

iWorQ

Executive Summary

Thank you for interest in iWorQ Systems! We have been providing government software solutions since 2001 and serve more than 1,000 customers throughout the United States and Canada. iWorQ Systems leads the industry in delivering hosted web-based solutions and were the first vendor in this market to provide a fully web-based solution for local government.

Since cities and counties often have limited capital budgets, we lease our applications so that our clients are not confronted with large initial capital investments and our annual support and maintenance fees do not increase year to year. We have found that this model allows agencies to plan for growth in a cost-conscious way and enables us to provide best in class products and continuing services to our clients.

To access iWorQ all you need is an internet connection and your choice of device including desktops, laptops, smartphones (iPhone, Android) and tablet devices (iPad, Galaxy, etc.) The system's graphical user interface, including all screens and dashboards, is natively touch screen enabled allowing your staff the flexibility to determine which device to utilize inside the office or in the field.

We are confident in providing a solution that can improve your internal communication as well as increase your responsiveness to your citizens and customers while reducing the time and effort from your staff. We do this by streamlining your processes through our applications inside the office, out in the field, and also provide additional access through our Citizen Engagement mobile app and web portal for internal staff and citizens.

Thank you again for considering iWorQ, we will follow up with you to review any questions you may have about this contract and the next steps in our consultative sales process.

Best Regards,

Scott Jardine
VP | Sales & Marketing



McCordsville	Quote creation: 12/19/2017
6280 West 800 North McCordsville, IN 46055	Prepared by: Steve Hulse & Scott Jardine

1. QUOTE

McCordsville- hereafter known as "Customer", enters into the following Service Agreement Contract with iWorQ Systems, "iWorQ", headquartered in Logan, UT. The terms and conditions relating to billing, implementation, updates, support, and data ownership are listed on pages 5 & 6. Customer will pay an annual fee for the services and a one-time setup fee detailed below:

Population: 6,485

<u>Community Development Applications and Services</u>	<u>Package Price</u>	<u>Billing</u>
Community Development Package - Available on any computer, tablet, or mobile device using Chrome browser - Code enforcement with OpenStreetMap - Permit Management with OpenStreetMap - Quarterly parcel upload - Contractor portal - Up to 25 custom forms/permits/letters	\$3,000.00	Annual
Citizen Engagement with Mobile App - Mobile apps for Website, Android and iOS - Available on any computer, tablet or mobile device - Configurable fields for simple data entry - Citizen account creation and request tracking - Upload images and PDF files - Track request location with X,Y coordinates - Includes Premium Data Package for data storage and upload (25 Mb upload and 100 GB total file storage)	\$1,100.00	Annual
Plans review - Draw & annotate on plans - Save data in layers on plans - Place watermarks on plans - Must have premium data to use	\$500.00	Annual
Payment Processing - Credit/debit card processing via iTransact NOTE: iTransact has Fees associated with their processing - 5 web forms/screens for the payment collection process. - Merchant account and gateway via iTransact - Payments recorded/tracked in iWorQ	\$500.00	Annual



- More than 5 forms requires additional services.		
Parcel update Weekly Parcel Update - Customer to provide FTP folder - Customer to upload parcel data in standard electronic format (.dbf, etc.) to FTP folder - Customer FTP site or folder is to be accessible to iWorQ	\$500.00	Annual
Onsite Backup -iWorQ will send a *.BAK on a scheduled basis to an FTP server maintained by the customer.	\$500.00	Annual
Letters & Forms - 10 Additional letters, forms, permits, and/or documents.	\$1,000.00	Annual
ANNUAL TOTAL	\$7,100.00	

Setup and data conversion	\$4,000.00	Once
Onsite Training -A member of our project implementation team will spend two days onsite for training.	\$3,500.00 (\$1,750.00 x 2 Days) + Travel Expenses*	
Grand total due	\$14,600.00	

1.1.Notes

- 1- Invoices for amount will be sent out 2 weeks after signature. Terms of the invoicing is Net 30 days.
- 2- Invoices may be prorated upon customer request.
- 3- This quote is provided at the customer's request and is good for 30 days.
- 4- This quote cannot be disclosed or used to compete with other companies.
- 5- **Travel expenses typically include airfare, hotel, rental car, gas, parking, and local GSA Per Diem rates for food. Detailed receipts associated with these costs will be given to customer. Agreeable dates for onsite training will be coordinated with the iWorQ & McCordsville project implementation team members.*



2. GUIDELINES

2.1 Getting started

iWorQ will assign an account manager to your account to begin the setup and training process upon contract signature.

Send the signed service agreement to iWorQ Systems:

Email: sales@iworq.com

Fax: 1 (866) 379-3243

Mailing address:

PO Box 3784

Logan, UT 84323

Physical address:

1125 W. 400. N. Suite 102

Logan, UT 84321

2.2 Billing information

iWorQ will invoice Customer on a biannual basis in January and July of each year. Customer reserves the right to cancel service at any time by providing iWorQ a 30-day written termination notice and upon such termination, iWorQ will refund to Customer on a pro rata basis those months for which service has been prepaid but will not be provided.

2.3 Data conversion

As part of the project setup, iWorQ provides a data conversion service. This service consists of importing data, sent by the Customer, in an electronic (relational database) format. iWorQ provides contact information and an upload site where the electronic data can be sent. Additional costs apply for data that does not meet the criteria listed above.

2.4 Governing Law

This Contract shall be governed by and construed in accordance with the laws of the State of Indiana.

2.5 Arbitration

The parties agree that should a disagreement regarding the terms and provisions of this Agreement or the alleged default by either party of any of the terms and provisions of this Agreement and the parties are unable by negotiation to resolve the dispute, the parties shall submit the dispute to binding arbitration with each party to select an arbitrator of their choice and the two (2) selected arbitrators to select a 3rd arbitrator with the cost of arbitration to be paid equally by the parties.



3. SERVICES and SUPPORT

All services detailed herein remain in place for the life of your contract.

3.1 Data ownership

All customer data remains the property of the customer. Customer can request data electronically or on disk, upon cancellation of Service Agreement.

3.2 FREE training

iWorQ provides FREE training and support. iWorQ provides webinars, phone support, written manuals, web videos, documentation and help files. Training is available to any Customer with a login.

3.3 FREE updates

All updates, bug fixes, and upgrades are FREE to the Customer. iWorQ is a web-based application. Customer only needs to login to get any updates to the applications.

3.4 FREE support

Customer support and training are FREE and available from 6:00 A.M. to 5:00 p.m. Mountain Standard Time.

3.5 FREE data back up

iWorQ does back-ups twice weekly and offsite once weekly.

3.6 Proprietary letters/forms

Letters and forms, including permits, certificates, or other documents must be owned by the customer and have a clear copyright.

3.7 Data upload and storage limits

Standard data plan includes uploads of up to 3 MB per file and 10 GB total storage. iWorQ offers a premium data plan available for an additional annual cost.

3.8 Insurance

Customer shall be reflected as an additional insured on all policies and/or certificates of insurance maintained by iWorQ during any term of this agreement which insurance shall include but not be limited to commercial general liability insurance with liability limits of \$2,000,000 per occurrence and \$4,000,000 in the aggregate and in addition with umbrella liability coverage of \$1,000,000.



4. SETUP & BILLING INFORMATION

4.1 Implementation information

Primary Contact(s) _____

Phone _____ Cell _____ Email _____

Additional Contact(s) _____

Phone _____ Cell _____ Email _____

4.2 Billing information

Billing Contact _____ Phone _____ Cell _____

Email _____ Prefer to receive invoice by email? Yes ☐ No ☐

Billing Address _____

City _____ State _____ Zip _____

PO# _____ (if required) Tax exempt ID# _____

5. SIGNATURE

Signature of this Agreement is based on the understanding and acknowledgement of the terms and conditions stated within this Service Agreement.

(Phone) (Mobile) (Email)

(Signature) (Print Name & Title) (Date)

