
Organization Sumter County, FL URL www.sumtercountyfl.gov

Street Address 7375 Powell Road

Address 2

City Wildwood State FL Postal Code 34785

CivicPlus provides telephone support for all trained clients from 7am –7pm Central Time, Monday-Friday (excluding holidays). Emergency Support is provided on a 24/7/365 basis for representatives named by the Client. Client is responsible for ensuring CivicPlus has current updates.

Emergency Contact & Mobile Phone Ed Watson – 352-303-8566

Emergency Contact & Mobile Phone George Robinson – 352-303-8545

Emergency Contact & Mobile Phone John Brinson – 352-303-8546

Billing Contact Amanda Taylor E-Mail Amanda.Taylor@sumtercountyfl.gov

Phone 352-689-4400 Ext. Fax 352-689-4401

Billing Address 7375 Powell Road

Address 2

City Wildwood Postal Code 34785

Tax ID # Sales Tax Exempt #

Billing Terms Annual Account Rep Reece Hammitt

Info Required on Invoice (PO or Job #)

Contract Contact Bradley Arnold Email Bradley.Arnold@sumtercountyfl.gov

Phone 352-793-0200 Ext. Fax 352-793-0207

Project Contact Ed Watson Email Ed.Watson@sumtercountyfl.gov

Phone 352-569-6072 Ext. Fax 352-689-4401

Terms & Conditions

Billing & Payment Terms

1. Annual Support, Maintenance & Hosting invoices may be prorated in order to correlate with the Client's budget year.
2. Fees for CivicPlus Annual Support, Maintenance & Hosting services are invoiced prior to the year of service and are due by the first of the following month, but no sooner than 30 days from invoice date.
3. Service will be discontinued if payment is not made within 30 days after the invoice due date.
4. If the Client's account exceeds 90 days past due, the web service may be temporarily removed from service until the Client's account is made current. Client will be given 30 days notice prior to removal of the website for non-payment.
5. Provided the Client's account is current, at any time the Client may request an electronic copy on CD of the website Customer Content. Client agrees to pay \$225 per completed request. Upon termination of services, client may request a complimentary electronic copy of website Customer Content.

Agreement Renewal

6. Either party may terminate the Annual Support, Maintenance & Hosting Agreement at the end of the contract term by providing the other party with 60 days written notice, prior to the contract renewal date.
7. In the event that neither party gives 60 days notice prior to the end of the initial or any subsequent term, this Agreement will automatically renew for an additional contract term.
8. In the event of early termination of this Agreement by the client, full payment of the remainder of the contract is due within 15 days of termination.
9. Each year this Agreement is in effect, charges for Annual Support, Maintenance & Hosting services may be increased by CivicPlus by no more than 5% per annum.

Support

10. CivicPlus will provide unlimited telephone support Monday-Friday, 7:00 am – 7:00 pm (Central Time) excluding holidays, for all trained Client staff. Emergency Support is provided on a 24/7/365 basis for emergency contacts named by the Client. Client is responsible for providing CivicPlus with contact updates.
11. Support includes providing technical support of the CivicPlus CMS System, application support (pages and modules), and maintenance of Client's website. Following initial setup, additional page design, graphic design, user training, site modification, and custom programming may be contracted separately for an additional fee.
12. During the period of this agreement and subsequent annual renewals, CivicPlus warrants that it will, without additional charge to the client, immediately correct any problems or defects discovered in the System and reported to CivicPlus by the client, such warranty to include ongoing maintenance upgrades and technical error correction.
13. CivicPlus provides online website statistics software at no extra charge. If Client desires to use another website statistic software, CivicPlus will provide the necessary log file access.

Changes to Existing Service

14. Effective with this renewal, there will be no changes.

--Remainder of this page left intentionally blank--

Annual Support, Maintenance and Hosting Fee

Current Annual Support, Maintenance and Hosting Fee Server Storage not to exceed 30GB Media Center Storage not to exceed 10GB	\$9,000
Annual Increase	\$450.00
Pay this Amount (Effective April 1, 2011)	\$9,450
Optional Monthly Pay Plan (includes \$10 monthly surcharge)	\$797

Annual Support, Maintenance & Hosting Service Include the Following:		
Support	Maintenance of CivicPlus Application & Modules	Hosting
7-7 (CST) Mon-Fri (excluding holidays) 24/7 Emergency Support Dedicated Support Personnel 2-hour Response during Normal Hours Usability Improvements Integration New & Upgraded Services Proactive Support for Updates & Fixes Online Training Manuals Monthly Newsletters Phone Consulting CivicPlus Connection CivicPlus University	Install Service Patches for OS Upgrades Fixes Improvements Integration Testing Development Usage License	Shared Web/SQL Server DNS Consulting & Maintenance Monitor Bandwidth-Router Traffic Redundant ISP Redundant Cooling Natural Gas Powered Generator Daily Tape Backup Intrusion Detection & Prevention Antivirus Protection Upgrade Hardware

Acceptance

We, the undersigned, agreeing to the conditions specified in this document, understand and authorize the provision of services outlined in this Agreement.

 Sumter County, FL

 Date

 CivicPlus

 Date

Sign and Fax this Copy

 Attn: Contract Manager
 Fax: 785-587-8951

And – Mail Two (2) Signed Originals

 CivicPlus Contract Manager
 317 Houston St., Suite E
 Manhattan, KS 66502

We will fax a counter-signed copy of the faxed contract back to you so we can begin your project. Upon receipt of two signed originals, we will counter-sign and return one copy for your files.