

February 23, 2018

City of Allen
Attn. Sid Hudson
305 Century Parkway
Allen, TX. 75013

Renewal of Software Support Agreement

This letter is an important notice to renew your Software Support Agreement for your TriTech System, which is due to expire on April 30, 2018. The renewal of the Software Support Agreement will allow you to continue to take advantage of the software support and maintenance services provided by TriTech Software Systems and allow you to receive upgrades to your TriTech System.

Please complete and sign this Support Renewal Agreement and return it to TriTech along with your payment to assure uninterrupted software support and maintenance services coverage. Action on this Support Renewal Agreement is time sensitive; services to support your system will not be provided if you have not paid your Support Renewal Fee by the Expiration date of your Software Support Agreement.

TriTech Support Services Renewal Agreement Amendment

Client agrees to renew its Software Support Agreement dated February 2009, the terms of which are incorporated by reference herein as though set forth in full, and according to the terms and conditions included herein. Except as modified herein, all other terms and conditions of the Software Support Agreement shall remain in full force and effect. With respect to the content herein, in the event of any conflict between this Software Support Renewal Agreement Amendment and the Software Support Agreement, the terms of this Software Support Renewal Agreement Amendment shall control. This Support Renewal Agreement Amendment and applicable support fees must be signed, paid and returned by May 1, 2018 to avoid any interruptions in the software support and maintenance services provided by TriTech. Payment of \$159,383.62 for this period is due by May 1, 2018.

Note: Escrow Fees are calculated separately and added to your annual support fee.

Payment

For your convenience, we have enclosed an invoice for the full amount of the TriTech Support Services Renewal Fees covering period beginning May 1, 2018 - April 30, 2019.

If you have any questions or would like to add additional funds for future services or training, please contact Sue Cote at 563-387-4844 or your Account Manager at 858-799-7000.

The Support Renewal Agreement for TriTech Support Services is based upon the following TriTech Software licenses:

Allen (TX458)

Product Name	Notes	# of Licenses	Cost per License	Total License Cost	Support Term 5/1/18-4/30/19
Primary Server SWL - Multi Agency		1	30,000.00	30,000.00	8,558.23
Dispatcher/Call Taker SWL		4	10,000.00	40,000.00	11,410.98
Administrator User SWL		2	5,000.00	10,000.00	2,852.74
Test/Training Server SWL (Virtualized)		1	10,000.00	10,000.00	2,852.74
VisiNet Browser Site License		1	25,000.00	25,000.00	7,131.86
VisiNet Browser Reports Module (inculded in new sales)		1	0.00	0.00	0.00
NCIC/State Message Switch License		1	50,000.00	50,000.00	14,263.72
Additional NCIC/State Message Switch connections		4	7,500.00	30,000.00	8,558.23
Archive and Reporting Server		1	5,000.00	5,000.00	1,426.37
Quickest Path Unit Recommendation Module		8	1,000.00	8,000.00	2,282.20
Event Playback		1	7,500.00	7,500.00	2,139.56
NCIC/State Query User Module		8	500.00	4,000.00	1,141.10
GISLink Streets Utility Module		1	20,000.00	20,000.00	5,705.49
Advanced Timers Module		1	5,000.00	5,000.00	1,426.37
SOP Module		1	7,500.00	7,500.00	2,139.56
Controlling Dispatcher Module (included in CAD)		1	0.00	0.00	0.00
Dispatch Rules Module (included in CAD)		1	0.00	0.00	0.00
Geofile Cross Reference Module (point n polygon)		8	250.00	2,000.00	570.55
Snapshot Module		1	2,500.00	2,500.00	713.19
Unit Swap Module		1	2,500.00	2,500.00	713.19
VisiCAD File Attachements Module		1	0.00	0.00	0.00
VisiNet Mobile Server (51-100)		1	25,000.00	25,000.00	7,131.86
VisiNet Mobile Mapping server		1	5,000.00	5,000.00	1,426.37
VisiNet Mobile Base Client License		20	200.00	4,000.00	1,141.10
VisiNet Mobile Base Client License w/CJIS/NCIC Forms		34	1,000.00	34,000.00	9,699.33
VisiNet Mobile Mapping license w/AVL		54	300.00	16,200.00	4,621.45
VisiNet Mobile Text to Speech/Voice to text		54	100.00	5,400.00	1,540.48
VisiNet Mobile Mag Stripe Reader		34	100.00	3,400.00	969.93
VisiNet Mobile Custom Mod for Units/Call Queue		1	14,000.00	14,000.00	3,993.84
VisiNet Mobile Strike Team Module		1	0.00	0.00	0.00
VisiNet Mobile Media Attachment Module		1	0.00	0.00	0.00
Interface Manager License		1	5,000.00	5,000.00	1,426.37
Standard ANI/ALI Interface License		1	9,000.00	9,000.00	2,567.47
Standard EMS Billing Interface Licesne (Intermix ePCR) Download		1	9,000.00	9,000.00	2,567.47
Standard Firehouse RMS Data Transfer License		1	25,000.00	25,000.00	7,131.86
Court Interface (Law RMS)		1	10,000.00	10,000.00	2,852.74
Standard Paging Interface License		1	9,000.00	9,000.00	2,567.47
VisiNet Mobile Base Client License		10	1,000.00	10,000.00	2,852.74
VisiCAD DR Server License		1	10,000.00	10,000.00	2,852.74
Test to Speech to Txt for Mobile		10	100.00	1,000.00	285.27
Pro_QA		4	500.00	2,000.00	570.55
Citris Server Integration Module		1	15,000.00	15,000.00	4,279.12
DR Citris Server Intergration Module		1	5,000.00	5,000.00	1,426.37
Standard CAD to RMS Interface to Denali Law RMS		1	15,000.00	15,000.00	4,279.12
Command Vehicle CAD Workstation License		4	3,000.00	12,000.00	3,423.29
Standard Personal Interface with Firehouse		1	2,800.00	2,800.00	798.77
Standard Personel Interface with Orion		1	10,000.00	10,000.00	2,852.74
Standard Station Alerting Interface to USDD		1	20,000.00	20,000.00	5,705.49
Inform CAD Mapping		2	500.00	1,000.00	254.68
Inform CAD Mapping Test or Training		1	500.00	500.00	127.34
Inform CAD Position		2	10,000.00	20,000.00	5,093.55
CAD Mapping Update Fee					208.00
Total Support Base Cost:				557,300.00	
Total Support Renewal Fee:					158,533.62
Escrow Fee:					850.00
Total Adjusted Support Renewal Fee:					159,383.62

ACCEPTED AND AGREED:

Signature

Printed Name

Title

TRITECH SOFTWARE SYSTEMS



Brenda Stiehl
VP, Finance