

<b>Carson</b>	<b>Quote creation: 6/13/2018</b>
<b>701 E Carson Street</b> <b>Carson, CA 90745</b>	<b>Prepared by: Brady Hunsaker</b>

## 1. QUOTE

**Carson** - 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: **92,797**

<u>Applications and Services</u>	<u>Package Price</u>	<u>Billing</u>
<b>Permit Management</b> - Available on any computer, tablet, or mobile device using Chrome browser - OpenStreetMap - Contractor portal, contractor licensing, configurable web link for citizens and contractors - Quarterly parcel upload - Up to 10 custom letters/permits/forms	<b>\$4,250.00</b>	Annual
<b>Online Applications Package</b> - Up to 5 configurable application forms - Includes iTransact for card processing and online payments - Includes Premium Data Package for data storage and upload (25 MB upload and 100 GB total file storage)  NOTE: iTransact has its own fees for transactions	<b>\$2,250.00</b>	Annual
<b>ANNUAL TOTAL</b>	<b>\$6,500.00</b>	

Set up and data conversion	WAIVED	Once
<b>Grand total due</b>	<b>\$6,500.00</b>	

### 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.

## 2. ADDITIONAL SERVICES

iWorQ provides additional applications and services that can be purchased as part of your iWorQ solution. These can be added to the customer's annual cost, upon request.

Onsite Backup – iWorQ will send a *.BAK on a scheduled basis to an FTP server maintained by the customer.	\$500	Annual
Interactive Voice Response (IVR) – used by contractors to schedule inspections via telephone.	\$1000	Annual
iTransact Card Processing – setup merchant account and gateway, so card payments can be received/recorded in iWorQ. Includes public portal and up to 5 customized forms/links on customer website for citizens and contractors to submit permit requests, license requests, and make payments.	\$1000	Annual
Additional letters/forms/permits	\$100 each	Annual

A project quote must be requested for any custom development outside of iWorQ existing features and functions. Project timelines, scope, and cost vary depending upon the request.

## 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:** bhunsaker@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**

### 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 may provide 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 8:00 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. 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 \_\_\_\_\_

Secondary 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)