



September 29th, 2022

Dalton, GA
PO Box 1205
Dalton, GA 30720

Re: Business Agreement to Implement Technology

At Comcate, we believe in empowering public agencies.

We do this by creating solutions that are simple to use, easy to implement, configurable, accessible, and affordable. Our philosophy, which guides every action we take, centers on helping public agencies solve problems through technology.

Comcate was founded in 2000 with the help of retired City managers and Silicon Valley technologists. With close access to the customer base, our team developed software exclusively for public agencies.

We have signed over 300 agreements with public agencies and have over 20,000 public agency staff users across 34 states. Comcate has implemented more web CRM software in public agencies than any other software provider of which we are aware. With over 10,000 Code, Permit & Inspection Officers across 32 states, Comcate is the leading provider of Code Enforcement & Permit/Building Safety Inspection software in the nation.

Focus

Comcate is entirely focused on improving the efficiency and effectiveness of public agencies with affordable and easy to use web-based software. We are motivated to meet the specific needs of each of our clients. Our client base will testify to our dedication, motivation and initiative to accommodate each of their individual needs.

No Hardware or Software to Install

Comcate hosts all data at a secure facility with robust network and power redundancies and round-the-clock system monitoring. The Agency does not have to purchase any new hardware or software.

Customer Support

We are prepared to dedicate the full support of our staff into the configuration of the application and the tailoring of its implementation. You will have a dedicated Project Manager assigned to your implementation to guide you through each step of the process, with direct phone and email access and full-time customer support.

Simple to Use, Easy to Implement

We are dedicated to understanding your Agency's workflow, and count the number of steps needed to complete an action and tirelessly work to minimize them. We constantly incorporate user feedback into our applications. As a result, Comcate has been recognized by users for its intuitive and easy to use design.

To accept the Agreement, please sign below. As soon as we receive the signed Agreement, we will schedule the implementation kick-off phone call.



We look forward to hearing from you and are available to answer any questions to help facilitate this process.

Very truly yours,

David W. Richmond, President

APPROVED:

Name in Print: _____ Title: _____

Signature: _____ Date: _____

Name in Print: _____ Title: _____

Signature: _____ Date: _____



Description of Software (defined as the “Technology”) to be Provided

We believe that the following solutions are a great fit to help the Agency achieve its goals.

Code Enforcement Manager was designed with the guidance of Code Enforcement Officers, Supervisors, and Department Heads. It empowers Code Enforcement Officers and Agency Staff, by giving them a solution that is simple to use, easy to implement, configurable, accessible, and affordable.

HIGHLIGHTS

- Automate case management
- Access, track and manage municipal code violations
- Tablet Compatible
- Attach photos and videos
- Schedule follow-ups and receive automatic reminders
- Track violations by parcel
- Print reports and notices automatically



GIS Enterprise: Enables integration with GIS server data to provide map-based visualization, address verification for cases, and tabular reports of activity by neighborhood. Property attributes such as ownership information and CDBG eligibility are automatically populated, while map layers can be applied to display location-specific information such as zoning & council district.



Implementation Timeline and milestones for deliverables

Comcate's standard implementation program is flexible. By your request we can conduct the process on a fast track basis of two months to meet the Agency's needs and includes the following actions and meetings.

Major Tasks	Sub Tasks
Pre-project Needs Assessment	- Meet with Agency to clarify and confirm integrations, customizations and phases of the project
Execute Agreement	- Receive signed agreement
Initial Call and Identification of Project Lead with the Agency	- Review implementation process - Identify project team - Schedule kick-off meeting
Kick-Off Meeting	- Comcate introduction - Review project scope and timeline - Demo application to implementation team - Prepare for needs assessments
Needs Assessment	- Review staff workflow - Propose implementation configuration
Product configurations	- Identification of configuration data - Customization of notices and/or templates - Review and Sign off of configuration data
Trainings for Code Enforcement	- Role based training: power submitter, case managers, agency heads, agency manager - Role based training for front-line staff
Soft Launch!	- Go Live!
Follow up Training	- Separate follow up training sessions
Project Wrap Up	- Debriefing with project lead, Agency manager and other appropriate participants

* We can complete the implementation and go live with basic implementation within a few weeks after signing the contract.



Ongoing Support and Services

We view every client relationship as a long term partnership. During implementation you will be introduced to several members of our experienced and capable in-house customer support staff.

We maintain hours necessary to support our clients. Currently, our customer service technicians operate during normal business hours from 8am to 5:00pm PST Monday through Friday. Our team is available during business hours via email and phone and we are committed to responding to all client issues within 4-6 hours.

Comcate is required to uphold the following performance standards and response times in the Service Level Table in order to be considered in compliance with its contract:

Comcate shall make arrangements for the technology to be accessible by the Agency's staff and public users 99.8% of the time, not counting scheduled maintenance for users of Comcate's ASP service.

Service Level Table

Level	Description	Response Time	Means of Contact
First	Software System Inoperable	Response within 3 hours	Telephone, email, pager/mobile phone
Second	Significant operating issues but application still operating	Response with 6 hours	Telephone, e-mail
Third	Application not functioning as designed but still operating successfully	Response with 18 hours	Telephone, e-mail
Third	Non-critical problems for which a solution is	These issues will be addressed as part of the product development cycle	Telephone, e-mail

Support includes the following:

- 1) Trouble-shooting at Comcate's facilities
- 2) Establishment of an FAQ for customers
- 3) On-line help windows

Example of on-line help windows can be provided upon request.



Training

Comcate's training goal is to have staff users up and running on the application during their initial training session.

Comcate has developed its role-based training program by continuing to learn from our hundreds of existing client implementations. Training sessions are organized to be completed in less than an hour, as longer sessions often result in attendees' attention span waning. The session is organized like a story: we start with an introduction about Comcate, the application and project background, then discuss the reason for the implementation, any internal breakdowns that have been identified, and concerns of management.

This provides an opportunity to highlight how our software addressed similar concerns at other agencies. After this discussion, we have provided a brief product demonstration, which provides background to move into the primary, usage-based part of the training.

We found the best result is to have people start using the application as soon as possible. During this period we have staff log-in, create and manage cases, assign tasks and, as appropriate, perform activities that are appropriate for their role. We make this fun and develop stories about requests that are relevant and humorous to those attending the training.

We provide each attendee with a personalized user summary (cheat sheet) which they can take back to their desk. This includes all the information they need to access the application, get answers to common questions and contact Comcate's customer support if necessary. After the training your Project Manager will monitor and track the cases to ensure that all staff members feel comfortable with the application and that the Agency is ready to go live.

Post-implementation training sessions are also included in our proposal. We have found these are valuable by providing staff an opportunity to ask specific questions after they have had a chance to work with the application.

Additional Training (in-person or web-based) can be accommodated at the Agency's request.



Investment Summary

The year-one investment in Comcate’s software is comprised of two components: 1) the one-time **Implementation Fee** which includes initial configurations, customizations and web-based training, and 2) the **Annual License Fee** which includes on-going support, upgrades and hosting. Starting in the second year, the Annual License Fee will be adjusted by a COLA increase not to exceed 5% per year.

Investment

Product	One-Time Implementation Fee	Annual License Fee	Total Year One Investment
Code Enforcement Manager	\$ 2,000	\$ 3,390	\$ 5,390
GIS Enterprise	\$ 1,500	\$ 2,000	\$ 3,500
New Client Discount	\$ (1,500)	\$ -	\$ (1,500)
Total	\$ 2,000	\$ 5,390	\$ 7,390

- Two full-edit licenses for Code Enforcement Manager
- One read-only licenses for Code Enforcement Manager
- Unlimited customer support
- Software enhancements and maintenance
- Full implementation support including project management, training, and configurations

Optional Future Products	One-Time Implementation Fee (Range)	Annual License Fee	Total Year One Investment
Data Migration	\$4,000 - \$6,000	N/A	\$ -
Total	\$ -	\$ -	\$ -

- Migrate historical code enforcement case records into Comcate
- Final Pricing is subject to review of sample data
- Data will first be moved onto a staging environment where agency will review and sign off prior to production
- Agency and Comcate will agree in writing prior to performing any services and issue a separate agreement for services



Addendum to Business Agreement

This Addendum to Business Agreement (“Addendum”) is made as of date on page one (the “Effective Date”) between Comcate Software, Inc. (“Comcate”), a California corporation, and the client (the “Agency”).

Method of Compensation. The Agency shall promptly review invoicing and notify Comcate of any objection thereto in writing within fifteen (15) business days of receipt of the invoice, and absent such objection, the invoice shall be deemed proper and acceptable, and shall be payable within thirty (30) days of receipt by the Agency.

Ownership of Agency’s Data. All data and databases are owned by the Agency and all data, including but not limited to all notes, digital pictures, notices generated by the use of the Technology provided shall be and remain the sole property of the Agency. Upon termination of the Agreement, Comcate will promptly return all of the Agency’s Data in the possession of Comcate. Comcate will not use the Agency’s data without the express written consent of the Agency.

Initial Configuration, Technical Support, Web-based Training, Maintenance, Enhancements and Updates, Support Services.

- (a) Comcate will design “initial configurations” of Technology which can be accomplished through Setup tabs, including such items as violations, municipal codes, employee accounts, logos, and the like. Initial configurations are deemed completed as of the first day Technology is accessible by the Agency.
- (b) Comcate will provide routine technical support training with respect to the use of Technology.
- (c) Comcate shall provide up to eight (8) hours of free web-based training on use of Technology.
- (d) Comcate will also provide whatever routine maintenance, trouble shooting and repairs as are necessary to ensure Agency’s access to Technology and the Agency’s Data.
- (e) Except to the extent that upgrades of Technology include new modules or features not previously offered as part of Technology as of the date hereof, Agency is entitled to maintenance upgrades of Technology within the cost of the Agreement.
- (f) All support services shall be provided during Comcate’s normal business hours telephonically, via e-mail or via web conference connection. Comcate will provide “help pages” to assist the Agency utilize Technology.
- (g) GIS data provided in connection with implementation of Technology will be updated annually as part of the service.
- (h) In connection with the delivery of any of the services described in the Agreement, Comcate shall also be reimbursed for only actual pre-approved out-of-pocket expenses, such as travel, meals, overnight delivery service, web demo costs, long distance telephone calls, copying charges, and the like.



Acknowledgments.

(a) The Agency expressly acknowledges that the Agency is solely responsible for any use of the Technology, and such use will be entirely at Agency's own risk. Agency agrees that the Technology shall not be used for or in connection with any illegal purpose (including but not limited to intellectual property infringement, fraud or defamation).

(b) Comcate acknowledges that it will "host" the Technology and agrees that it will backup data and take appropriate measures to protect and store Agency's Data.

(c) Comcate acknowledges that it shall maintain access rights to the Agency's Data and shall secure such data.

Term: Right of Cancellation.

The Initial Use Term of the Agreement shall commence on the Effective date hereof and continue for 365 days. Thereafter, unless Agency notifies Comcate in writing at least 30 days in advance of each scheduled expiration date that Agency elects not to renew, the Agreement shall automatically renew for a period of 365 days.

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