

To: Carrie Moore
 Organization: Town of Century
 Email: cmoore@centuryflorida.us
 Phone: (850) 256-3208

From: Maria Shefren
 Email: Mvillalba@harriscomputer.com
 Phone: (314) 594-1947

Date: March 27th, 2025
 Subject: Full System Training
 Price: **\$8,160.00**

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

Scope Of Work:

- Review Town of Century internal process and assisting in priority billing, payment, adjustments and disconnects
- Perform full system training – Customers, location, meters, meter models, estimates, MID, groups and income centers, billing, periodic, technical services
 - All training will be conducted by a Harris Certified Trainer and will be performed remotely via a web session.

Assumptions:

- All project activities to be performed remotely.
- Town of Century will provide the appropriate remote access to its network, facilities, and systems as maybe required to perform activities from one of inHANCE's locations. inHANCE shall abide by all rules and directions of Town of Century when accessing the town's network, facilities or systems.

Delivery:

Upon receiving a signed quote, inHANCE strives to coordinate and commence all work at the earliest period. Your project manager will contact you within 2 weeks of receipt of signed order and go over the anticipated project schedule during the Discovery/Kick Off Call. You will be given a sign off form that will layout the schedule with start and end dates. Please speak to your Account Manager to confirm the anticipated project start date.

Once the project schedule is reviewed and signed any delays to the schedule could result in a penalty fee and delay of predetermined project delivery timeline.

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: \$8,160 for 3-day full system training

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 30 days from date of delivery. After 30 days the quote will be considered expired and would need to be reassessed and re-quoted if still required.

Payment Terms:

This quotation will require a 100% payment upon receipt of signed order by Harris.

Invoices are payable upon receipt.

Acceptance Terms:

The work contained within this document is deemed completed and accepted if one of these criteria is met:

- The training time has been completed.
- 30 days has elapsed from the completion of training.

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's 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