



August 20, 2009

Laura J. Koenig
City Clerk & Deputy Finance Director
City of Sultan
319 Main Street, Suite 200
Sultan, WA 98294

Dear Laura,

Thank you again for visiting with me about replacing the quote dated 5/12/2009 with this copy.

On the following page, we have included pricing for turn-key projected project costs for an upgrade from V6.05 to V6.07. The newest version contains many enhancements to Building Permits, is compatible with Microsoft's VISTA operating system and has been optimized to "run faster". Additionally, if Springbrook Software had customized any of your programs, we will upgrade them to V6.07 in accordance with your Software Maintenance Agreement. V6.07 contains many enhancements that are outlined in detail within the information packet that was emailed earlier along with the hardware requirements.

After reviewing the revised proposal, I would like to visit with you over the phone to answer any questions the City may have on pricing. If there are specific questions pertaining to the information contained in the earlier emailed information packet or scheduling, Liz Burnell, Upgrade Project Manager will be happy to assist and she may be reached at 866-777-0069 or at liz.burnell@sprbrk.com.

In closing, we thank you for your continued business and look forward to helping the City fully utilize the new software for the benefit of all stakeholders of your organization.

Respectfully,

A handwritten signature in cursive script that reads "Jim Nelson".

Jim Nelson
Jim.nelson@sprbrk.com
866-256-7661 ext. 6294



V6.05 to V6.07 Upgrade Pricing for: City of Sultan, WA

Application/Products	Bdgt for Custom Code Rewrite	Onsite Training* & Consulting
Finance Suite (GL, AP, ACH, Bank Rec, Bdgt)	\$0	n/a
Extended Budgeting & Forecasting		
Standard Federal/State Reporting		
AP Electronic Check Signature		
AP MICR Code -1 Check		
Payroll	\$0	n/a
PR Electronic Check Signature		
Miscellaneous Accounts Receivable	\$0	n/a
Central Cash Management/Point Of Sale	\$0	n/a
Utility Billing Suite	\$0	\$0
Service Order Request Management	Included	n/a
Meter Inventory and History	Included	n/a
Standard Meter Reading Interface-Sensus	\$0	n/a
Building Permits and Inspections - up to 16/hr Trng	\$0	\$2,400
(Springbrook recommends up to 32 hrs & City will likely purchase add'l)		\$0
Special Assessments	\$0	n/a
Total	\$0	\$2,400
Springbrook Upgrade Management Services	\$2,400	
<i>(Please refer to Upgrade Packet for list of Services we provide)</i>		
Total Other	\$2,400	
	\$0	
Total Estimated Project Costs	\$4,800	

*Pricing includes 16 hours of prep and training time for instructor - see note below

10 - Existing V9 Progress Licenses will be upgraded to V10 Named User Licenses (Application Server) at no charge.

Progress V10 database now optionally offers the ability for "Casual User" Licenses as well - See Information Packet

Pricing is valid for 180 days from 8/20/2009

Pricing is based on standard contract - deviation from standard contract terms may result in modified prices.

Training will be invoiced at actual at \$150/hr. Training and Consulting time includes all time, onsite and remote, that Software consultants and other Springbrook resources expend on this engagement. Training and consulting amounts above are Estimates, your organization will only be invoiced for the actual hours of training and consulting time used.

Training Estimate does not include travel time or expenses.



Optional Pricing Proposal for: City of Sultan, WA

Application/Products	Application License Fees	Training & Consulting	Project Management	Annual Maintenance (ea.)
Add'l App. Server Tier Licenses - "Heavy" Users	\$600/ea.	n/a	n/a	\$150.00
Access Agent for "Casual" Users - Up to 100 Licenses	\$1,750	n/a	n/a	\$437.50
<i>See accompanying information packet for add'l information</i>				

Prices valid for 90 days

Once we receive this signed authorization, we will generate an invoice for a 50% deposit (\$2,400) for the Training, Consulting, Project Management and Technical Services outlined herein. Upon receipt of deposit, a Springbrook Software Project Manager in our Implementations Department will be assigned who will schedule and oversee the entire project.

Acceptance of Upgrade Agreement

By signature below, you are accepting the terms of this proposal in its entirety and have authorization rights for entering into such an agreement on behalf of the City of Sultan. Please fax this signed page back to Char Baumgardner at Springbrook at the following number: 503-820-4537 for immediate processing.

Client Signature

Printed Name Date

Client Signature

Printed Name Date

Springbrook Software Signature

Char Baumgardner

Printed Name Date



Upgrade Process and Information

For use by clients upgrading from V6.05 to V6.07

Springbrook's newest client-server version is Version 6.07. Clients that are currently on V6.05 will need to complete the V6.07 upgrade process to take advantage of the benefits including: the new building permits enhancements, Microsoft Vista compatibility, and performance enhancement that this version offers. This document details the enhancements this new version offers as well as explains the procedure for the V6.07 upgrade process.

Building Permits Module Version 6.07 List of Enhancements

- The **Use cash based accounting** toggle has been added to the Setup Building Permits window (BP> Utilities> Setup BP) to allow cash based accounting. Checking this toggle does not force all permits to be cash based, it only gives the user the option to treat some permits as cash based. When this toggle is checked a permit can be created in the BP or CR modules (BP> Maintenance> Permits, or the Cash Entry window) and then payment can be received on that permit in the Cash Receipts module without running the BP Generate Charges process (BP> Generate Charges). Users can still run the Generate Charges process (BP> Generate Charges) to create invoices when using cash based accounting. This allows users to generate invoices for larger customers such as developers.
- The Permit Maintenance window has been enhanced to include a Fees tab when the **Use cash based accounting** toggle on the Setup Building Permits window is checked. The Fees tab allows users to add, remove, or modify the fees attached to a permit. After payment has been received or charges have been billed on a fee (BP> Generate Charges), users will not be able to remove or modify the fee.
- The permit auto-numbering feature has been enhanced to include a prefix and a suffix. The prefix is a string of alphanumeric characters that will display at the beginning of the permit number and can be used to add the month and year to the permit number. The suffix is the portion of the auto-number that will be assigned by the system as the permit is generated.



- c A Building Valuation Worksheet has been added to the Permit Maintenance window and is used to calculate the project cost of a permit. The Building Valuation Worksheet will calculate the project cost based on user defined unit types (square feet, pounds of steel, etc.) and the cost per unit of those unit types. When a permit is generated, users can add unit types to the Building Valuation Worksheet and then enter the quantity of those units on the permit. The project cost of the permit will be the total of all line items added to the Building Valuation Worksheet. This is an optional feature; you can still enter a project cost without using the Building Valuation Worksheet.
- c The Maintain Fee window (BP> Maintenance> Fee) has been enhanced to include a **Project Cost Based toggle** that allows users to create a fee code that will be calculate charges based on the project cost of a permit.
- c The Fee Code Maintenance window has been enhanced to include a **Minimum Threshold, Minimum Charge, and Maximum Charge** field. If the fee calculated on the permit is less than the value in the Minimum Threshold field, no amount will be charged on the permit for that fee. If the fee calculated on the permit is less than the value in the **Minimum Charge** field, the value in the Minimum Charge field will be charged on the permit for that fee. If the fee calculated on the permit is greater than the value in the **Maximum Charge** field, the value in the Maximum Charge field will be charged on the permit for that fee. These fields apply to all types of fees (unit, project cost, penalty, and fee based) and can be used with cash or accrual based accounting.
- c The Permit Maintenance window (BP> Maintenance> Permits) has been enhanced so that the permit number can be modified as long as no history items have been posted to the permit.
- c A Cash Receipts Listing Report has been added to the Building Permits module. The Cash Receipts Listing Report displays a filtered list of Cash Receipts module receipts, and the BP module permits and line items (fee codes) that are paid by the receipts.
- c The Payment Report has been added to the Building Permits module. The Payment Report displays a filtered list of revenue grouped by permit class (BP> Maintenance> Permit Class) and permit type (BP> Maintenance> Permit Type). The report will display the project cost, and amount paid on each permit included in the report and will also total by permit class and permit type.
- c An Inspector Report has been added to the Building Permits module. The Inspector Report displays a filtered list of inspections grouped by inspector. The report will display the inspection information and the total number of inspections of each status (Pending, Approved, Failed) assigned to the inspector.
- c The Permit Maintenance window (BP> Maintenance> Permit) and Inspection Maintenance window (BP> Maintenance> Inspections) have been enhanced so that an inspection can now have a Pending, Approved, or Failed status.

- c The Permit Maintenance window (BP> Maintenance> Permit) and Inspection Maintenance window (BP> Maintenance> Inspections) have been enhanced so that when an inspection is changed to a failed status, a new inspection step is created immediately after the inspection step that has failed. The new inspection will have a pending status and the inspector attached to the failed inspection will populate on the new inspection.
- c The Inspection Maintenance window (BP> Maintenance> Inspections) and the Permit Maintenance window (BP> Maintenance> Permits) have been enhanced to include Pass/Fail codes. Pass/Fail codes allow users to assign one or more four-digit pass/failure codes to inspection steps.
- c The Contract List Report has been enhanced so that the information that displays on the report can be filtered by expiration date (bond, insurance, local, and state license), work type, contractor city, contractor zip code, and status (active, inactive). The report has also been enhanced to include the insurance policy number, and policy expiration date on the report.
- c The Use existing BP accounts on new permits toggle has been added to the Setup Building Permits window. If this toggle is checked, the Account field on the Permit Maintenance window will populate with an existing BP account for the customer when a permit is created.
- c The Permit Maintenance window (BP> Maintenance> Permit) has been enhanced so that a work type is no longer required when adding a contractor to a permit. If there are work types on the contractor record the contractor can only be attached to a permit using a work type on the contractor record.
- c The Inspector Maintenance window (BP> Maintenance> Inspections) has been enhanced so that users can search for inspections by the address of the lot attached to the permit.
- c The Print one inspection step per page toggle has been added to the Setup Building Permits window. The Inspection Schedule Report (BP> Maintenance> Inspection> Print icon) will display each inspection step included on the report on a separate page when this toggle is checked. This toggle will not affect any other reports.
- c The Inspection Maintenance window has been enhanced so that users can select which inspections to include on the Inspection Schedule Report. Previously, the report would include all inspections that display in the window.
- c The Inspection Schedule Report (BP> Maintenance> Inspections> Print icon) has been enhanced to include the lot number and subdivision of the lot attached to a permit.
- c The Internal Step toggle has been added to the Inspection Step Maintenance window so that inspection steps can be labeled as internal or external steps.
- c The BP module has been enhanced to include fee groups. Fee groups are collections of fee codes and allow users to attach multiple fees to a permit, permit type, or permit template.

- c The Inspections tab of the Permit Maintenance window (BP> Maintenance> Permits) has been enhanced so that the inspection notes (BP> Maintenance> Inspections> **Inspection Notes** field) will be included on notification emails. Notification emails are sent by clicking the Email icon on the Inspections tab on the Permit Maintenance window.
- c The Permit Maintenance window has been enhanced to include a Form Type column on the Forms tab. The Form Type column will display the form type (permit, BP Charges, Delinquency Letters, Other) of the form attached to the permit.
- c The Forms feature has been enhanced to include Miscellaneous and User-Defined fields from the Lot Master Maintenance window (Central Search> Lot tab> Open a lot). These fields can now be included on a form created in the using the Form Maintenance window (BP> Maintenance> Forms).
- c The **Validate units and fees** toggle has been added to the Setup Building Permits window to add validation to the Permit Maintenance window. The validation will force the user to enter a unit value when there is a fee code on the permit attached to a unit type. This feature is only available when the **Use cash based accounting** toggle is checked.
- c The Edit Charges window of the Generate Charges process (BP> Generate Charges) can be used to delete the fee codes attached to a permit. Fee codes with a zero amount will be deleted off the permit and removed from the batch. In V6.05, you could change the amount of a fee code to zero, but the zero dollar fee codes would display on the Generate Charges Proof List.
- c The Contractor Maintenance window has been enhanced to include a **First Name** and **Last Name** field.
- c The Contractor Maintenance window (BP> Maintenance> Contractors) has been enhanced to include a Subcontractor tab. The subcontractor tab allows you to attach contractor records to the contractor.
- c The **Add all subcontractors to permits** toggle has been added to the Setup Building Permits window so that subcontractors attached to a contractor will populate on the permit when the contractor is attached. Subcontractors are added to a contractor on the Subcontractor tab of the Contractor Maintenance window (BP> Maintenance> Contractors).
- c The Contractor Maintenance (BP> Maintenance> Contractors) window has been enhanced so customer records can be selected or created from the window.
- c The Contractor Listing Report (BP> Reports> Contractor Listing) has been enhanced to include the following filters: bond expiration, insurance expiration, state license expiration, local license expiration, work types, city, zip code, and contractor status. The report can also be sorted by contractor name, contractor zip, contact name, and bond expiration date.
- c The LP module business license attached to a contractor (**Local License** field on Contractor Maintenance window) must be unique to that contractor.

Previously, there was no validation and a single LP business license could be attached to multiple contractors.

- There are no required fields on the Contractor Maintenance window. Users can create contractor records with no information attached.
- The Cash Entry window in the Cash Receipts module has been enhanced so that when the **Use cash based accounting** toggle is checked (BP> Utilities> Setup BP), the BP icon will open the Permit Maintenance window instead of the Permit Quick Entry window. This allows users to create a permit directly from the Cash Entry window without having to setup permit templates.
- A license/permit number column has been added to the Detail tab of the Cash Entry window in the Cash Receipts module. This column will display the BP permit or LP license number associated with the detail line item on the tab.
- The Permit Maintenance window (BP> Maintenance> Permit) has been enhanced so only one permit type can be attached to a permit.
- The Maintenance palette has been enhanced to include an Inspection Steps menu option. The Inspection Steps option allows you to create inspection from the Maintenance palette and then attach those inspections to permits.

Upgrade Timeline for Version 6.07

The upgrade process for V6.07 will require events coordinated by a Project Manager with our tech services, programming, and training departments. This procedure will take 4 weeks to complete.

Upgrade documentation sent out:

- Receive e-mail with upgrade information, which includes information such as upgrade costs, upgrade calendar, V6.07 enhancements, custom code procedures, etc.

Upgrade dates determined

- Client will contact the Upgrade Project Manager and decide on a feasible date for the upgrade to happen.
- If a test environment is desired, clients must notify the Project Manager to schedule this at this time. The intent of a test environment is to experiment with the new database and its features. Without appropriate training, a test environment may not meet expectations. If the choice is made to complete the entire upgrade process in a test environment, prior to implementing the new version in a production environment, there may be additional services fees to support the test environment. This must be defined during the initial project planning call, before the first upgrade event.

Upon confirmation that date is available:

- **(Internal Only)** All dates and events scheduled on the appropriate calendars, submit all work orders for bids, and create client calendars. This schedule will be sent for your records that will detail the entire process from start to finish.

Four weeks prior to upgrade date:

- Receive all bids related to the V6.07 upgrade.
- Tech Services calls and takes a first pull of the Springbrook database.

Three weeks prior to the upgrade:

- Programming completes custom code reviews for all modules and compiles custom code for the V6.07 environment.
- Programmers test custom code in the in house environment.
- Software Installation takes place. Progress 10 is required for V6.07 which necessitates Tech Services uninstalling Progress 9, installing Progress 10, and reinstalling Progress 9. Tech Services will walk through this process on one workstation and it is the clients responsibility to complete the process on all other applicable workstations.

Two weeks prior to the upgrade:

- Follow-up on any bids that have not been received by Springbrook Software.
- Custom code document sent to client.

- Trainers test custom code in the in house database.

One week prior to the upgrade:

- Send task lists for use when the trainer is onsite.

One day prior to the upgrade:

- Tech Services will call the client to confirm that it is okay to dial in and make a final copy of the existing database and transmit it to our offices.
- Client will be reminded that all users must be logged off of Springbrook when the copy procedure takes place.
- Tech Services will give access to the database in a read-only format until the upgrade is complete.
- Tech Services is to upgrade the database to version 6.07, request the most current service pack, and then re-transmit it back to your site.
- Tech Services will ensure that the “Administrator” log in and password work and that the new database can be accessed.
- Tech Services will copy all custom code into the new database.

Day of the upgrade:

- Trainer to arrive on site at 8am (unless a different time has been prearranged) with contact list, schedule of training involved, list of custom code and sign-off sheets.

One day after the upgrade:

- Follow-up with client made by Upgrade Project Manager to ensure training was sufficient and no problems exist.

Two weeks after upgrade:

- Confirm with client that the new version is running smoothly and there are no outstanding problems.
- Review trainers notes, signoff sheets, timesheets and expense reports