

MASTER SERVICES CONTRACT
CONTRACT NO. EV3934
FORMERLY CONTRACT NO. 22003-2 PROJECT NO. 60XX0012 WATER BILL PRINTING AND
MAILING SERVICES
AMENDMENT No. 5

This amendment is between KANSAS CITY, MISSOURI, a constitutionally chartered municipal corporation (“City”), and Doxim Utilities LLC (“CONTRACTOR”).

WHEREAS, Contractor and City entered into a services contract for Water Bill Printing and Mailing services.

WHEREAS, City has previously entered into a contract dated March 6, 2024, in the amount of \$1,118,471.52; and

WHEREAS, the City executed a no-cost Amendment No. 1 on May 1, 2024, adding 2 months to the contract’s term; and

WHEREAS, the City executed a no-cost Amendment No. 2 on June 14, 2024, adding 1 month to the contract’s term; and

WHEREAS, the City previously executed a \$1,536,779.71 Amendment No. 3 for a total contract amount of \$2,655,251.23 to add additional funds and 12 months to the contract’s term; and

WHEREAS, the City previously executed Amendment No. 4 which added \$109,500, for a total contract amount of \$2,764,751.23, and added new services to the contract’s term; and

WHEREAS, Contractor and City have decided not to proceed with Attachment A-1: Scope of work (Retail payment services) set forth in Amendment No. 4; and

WHEREAS, the parties kept the new scope set out in Attachment A-2, Personalized Video Services, of Amendment No. 4; and

WHEREAS, City desires to extend the contract end date to July 31, 2026 and to add additional funds to the contract for the continuation of previous services and to

NOW, THEREFORE, in consideration of the payments and mutual agreements contained in this 5th Amendment, City and Contractor agree as follows:

Sec. 1. Section Amended. The Contract is amended as follows:

A. Delete the following additional Scope of Service: **Attachment A-1**, set forth in Contract Amendment No. 4:

Attachment A-1: Scope of work (Retail payment services)

- a. Remove ability to accept payments from 3rd party locations.

B. Delete and replace the following section(s):

a. Delete Sec. 1, Compensation, Subsection A, and replace with the following Sec. 1, Compensation, Subsection A:

A. The amount the City will pay Contractor under this contract will not exceed \$1,705,000.00.

Contractor will be paid on the following basis: By the job, as listed on Attachment A-Scope of work and Attachment A-2 - Scope of work.

b. Delete Sec. 6, Term of Contract, and replace with the following Sec. 6, Term of Contract:

Sec. 6. Term of Contract. The 12 months work to be performed under this contract shall begin on the date specified in the written Notice to Proceed issued by the Director of Water Services. The work shall be completed by one year. The Director is authorized to extend the term of this contract and time of performance for this contract.

Sec. 2. Sections not Amended. All other sections of the Contract shall remain in full force and effect.

Sec. 3. Effectiveness; Date. This amendment will become effective on the date this amendment is signed by the last party.

Sec. 4. Except as expressly modified by this Amendment, all terms of the Contract remain in full force and effect.

Each party is signing this amendment on the date stated opposite that party's signature.

CONTRACTOR

I hereby certify that I have authority to execute this document on behalf of Contractor

By:

Title:

KANSAS CITY, MISSOURI

By:

Title:

Date: _____

Date _____

Approved as to form:

Assistant City Attorney



PERSONALIZED VIDEO SOW

Kansas City Water

October 22, 2024

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Scope Statement

Kansas City Water is engaging with Doxim to create and deliver personalized video to drive greater customer engagement. While Kansas City Water has intentions of deploying multiple video types to address various use cases, the initial launch to customers will be a bill summary video.

As part of the implementation, Doxim to work with Kansas Water to create a video template that will be deployed on the IndiVideo platform with integration into Doxim CCM services. As Doxim receives a daily extract file to compose customer bills, these data fields contained within the file will be mapped out to create individual personalized videos that will be emailed to customers who have opted in for electronic bills.

Throughout implementation, Doxim and the Kansas City Water team will work together to understand the different data fields and types of information that will be included as part of the video. Video will be deployed to provide customers with another opportunity or channel to receive their communications in addition to the traditional printed and PDF statements. The videos will allow customers to understand their comparative consumption usage, outstanding payment amounts, due dates, ways to pay etc.

Implementation Approach

- Video Content Development: Create personalized video template that can be personalized to the customer with customer account info.
- Technology Integration: Integrate video creation with current customer billing data processing workflows to drive personalization and access of the video via an email link
- Full Rollout: Implement the personalized bill summary video as an incremental component of the existing automated bill processing application. Customer access to video via email.

Deliverables

- IndiVideo Software License
- Personalized Video – Bill Summary
 - Approach: Animated using Kansas City Water branding
 - Language: English
 - Length of footage: Up to 60 seconds
 - Data points: up to 5
 - Video variations: up to 2

During business and technical requirement meetings, key stakeholders from Kansas City Water as well as key resources from Doxim and our video partner, BlueRush will meet to identify and document all business and technical requirements needed to achieve all items outlined in scope. Doxim will assist Kansas City Water in creating a business requirements document to review and approve as required. Doxim will provide a detailed project plan and work-back schedules itemized by Deliverables and milestones to Kansas City Water for your

approval. As part of the discovery phase, there will be a component where key stakeholders will be able to engage and provide their requirements to the Doxim team.

Pricing Summary

Service Description	Quantity	Cost
Setup / Implementation fee (one-time) – Includes the programming, mapping and development of video.	One-time	\$27,500
Per Video Email Fee – Personalized Video delivered via email to customer.	35,000/month	\$0.10/email
IndiVideo platform licensing (payable upon go-live)	12	\$750/month

Project Payment Terms

Payment for one-time setup will be 50% upon signing and 50% upon go-live with the exception of the noted IndiVideo platform licensing. All other payment terms will continue as indicated in the original agreement.

Agreement to Execute

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

Kansas City Water

Name

Title

Signature

Date

Doxim

Name

Title

Signature

Date