

EXHIBIT A

SCOPE OF PROGRAMMING SERVICES

Customer Information Systems/Meter Data Management System Interface – PHASE I

This Exhibit A is intended to define the scope of services agreed upon by SunGard Public Sector Inc. (“SunGard Public Sector”) and the City of Leesburg, Florida (“City”) as well as to establish responsibilities for each party related to the services to be furnished following execution of the January 17, 2012 Investment Summary (“Investment Summary”) to which this Exhibit A is attached. The City agrees that SunGard Public Sector will provide this scope of services at the cost listed in the Investment Summary.

Scope:

The scope of this document and related proposed services are limited to software programming, consulting and project management services for the City’s Phase I Smart Metering implementation as described below.

Assumptions

SunGard Public Sector’s ability to perform the services herein are dependent upon the following key assumptions:

- All tasks included in the engagement are level-of-effort tasks. Each of these tasks will depend on the appropriate resources being made available by the City and/or the City’s third party vendors. If additional time is required to complete any given task, there could be cost and timeline impacts.
- The City, City’s third party vendors and SunGard Public Sector will perform their tasks on a timely basis.
- Phase I of the City’s implementation is expected to consist of:
 - the purchase and installation of new Smart Meters from a third party vendor to the City;
 - programming, consulting, testing and project management services performed by the City, the City’s third party vendors and/or SunGard Public Sector to allow the City to continue to use the City’s existing configuration and business processes related to the Customer Information System (CX) application to produce customer bills using data from the City’s new Smart Meters; and

- planning for the implementation of Phase II of the City's Smart Metering implementation.

Any changes to these assumptions can impact the cost and estimated schedule of this project.

Estimated Schedule

SunGard Public Sector will provide the services outlined in this Exhibit A within a schedule that will be further defined and agreed upon by the City and SunGard Public Sector.

Responsibilities

Successful completion of the interface development and other services as provided under the Investment Summary depends on the commitment and participation of management and personnel from the City and SunGard Public Sector. It is also predicated on the fulfillment of each parties' duties.

SunGard Public Sector Responsibilities

SunGard Public Sector will provide programming, consulting and project management services for the tasks outlined in this Exhibit A. Tasks include:

- Assignment of a Project Manager to provide up to eighty (80) hours of service:
 - a. acting as the primary contact between the City, it's third party vendors and SunGard Public Sector;
 - b. working with the City's project manager to coordinate the services outlined in this Exhibit through periodic meetings with the City and it's third party vendors utilizing project schedules/plans and issues lists;
 - c. documenting and monitoring key issues;
 - d. participating in one (1) onsite business process review with the City and it's third party vendors;
 - e. participating in one (1) onsite visit to assist the City with planning for Phase II of the City's Smart Meter implementation; and
 - f. participating in periodic status meetings with SunGard Public Sector staff.
- Assignment of a Developer/Technical Consultant to perform:

- a. remote custom programming services as defined by System Change Request #2012-272; and
 - b. up to sixteen (16) hours of remote configuration of the SunGard Public Sector's Smart Metering (SE) application meter extract and exchange functionality as described by technical specifications developed by SunGard Public Sector and agreed upon by the City.
- Assignment of a Software Consultant/Instructor to provide up to one hundred twenty eight (128) hours:
 - a. participating in one (1) onsite business process review with the City and it's third party vendors – 32 hours estimated;
 - b. remotely reviewing any use cases prepared by the City and it's third party vendors – 16 hours estimated;
 - c. participating in one (1) onsite system integration testing visit with the City and it's third party vendors – 24 hours estimated;
 - d. performing remote testing of any corrective programming identified as a result of the onsite system integration testing – 16 hours estimated;
 - e. performing one (1) onsite visit to train City staff how to test the custom programming and/or business processes – 16 hours estimated; and
 - f. participating in one (1) onsite Go Live visit to assist the City and it's third party vendors with any issues that come up during the initial billing of data provided by the City's new Smart Meters in conjunction with transition to the City's Production environment – 24 hours estimated.

City Responsibilities

The City will:

- Assign a Project Manager to:
 - a. act as the primary contact between the City, the City's third party vendor(s) and SunGard Public Sector;
 - b. work with the City, the City's third party(s) and SunGard Public Sector project manager to coordinate the services outlined in this Exhibit through periodic meetings utilizing project schedules/plans and issues lists on dates/times that are mutually agreeable with SunGard Public Sector; and

- c. coordinate the development and overall management of a mutually agreeable acceptance testing plan between the City and SunGard Public Sector;

Criteria

SunGard Public Sector shall have fulfilled its obligations for this engagement following the completion of all SunGard Public Sector responsibilities listed here or altered via the mutually agreed upon change management plan.

Additional Services

Any additional services required will be determined by the City and SunGard Public Sector. The costs will be determined based on the type of service to be performed.