



May 10, 2019

Ms. Jackie Skinner
Tyler County Auditor
100 Bluff St, Rm 110
Woodville, TX 75979

Dear Jackie:

I know you will be preparing your budget soon. In order to help you, I have prepared Annual Software Maintenance estimates for the coming year. Please keep in mind that these are estimates only, and are subject to change.

Software Application	Term	Estimate
County Clerk Case Management	01 01 20 – 12 31 20	\$18,455
District Clerk Case Management	01 01 20 – 12 31 20	\$16,620
Co Atty/District Atty	01 01 20 – 12 31 20	\$ 7,645
Justice of the Peace	01 01 20 – 12 31 20	\$34,315
Jury Selection	01 01 20 – 12 31 20	\$ 7,690
Law Enforcement	01 01 20 – 12 31 20	\$32,650
Indexing	01 01 20 – 12 31 20	\$18,020
Child Support	01 01 20 – 12 31 20	<u>\$ 4,326</u>
Total		\$134,806
NET Data IT Support Maintenance Level 1 or Level 2	01 01 20 – 12 31 20	\$ 6,000 or \$ 12,000

If you have any questions, please let me know.

Cordially,

A handwritten signature in blue ink that reads "Lisa".

Lisa Phillips
Financial Administrator



May 1, 2019

Ms. Jackie Skinner
Tyler County Auditor
100 Bluff St, Rm 110
Woodville, TX 75979

Dear Jackie:

I know you will be preparing your budget soon. In order to help you, I have prepared Annual Software Maintenance estimates for the coming year. Please keep in mind that these are estimates only, and are subject to change.

Software Application	Term	Estimate
RVI Imaging Maintenance	01 01 20 – 12 31 20	<u>\$ 6,900</u>
Total		\$ 6,900

If you have any questions, please let me know.

Cordially,

A handwritten signature in blue ink that reads "Lisa".

Lisa Phillips
Financial Administrator



May 10, 2019

Ms. Jackie Skinner
Tyler County Auditor
100 Bluff St, Rm 110
Woodville, TX 75979

Dear Jackie:

In order to help with budget preparations, I have listed upcoming IBM Software Subscription and IBM Service Suite terms for the coming year(s) that have been previously purchased through NET Data. Please keep in mind that cost cannot be quoted more than 45 days prior to renewal date, therefore, you may want to budget based on the prior years' expenditure(s).

Software Application	Term Expires
IBM HW Maintenance-Server	07/31/2019
IBM SW Maintenance-Server iSeries 9407-515 Serial # 000019D5A	02/14/2020

If you have any questions, please let me know.

Cordially,

A handwritten signature in blue ink that reads "Lisa".

Lisa Phillips
Financial Administrator

*As IBM is a 3rd party vendor, NET Data will invoice counties for IBM Software Subscriptions and IBM Service Suites upon receipt of vendor invoice. Complete payment is expected and cannot be pro-rated over multiple budget years. Please budget accordingly.



NET Data is committed to providing premium service and support to our customers each and every day. Our staff looks forward to another year of serving your software needs. Protect your software investment by renewing your Annual Software Maintenance Agreement (details below). Please see the attached letter for your upcoming Annual Software Maintenance renewal quote.

Annual Software Maintenance (ASM) benefits:

- a) To correct any errors found in the software systems.
- b) To make all changes in the aforesaid software system necessitated by changes in the law enacted during the term of this agreement.
- c) To provide to the Buyer all enhancements made to this software systems by Seller for distribution to all clients of Seller.
- d) To provide Buyer 1-800 telephone support to assist in the productive use of the software systems.

NET Data IT Support Maintenance benefits – Choice of Level I or Level II

LEVEL I - \$6,000

- Client Access Installation, Configuration, and Troubleshooting*
- RVI Client Installation, Configuration, and Troubleshooting*
- NETD Online Installation, Configuration, and Troubleshooting*
- Printer Session Configuration to the System and Troubleshooting*
- Assist IBM CE remotely during Hardware/Software iSeries/System i problems
- Remote System Health and Status Monitoring
- One On-site Yearly visit for PTFs and/or OS400 Upgrade

*This does not cover the physical installation of PC's and/or PC operating systems

**County is responsible for the performance, storage, integrity, security of all system(s) and data backups

LEVEL II - \$12,000

Same as LEVEL 1, but with the following additions:

- Free Installation of System i Equipment purchased from NET Data
- Image Archive Appliance Installation, Configuration, and Troubleshooting from NET Data
- RVI Server Updates and Upgrades
- Two On-Site Visits per year for PTFs and/or OS/400 Upgrades
- Disaster Recovery Services

Contact Dustin Ballard regarding details of Disaster Recovery Services at dustin@netdatacorp.net
Or for detailed IT Support Maintenance Agreement Terms