



iGovServices Maintenance and Support Agreement (Next Page)

The document that follows this page is quite simple. The pages that follow contain the legal words that allow you to receive technical support and product updates for the iGovServices products.

The document contains items like; services provided and normal technical support procedure. It says you will use the product properly and do backups. It says we will use tools like phone and remote connection to assist you. It references your annual support amount which is the amount listed in your project estimate under Annual Support and it will be invoiced on an annual or quarterly basis depending upon your choice. Obviously, the items above are a sample of the types of items in following pages.

To get started

1. Sign the Maintenance Agreement and scan / email it back to payton@iGovServices.com. We will sign it and get you a copy.
2. Send Payment with initial project invoice.
3. We will get you welcome materials and organize our kickoff conference call to get started quickly on your project.

iGovServices
PO Box 176158
Covington, KY 41017
888-553-9991
www.iGovServices.com

MAINTENANCE AND SUPPORT AGREEMENT

THIS MAINTENANCE AND SUPPORT SERVICES AGREEMENT ("Maintenance Agreement") is entered into and made effective as of the "Effective Date" listed on the signature page, by and between iGovServices ("iGovServices"), a Kentucky corporation with its principal place of business located at PO Box 176158, Covington, Kentucky 41017, and ("Licensee"), name and address on signature page of "Maintenance Agreement."

1. SCOPE OF AGREEMENT.

Scope and Purpose of Agreement. Licensee has Licensed Software or SAAS Hosted Software ("Software" installed or preparing to install or signed in to hosted software agreeing to Terms of Service and Privacy Policy Terms ("TOSP").

1.1 ("TOSP") included with Software. Licensee now desires to procure, and iGovServices wishes to provide, certain maintenance and support services for the Software as provided below. This Agreement also includes the iGovServices Support Prioritization, which is attached hereto as **Appendix A** and incorporated herein by reference.

1.2.1 Capitalized Terms. Unless otherwise provided herein, the Capitalized Terms in this Maintenance Agreement shall have the same meaning assigned to said terms under the TOSP.

1.1 Incorporation of Standard TOSP. Unless otherwise provided herein, the terms and conditions of the standard TOSP shall be incorporated in this Maintenance Agreement.

2. TERM AND FEES.

2.1 Term. The initial term ("Initial Term") of this Maintenance Agreement shall commence upon the full execution of this Maintenance Agreement by an authorized representative of iGovServices and shall continue for a period of one (1) year and shall renew on the Effective Date for successive one-year terms unless terminated by either party by giving the other party sixty (60) days written notice prior to the end of an expiring term.

2.2 Annual Maintenance Charge. Licensee shall pay the annual maintenance charge to iGovServices listed on Project Estimate provided in the section, Summary Monthly Software Subscription And Support Services for the Initial Term (amount may be displayed as monthly amount). iGovServices reserves the right, in its sole discretion, to increase the annual maintenance charge subsequent to the Initial Term, provided that iGovServices shall provide Licensee with 60 Days advance notice of such increases. The annual maintenance charge for any terms hereunder shall be payable in annual, quarterly or monthly installments in advance of the year for which services are to be provided.

2.1 Taxes. If applicable, all taxes and duties attributable to this Maintenance Agreement (except for taxes relating to iGovServices's income) including, without limitation, sales tax, use tax, gross receipts or business activity taxes, along with all other taxes assessed by local, state, or federal authorities, shall be borne by Licensee. Licensee shall reimburse iGovServices for any such taxes and duties.

3. WARRANTIES.

3.1 Limited Warranties. iGovServices warrants, while this Maintenance Agreement is in effect, that:

3.1.1 The services provided pursuant to this Maintenance Agreement will be provided as specified herein and in a workmanlike manner. iGovServices has no obligation to provide services except as specifically set forth herein.

3.1.2 The Software will substantially conform to the Functional Standards displayed in demonstration and help documentation.

3.1.3 Any failure of the Licensed Software to perform as warranted or other breach of this Section should be immediately reported to IGovServices. IGovServices will respond to such report in accordance with Section 4.

3.1.4 The Data in the database belongs to the Licensee and Licensee is responsible for the accuracy of the data. Licensee can export data to Excel files using multiple export tools in the software.

3.2 THE LIMITED WARRANTIES IN SECTION 3.1 ABOVE ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES. IGOVSERVICES MAKES NO OTHER WARRANTY, EXPRESS OR IMPLIED. ANY IMPLIED WARRANTIES INCLUDING, BUT NOT LIMITED TO, IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE EXPRESSLY EXCLUDED.

4. SERVICES.

4.1 Support Services. During the term that this Maintenance Agreement is in effect, IGovServices will provide the services set forth in this Section 4 to Licensee. Licensee agrees to abide by the Support Operation Policies (a copy is attached hereto as **Appendix B**). IGovServices reserves the right, in its sole discretion, to promulgate and modify the rules and policies contained in the Support Operation Policies from time to time in order to better and more efficiently serve its customers.

4.1.1 Telephone Support. IGovServices shall provide telephone support during Business Hours for the reporting of problems and for the handling of Licensee's questions relating to the operation of the Proprietary Software.

4.1.2 Critical Issue. IGovServices shall respond to a report of a Critical Issue as follows:

4.1.2.1 IGovServices shall respond via telephone or email to Licensee's report of a Critical Issue within one (1) Business Day maximum. IGovServices shall use its best efforts to correct the Critical Issue, or provide Licensee with a way to temporarily work around the Critical Issue if able to do so, or notify Licensee on a regular basis as to the progress of the corrective efforts until such time as a correction can be made.

4.1.2.2 Licensee may escalate a Critical Issue to the attention of the President of IGovServices if a remedy for such Critical Issue is not delivered in a reasonable time.

4.1.3 Severe Issue. IGovServices shall respond to Licensee's report of a Severe Issue via telephone within two (2) Business Days maximum. IGovServices shall use its best efforts to correct the Severe Issue, or provide Licensee with a way to temporarily work around the Severe Issue if able to do so, or notify Licensee on a regular basis as to the progress of the corrective efforts until such time as a correction can be made.

4.1.4 Minor Issue. IGovServices shall respond via telephone to Licensee's report of a Minor Issue within five (5) Business Days. IGovServices shall use its best efforts to correct the Minor Issue, or provide Licensee with a way to temporarily work around the Minor Issue if able to do so, or notify Licensee on a regular basis as to the progress of the corrective efforts until such time as a correction can be made.

4.2 Diagnostic and Evaluation Services. During the term of this Agreement and upon request by Licensee, IGovServices may, in IGovServices's sole discretion, provide Licensee with evaluation and diagnostic services for and related to Licensee's use of the Licensed Software. Such services shall be provided to Licensee at IGovServices's then prevailing rates.

4.2.1 Access to Licensee's Computers. Licensee agrees to allow IGovServices to utilize a tool agreed upon by both parties similar to Microsoft Teams or Zoom to access Licensee's computer system(s), database(s), network(s), and other computer equipment and intellectual property belonging to Licensee (*collectively* "Computers") so that IGovServices is able to provide the services to Licensee for items not part of iGovServices Cloud Solution. IGovServices agrees to use such access for evaluation and diagnostic purposes only and only accesses in tandem with Licensee.

4.3 Licensee's Obligations. Licensee shall insure that IGovServices's personnel are provided with such information under Licensee's control as is reasonably necessary to enable IGovServices to comply with its obligations hereunder. It is Licensee's responsibility to develop and maintain a proper and adequate backup and recovery system.

5. EXCLUSIONS.

5.1 IGovServices's obligations hereunder shall extend only to: (a) the latest release of the Proprietary Software provided to Licensee by IGovServices, and (b) Proprietary Software that has not been modified or altered in any way by anyone other than IGovServices or under IGovServices's direction.

5.2 Services provided hereunder shall not include service for problems resulting from or attributable to the following: (1) the malfunction of computer hardware, computer networks, or Third Party Software; (2) Licensee's negligence or fault; (3) users not accredited by IGovServices including, but not limited to, users not trained by IGov Services trainers, auditors, consultants, hardware technicians, and network technicians; (4) Licensee's failure to follow the instructions set forth in the Help documents; (5) changes in hardware or software not authorized by IGovServices; (6) modifications to or changes in the Licensed Software not made or suggested by IGovServices; (7) Licensee's failure to implement and maintain a proper and adequate backup and recovery system recommended by IGovServices for the IGovServices database or user files if self-hosting the iGovServices software; (8) Licensee's failure to install critical and/or non-critical Updates within (10) days of delivery; (9) downloading and/or installation of the Licensed Software (including any Updates, Upgrades, Enhancements, or Next Releases); (10) Licensee's failure to meet the Minimum System Requirements outlined in the Click Agreement for server(s) hardware configuration, workstation(s) hardware configuration, and/or Licensee's computer network(s) configuration. If IGovServices discovers that a claimed problem is caused by one of the above, IGovServices shall upon request by Licensee, use its best efforts to investigate, diagnose, and resolve such problem, provided that Licensee agrees to pay for IGovServices's work in investigating, diagnosing, and resolving such problem at IGovServices's then-prevailing rates for such services.

5.3 The annual maintenance charge does not include on-site service calls made at Licensee's request, nor does it include any travel and living expenses associated with such calls, shipping costs, telephone costs, custom programming, data conversions, program integrations, Next Releases, Enhancements, custom reports/forms/bills or any changes thereto, or the costs of any other services not specifically set forth herein, which shall be invoiced at IGovServices's then-prevailing rates.

6. Remedies.

If IGovServices is unable, after repeated efforts, to remedy a breach of warranty by correction or replacement of the Licensed Software or a combination thereof, or if IGovServices otherwise materially breaches this Maintenance Agreement and fails to correct such breach within thirty (30) days of written notice thereof, Licensee may terminate this Maintenance Agreement and receive a pro rata refund of the annual maintenance charge for the current year. The foregoing remedy is exclusive and is in lieu of all liabilities or obligations for damages arising out of or in connection with this Maintenance Agreement. IGovServices shall have no other liability to Licensee whatsoever arising under this Maintenance Agreement.

7. **LIMITATION OF LIABILITY AND EXCLUSION OF CONSEQUENTIAL OR INCIDENTAL DAMAGES.**

7.1 IN NO EVENT SHALL IGOVSERVICES'S, OR ITS OFFICERS', EMPLOYEES', DIRECTORS', PARENT COMPANY'S, SUBSIDIARIES', OR AFFILIATES' LIABILITY TO LICENSEE ARISING OUT OF OR RELATED TO THIS MAINTENANCE AGREEMENT, WHETHER BASED ON AN ACTION OR CLAIM IN CONTRACT OR TORT, INCLUDING NEGLIGENCE, STRICT LIABILITY OR WARRANTY, EXCEPT LIABILITY FOR BODILY INJURY, EXCEED THE PRORATED ANNUAL MAINTENANCE CHARGE FOR THE THEN CURRENT TERM. IN ALLOCATING THE RISKS UNDER THIS MAINTENANCE AGREEMENT, THE PARTIES AGREE THAT THE LIMITATION ON DAMAGES IN THIS SECTION SHOULD SPECIFICALLY APPLY TO ANY ALTERNATIVE REMEDY ORDERED BY A COURT IN THE EVENT SUCH COURT DETERMINES THAT THE SOLE AND EXCLUSIVE REMEDIES PROVIDED HEREIN FAIL IN THEIR ESSENTIAL PURPOSE.


7.2 IN NO EVENT WHATSOEVER SHALL IGOVSERVICES OR ITS OFFICERS, EMPLOYEES, DIRECTORS, PARENT COMPANY, SUBSIDIARIES, OR AFFILIATES BE LIABLE TO LICENSEE FOR CONSEQUENTIAL, INCIDENTAL, INDIRECT, OR SPECIAL DAMAGES INCLUDING, BUT NOT LIMITED TO, LOST PROFITS, LOST REVENUE, LOST DATA, LOSS OF USE, FAILURE TO REALIZE EXPECTED SAVINGS, OR OTHER COMMERCIAL OR ECONOMIC LOSS OF ANY ARISING OUT OF OR IN CONNECTION WITH THE SERVICES PERFORMED UNDER THIS MAINTENANCE AGREEMENT OR ANY BREACH OF THIS MAINTENANCE AGREEMENT.

8.0 Assignment. This agreement shall not be assigned, in whole or in part, without the express written consent of both parties, said consent not to be unreasonably withheld.

IN WITNESS WHEREOF, the undersigned parties, intending to be legally bound by the terms of this Maintenance Agreement, have caused this Maintenance Agreement to be executed by their duly authorized representatives as of the Effective Date.

IGOVSERVICES
A Kentucky Corporation
Signature
Title
Date

Licensee Marshall County

Signature 
Title Marshall County Judge Executive
Date May 1, 2023

APPENDIX A
Maintenance and Support Services Agreement

APPENDIX A: SUPPORT PRIORITIZATION FOR SUPPORTED RELEASES ONLY

<u>Priority</u>	<u>Classification</u>	<u>Description</u>	<u>Response Schedule</u> (after notification to IGovServices)	<u>Fix Schedule</u> (after verification by IGovServices)
1	Critical Problem	Any error, bug, or malfunction that causes the Propriety Software to become inaccessible to Licensee and its end-users.	1 business day max	Commercially reasonable
2	Severe Problem	Any error, bug, or malfunction that makes any feature of the Proprietary Software perform unpredictably or otherwise become intermittently available, or that causes the Proprietary Software to have a material degradation in response time performance.	2 business days max	Commercially reasonable
3	Minor Problem	A problem affecting marginal aspects of the operation of the Proprietary Software. A workaround may be available.	5 business days max	IGovServices, in its sole discretion, may elect to address these types of issues in future design changes, not scheduled to be fixed at this time.
4	Enhancements	A request by Licensee to incorporate a new feature or enhance an existing feature.	5 business days max	At IGovServices's Discretion

Explanation of key terms:

Supported release shall mean the current annual release of the Proprietary Software plus any previous releases still being maintained as notified from time to time. *Previous releases are not supported or maintained once a new release is made available.

Verification shall mean that IGovServices staff has reproduced the bug at IGovServices's offices, or that the exact cause of the bug is understood.

Fix shall mean a correction, fix, alteration, or workaround that solves a Problem or a Severe Problem.

Responses shall mean contact or attempt to contact Licensee either through telephone or electronic mail (e-mail).

APPENDIX B
Maintenance and Support Services Agreement

Support Operation Policies

1. **DETAIL – PHONE** – Please have the following information ready when contacting support:
 - a. **Name and Organization** – please be sure to leave your name and organization in any phone message.
 - b. **The product you are working with.**
 - c. **Detailed description of what you are trying to do.**
 - d. **Any error messages you are receiving (if applicable).** You will need to have the Message, File, Routine, and Line Number.
 - e. **The name of the report you are working with (if applicable)**
 - f. **Your phone number.**
 - g. **Your e-mail address.**

Please note – regardless of which member of our team answers the support line, you are required to submit your issue to be entered into the helpdesk. This is the most fair and efficient way to respond to your support calls.

2. **DETAIL – E-MAIL** – When submitting an issue to the support e-mail account:
 - a. Subject line – In the subject line of your e-mail submission, we ask that you type in your organization name and the product you are working with.
 - b. Detail – IGovServices needs a detailed description of what you are trying to do.
 - c. Errors – When e-mailing questions concerning errors you are experiencing in the system, please include the error message, the file, the line number, and the routine. This information will appear in a pop up box on your screen. These 4 pieces of information will allow us to search the software programming code and pinpoint the problem.
 - d. Signature and Phone Number – When closing your e-mail, please sign your e-mails and list the phone number where you can be reached so we know who to contact.
3. **TICKET NUMBERS** – When users contact us through e-mail or by telephone, we assign a ticket number to that issue once it is entered into the helpdesk. One (1) issue equals one (1) ticket number.
4. **RESOLUTION CALLS** – When you are contacted by a member of our support team, they will reference the ticket number and issue they are calling about.
5. **MANUALS** – All users are required to read the provided online documentation. Our support technicians assume that every user has read the manuals and understand its contents. Many issues can be resolved simply by referencing the documentation.
6. **TRAINING** – IGovServices Software offers training courses on various topics. For the Licensed Software to be supported, the user must have completed a IGovServices Software accredited training course.
7. When scheduling appointments with your hardware/network technicians and auditors, please coordinate those appointments with IGovServices in advance if you will be requesting time with our support team.
8. Customers who will require assistance printing bills, preparing for an audit, closing out a fiscal year, etc., are required to inform IGovServices of those upcoming projects so we can schedule time in advance.

Each of these measures will allow us to increase support efficiency and response times. Our goal is to provide the most accurate and timely support experience that adds to an overall positive experience with our software.



iGovServices delivers expert level tax billing and collection results since 2000.

Solution Proposal

Organization Marshall County
Contact Erica West
Email erica.west@marshallcountky.gov
Phone 2705274725

This proposal is offered as a good faith estimate and is valid for 30 days from the date Submitted.

Date 4/19/2023

Representative Chris Sturm
Email csturm@igovservices.com
Phone 888-553-9991 x2

Proposal Summary

This section is an easy summary of each item required in a successful new customer implementation. The details of each item are on the following page.

	Hosted on:	<u>Azure</u>	<u>On Premise</u>
Monthly Hosting Software, Support Services and Unlimited Training+	Amount :	\$ 500	\$ -

Project Services (one-time investment)			
Data Conversion	\$	2,400	
Implementation & Training	\$	10,300	
Onsite "Go Live" Support			
Form Development	\$	2,000	
Custom Reports	\$	-	
Custom Integration	\$	1,000	
Customization	\$	-	
Temporary Testing Environment			
Project - 1 Time Amount	\$	15,700	\$ -

Payment Schedule:

The first monthly subscription is due with signed agreement
Monthly Subscription for iGov starts upon configuration
Implementation cost divided evenly over implementation timeline

Agreed by Customer:

Date:

Client acknowledges that all amounts, invoiced prior to the completion of discovery by iGov Services are based on good faith estimates prepared on information provided by Client to iGov Services. iGov Services shall have the express right in its sole discretion to make reasonable adjustments increasing such amounts where warranted upon discovery. Client will be notified of discovery prior to new invoicing. Client further agrees to pay the amount of any and all reasonable adjustments when due. All amounts are listed in U.S. Dollars.



Project Quote Calculator

iGov Services is an expert level cloud based tax billing and collection platform. It is comprised of modules with emense flexibility, so we can understand your needs and develop a proposal.

Please complete the number of accounts for each type of revenue you will be recording.

Software Modules (CORE)	Included	# of Accounts
Real Property Tax	NO	0
Personal Property Tax	NO	0
Business License	NO	0
Water Utility Billing	NO	0
Permit	NO	0
Code Enforcement	NO	0
Miscellaneous Receipting	NO	0

Speciality Revenue Types to Include		
Hotel Lodging Transient Tax	YES	39
Occupational Payroll Tax	YES	1006
Businss Tax Gross Sales / Net Receipts	YES	2930
Sales Tax	NO	0
Alcohol	YES	25
Income	NO	0
Tobacco / Cannabis	NO	0
Other Filing Based Taxes or Fees	NO	0
Total # of Accounts:		4000

Conversion of Records

Do you want your data converted?

YES

Implementation & Training Fees

Would you like onsite "Go Live" support?

NO

Custom Forms

A form is any document required to be emailed, printed or delivered online. Examples of forms include Bills, Receipts, Letters, Licenses, and Permits. iGov includes multiple default templates for each type mentioned with customizable text areas, but if you want a custom form mark the number of custom forms per module.

Form Development	Required Forms	Number of Forms
Real Property Tax	NO	0
Personal Property Tax	NO	0
Business License	NO	0
Water Utility Billing	NO	0
Permit	NO	0
Code Enforcement	NO	0
Miscellaneous Receipting	NO	0

Speciality Revenue Types to Include		
Hotel Lodging Transient Tax	YES	0
Occupational Payroll Tax	YES	0
Businss Tax Gross Sales / Net Receipts	YES	2
Sales Tax	NO	0
Alcohol	YES	0
Income	NO	0
Tobacco / Cannabis	NO	0
Other Filing Based Taxes or Fees	NO	0

Custom Report

iGov includes numerous standard reports for billing, collections, and audit. If you want a report that goes beyond the included standard reports then mark the number of custom reports per module. Examples of custom reports may include usage analysis, general ledger distribution specifics.

Custom Reports	Number of Forms	Number of Custom Reports
Real Property Tax	NO	0
Personal Property Tax	NO	0
Business License	NO	0
Water Utility Billing	NO	0
Permit	NO	0
Code Enforcement	NO	0
Miscellaneous Receipting	NO	0

Custom Report - Continued

Speciality Revenue Types to Include		
Hotel Lodging Transient Tax	YES	0
Occupational Payroll Tax	YES	0
Businss Tax Gross Sales / Net Receipts	YES	0
Sales Tax	NO	0
Alcohol	YES	0
Income	NO	0
Tobacco / Cannabis	NO	0
Other Filing Based Taxes or Fees	NO	0

System Integration

Interfaces:	Yes/No	Enter the name of the product to integrate
Accounting Journal Voucher / Cash Receipt	NO	
Accounting Refund Creation in AP Module	NO	
Credit Card Processing Existing Interface	YES	Choose one from our list of current existing CC providers
Credit Card Processing New Interface	NO	
Cash Receipt Payment Processor Front End	NO	
Point of Sale Equipment	NO	
Document Imaging	NO	
Independent Web Portal Processor	NO	
Utility AMR Device	NO	
GIS Address Validation and Mapping	NO	
Lock Box Import Batch File	NO	
Property Tax Assessment Import File	NO	
	NO	
	NO	
	NO	

Users & Installation/Hosting

Users & Installation	Yes/No
Hosted using iGov Microsoft Azure Secure Cloud	YES
Testing Server desired by Customer during project phase	NO
Number of Named Users (enter the number)	5



Marshall County

Number of Users	Number of User
	5

A User is an employee with access to the software (named user - users cannot be shared)

Number of Accounts	4000
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Where Software is Hosted.

MS Azure Hosted **YES** *Monthly Hosting Amount

Pricing Tiers	Service Tier for Azure	Service Tier For On Premise
Accounts (up to)		
400		
4,000	\$ 500	
7,500		
10,000		
>10,000		

Monthly Subscription & Hosting	\$ 500	\$ -
Annual Subscription Cost	\$ 6,000	\$ -

*Number of Revenue Types and number of Accounts are factored into website performance resources and incorporated into the pricing. You can increase additional Azure resources at any time.

Pricing Tiers	Per Month	Months	Azure Testing Environment
We would like to have a testing environment:	\$250	6	



Hide Unused
Unhide All

Project Quote Calculator

Software Modules (CORE)	Included	# of Accounts
Real Property Tax	NO	0
Personal Property Tax	NO	0
Business License	NO	0
Water Utility Billing	NO	0
Permit	NO	0
Code Enforcement	NO	0
Miscellaneous Receipting	NO	0

Speciality Revenue Types to Include		
Hotel Lodging Transient Tax	YES	39
Occupational Payroll Tax	YES	1006
Businss Tax Gross Sales / Net Receipts	YES	2930
Sales Tax	NO	0
Alcohol	YES	25
Income	NO	0
Tobacco / Cannabis	NO	0
Other Filing Based Taxes or Fees	NO	0
Total # of Accounts:		4000

Data Conversion Calculator

Software Modules	Cost Per Account	Conversion Cost
Base Conversion		\$ 1,000
Real Property Tax	\$ 0.25	\$ -
Personal Property Tax	\$ 0.25	\$ -
Business License	\$ 0.35	\$ -
Water Utility Billing	\$ 0.35	\$ -
Permit	\$ 0.25	\$ -
Code Enforcement	\$ 0.25	\$ -
Miscellaneous Receipting	\$ 0.25	\$ -

Speciality Revenue Types to Include		
Hotel Lodging Transient Tax	\$ 0.35	\$ 13.65
Occupational Payroll Tax	\$ 0.35	\$ 352.10
Businss Tax Gross Sales / Net Receipts	\$ 0.35	\$ 1,025.50
Sales Tax	\$ 0.35	\$ -
Alcohol	\$ 0.35	\$ 8.75
Income	\$ 0.35	\$ -
Tobacco / Cannabis	\$ 0.35	\$ -
Other Filing Based Taxes or Fees	\$ 0.35	\$ -
Conversion Cost		\$ 2,400.00

Implementation & Training Fees

Software Modules	Training Fees	Included Training
Real Property Tax		
Project Management		
Configuration & Implementation		
Training		
Go Live Support		
Personal Property Tax		
Project Management		
Configuration & Implementation		
Training		
Go Live Support		
Business License		
Project Management		
Configuration & Implementation		
Training		
Go Live Support		
Water Utility Billing		
Project Management		
Configuration & Implementation		
Training		
Go Live Support		
Permit		
Project Management		
Configuration & Implementation		
Training		
Go Live Support		
Code Enforcement		
Project Management		
Configuration & Implementation		
Training		
Go Live Support		
Miscellaneous Receipting		
Project Management		
Configuration & Implementation		
Training		
Go Live Support		

Speciality Revenue Types to Include		
Hotel Lodging Transient Tax		
Project Management	\$	502
Configuration & Implementation	\$	785
Training	\$	800
Go Live Support	\$	550
Occupational Payroll Tax		
Project Management	\$	550
Configuration & Implementation	\$	1,080
Training	\$	1,103
Go Live Support	\$	750
Business Tax Gross Sales / Net Receipts		
Project Management	\$	647
Configuration & Implementation	\$	1,234

Training	\$	1,452
Go Live Support	\$	847
Sales Tax		
Project Management		
Configuration & Implementation		
Training		
Go Live Support		
Alcohol		
Project Management		
Configuration & Implementation		
Training		
Go Live Support		
Income		
Project Management		
Configuration & Implementation		
Training		
Go Live Support		
Tobacco / Cannabis		
Project Management		
Configuration & Implementation		
Training		
Go Live Support		
Other Filing Based Taxes or Fees		
Project Management		
Configuration & Implementation		
Training		
Go Live Support		
Total Implimentation & Training Fees	\$	10,300.43

-

0

Form Development Fees

Form Development	Number of Forms	Form Development Cost
Real Property Tax	0	\$ -
Personal Property Tax	0	\$ -
Business License	0	\$ -
Water Utility Billing	0	\$ -
Permit	0	\$ -
Code Enforcement	0	\$ -
Miscellaneous Receipting	0	\$ -

Speciality Revenue Types to Include		
Hotel Lodging Transient Tax	0	\$ -
Occupational Payroll Tax	0	\$ -
Businss Tax Gross Sales / Net Receipts	2	\$ 2,000.00
Sales Tax	0	\$ -
Alcohol	0	\$ -
Income	0	\$ -
Tobacco / Cannabis	0	\$ -

Other Filing Based Taxes or Fees	0	\$	-
Total Form Development Fees		\$	2,000.00

Custom Report Development Fees

Custom Reports	Number of Forms	Custom Report Costs
Real Property Tax	0	\$ -
Personal Property Tax	0	\$ -
Business License	0	\$ -
Water Utility Billing	0	\$ -
Permit	0	\$ -
Code Enforcement	0	\$ -
Miscellaneous Receipting	0	\$ -

Speciality Revenue Types to Include		
Hotel Lodging Transient Tax	0	\$ -
Occupational Payroll Tax	0	\$ -
Business Tax Gross Sales / Net Receipts	0	\$ -
Sales Tax	0	\$ -
Alcohol	0	\$ -
Income	0	\$ -
Tobacco / Cannabis	0	\$ -
Other Filing Based Taxes or Fees	0	\$ -
Total Custom Report Development Fees		\$ -

Custom Integration Fees

Interfaces:	Solution/Application	Cost Per Integration
Accounting Journal Voucher / Cash Receipt	NA	
Accounting Refund Creation in AP Module	NA	
Credit Card Processing Existing Interface	YES	\$ 1,000.00
Credit Card Processing New Interface	NA	
Cash Receipt Payment Processor Front End	NA	
Point of Sale Equipment	NA	
Document Imaging	NA	
Independent Web Portal Processor	NA	
Utility AMR Device	NA	
GIS Address Validation and Mapping	NA	
Lock Box Import Batch File	NA	
Property Tax Assessment Import File	NA	
	NA	
	NA	
	NA	
Total Form Development Fees		\$ 1,000.00

Customization

Itemized Customization:	Hours	Total Customization
TBD		\$ -
Scope of Work:		
TBD	0	\$ -
Scope of Work:		
TBD	0	\$ -

Scope of Work:			
TBD	0	\$	-
Scope of Work:			
TBD	0	\$	-
Scope of Work:			
TBD	0	\$	-
Scope of Work:			
TBD	0	\$	-
Scope of Work:			
TBD	0	\$	-
Scope of Work:			
TBD	0	\$	-
Scope of Work:			
TBD	0	\$	-
Scope of Work:			
Total Form Customization		\$	-

Terms & Conditions:

- *Hours for Online Time and Days for Onsite Time are shared for the entire project across applications and deducted as used
- *Custom Report Service is estimated at \$175 / hr. in custom bill formats and forms.
- *Data Conversion is estimated at \$175 / hr.
- *Online time is estimated at \$175/hr.
- *Minimum Online time is 12 hours per product to qualify for unlimited tech support.
- *Onsite time is estimated at \$1400/day & does not include out of pocket expenses