve control to modify on bill messaging, ability to capture “bad” bills prior to being sent out based on predefined business rules i.e. high bill, unbalanced bill total etc. as well reports including corrected addresses, track electronic delivery analytics.	\$1,035/month

## Project Payment Terms

\*The one-time cost will be billed in 3 installments based on the project milestones referenced in the Project Pricing Summary above: 25% at SOW signing (1), 25% upon UAT (2), 50% upon go-live (3)

\*\*Base statement package pricing will go into effect upon go-live and will be held till December 31, 2027, which thereafter will be subject to CPI adjustments. Additional years of document storage is available upon request. Pricing is subject to length of time.

\*\* \*Unlimited licensees and training of admin portal

**Travel** – Client agrees to cover any travel expense (within Client’s Travel policy) associated with the delivery of Consultant Services, if required, unless otherwise stated in the contract. Doxim does not foresee travel to be needed for this project unless Client requests it.

## Approvals

### Acceptance

After Production Parallel is completed, the Client must formally accept the configuration before completion of cutover. This acceptance constitutes verifying that the process and configuration is acceptable for use in production, utilizing a formal sign-off.

### Agreement to Execute

I have reviewed the information contained in this SOW and agree to the defined deliverables specified in it. Signed, sealed, and delivered as of the first date written below.

#### City of Kingsport

#### Doxim

\_\_\_\_\_

Name

\_\_\_\_\_

Name

\_\_\_\_\_

Title

\_\_\_\_\_

Title

\_\_\_\_\_

Signature

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Date

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Date