



Quotation

To: Debbie P. Jenkins  
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 Em: debbie@hopkinscountytx.org  
 Hopkins County Tax Assessor-Collector  
 128 Jefferson Street  
 Suite D  
 Sulphur Springs, Tx 75482

VistaSG Tax ID# 20-2204925

QuoteID: HopkinsCodms37182018  
 Quote PM: VR\_TA  
 Quote Date: July 19, 2018  
 Quote Expires: August 24, 2018

Project Name: dms3 Quote for Hopkins County Tax Office

Item	QTY/HRS	Unit Price	Total
<b>MileStone 1</b>			
<b>Licenses, Development Project Description</b>			
dms3 Initial Licenses Cost, assignment of the licenses & 2 users	2	1,375.00	\$2,750.00
Total Licenses Initial Cost			<b>\$2,750.00</b>
<b>Professional Services</b>			
Business Analysis, Installation, Configuration, QA, Testing, Project Management	2	625.00	\$1,250.00
Total Services Cost			<b>\$1,250.00</b>
<b>Training</b>			
Training	1	1,000.00	\$1,000.00
Total Training Cost			<b>\$1,000.00</b>
<b>Subscription for dms3 includes Maintenance &amp; Enhancements at no additional costs*</b>			
Subscription for dms3 includes Maintenance & Enhancements at no additional costs*	2	900.00	\$1,800.00
Total Annual Services Cost			<b>\$1,800.00</b>
Total Due			<b>\$6,800.00</b>
Total Project Services (including first year 1 Subscription for all licenses)			<b>\$6,800.00</b>

Client: Debbie (Jenkins) Mitchell Acceptance Debra Mitchell Date: 8-15-18  
 Print Name / Signature  
 VistaSG: Michael Hundley, CEO Date: 7/19/2018  
 Print Name / Signature

Scope of Work to Be Completed & Expectations

- Licenses:** Licenses are determined, selected, and installed to the location agreed to for client. Once done, they will be installed in the desired location. Basic tests will begin to insure there is no corruption to the software and it is the most up to date and compatible with client environment.
- Services:** Business analysis will be prepared to insure the application(s) will perform and serve as stated. Once prepared the project will begin and the management of the project will include overseeing production, proper configurations to client specs, performance and processes are function. This will include ongoing communications with client.
- Training:** Training will be scheduled and delivered based on the operations and processes.
- Support:** Once completed, the subscriptions will be "live" ready and the subscription for use begins. The project is completed at this phase and the client will move to the support services

**NOTE:** CLIENT will retain and has ownership of all locally stored or backed up images. Images backed up by 3rd party or cloud may be subjected to fees.

Requirements:

- Quotation must be signed and payment for Milestone 1 will be due and payable upon receipt of invoice to complete the project. Once the software is installed, any outstanding balances are due and payable.
- Client understands that maintenance and support is to ensure the performance of the software. Any performance issues due to changes in location of the application and its supporting files, changes to configurations, or any interference by client, their staff or another 3rd party (ie, IT Consultants, Antivirus, Software updates other than VistaSG) without the advanced knowledge, input, and assistance from VistaSG is not maintenance and support and WILL NOT be covered. Any issues not resulting from the software itself is considered a professional service at the rate of \$150/hour per person engaged, with a 4 hour minimum to begin in order to remedy the situation. The Client understands that any breach like a virus to the software and systems is not the responsibility of VistaSG and in no way will VistaSG be responsible for these breaches and that work performed is custom. Back Up Protection is available and can be quoted separately.
- All services are provided remotely. Should travel be required, a separate Change Order for travel costs will be provided to client and must be signed prior and will be payable to VistaSG. This is based on IRS guidelines.
- VistaSG will provide an associate to be responsible for performance of VistaSG staff, monitor quality of services, ensure deliverables are completed in accordance with project requirements, and provide relevant status reports to VistaSG project manager.
- Client will make available all resources requested by VistaSG for assistance during installations and problem resolutions.
- Client agrees that if the project is canceled prior to completion, a notice of termination in writing to VistaSG is required, at which time full payment for any licenses delivered and any or all work performed to date, as well as reimbursement for any travel-related costs, and expenses associated with the project will be due. Upon payment VistaSG will then remove the software and wipe clean the use of the space allocated.
- Client is responsible for the host environment including all required licenses, hardware, network and third party software components and configuration.
- Environmental or network related issues will not be supported by VistaSG.
- Milestones are billed as follows: Milestone 1 licenses are 100% due upon signature. Upon installation, professional services are due. Once the project is installed and configured, the remaining balances including training and the first year subscription is due. The client's decision to start or "go live" is not the determination of when a payment is due in any way whatsoever. The client understands that they will be receiving the product and it's sources on their environment, and agrees that this is the acceptance of our products and services in its entirety. Additionally client agrees that work performed is on the basis of time and materials and in no event shall the client be released from obligation for these payments due once the software is installed. No refunds.
- \*Annual subscription includes Enhancements as well as Support and Maintenance which are 100% due upon final installation of the project, and will be billed annually thereafter. Cancellations must be submitted to VistaSG and acknowledged by VistaSG in writing, no less than 60 days prior to the billing as are delivered in advance. Increases to annual subscriptions will be based on CPI + 1%, or a minimum of 3% annually, whichever is greater as the measure to keep pace with inflation.
- Any conflicts that arise will be subject to the laws of the State of Texas, both parties will be responsible for their own legal fees. Mediation is highly suggested. VistaSG is willing to hold those nearest the location of the client.

Vista Solutions Group, LP, 6500 River Place Blvd, Building 2, Ste 100, Austin, TX 78730  
 512.986.7650 www.vistasg.com

*Vista SG agrees to invoice \$3,000 at time of signature and Hopkins County agrees to pay \$3,000 at time of invoice. Vista SG agrees to invoice and Hopkins County agrees to pay the remaining amount after Oct. 1 2018.*  
 KA