Call to Order

Roll Call

Public Comment (3 Minutes per person with a 30 minute meeting limitation)

Approval of Minutes:

February 16, 2016 Administration, Finance and Legislation Committee Minutes

ACTION ITEMS


   The Village, in its continuing efforts to provide excellent customer service, currently has an affordable opportunity to provide leak detection tool which allows water customers accessability to hourly reads, consumptions trends and provides alerts in case of leaks. Alerts can be received by text, emails and other modes of communications. The very same product was considered too expensive previously with an initial cost of $200,000. However, the same product tool has had a cost reduction to approximately $20,000. Staff is recommending Aquahawk with a cost of approximately $11,940 per year.

2. A Resolution Authorizing the Execution of an Amendment to Application Service Provider Agreement With Tyler Technologies, INC., to extend the Munis ERP system through April 30, 2019 in the amount of $125,714.00

   Munis is considered to be one of the best Enterprise Resource Planning (ERP) software providers. Munis has been used by the Village since 2009. The Village has been satisfied with Munis and its performance of the Munis. Staff is recommending the renewal of support for the next 3 years without any price escalation from previous renewal of 2013. The proposed recommendation also includes eliminating the CRM Module which will cause a reduction with the Tyler Technologies agreement in the amount of $5320.

INFORMATIONAL ITEMS
Adjournment
DESCRIPTION:
February 16, 2016 Administration, Finance and Legislation Committee Minutes.

SUPPORTS THE FOLLOWING APPLICABLE VILLAGE GOALS:

COMMITTEE ACTION: Approval of the minutes as presented.

BACKGROUND:

KEY ISSUES:

ALTERNATIVES:

RECOMMENDATION:

BUDGET IMPACT:

ACTION REQUIRED:

ATTACHMENTS:
<table>
<thead>
<tr>
<th>Description</th>
<th>Upload Date</th>
<th>Type</th>
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</thead>
<tbody>
<tr>
<td>DRAFT_160216_AF&amp;L</td>
<td>3/9/2016</td>
<td>Cover Memo</td>
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</tbody>
</table>
CALL TO ORDER: Chairwoman Janowiak called the meeting to order at 9:16 p.m.

PRESENT: Upon roll call by Deputy Village Clerk, Corey Williamsen, the following Board Members were present:

Chairwoman Janowiak, President Soto, Carmona, DeSimone, Jaworska, O’Connell, Wesseler

Absent: Village Clerk, Ilisa Rivera-Trujillo

A quorum was present.


Public Comment: There was no public comment.

Approval of Minutes: The January 19, 2016 Administration, Finance and Legislation Committee Minutes were presented.

Motion: President Soto made a motion to approve the minutes as presented. Trustee Wesseler seconded the motion.

All were in favor. Motion carried.
Rory Group: Village Consultant, Jay Dalicandro, presented to the Committee a Resolution accepting the Proposal of Services to the Village Bensenville from Mack Communications, Inc. for Communication Services.

Motion: Trustee Wesseler made a motion to table this item until a new Village Manager is hired. Trustee DeSimone seconded the motion.

All were in favor. President Soto was opposed. Motion Carried.

INFORMATIONAL ITEMS: There were no informational items.

ADJOURNMENT: Trustee Wesseler made a motion to adjourn the meeting. Trustee DeSimone seconded the motion.

All were in favor. Motion carried.

Chairwoman Janowiak adjourned the meeting at 9:18 p.m.
DESCRIPTION:
Consider a Resolution Authorizing a Contract with AmCoBi for a Web-Enabled Customer Portal using AquaHawk Alerting.

SUPPORTS THE FOLLOWING APPLICABLE VILLAGE GOALS:
- Financially Sound Village
- Enrich the lives of Residents
- Quality Customer Oriented Services
- Major Business/Corporate Center
- Safe and Beautiful Village
- Vibrant Major Corridors

COMMITTEE ACTION:
Approve the resolution.

DATE:
March 15, 2016

BACKGROUND:
The Village has implemented Sensus Technology smart meters as well as Logic system which currently are capable of getting hourly reads and report the leaks and other related problems back to the Village quickly. However, as of today we do not have a customer facing module with the Logic system which allows the customer to see their hourly usage as well as get alerts for leaks. Initially, the Customer Facing System from Sensus cost approximately $200,000. At that time, the Village decided to wait to implement it. The system is now available at approximately $20,000. The Village had a demonstration of the two systems. The first demonstration was from Sensus called the HD Supply Water Works. Village staff found it to be too complex for customers to handle. The second demonstration was also from Sensus which supports Aquahawk. Aquahawk was considered more user friendly, less complex, and cheaper in the second year.

KEY ISSUES:
As of today, we do not have a customer facing module with the Logic system that allows customers to see their hourly usage and get alerts for the leaks. Initially the Customer Facing System from Sensus was quoted at approximately $200,000. The cost of the same system has been reduced and is now available for approximately $20,000.

ALTERNATIVES:
As the discretion of the Board.

RECOMMENDATION:
Staff recommends approving the contract with AquaHawk.

BUDGET IMPACT:
2016 Budget includes $50,000 for leak detection portal and the AquaHawk proposal for year 1 is $20,940. After Year 1, the monthly fee of $995 will be charged.

ACTION REQUIRED:
Approve the Contract or at the discretion of the Board.
<table>
<thead>
<tr>
<th>Proposal</th>
<th>Date</th>
<th>Material</th>
</tr>
</thead>
<tbody>
<tr>
<td>AquaHawk Proposal</td>
<td>3/9/16</td>
<td>Backup Material</td>
</tr>
<tr>
<td>Sensus/HD Supply Proposal</td>
<td>3/9/16</td>
<td>Backup Material</td>
</tr>
</tbody>
</table>
An AquaHawk Alerting Proposal for:

Village of Bensenville, IL

11.13.2015
November 13, 2015

Mr. Amit Thakkar  
Director of Finance  
Village of Bensenville  
717 E. Jefferson St.  
Bensenville, IL 60106

Hello Mr. Thakkar-

Attached is a proposal for AmCoBi to provide the Village of Bensenville with a Web-enabled customer portal using the AquaHawk Alerting™ service and incorporating data from your Sensus FlexNet Advanced Metering Infrastructure (AMI) system.

This project will provide Bensenville customers with online access to their consumption data, leak notifications, and much more. AquaHawk is a powerful customer service tool that expands online services and encourages consumer engagement.

We strive to build long term relationships with our clients by consistently executing and delivering high value. Please contact us with any questions you have or additional information you need.

Sincerely,

Bobby Lee  
AmCoBi  
Office: (877) 410-0167 x1980  
Mobile: (719) 661-6844  
E-mail: Bobby@AmCoBi.com
Village of Bensenville Background
The Village serves approximately 6,500 water accounts in Bensenville, IL. The Village uses a Sensus AMI system to collect water meter reads remotely, and Sensus hosts the RNI. The Village bills its customers monthly and is considering implementing a Web portal so that customers may benefit from the information and data recorded by the Sensus system.

AmCoBi Background
AmCoBi is a privately-held software development company founded in 2008 and based in Colorado Springs, Colorado. AmCoBi has grown rapidly over the years by delivering valuable solutions to municipal water providers and through a steady stream of referrals. AmCoBi offers Web portal solutions, water conservation evaluation services, and utility billing.

We currently work with 40 municipal water utilities and manage more than 400,000 accounts in the AquaHawk system.

The AmCoBi Difference
AmCoBi develops solutions designed to help utilities expand their online services and increase client satisfaction. Not only will AquaHawk encourage client self-service and provide a powerful tool for resolving high bill complaints, it offers tremendous public relations value.

Your customers will get a better understanding of how they're using water, be able to manage their expenses more effectively, and receive timely notifications when water leaks or other issues are detected.

By making it easy to communicate quickly with customers, in the communications mode they prefer, your Village can encourage clients to fix leaks quickly and help prevent the property damage they so often cause.

Our team is equipped and motivated to deliver the results you’re looking for. You can expect comprehensive capabilities, at affordable prices, and outstanding training and support.

Here are some comments from our current utility clients:

"We all love AquaHawk! It is very user-friendly and our customers appreciate the capabilities. We are very excited about the Web portal, how it will improve customer service, and help our customers become more self sufficient. AmCoBi has the best product out there!"

- Oro Valley Water Utility - AZ
“Three of our board members had leaks the week before last when we had unusually cold weather. They were singing the praises of AquaHawk at our board meeting last night.

We appreciate all that the AmCoBi team does to meet our every need. We love AquaHawk and are shouting it from the rooftops!”

- Chesterfield County Rural Water Company - SC

AmCoBi will be a trusted partner throughout this entire project. We are committed to accomplishing your objectives!

An Expert Team
AmCoBi’s software engineering team has decades of experience developing large scale, commercial Web and database applications for various industries including: utilities, computer networking, manufacturing, retail, and more.

Our engineering team is comprised of six experienced software engineers. All are available to work directly with your utility's employees.

Members of our team have worked for Fortune 500 companies that developed and supported products sold worldwide. Our employees have a wealth of experience implementing large scale technical solutions.

The development team is responsible for building the AquaHawk Alerting application. AquaHawk uses the Software-as-a-Service (SaaS) model and is hosted at one of the world’s most reliable hosting providers.

The software team will be responsible for configuring AquaHawk, importing Bensenville's account information, integrating AMI and other data, and launching the production site.

AmCoBi's Client Care team will be responsible for managing the scope of work and ensuring that tasks are being completed according to designated timelines, as well as delivering progress reports to the Village. The team will also provide training and ongoing support.
AquaHawk Alerting is a hosted customer portal solution that enables utilities to present water consumption data to their clients in a secure, password-protected website. After registering online, customers gain access to their current usage, past usage, and other useful comparisons.

AquaHawk Alerting offers the following capabilities:

- **Leak Detection & Notification**: Employees use this module to notify customers via automated call (AquaVoice™), text, e-mail, or direct mail when potential leaks have occurred.
- **Estimated Bill**: Customers can see the estimated cost of the water they've already used (any time during the billing cycle), as well as a projected end-of-period bill.
- **Threshold Alerting**: Customers can establish a billing or usage threshold ($ or gallons) and be notified when their bill amount/consumption exceeds, or is projected to exceed, that value.

New features and capabilities are continually added to AquaHawk Alerting. As an example, support for mobile Web browsers (smartphone access) and advanced reporting capabilities will be released in the near future.

**Intuitive and Easy-to-Learn**
AquaHawk was designed to serve diverse users with varying degrees of technical ability. It is an intuitive, easy-to-use application that requires minimal training to operate. Your customers will thank you for giving them the tools they need to better understand how they're using water, and to manage expenses. Moreover, AquaHawk can have a direct impact on reducing calls to your customer service team.

Your employees can be trained on AquaHawk quickly. AquaHawk simplifies complex tasks so customer service and front desk employees can perform them effortlessly.

**Affordably Priced**
AquaHawk offers comprehensive capabilities at affordable prices. The AquaHawk service agreement may be terminated with a 30 day notice so the onus is on our company to continually earn your business.

**Supports Future Customizations**
We expect that your requirements will evolve over time. AquaHawk has been architected to support future changes and enhancements. Numerous capabilities added to AquaHawk have been a direct result of the responses and feedback provided by our clients. Village of Bensenville can have a strong influence in the future development of this system.
No Hardware or Software Purchases Required
AquaHawk Alerting uses the Software-as-a-Service (SaaS) or subscription model so that Bensenville does not need to purchase or install any hardware or software. Implementing the system requires minimal time and effort on the part of your IT team, and ongoing support and maintenance is provided by AmCoBi.

Seamless Data Integration
AmCoBi will integrate meter reading data from the Sensus RNI, into AquaHawk using an FTP process. The implementation process is very straightforward and AquaHawk can be operational in 30 days.

Data from AquaHawk can be exchanged with a variety of systems (e.g. billing, accounting, electronic payments, etc.) to streamline the customer experience and minimize manual data entry.

Browser-based Operation
A unique instance of AquaHawk Alerting will be provided to Village of Bensenville. Authorized staff members and customers operate the system using a standard Web browser.

Reliable, High Performance Hosting
AmCoBi uses a reputable, high quality hosting provider for the AquaHawk solution. Their cloud-based computing platform is flexible, cost-effective, and instantly scales as more resources are required. The firm’s service is secure, durable, and they maintain industry-recognized certifications and audits such as: ISO 27001 and SAS 70 Type II.

Their data centers have multiple layers of operational and physical security so you can be sure your data is safe and protected. Moreover, AquaHawk uses a commercial database noted for speed, fault tolerance, and high performance.

Backups are automated and geographically diverse replication prevents any data loss in the event of a hardware failure, network disruption, or large scale power outage. Disaster recovery is built-in.

Comprehensive Training and Support Included
The AquaHawk system is intuitive, user-friendly, and easy to learn. To ensure, however, that your staff members can manage the application effectively, AmCoBi also provides comprehensive online training and support. AmCoBi will assign a dedicated account manager so you’ll always be able to reach a live person via telephone or e-mail.

95% of all calls are answered immediately. AmCoBi commits to following up all telephone and e-mail inquiries within twenty four (24) hours. We make extensive use of online conferencing tools for product training, support, and troubleshooting.
**Scope of Work**

To initiate this project and make AquaHawk Alerting available to Village of Bensenville customers, the following tasks need to be completed:

- Configure the AquaHawk Alerting portal
- Import customer account information
- Integrate consumption data from the Sensus RNI
- Provide software training to employees
- Launch the production site and notify customers of the new service
- Provide ongoing support to employees.

The following is a draft timeline for implementing the AquaHawk Alerting solution:

<table>
<thead>
<tr>
<th>Due Date</th>
<th>Task Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Week 1</td>
<td>Sign contract with Bensenville to proceed with this project.</td>
</tr>
<tr>
<td>Week 1</td>
<td>Configure the AquaHawk Alerting portal for Bensenville.</td>
</tr>
<tr>
<td>Week 2</td>
<td>Import customer account information.</td>
</tr>
<tr>
<td>Week 2</td>
<td>Integrate consumption and weather data into AquaHawk (daily).</td>
</tr>
<tr>
<td>Week 3</td>
<td>Provide software training to employees.</td>
</tr>
<tr>
<td>Week 4</td>
<td>Launch the production site.</td>
</tr>
</tbody>
</table>
 References
Please feel free to contact the following organizations to learn more about similar projects we’ve conducted:

Chesterfield County Rural Water Company
Ms. Gale Griggs
Controller
PO Box 270
Chesterfield, SC 29709
(843) 623-7968
ruralwatercontroller@gmail.com

Village of Wheeling
Mr. Jeff Wolfgram
Utility Superintendent
2 Community Blvd.
Wheeling, IL 60090
(847) 344-4266
jwolfgram@wheelingil.gov

Pricing
Pricing for the AquaHawk Alerting service is comprised of the following:

- A **one-time setup fee** to configure the system, upload customer information and data, and for initial system training
- A **monthly fee** for each account in the system. This fee includes ongoing e-mail and telephone support.
- A **one-time fee** to enable the CMEP report in the Sensus-hosted RNI to output consumption data to AquaHawk

<table>
<thead>
<tr>
<th>Description</th>
<th># of Meters</th>
<th>Setup Fee</th>
<th>Monthly Fee</th>
<th>Total (Yr. 1)</th>
<th>Effective Price per Account per Year (Yr. 2+)</th>
</tr>
</thead>
<tbody>
<tr>
<td>AquaHawk Alerting v9.0</td>
<td>6,500</td>
<td>$ 9,000</td>
<td>$ 995</td>
<td>$ 20,940</td>
<td>$ 1.84</td>
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<table>
<thead>
<tr>
<th>Description</th>
<th>One-time Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>One-time fee to enable the CMEP report in the Sensus-hosted RNI</td>
<td>$ 1,500</td>
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</table>

<table>
<thead>
<tr>
<th>Description</th>
<th>Monthly Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Managed Services - AquaHawk notifies customers of leaks - 7 days per week.</td>
<td>$ 200</td>
</tr>
</tbody>
</table>
Summary
Should Village of Bensenville choose to move forward with the AquaHawk Alerting solution, AmCoBi will send a Software-as-a-Service (SaaS) Agreement for signature. A project plan and implementation schedule will also be delivered for your review and approval.

AquaHawk Alerting is helping numerous utilities around the U.S. elevate the level of service they provide to customers, and it can help Bensenville too. We commit to making this project a notable success. Let us know how we can best serve you.

Sincerely,

Bobby Lee
AmCoBi
November 17, 2015
Village of Bensenville
717 East Jefferson Street
Bensenville, IL 60106

Attn: Mr. Joseph M. Carraci PE-Director of Public Works
Attn: Mr. Rick Radde-Water Superintendent

Subject: Quotation for Sensus Customer Connect

Sensus FlexNet Customer Connect

(1) Annual Customer Connect Fee up to 5.2K services. Includes set up and Training. $16,900.00 ea.net.

Prices are good until March 31, 2016. Prices subject to a 3% annual increase. Delivery can be made within (12) weeks from receipt of your purchase order. Our terms of payment are net thirty (30) days.

We appreciate your inquiry and trust that our product, prices and service will meet with your approval.

Sincerely,

Jim Alworth
Territory Manager
A Resolution Authorizing the Execution of an Amendment to Application Service Provider Agreement With Tyler Technologies, INC., to extend the Munis ERP system through April 30, 2019 in the amount of $125,714.00

SUPPORTS THE FOLLOWING APPLICABLE VILLAGE GOALS:

- Financially Sound Village
- Quality Customer Oriented Services
- Safe and Beautiful Village
- Enrich the lives of Residents
- Major Business/Corporate Center
- Vibrant Major Corridors

COMMITTEE ACTION:
N/A

DATE:
It will be presented at the Administration Finance and Legislation Committee on March 15, 2016.

BACKGROUND:
Tyler Technologies INC., is the parent company to Munis, our current Enterprise Resource Planning (ERP) software provider. We utilize Munis as our primary software for managing several Village functions including Accounting, Accounts Payable, Fixed Assets, Work Orders, Fleet & Facilities Management, Utility Billing, Accounts Receivable, Business Licenses, Permits, Code Enforcement, Vehicle Stickers, Citizens Self Service (Online Payments) and our Customer Relationship Management (CRM) system. This proposed agreement with Tyler Technologies expires on April 30th, 2019. We will discontinue using CRM module sometimes in next six months and that will drop our price by $5320 annually.

KEY ISSUES:
The Munis is our backbone ERP which is used by every department in the Village. Finance Department and Community and Economic Development Department are the heavy users of the system. The Munis system is one of the best ERP out there and it has more than 1500+ clients nationwide. This contract provides for the much needed hosting fees, support and upgrades. The contract is renewed at the same price at which was renewed 3 years ago.

ALTERNATIVES:
To maintain the current agreement with Tyler Technologies which will expire April 30, 2019 while discontinue using the CRM Module at the cost to the Village of $5320 annually.

RECOMMENDATION:
Staff recommends approving the execution of an Amendment to Application Service Provider Agreement With Tyler Technologies, INC., to extend the Munis ERP system through April 30, 2019 in the amount of $125,714.00

BUDGET IMPACT:
$125,714 annual cost (Budgeted under IT Budget of FY 2016)

ACTION REQUIRED:
Approval of the amended Application Service Provider Agreement With Tyler Technologies, INC., to extend the Munis ERP system through April 30, 2019.
At the discretion of the Board.

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<tr>
<td>Agreement</td>
<td>3/9/2016</td>
<td>Backup Material</td>
</tr>
<tr>
<td>Resolution</td>
<td>3/9/2016</td>
<td>Resolution Letter</td>
</tr>
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**Sales Quotation For**
Village of Bensenville
12 S. Center Street
Bensenville, Illinois  60106
Phone (630) 594-1076

**SaaS**

<table>
<thead>
<tr>
<th>Description</th>
<th>Annual Fee Net</th>
<th># Years</th>
<th>Total SaaS Fee</th>
<th>Impl. Days</th>
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<tr>
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<td>Fixed Assets</td>
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<td>Project &amp; Grant Accounting</td>
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<td>Purchase Orders</td>
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<tr>
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<td>Work Orders, Fleet &amp; Facilities Management</td>
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<td><strong>Revenue:</strong></td>
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<td></td>
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<tr>
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<tr>
<td>Permits &amp; Code Enforcement</td>
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<td>UB Interface</td>
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<tr>
<td>Service</td>
<td>One Time Fees</td>
<td>Recurring Fees</td>
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<td></td>
</tr>
<tr>
<td>----------------------------------------</td>
<td>---------------</td>
<td>----------------</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total SaaS</td>
<td>$0.00</td>
<td>$125,714.00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Tyler Software</td>
<td>$0.00</td>
<td>$0.00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Tyler Services</td>
<td>$0.00</td>
<td>$0.00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total 3rd Party Hardware, Software and</td>
<td>$0.00</td>
<td>$0.00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Services</td>
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</tr>
<tr>
<td>Summary Total</td>
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<td>$125,714.00</td>
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<tr>
<td>Contract Total</td>
<td>$377,142.00</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Unless otherwise indicated in the contract or Amendment thereto, pricing for optional items will be held for Six (6) months from the Quote date or the Effective Date of the Contract, whichever is later.

Customer Approval: ________________________ Date: ________________________
Print Name: __________________________ P.O. #: __________________________

All primary values quoted in US Dollars
Tyler recommends the use of a 128-bit SSL Security Certificate for any Internet Web Applications, such as the MUNIS Web Client and the MUNIS Self Service applications if hosted by the Client. This certificate is required to encrypt the highly sensitive payroll and financial information as it travels across the public internet. There are various vendors who sell SSL Certificates, with all ranges of prices.

Tyler's quote contains estimates of the amount of services needed, based on our preliminary understanding of the size and scope of your project. The actual amount of services depends on such factors as your level of involvement in the project and the speed of knowledge transfer.

Unless otherwise noted, prices submitted in the quote do not include travel expenses incurred in accordance with Tyler's then-current Business Travel Policy.

Tyler's prices do not include applicable local, city or federal sales, use excise, personal property or other similar taxes or duties, which you are responsible for determining and remitting.

In the event Client cancels services less than two (2) weeks in advance, Client is liable to Tyler for (i) all non-refundable expenses incurred by Tyler on Client's behalf; and (ii) daily fees associated with the cancelled services if Tyler is unable to re-assign its personnel.

Tyler provides onsite training for a maximum of 12 people per class. In the event that more than 12 users wish to participate in a training class or more than one occurrence of a class is needed, Tyler will either provide additional days at then-current rates for training or Tyler will utilize a Train-the-Trainer approach whereby the client designated attendees of the initial training can thereafter train the remaining users.

In the event Client acquires from Tyler any edition of Tyler Content Manager software other than Enterprise Edition, the license for Content Manager is restricted to use with Tyler applications only. If Client wishes to use Tyler Content Manager software with non-Tyler applications, Client must purchase or upgrade to Tyler Content Manager Enterprise Edition.

Tyler's form library prices are based on the actual form quantities listed, and assume the forms will be provided according to the standard Munis form template. Any forms in addition to the quoted amounts and types, including custom forms or forms that otherwise require custom programming, are subject to an additional fee. Please also note that use of the Tyler Forms functionality requires the use of approved printers as well. You may contact Tyler's support team for the most current list of approved printers.

Tyler's cost is based on all of the proposed products and services being obtained from Tyler. Should significant portions of the products or services be deleted, Tyler reserves the right to adjust prices accordingly.

The SaaS fees are based on 32 concurrent users. Should the number of concurrent users be exceeded, Tyler reserves the right to re-negotiate the SaaS fees based upon any resulting changes in the pricing categories.

The Tyler Software Product Tyler Forms Processing must be used in conjunction with a Hewlett Packard printer supported by Tyler for printing checks.
AMENDMENT TO APPLICATION SERVICE PROVIDER AGREEMENT

This amendment (“Amendment”) is made the ________ day of ___________, 2016 between Tyler Technologies, Inc., with offices at 1 Tyler Drive, Yarmouth, Maine 04096 (“Tyler”) and the Village of Bensenville, with offices at 12 S. Center Street, Bensenville, Illinois 60106 (“Client”).

WHEREAS, Tyler and the Client are parties to the Application Service Provider Agreement dated May 5, 2008 (“Agreement”); and

WHEREAS, the Term of the Agreement expires April 30, 2016;

THEREFORE, in consideration of the mutual covenants contained herein, Tyler and the Client agree as follows.

1. SaaS Term. The term of the Agreement is hereby renewed for a three (3) year term commencing on May 1, 2016 and expiring on April 30, 2019 (“Term”). After April 30, 2019, the Term will renew automatically for additional one (1) year terms at our then-current SaaS Fees unless terminated in writing by either party at least sixty (60) days prior to the end of the then-current term. We will provide you notice of any increase in SaaS Fees no less than ninety (90) days prior to the commencement of the renewal term.

2. SaaS Fees. SaaS Fees, as detailed in the attached Sales Quotation, for year one ($125,714) are invoiced annually in advance, beginning on the Term commencement date. Subsequent annual SaaS Fees are invoiced annually, in advance, beginning on the anniversary of the initial invoice date.

3. Concurrent Users. The SaaS fees are based on thirty-two (32) concurrent users. Should the number of concurrent users be exceeded, Tyler reserves the right to re-negotiate the SaaS fees based upon any resulting changes in the pricing categories.

4. This Amendment shall be governed by and construed in accordance with the terms and conditions of the Agreement.

5. All other terms and conditions of the Agreement shall remain in full force and effect.

IN WITNESS WHEREOF, persons having been duly authorized and empowered to enter into this Amendment hereunto executed this Amendment effective as of the date last set forth below.

Tyler Technologies, Inc.    Village of Bensenville

By: ____________________________    By: ____________________________

Name: ____________________________    Name: ____________________________

Title: ____________________________    Title: ____________________________

Date: ____________________________    Date: ____________________________
RESOLUTION NO_______

A RESOLUTION AUTHORIZING EXECUTION OF AN AMENDMENT TO
APPLICATION SERVICE PROVIDER AGREEMENT WITH
TYLER TECHNOLOGIES, INC.

NOW THEREFORE, BE IT RESOLVED by the President and Board of Trustees of the Village of Bensenville, DuPage and Cook Counties, Illinois, as follows:

That the Village President is authorized to execute the attached Amendment to Application Service Provider Agreement with Tyler Technologies, Inc., for a three year term beginning on May 1, 2016 and expiring on April 30, 2019 for application services to be provided to the Village of Bensenville as more fully specified the Sales Quotation attached hereto and incorporated herein by reference as Exhibit "A".

PASSED AND APPROVED by the President and Board of Trustees of the Village of Bensenville, Illinois this 22nd day of March, 2016.

APPROVED:

_____________________________________
Frank Soto, Village President

ATTEST:

_____________________________________
Susan Janowiak, Village Clerk

Ayes: 

Nays: 

Absent: