

RESOLUTION NO. 2026-02-12482

CITY OF TONTITOWN, WASHINGTON COUNTY, ARKANSAS

**A RESOLUTION ACCEPTING THE TERMS OF THE SALES AGREEMENT WITH CONTINENTAL UTILITY SOLUTIONS, INC. AND AUTHORIZING THE MAYOR OF THE CITY OF TONTITOWN TO ENTER INTO A CONTRACT IN ACCORDANCE WITH THE TERMS SET FORTH THEREIN**

**WHEREAS**, in light of substantial growth within the City of Tontitown and the resulting increased operational demands, the City of Tontitown has identified a need to modernize and update its billing software; and

**WHEREAS**, after review and evaluation of available water billing software providers, the City of Tontitown has determined that Continental Utility Solutions, Inc. ("CUSI") is the best qualified vendor and most suitable to meet the City's operational, technical, and customer service needs for water billing software; and

**WHEREAS**, the proposed contract with CUSI provides for an upfront cost of Sixteen Thousand Three Hundred Seventy-Five Dollars (\$16,375.00) and ongoing monthly fees in the amount of One Thousand Six Hundred Twenty-One Dollars (\$1,621.00); and

**WHEREAS**, the City of Tontitown desires to enter into a contract for water billing software services and to authorize the Mayor to execute the contract on behalf of the City of Tontitown.

**NOW, THEREFORE, BE IT RESOLVED** by the City Council of the City of Tontitown as follows:

The Mayor of the City of Tontitown is hereby authorized, on behalf of the City of Tontitown, to accept and enter into the attached Sales Agreement with Continental Utility Solutions, Inc. (CUSI), including all terms and conditions set forth therein and in the attached "Exhibit A," as proposed, which has been determined to be in the best interest of the City for the purpose of modernizing and updating the City's utility billing software.

**PASSED and APPROVED** this 17 day of Feb, 2026.

**APPROVED:**

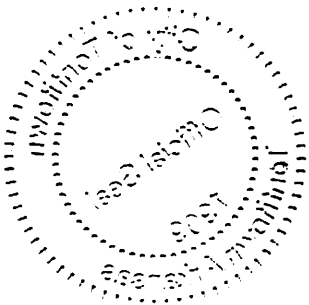
  
\_\_\_\_\_  
Angela Russell, Mayor



ATTEST:

*Rhonda Ardemagni*

Rhonda Ardemagni – City Clerk/Treasurer





CONTINENTAL UTILITY SOLUTIONS, INC.

Sales Representative: Bryant Estes

P. O. Box 1515

Jonesboro, AR 72403

www.cusi.com

(870) 336-3315

Quote #: be260105141702

## Sales Agreement

January 5, 2026



Tontitown Water Utilities  
201 E Henri De Tonti Blvd  
Tontitown, AR  
72762

James Clark

(479) 263-9216

pwdirector@tontitownar.gov



### Economic Summary

#### CUSI Software & Services

	Up-Front	Monthly	Annual
Utility Billing Software as a Service		\$1,021.00	
Utility Billing Solution - Implementation Services	\$14,000.00		
Customer Web Portal	\$2,000.00	\$0.00	
Miscellaneous Services	\$0.00	\$0.00	
Hosting Services	\$0.00	\$600.00	\$0.00
Hardware	\$375.00		
<b>Total CUSI Software &amp; Services (Billed by CUSI)</b>	<b>\$16,375.00</b>	<b>\$1,621.00</b>	
<b>Total Third Party Software &amp; Services (Billed by Providers)</b>			
<b>Total Contract</b>	<b>\$16,375.00</b>	<b>\$1,621.00</b>	

### Billing and Payment Terms

CUSI Up-Front fees shall be invoiced upon contracting. CUSI Software as a Service License fees shall be invoiced upon provisioning of the hosted environment and annually thereafter. CUSI Cloud Hosting Service fees shall be invoiced upon provisioning of the hosted environment and annually thereafter. Any Software as a Service License fees purchased after initial Go Live shall be invoiced upon contracting pursuant to a subsequent Sales Agreement. All invoices shall be delivered electronically on or before the first of the month in which payment is due. Company shall remit payment 15 days from date of invoice.

### Initial Contract Term: 5 Years Software as a Service and Cloud Hosting Service.

Company agrees and acknowledges that after the Initial Contract Term, this Sales Agreement shall renew for successive one (1) year terms (each a 'Renewal Term') unless Company contracts for additional years or terminates in accordance with the terms of the application License and Services Agreements at www.cuis.com/legal, or either party provides written notice to the other party at least ninety (90) days prior to the end of the then-current term.

Initials:



**Sales Agreement** January 5, 2026



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<u>UB4 Utility Billing Software as a Service - Monthly Fees</u>		Rate/Unit	Monthly
4,000	Service Location Licenses	\$0.12	\$480.00
2	Named User Licenses	\$52.00	\$104.00
8	Field Service Licenses	\$23.00	\$184.00

<u>UB4 Utility Billing Software Core Modules &amp; Interfaces</u>			Included
1	ACH Bank Draft (First Layout Included)		
1	Lockbox Layout (First Layout Included)		
1	Electronic Payment Module		
1	Website API - Customer Web Portal		

<u>Add-On Modules</u>		Rate/Unit	Monthly
1	IVR Module	\$77.00	\$77.00
1	Text Messaging Module	\$72.00	\$72.00

<u>Standard Flat File Data Exchange Interfaces</u>		Rate/Unit	Monthly
1	Automatic Meter Reading (AMR) Interface - Mueller	\$52.00	\$52.00
1	Advanced Metering Interface (AMI) - Neptune	\$52.00	\$52.00





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### UB4 Utility Billing Software Implementation Services

Rate/Unit

	Rate/Unit	
1 Basic Data Conversion Package for up to 4,000 locations*	\$1.00	\$4,000.00

Includes beginning balance data conversion of customers, locations, usages, readings, deposits, and meter information.

\*Complete data must be provided in a ASCII, delimited, or SQL format. Data extraction and data cleanup will be invoiced based upon time and effort at CUSI current services rate. CUSI will invoice client the greater of the number of service locations provided in this Sales Agreement or the actual number of service locations converted.

1 CUSI Certified Implementation	\$6,000.00	\$6,000.00
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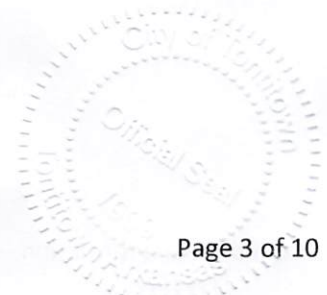
Includes Business Requirements Gathering, Application Implementation, Installation, Setup, Formatting, Testing, Transition Support, & Project Management

2 Days of CUSI UB4 Certified Training	\$2,000.00	\$4,000.00
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Includes application training for all users as contracted

Any and all unused training days will expire 6 months after Go Live

Travel expenses for on-site work will be billed separately.





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### Economic Summary

UB4 Utility Billing Software as a Service - Monthly Fees	\$1,021.00
UB4 Utility Billing Software Implementation Services	\$14,000.00



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### Customer Web Portal Software as a Service

Monthly

1 Customer Web Portal SaaS	\$209.00	\$209.00
Includes Design, Setup, Configuration, Technical Support, and Hosting.		

### Customer Web Portal and Payment Services Training Services

1 Days of CUSI CWP & Payment Services Training	\$2,000.00	\$2,000.00
Includes Customer Web Portal, Payment Services, and Reconciliation Training		
Any and all unused training days will expire 6 months after Go Live		



### Economic Summary

CUSI Turnkey Merchant Services Customer Web Portal SaaS Discount		-\$209.00
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### Miscellaneous Services

#### Stripe Turnkey Merchant Services

billed by provider

1 Turnkey Merchant Services Package - Service fee will be the greater of: \$1.95 or 2.5% per transaction

Includes Visa, MasterCard, Discover Merchant Services, and Payment Gateway Service. Figures based on an Average Bill Estimate of \$100 and a High Bill Estimate of \$900. Average bill estimate and service fee subject to annual review. CUSI reserves the right to bill a minimum monthly fee of \$20.00 to recover any losses from inactive merchant accounts or accounts that do not cover fixed processing costs.

In conjunction with the Turnkey Merchant Services, CUSI is providing software licenses at no cost. In the event that client terminates Turnkey Merchant Services, any and all software licenses provided at no cost shall be billable at then current retail price.

1 Turnkey Merchant Service Electronic Check Package

Internet Electronic Check Transactions \$1.50 per transaction

Turnkey Merchant Services fees are paid by utility customers and collected by CUSI.

#### CUSI IVR Service

1 CUSI IVR Service - Inbound and Outbound IVR - 1 Call Per Second \$0.00 per month

#### Text Messaging Service

1 CUSI SMS Messaging Service - Inbound and Outbound SMS \$0.00 per month

#### Email Service - UB4

1 CUSI Email Service UB4 - Unlimited \$0.00 per month



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### Hosting Services

	UB4 Hosted Environment (Database-as-a-Service)	Rate/Unit	Monthly
1	UB4 Hosted Environment Database Service - Standard Shared Tier Shared Cloud Resources, 4 vCPU, 52 GB Memory, 7 Days Backup Retention	\$600.00	\$600.00

CUSI's hosting services rates are subject to periodic review and fees are billed based on actual usage for the period specified above. As such, the hosting rates and fees are subject to increase and variability where the applicable rate and fees shall be set forth in each invoice.



### Economic Summary

UB4 Hosted Environment (Database-as-a-Service)	\$600.00
<b>Total</b>	<b>\$600.00</b>





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## Hardware

1 Stripe BBPOS WisePOS E EMV Credit Card Terminal	\$375.00	\$375.00
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## Economic Summary

Hardware		\$375.00
<b>Total</b>		<b>\$375.00</b>





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### Terms of Sale

Company has ordered and agrees to purchase from CUSI the products and services defined under this Sales Agreement at the listed quantities and rates. Upon receipt of an executed Sales Agreement CUSI shall ship all products to the Company address and contact defined above and services shall be scheduled and initiated. Company acknowledges that CUSI's products and services are subject to the terms and conditions of the applicable Software License Agreements and Services Agreements between Company and CUSI located at [www.cusi.com/legal](http://www.cusi.com/legal), which are incorporated herein by reference. Per the terms of the applicable Software License or Services Agreement, CUSI shall be entitled to increase fees for products and services annually. Any service requiring CUSI or third parties to travel will incur corresponding expenses that will be billed actual as incurred unless otherwise noted. Travel requiring more than 5 hours of travel time will be billed an additional charge equal to 50% of the daily rate. If Company is not tax exempt or does not provide exemption documentation, CUSI shall invoice for such applicable taxes on each invoice. In the event the tax exemption documentation provided by the Company is disallowed or deemed invalid, Company agrees to pay in full all such taxes, including any applicable interest or penalties.

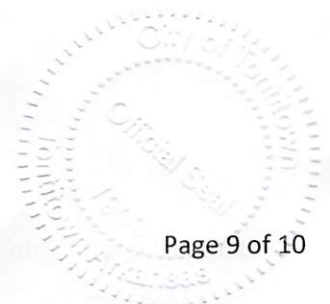
**THERE IS NO TERMINATION FOR CONVENIENCE OF THIS SALES AGREEMENT. IN THE EVENT THAT COMPANY TERMINATES ANY PRODUCTS AND SERVICES UNDER THIS SALES AGREEMENT OTHER THAN FOR CUSI'S MATERIAL BREACH OF THE APPLICABLE AGREEMENT AT [WWW.CUSI.COM/LEGAL](http://WWW.CUSI.COM/LEGAL), COMPANY SHALL PAY ALL FEES FOR THE REMAINDER OF THE THEN-CURRENT TERM AS SET FORTH IN THIS SALES AGREEMENT.**

### Quotation Terms

This quote is valid until 02/04/2026, where if this Sales Agreement is not executed on or before this date, the terms contained herein shall expire. Quote was created using Sales Agreement Version: 2025.05.21

### Execution Instructions

**Execute, date, and email all pages to CUSI sales representative. Include Tax Exempt Certificate and Sign Off page from Pre-Sale Implementation Guide.**





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## Purchaser Authorization

I certify that as the person signing this form I have purchasing authority for Tontitown Water Utilities.

## Tax Exempt Status

Initial where appropriate:

This entity IS EXEMPT from sales tax and will provide or has provided our exemption certificate

This entity IS NOT EXEMPT from sales tax

Print Name:

Title:

Authorized Signature:

Date:

