

To: Carrie Moore
Organization: Town of Century, Florida
Email: cmoore@centuryflorida.us

From: Maria Shefren
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Date: March 28th, 2025
Subject: On Site System Audit for Town of Century
Price: \$7,650

Service Description: This quote defines the work to be performed by inHANCE, an incorporated division of N. Harris Computer Corporation, to perform an on-site system audit for Town of Century.

Scope Of Work:

- 2 days onsite system audit with an inHANCE Business Consultant
 - Perform a review of what is working and what is not working and suggest changes and improvements for Town of Century
- Addressing Town of Century's remaining issues with the system - Problems with meters (not being the correct ones) and accounts not showing up
- InHANCE to assist in data clean up.

Assumptions:

- Impresa assistance for the Data Clean includes the following:
 - Ensure GL accounts are correct.
 - Ensure GL distributions on all monetary transactions (charges, adjustments, reversals, penalties, etc.) are correct.
 - Ensure all Groups and Incomes are defaulting to the correct GL distribution.
 - Ensure existing rate codes all have the correct information.
 - Ensure all adjustments have all the correct information.
 - Ensure all penalties have the correct information.
 - Ensure all Deposits (if any) have the correct information.
 - Ensure all locations have the correct group and income centers assigned and the correct rate codes attached.
 - Correct any and all other existing issues identified while performing this service.
 - This service to help clean up the Town of Century's data does not include any creation of new data. If any creation of new data is required, this may require a quote for and therefore discussion will be needed prior to creating any new data.

- Quote is based on a standard 8-hour work day. If there are any changes to the hours required, scope or our understanding of the scope, the price is subject to change
- Town of Century is to ensure the appropriate staff is available to work with inHANCE Business Consultant while onsite. It is expected that the individuals identified will have the experience in the day-to-day operations and will work closely with the inHANCE Business Consultant to resolve issues, requests or questions as required
- Recommended business process changes will not be implemented as part of this quote. Should Town of Century choose to move forward with implementing any of the recommendations a new quote will be issued to assess the effort and scope
- The inHANCE Business Consultant will work on premise at Town of Century's location and will have access to appropriate personnel in the user departments and to the technical documentation associated with the systems
- In addition to the above price, Town of Century will be billed for all reasonable expenses. Direct costs, including but not limited to travel, meals and accommodations, will be charged as incurred. Travel time will be billed at \$75.00 per hour

Delivery:

Upon receiving a signed quote, inHANCE strives to coordinate and commence all work at the earliest period. Please speak to your Account Manager to confirm the anticipated project start date.

Should additional time be required to complete this project at any time, you will be notified and asked for your approval in advance of inHANCE completing the incremental work.

Price: \$7,650

This is a fixed price quote based on the scope described above.

If there are material changes to the scope or our understanding of the scope, the price is subject to change. To accept the SOW, sign/initial where indicated and either fax or email a copy to the details noted above.

Price excludes any applicable taxes.

Quote is valid for 60 days from date of delivery. After 60 days the quote will be considered expired and would need to be reassessed and re-quoted if still required.

Payment Terms:

The payment milestones for this quote will be invoiced as follows:

- 100% payment upon signing

Invoices are payable upon receipt.

Acceptance Terms:

The work contained within this document is deemed completed and accepted once the onsite activity is completed and the Utilization Review document has been received by Town of Century. The data clean up and new user training is completed.

Note: Any items requiring support following acceptance of this work is to be logged in TeamSupport via a ticket.

Termination:

Unless inHANCE and/or Town of Century exercises its right to terminate this quote due to material breach or default, inHANCE must provide, and Town of Century must purchase, services from inHANCE for the items defined within this quote.

If Town of Century and/or inHANCE exercises its right to terminate this quote due to material breach or default, or Town of Century and/or inHANCE terminates this quote without cause,

Town of Century obligation includes the following:

1. If this project is cancelled pursuant to the terms of the governing agreement, return the Software to inHANCE and certify, under the hand of a duly authorized officer of the Organization, that all copies of the software or any part thereof, in any form, within the possession or control of the Organization have been returned to inHANCE (if applicable).
2. Complete payment for services performed and expenses incurred prior to termination including:
 - a. Any amounts previously invoiced but unpaid;
 - b. Fees for services performed through the termination date which has not been invoiced; and
 - c. Any approved travel and living costs.

inHANCE's obligation includes the following:

1. Provide notice of 10 calendar days for termination without cause.

Under no circumstances shall inHANCE be liable for any special, indirect, consequential, punitive or incidental damages of any kind and shall not be liable for loss of profits, works stoppage, system failure or malfunction, loss of data or any other damages or losses in connection with this statement of work, even if inHANCE has been advised of the possibility of such damages. In any event, inHANCE shall not be liable to pay any amount, in the aggregate, that is greater than the fees received by inHANCE under this quote.

Acceptance:

This quote is governed by the existing terms and conditions of the governing agreement between the parties, which terms and conditions are incorporated herein by reference. Once completed Town of Century will have up to 15 days to notify inHANCE of any issues or concerns. The quote is accepted and approved by:

Print Name

Title

Signature

Date