



Organization	Village Of Grayslake	URL	http://www.villageofgrayslake.com/		
Street Address	10 South Seymour				
Address 2					
City	Grayslake	State	IL	Postal Code	60030
Billing Contact	Chris Sparkman	Email	csparkman@villageofgrayslake.com		
Phone	847-223-8515	Ext.	Fax	847-223-4821	
Billing Address	10 South Seymour				
Address 2					
City	Grayslake	State	IL	Postal Code	60030
Tax ID #	36-6005911	Sales Tax Exempt #	E995-7752-06		
Billing Terms	Monthly	Account Rep	Janine Borja		
Info Required on Invoice (PO or Job #)	PO				
Project Contact	Chris Sparkman	Email	csparkman@villageofgrayslake.com		
Phone	847-223-8515	Ext.	Fax	847-223-4821	

CivicPlus Project Development Services & Scope of Services for Custom Mobile Application	
All Quotes are in US Dollars and Valid for 30 Days from June 27, 2014	
Project Details	One Time Fee
Design & Project Overview	
<ul style="list-style-type: none"> • Unique app name (name of app for on iTunes & Android Market) • Unique design elements and color scheme <ul style="list-style-type: none"> ○ Image design for icon screen ○ Splash page that will appear when launching the app ○ Banner that will appear across the top of app (including text and background) ○ Background (Image & color) ○ Color of text under icons • Unique module appearance <ul style="list-style-type: none"> ○ App navigation (which modules appear and in what order they appear) ○ Name of modules ○ Icons associated with the modules 	\$4,500
Total Project Development Fee	\$4,500



Annual Support, Maintenance & Hosting Service Include the Following:

- **Support**
 - 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 \$1,200
 - CivicPlus Connection
- **Maintenance of CivicPlus Application & Modules**
 - Install Service Patches for OS
 - Upgrades
 - Fixes
 - Improvements
 - Integration
 - Testing
 - Development
 - Usage License
- **Hosting**
 - 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

• Annual Placement on Apple's iTunes Store and Android's Market	Included
Total Annual Fee Increase	\$1,200

Client will be invoiced for the Total Project Development Fee and the Total 1st Year Annual Fee upon submission of the Sales Form and P.O.

The Client will be invoiced electronically through email. Upon request CivicPlus will mail invoices and the Client will be charged a \$5.00 convenience fee.

Annual fees for your Custom Mobile Application are subject to the renewal terms of the original contract between CivicPlus and Parent.



Acceptance

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

[Handwritten Signature]
Village of Grayslake

6/30/14
Date

Debra McNew
CivicPlus

7-3-14
Date

<p>Sign and e-mail or Fax this Copy Attn: Contract Manager Email: SalesCoordinators@CivicPlus.com Fax: 785-587-8951</p>	<p>And – Mail Two (2) Signed Originals CivicPlus Contract Manager 317 Houston St., Suite E Manhattan, KS 66502</p>
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We will e-mail or fax a counter-signed copy of the agreement 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.

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