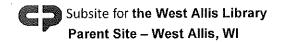
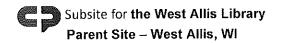
| West Allis, WI Li | ibrary | | | URL | xx |
|--|--|---|--|--|---|
| XX | • | | | | |
| XX | | | | | , |
| XX | | | xx | Postal Code | xx |
| elephone support for a on a 24/7/365 basis fo | all trained or represe | l clients entative | from 7am – s named by | 7pm Central Time the Client. Client | e, Monday-Friday (excluding holidays). Emergency is responsible for ensuring CivicPlus has current |
| t & Mobile Phone | XX | | | | |
| t & Mobile Phone | XX | | | | |
| t & Mobile Phone | XX | | | | |
| XX | | | | Email | XX |
| XX | | Ext. | xx | Fax | XX |
| XX | | | | E-Mail XX | |
| XX | A A | Ext. | XX | Fax | XX |
| xx | | | | | |
| XX | ~ | | | | |
| xx | | ST | xx | Postal Code | xx |
| XX | | | | Sales Tax Exempt # | XX |
| XX | | | | Account Rep | Megan Underwood |
| | XX XX XX elephone support for a on a 24/7/365 basis for the case of the cas | XX XX elephone support for all trained on a 24/7/365 basis for represent the Mobile Phone in the XX Et & Mobile Phone in the XX Et & Mobile Phone in the XX XX XX XX XX XX XX XX XX XX | XX XX XX XX XX XX XX State elephone support for all trained clients on a 24/7/365 basis for representative et & Mobile Phone XX Et & Mobile Phone XX XX XX XX Ext. XX XX XX XX XX XX XX XX XX | XX XX XX XX State XX elephone support for all trained clients from 7am— on a 24/7/365 basis for representatives named by et & Mobile Phone XX et & Mobile Phone XX XX XX XX Ext. XX XX XX XX XX XX XX XX XX XX | XX XX XX XX State XX Postal Code elephone support for all trained clients from 7am –7pm Central Time on a 24/7/365 basis for representatives named by the Client. Client Et & Mobile Phone XX Et & Mobile Phone XX XX Email XX Email XX XX E-Mail XX XX XX XX XX XX XX ST XX Postal Code Sales Tax Exempt # |



| All Quotes are in US Dollars and Valid for 60 Days from 10/10/ | 2018 | |
|--|-------------|---------------|
| Project Details | Optional | One Time Fee |
| Design & Project Overview | 100000 | |
| Administration separate from parent site | i. | |
| Separate template from parent site | | |
| Separate design elements and color scheme from parent site, including template, banner, colors, style, and graphic elements. | | |
| Unique graphic buttons | | |
| Unique URL | | |
| • SSL | | 60.450 |
| Unique global navigation NOTE: Simple navigation is developed as part of the design. CivicPlus will develop recommended navigation for an additional fee. | : | \$8,150 |
| Existing and future modules separate from parent site | | |
| Shared site search (returns results from both sites) | | |
| Migration of up to 50 pages of Existing Library-related Content. Additional development may be purchased | | |
| Training not included. Additional Training is available for purchase. | | |
| Subsite Add-Ons (Optional) | | 11-000/1 |
| Additional 4-Hour Block of Custom Virtual Training | \$625/Block | \$xx |
| Develop Recommended Navigation | \$2,500 | \$xx |
| Full system virtual training – 12 hours | \$1,875 | \$xx |
| Full system on-site training – 3 days | \$8,800 | \$xx |
| Total Project Development Fee | | \$xx |
| First Year Annual Services Fee | | Included |
| Server storage not to exceed 10 GB | | |

- 1. Hosting fees for your subsite are subject to the renewal terms and annual increase terms of the original contract between CivicPlus and West Allis, WI.
- 2. The Total Fees Year 1 will be invoiced as follows:
 - a. Upon signing this SOW, thirty percent (30%) of the Total First Year Fees.
 - b. The earlier of 6 months from signing or upon completion of Subsite Implementation, the remaining seventy percent (70%) of the Total First Year Fees.
- Invoicing for Year 2 Annual Services begins one (1) year from signing this form and shall continue annually until terminated by either party by giving written notice to the other party 60 days' prior to the renewal date of this form.
- Client will be invoiced electronically through email. Upon request CivicPlus will mail invoices and the Client will be charged a \$5.00 convenience fee.

| 2 nd Year and Subject to annual in | \$1,125 | | | | |
|--|--|--|--|--|--|
| Annual Services Include the Following: | | | | | |
| Support | Maintenance of CivicPlus Application & Modules | Hosting | | | |
| 7-7 (CST) Mon-Fri (excluding holidays) 24/7 Emergency Support Dedicated Support Personnel 4-hour Response during Normal Hours Usability Improvements Integration New & Upgraded Services Proactive Support for Updates & Fixes Online Training Manuals | Install Service Patches for OS Upgrades Fixes Improvements Integration Testing Development Usage License | Shared Web/SQL Server DNS Consulting & Maintenance Monitor Bandwidth-Router Traffic Redundant ISP Redundant Cooling Natural Gas Powered Generator Daily Tape Backup Intrusion Detection & Prevention | | | |
| Monthly Newsletters Phone Consulting CivicPlus Connection | | Antivirus Protection Upgrade Hardware | | | |



| | Acce | ptar | ice |
|--|------|------|-----|
|--|------|------|-----|

| utlined in this Agreement. | a document, and ottom and danones are presented as | |
|--|---|--|
| FORMALNAME | Date | |
| CivicPlus | Date | |
| Sign and e-mail or Fax this Copy Attn: Contract Manager Email: SalesCoordinators@CivicPlus.com | And – Mail Two (2) Signed Originals CivicPlus Contract Manager 302 S 4 th Street | |
| Fax: 785-587-8951 | Manhattan, KS 66502 | |

We will e-mail or fax a counter-signed copy of the contract back to you so we can begin your project. Upon receipt of two signed originals, we will counter-sign and return one copy for your files.