*15

CRW SYSTEMS

INNOVATIVE GOVERNMENT TECHNOLOGY

January 21, 2010

Mary Gossman
City of Milpitas
455 E. Calaveras Blvd
Milpitas, CA 95035

RE; *TRAKiT* Enterprise Migration Support & Training

Dear Mary,

On behalf of CRW Systems, we are pleased to submit this Cost Proposal to the City of Milpitas, in response to your request to migrate to ***TRAKiT*** Enterprise.

1. **Migration Support** One (1) Day **$2,500.00**

   - Client will be responsible for providing remote network access to CRW.
   - Software installation will be will done one (1) time and must be installed in your go-live environment. The Client will be charged for any moving or reinstallation of the software.
   - Scope of work is limited to ***TRAKiT*** database and software.
   - No programming, or custom reports have been included.
   - Client will be responsible for providing remote network access to CRW.

2. **Data Conversion** Two (2) Days **$5,000.00**

   - Cost covers two (2) ***TRAKiT*** database conversions, one for software testing and one for go-live.
   - Any alterations made to the ***TRAKiT*** database by the client will result in additional charges to correct.
   - The ***TRAKiT*** database must be provided to CRW by no later than 10 AM Pacific Time on the scheduled conversion dates.

3. **User Training** Seven (7) Days **$21,000.00**

   - Class size will be limited to eight (8) students. CRW will provide a computer for each individual to be trained.
   - Client will also be responsible for providing an adequate training room.

Total	**$28,500.00**

- ***All travel related costs have been included; however, the Client will be responsible for any additional fees or charges due to cancellation or rescheduling by the client.***
- ***This quote supersedes all previous quotes and offers and is valid through 07/31/10.***
- ***Payment due upon completion of work.***

Please confirm this request by signing and returning this letter back to CRW. Upon receipt, you will be contacted for scheduling.

Sincerely,
CRW Systems

Scott K Talbert

Scott Talbert
Vice President of Client Services

Approved: Mary Grossman Date: 1/21/10
For the City of Milpitas

TRITECH
SOFTWARE SYSTEMS

July 12, 2010

City of Milpitas
1265 N. Milpitas
Milpitas, CA. 95035
Attn Mary Gossman

Renewal of Software Support Agreement

This letter is an important notice to renew your Software Support Agreement for your TriTech System, which is due to expire on August 31, 2010. The renewal of the Software Support Agreement will allow you to continue to take advantage of the software support and maintenance services provided by TriTech Software Systems and allow you to receive upgrades to your TriTech System.

Please complete and sign this Support Renewal Agreement and return it to TriTech along with your payment to assure uninterrupted software support and maintenance services coverage. Action on this Support Renewal Agreement is time sensitive; services to support your system will not be provided if you have not paid your Support Renewal Fee by the Expiration date of your Software Support Agreement.

TriTech Support Services Renewal Agreement Amendment

Client agrees to renew its Software Support Agreement dated October 2003, the terms of which are incorporated by reference herein as though set forth in full, and according to the terms and conditions included herein. Except as modified herein, all other terms and conditions of the Software Support Agreement shall remain in full force and effect. With respect to the content herein, in the event of any conflict between this Software Support Renewal Agreement Amendment and the Software Support Agreement, the terms of this Software Support Renewal Agreement Amendment shall control. This Support Renewal Agreement Amendment and applicable support fees must be signed, paid and returned by September 1, 2010 to avoid any interruptions in the software support and maintenance services provided by TriTech. Payment of $100,705.82 for this period is due by September 1, 2010.

Consumer Price Index Adjustment

For support renewals that go into effect within calendar year 2010, the support renewal fee has been increased by the consumer price index (CPI) rate of 0%.

Note: Escrow and ESRI Fees are calculated separately and added to your annual support fee.

Payment

For your convenience, we have enclosed an invoice for the full amount of the TriTech Support Services Renewal Fees covering a 12 month period beginning September 1, 2010-August 31, 2011. If you have any questions, please contact Diana Sliwicki or your Client Account Manager at 858-799-7000.

9860 Mesa Rim Road
San Diego, CA 92121
858.799.7000
FAX: 858.799.7010
www.tritech.com

The Support Renewal Agreement for TriTech Support Services is based upon the following TriTech Software licenses:

Milpitas

Product Name	Notes	# of Licenses	Cost per License	Total LicenseCost	Support Term 9/1/10 - 8/31/11
Interfaces to CLETS/SLETS/NCIC		1	15,000.00	15,000.00	3,298.50
Standard Alpha-Numeric Paging Interface License		1	9,000.00	9,000.00	1,979.10
Standard E-9-1-1 With TDD Interface License		1	20,000.00	20,000.00	4,398.01
VisiCAD Archive License Data Purging & SQL Replication		1	20,000.00	20,000.00	4,398.01
VisiCAD BOLO License		1	5,000.00	5,000.00	1,099.50
VisiCAD Command Public Safety Database Server License		1	30,000.00	30,000.00	6,597.01
VisiCAD Command Public Safety Full-User License		6	12,000.00	72,000.00	15,832.82
VisiCAD Live Routing License		1	15,000.00	15,000.00	3,298.50
GISLink / VisiCAD MapImport Utility		2	20,000.00	20,000.00	4,398.01
VisiNet Mobile Applications Server License		1	50,000.00	50,000.00	10,995.01
VisiNet mobile Client License		50	690.00	34,500.00	7,586.56
VisiNet Mobile Mapping Client License		50	300.00	15,000.00	3,298.50
Zetron Station Alert/Printer Interface License (Centralized)		1	30,000.00	30,000.00	6,597.01
Added Licenses				0.00	0.00
Message Switch Manager		1	5,000.00	5,000.00	1,099.50
VisiCAD MultiAgency		1	5,000.00	5,000.00	1,099.50
VisiCAD Multiassign		1	7,500.00	7,500.00	1,649.25
VisiCAD Playback		1	5,000.00	5,000.00	1,099.50
VisiCAD Protocol		1	50,000.00	50,000.00	10,995.01
VisiCAD Query Message Switch		1	5,000.00	5,000.00	1,099.50
VisiCAD R-Check		1	5,000.00	5,000.00	1,099.50
VisiCAD Rotation		1	500.00	500.00	109.95
VisiCAD Training/Test Server		1	10,000.00	10,000.00	2,200.00
Standard VisiCAD to CAD Interface License		1	25,000.00	25,000.00	5,599.55
			Total License Renewal Fee:		**99,827.82**
				ERSI Fees	128.00
				Escrow Fee**	750.00
				Other [See Note]:	0.00
		Total Adjusted License Renewal Fee:			**100,705.82**
NOTES:					
ESRI Fees 6 user licenses @ $16.00 each					
ESRI Fees for 2 GIS Link @ $16.00 each					

As a part of your support renewal, you will receive one (1) free conference admission to the Annual VisiCon User's Conference. Travel and expenses are not included.

ACCEPTED AND AGREED:

Signature

Printed Name

Title

Date

TRITECH SOFTWARE SYSTEMS

Brenda Brock, Controller

for Blake Clark
CFO

TriTech Support Services Renewal – Options

Please include (check options) the following options into the costs of the Support Renewal Agreement. The costs for selected options will be added to the final cost of the Support Renewal Agreement and reflected in a revised invoice. Early payment options, either discount on renewal fees or quarterly payments, do not apply to any of the following options.

- ☐ Annual membership fee ($150) for your organization with the TriTech International User's Group (an independent non-profit organization of TriTech Clients). Note: TriTech collects this fee and forwards the full amount directly it to the International User's Group.

- ☐ Please add ____ TriTech Annual VisiCon User Conference pre-registration fees into the Support Renewal Fee at USD$695.00 per person ($695 is the early-bird registration fee).

- ☐ Please add airfare and hotel charges for each attendee to attend the annual TriTech VisiCon User Conference to the Support Renewal Fee. In order for TriTech to provide a quote, TriTech must be informed of the location where travel will begin for each individual and dates when travel will occur. TriTech will not be responsible for any expenses beyond airfare and hotel. Any unused funds will be credited to the Client.

- ☐ Please include a Maintenance Pool in the amount of USD$ _____ to the Support Renewal Fee. The Maintenance Pool can only be utilized upon authorization from the Client for non-covered support services, hardware upgrades, operating system or database upgrades, and for TriTech Software modules or services. Payment will be as follows:

  - o ___ Include the Maintenance Pool cost in the Support Renewal Fee and maintain any applicable credits on Client's TriTech Account.
  - o ___ Include the Maintenance Pool cost in the overall Support Renewal Fee, but invoice the Client individually for the authorized services.

- ☐ Please include a quote for adding the following to the Support Renewal Agreement:

_____

_____

Completed By:

_____

Signature

_____

Printed Name, Title Date

TRITECH
SOFTWARE SYSTEMS

Post Office Box #671392
Dallas, TX 75267-1392
(858) 799-7000

INVOICE 17534

DATE

7/13/2010

PAGE: 1

Bill To:

CIty of Milpitas
1265 N. Milpitas

Milpitas CA 95035

Ship To:

CIty of Milpitas
1265 N. Milpitas

Milpitas CA 95035

PURCHASE ORDER NO.	CUSTOMER ID	SALES ID	SHIPPING METHOD	PAYMENT TERMS	REQ'D SHIP DATE	MASTER NUMBER
	MILPITAS			Due upon receipt		

QUANTITY	ITEM NUMBER	DESCRIPTION	UOM	DISCOUNT	UNIT PRICE	EXTENDED PRICE
1	4300-60	Customer Support - 9/1/10-8/31/11	Ea	$0.00	$100,705.82	$100,705.82

Subtotal	$100,705.82
Tax	$0.00
Freight	$0.00
Total	**$100,705.82**

Thank You

080756/07-03

Cayenta
A Division of Harris Computer Systems

1 Antares Drive, Suite 400
Ottawa, Ontario Canada K2E 8C4
Phone: (613)226-5511 FAX: (613)226-3377

Invoice	MN00037969
Date	5/31/2010
Page	1

Bill To:

City of Milpitas
Attention: Flora Tzeng
455 E. Calaveras Blvd
Milpitas CA 95035

Ship To:

City of Milpitas
Attention: Flora Tzeng
455 E. Calaveras Blvd
Milpitas CA 95035

Purchase Order No.	Customer ID	Salesperson ID	Shipping Method	Payment Terms
	MILP		LOCAL DELIVERY	Receipt

Ordered	Item Number	Description	Unit Price	Ext. Price
1	NOTE	Annual Maintenance Support July 1st,2010 to June 30th, 2011	US$0.00	US$0.00
1.00	CAY - MAINT	Accounts Payable	US$9,932.17	US$9,932.17
1.00	CAY - MAINT	Accounts Receivable	US$13,006.41	US$13,006.41
1.00	CAY - MAINT	General Ledger	US$16,340.78	US$16,340.78
1.00	CAY - MAINT	Project Accounting	US$4,138.40	US$4,138.40
1.00	CAY - MAINT	Human Resources	US$14,425.28	US$14,425.28
1.00	CAY - MAINT	Payroll	US$14,425.28	US$14,425.28
1.00	CAY - MAINT	Purchase Orders	US$9,932.17	US$9,932.17

Subtotal	US$82,200.49
Misc	US$0.00
Tax	US$0.00
Freight	US$0.00
Trade Discount	US$0.00
Total	US$82,200.49

Cayenta
A Division of Harris Computer Systems

1 Antares Drive, Suite 400
Ottawa, Ontario Canada K2E 8C4
Phone: (613)226-5511 FAX: (613)226-3377

Invoice	MN00037994
Date	5/31/2010
Page	1

Bill To:

City of Milpitas
Attention: Flora Tzeng
455 E. Calaveras Blvd
Milpitas CA 95035

Ship To:

City of Milpitas
Attention: Flora Tzeng
455 E. Calaveras Blvd
Milpitas CA 95035

Purchase Order No.	Customer ID	Salesperson ID	Shipping Method	Payment Terms
	MILP		LOCAL DELIVERY	Receipt

Ordered	Item Number	Description	Unit Price	Ext. Price
1	NOTE	Annual Maintenance Support July 1/2010 to June 30/2011	US$0.00	US$0.00
1.00	CAY - TPM	Uniface	US$1,670.01	US$1,670.01

Subtotal	US$1,670.01
Misc	US$0.00
Tax	US$0.00
Freight	US$0.00
Trade Discount	US$0.00
Total	US$1,670.01

Cayenta
A Division of Harris Computer Systems

1 Antares Drive, Suite 400
Ottawa, Ontario Canada K2E 8C4
Phone: (613)226-5511 FAX: (613)226-3377

Invoice	MN00037958
Date	5/31/2010
Page	1

Bill To:

City of Milpitas
Attention: Flora Tzeng
455 E. Calaveras Blvd
Milpitas CA 95035

Ship To:

City of Milpitas
Attention: Flora Tzeng
455 E. Calaveras Blvd
Milpitas CA 95035

Purchase Order No.	Customer ID	Salesperson ID	Shipping Method	Payment Terms
	MILP		LOCAL DELIVERY	Receipt

Ordered	Item Number	Description	Unit Price	Ext. Price
1.00	CAY - MAINT	Utilities - July 1/10 to June 30/11	US$23,966.66	US$23,966.66

Subtotal	US$23,966.66
Misc	US$0.00
Tax	US$0.00
Freight	US$0.00
Trade Discount	US$0.00
Total	US$23,966.66