



**Service Agreement for
Tyler County, TX**

iWorQ

Community Development & Public Works Software

Executive Summary

Thank you for your considering iWorQ Systems! We have been providing government software solutions since 2001 and serve more than 1,300 customers throughout the United States and Canada. iWorQ Systems leads the industry in delivering hosted web-based solutions.

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 provide additional access through our Citizen Engagement mobile app and web portal for internal staff and citizens.

We will follow up with you to review any questions you may have about this proposal and the next steps in our consultative sales process.

Best Regards,

Adam Laing
VP | Business Development



Tyler County	Quote creation: 9/25/2018
100 West Bluff Woodville, Tx 75979	Prepared by: Nancy Francom and Adam Laing

1. QUOTE

Tyler County - hereafter known as "Customer", enters into the following Service Agreement with iWorQ Systems, "iWorQ" headquartered in Logan, UT. Customer will pay an annual fee for the services and a one-time setup fee detailed below:

Population: 21,418

<u>Public Works Applications and Services</u>	<u>Package Price</u>	<u>Billing</u>
Work Management - Available on any computer, tablet, or mobile device using Chrome browser - Track and manage work by location with OpenStreetMap - Work order scheduling and templates - Track inventory, parts, material Pavement Management - Available on any computer, tablet, or mobile device using Chrome browser - OpenStreetMap - 5-year budgeting and treatment costs - Tracks pavement condition - Remaining Service Life (RSL) - price based on centerline miles	\$10,500	Annual
Fleet Management -Available on any computer, tablet, or mobile device using Chrome browser -Fuel log tracking and uploads -Work orders for employee cost, inventory, and purchase orders -Manage maintenance schedules -Inventory management -Configurable dashboard, fields, and reports	\$4,500 \$2,000	Annual
ANNUAL TOTAL	\$12,500	
Setup, training, and system configuration	\$10,500 \$7,500	Once
Grand total due	\$20,000	

1.1. Notes

1- Invoices for amount due will be sent out 2 weeks after signature. Terms of the invoicing is Net 30 days.

- 2- This quote is provided at the customer's request and is good through November 15, 2018.
- 3- This quote cannot be disclosed or used to compete with other companies.

2. ADDITIONAL SERVICES

iWorQ provides additional applications and services that can be purchased as part of the Public Works solution. These can be added to the customer's annual cost, upon request. The services listed below may already be included in the quote in Section 1.

iWorQ Citizen Engagement - Drive citizen satisfaction, streamline communication between citizens and city/county leadership, and reduce overhead costs with a self-service public portal and a mobile application for Android and iOS.	Price based on Population	Annual
iWorQ Facilities Management - Manage facilities and track work orders, employee costs, and maintenance schedules.	Price based on Population	Annual
iWorQ Stormwater Management - Manage a MS4 system with work order tracking, maintenance history, and stormwater asset tracking.	Price based on Population	Annual
Asset Management - price based on assets to be tracked and centerline miles of pavement.	Quote required	Annual
Onsite Backup - iWorQ will send a *.BAK on a scheduled basis to an FTP server maintained by the customer.	\$500	Annual
Premium Data Package - 25 MB file upload size and 100 GB total storage.	\$1000	Annual
Additional letters/forms	\$100 each	Annual

**Additional services are subject to setup fees which are 2/3 of the annual cost.*

3. GUIDELINES

3.1 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



3.2 Billing information

iWorQ will invoice Customer on an annual basis. Customer reserves the right to cancel service at any time by providing iWorQ a 30-day written notice.

3.3 Data conversion

As part of the project set up, 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.

4. SERVICES and SUPPORT

4.1 Data ownership

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

4.2 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.

4.3 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.

4.4 FREE support

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

4.5 FREE data back up

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

4.6 Proprietary letters/forms

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

4.7 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.

4.8 Software Terms and Limitations

The iWorQ Software is the proprietary information and a trade secret of iWorQ, Systems Inc. and this agreement grants no title or rights of ownership with the software. The software is protected by United States copyright laws and international copyright treaties, as well as other intellectual property laws. Customer shall not permit any user or other party to, (a) copy or otherwise reproduce, reverse engineer or decompile all or any part of the iWorQ Software, (b)



make alterations to or modify the Software, (c) grant sublicenses, leases or other rights, or (d) permit any party access to the Licensed Software for purposes of programming against it.

5. SET-UP & BILLING INFORMATION

5.1 Implementation information

Primary Contact(s) _____

Phone _____ Cell _____ Email _____

Additional Contact(s) _____

Phone _____ Cell _____ Email _____

5.2 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# _____

6. 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)

