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Initial: 

Dear Client:

In order to ensure Edmunds GovTech's commitment to providing exceptional service, we will be suspending the previously anticipated maintenance increase due the COVID-19 impact. While our costs have increased, it is in our best interest to support our customers during these unprecedented times and aid in their efforts to return to normal operations.

Please check out our newer modules: Insight Dashboard, Parks & Recreation, Land Management, Animal Control Shelters, Permitting Self-Service and Fleet Management. Additionally, AWS Cloud Hosting and DataVault provide multiple benefits of redundant back-ups and increasingly important protection against ransomware, viruses, and other data intrusions.

Check out our current mobile apps in the Apple and Google Store by searching "MCSJ". Current apps include: Attendance, MyTown Resident Services & Notifications, Requisition, Inspection, Meter and Inventory Management.

Regardless of whether you are a calendar or fiscal year entity, all support and license agreements are due December 31, 2020 and cover the period of January 1, 2021 through December 31, 2021.

- All attached agreements, including the billing contact form on the last page, must be signed and returned to AR@EdmundsGovTech.com by December 31, 2020 to continue use of MCSJ Software and receive software support, system enhancements, mandated changes, and updates.
- If you licensed new software sometime in calendar year 2020, the calendar year 2021 software maintenance fee has been pro-rated. If you licensed new software in in 2019, and this year there is an increase in the software maintenance fee, it is because your calendar year 2020 software maintenance fee was pro-rated.

Please forward a purchase order in the amount of the enclosed invoice(s) with a signed copy of the enclosed agreements. Edmunds GovTech greatly appreciates the opportunity to serve your organization.

Best regards,
Edmunds GovTech

2021 Annual Support Maintenance Services

Client Support Services

- Phone support with priority resolution escalation
- EGT is staffed with Certified Finance Officers & Tax Collectors
- Remote desktop access for support inquiries & resolution
- E-mail & live chat for support inquiries
- Technical issue resolution for MCSJ Software operation
- MCSJ report printing resolution
- Client voting for software enhancements in “The User Voice” community forum
- Software system enhancements at no additional cost
- State mandated changes at no additional cost
- Federal mandated changes at no additional cost

Software Updates, New Products & Development

- MCSJ enhancements to Version 2020.2 ready now
- Parks & Recreation, Land Management, Animal Control Shelters, Permitting Self-Service and Fleet Management
- Resident Self Service & Employee Self Service Portal Enhancements
- Mobile Apps/Portals - MCSJ My Town, Requisition, Attendance Maintenance, Meter Management, Inspection, Work Order, Permitting Self-Service, Vendor Self-Service Dashboard, Resident Self-Service, Web Inquiry & Payment Portal

Client Support Website Access

- Knowledge base & FAQs
- Helpful hints
- Video tutorials
- Software system & technical documentation

Client Services

- Access to more than 200 webinars/video tutorials
- E-mail alerts & notifications of statutory changes
- End of year documentation and procedures
- FAQ automated responses
- Periodic notifications of quarterly and/or yearly tasks
- Free onsite and virtual user group meetings
- 24/7 access to downloadable system patches and updates

2021 Minimum Recommended Back-Up Procedures

CRITICAL REQUIREMENT

Every year clients lose data due to ransomware, hardware failures and viruses.

Please take proper precautions to protect and back-up your data.

Edmunds GovTech strongly recommends performing regular backups on your MCSJ database. It is best to deploy a solution that backs up your data to a local media and off-site/cloud location as well so that it can be recovered in the event of a total loss. Edmunds GovTech offers a DataVault solution that automatically backs up your MCSJ data to the cloud daily.

Failure to follow these recommendations can greatly reduce our ability to help you recover from data loss. All consultations will be billable at our current hourly rate of \$150 per hour regardless of your hardware maintenance coverage plan. Please review the minimum suggested back up procedures listed below to help keep your data safe.

- The MCSJ database (mcsDB) should be backed up daily to separate media. One for each day of the week. This should not be done while users are in the system.
- Complete MCSJ directory back up should be done at least weekly.
- Media (tapes/flash drives/external HD) should be rotated and taken off site.
- Monthly media should be archived for at least 3 months.
- Backups should be tested by being fully restored at least every 30 days to verify MCSJ is being successfully backed up. DO NOT test by restoring to the original location, this will overwrite your live database.

If activated the MCSJ application warns you if MCSJ data files have not been backed up in 4 days. It is the responsibility of each client to insure the success of these MCSJ data backups and including any other critical data is also being properly backed up.

Client Name:

Town of Esmere

Date: 10/15/20

Employee Signature: Valarie Strzempa

Printed Name: Valarie Strzempa

Please make a copy for your records and distribute as necessary.

Please sign, scan, and email to AR@EdmundsGovTech.com.

2021 MCSJ Software Support & License Agreement

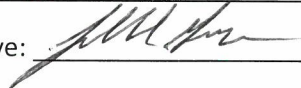
To receive continued Application Software Support and MCSJ System upgrades from Edmunds GovTech (EGT), you must enter into this agreement.

1. Any defects in the EGT Application Software as determined by EGT will be corrected at no cost to the user, provided the said defect is not the result of misuse, operator error, or is beyond the original requirements of the system specifications.
2. EGT is responsible for providing software support under this agreement only for its proprietary application software. This includes all MCSJ licensed products. Support for third party products, i.e.; Microsoft Office, UCAARS, etc. are not covered under this agreement and all phone or on-site support is a billable service. Our minimum hourly rate is \$150 with at least one-half hour billable.
3. EGT proprietary end user documentation, FAQs, helpful hints, video tutorials and such are for client use only and not to be distributed.
4. Standard telephone support will be available from 8:00am to 5:00 pm EST, Monday through Friday excluding holidays.
5. Each user of EGT MCSJ software is required to have a high-speed connection. EGT will provide support, enhancements and instruction for our application software via the Internet. Lack of compliance that requires an onsite visit is billable at the rate of \$ 150 per hour for each person and reasonable travel expenses.
6. EGT's liability, damages or remedy on any claim shall not exceed the original cost of the EGT MCSJ software system. In no event shall EGT be held liable for consequential, incidental, indirect, special, punitive or exemplary damages, for loss, damage or expense directly or indirectly arising from the client's inability to use our products.
7. No action arising from use of EGT's MCSJ software systems may be commenced more than 1 year after the basis for such claim could reasonably have been discovered.
8. EGT reserves the right to withdraw without penalty any EGT application software package from coverage at our sole discretion upon one-hundred-twenty (120) days' notice.
9. This agreement must be signed and returned by December 31, 2020 for continued support. The effective date of this agreement is January 1, 2021 through December 31, 2021.

Client Name:

Town of Elsmore

Authorized Representative:



Signature

Date: 10-06-20

Printed Name:

John Giles, Town Manager

Billing Contact Form

*Please complete the below form to receive future
billing notifications electronically.*

Client Name: TOWN of ELSMERE

Employee Name: Finance Department

Client Email Address: Accounts Payable@townofelsmere.com

We recommend using a generic email (ex: ap@townname.org)

Billing Address: 11 Poplar Ave.
ELSMERE, DE 19805

I consent to receive electronic billing notifications regarding my entity via the email address listed above.

Employee Signature:  Date: 10-06-20

Please sign, scan, and email all agreements and forms to AR@EdmundsGovTech.com.