

**Proposal for The City of
Bisbee, Arizona**

iWorQ

Community Development & Public Works Software

Executive Summary

Thank you for considering iWorQ Systems! We have been providing government software solutions since 2001 and serve more than 1,300 customers throughout the United States and Canada. iWorQ Systems leads the industry in delivering hosted web-based solutions.

To access iWorQ all you need is an internet connection and your choice of device including desktops, laptops, smartphones (iPhone, Android) and tablet devices (iPad, Galaxy, etc.) The system's graphical user interface, including all screens and dashboards, is natively touch screen enabled allowing your staff the flexibility to determine which device to utilize inside the office or in the field.

We are confident in providing a solution that can improve your internal communication as well as increase your responsiveness to your citizens and customers while reducing the time and effort from your staff. We do this by streamlining your processes through our applications inside the office, out in the field, and provide additional access through our Citizen Engagement mobile app and web portal for internal staff and citizens.

We will follow up with you to review any questions you may have about this proposal and the next steps in our consultative sales process.

Best Regards,

A handwritten signature in black ink that reads "Scott Jardine". The signature is fluid and cursive, with a long, sweeping underline.

Scott Jardine
VP | Sales & Marketing

Bisbee	Quote creation: 7/22/2019
118 Arizona St., Bisbee, AZ 85603, USA	Prepared by: Steve Driggs

1. QUOTE

Bisbee - hereafter known as "Customer", enters into the following Service Agreement with iWorQ Systems, "iWorQ" headquartered in Logan, UT. Customer will pay an annual fee for the services and a one-time setup fee detailed below: Population: 5,221

Public Works Applications and Services	Package Price	Billing
Public Works Package Package includes: *Work Management *Sign Management *Pavement Management -Available on any computer, tablet, or mobile device using Chrome browser -Track and manage work by location using OpenStreetMap -Work order scheduling and templates -Track inventory, parts, material -Sign Management with OpenStreetMap -Pavement Management with OpenStreetMap	\$3,000	Annual
Citizen Engagement with Mobile App - Mobile apps for Website, Android and iOS - Available on any computer, tablet or mobile device using Chrome browser - Configurable fields for simple data entry - Upload images and PDF files - Track request location with X,Y coordinates Premium Data Package - 25 MB file upload size and 100 GB total storage.	\$2,250 \$1,900	Annual
ANNUAL TOTAL	\$5,250 \$4,900	

Setup, training, and system configuration	\$3,500	Once
	Included	
Grand total due	\$8,750 \$4,900	

1.1. Notes

- 1- Invoices for amount will be sent out 2 weeks after signature. Terms of the invoicing is Net 30 days.
- 2- This quote is provided at the customer's request and is good until **August 7th, 2019**.
- 3- **Discounts provided are contingent upon agreement signed and returned on or before August 7th, 2019.**
- 4- This quote cannot be disclosed or used to compete with other companies.
- 5- Pricing is based on population and number of applications. Removing any items from this quote may require application prices to be updated.
- 6- *"iWorQ Systems reserves the right to increase the recurring total at the annual invoice date if the cost of doing business in Arizona increases or if additional fees are imposed by the City or County"*

2. ADDITIONAL SERVICES

iWorQ provides additional applications and services that can be purchased as part of the Public Works solution. These can be added to the customer's annual cost, upon request. The services listed below may already be included in the quote in Section 1.

iWorQ Fleet Management – Manage fleets effectively with work-order tracking, vehicle maintenance schedules, and custom fuel upload.	Price based on Population	Annual
iWorQ Facilities Management – Manage facilities and track work orders, employee costs, and maintenance schedules.	Price based on Population	Annual
iWorQ Stormwater Management – Manage a MS4 system with work order tracking, maintenance history, and stormwater asset tracking.	Price based on Population	Annual
Asset Management – price based on assets to be tracked and centerline miles of pavement.	Quote required	Annual
Onsite Backup – iWorQ will send a *.BAK on a scheduled basis to an FTP server maintained by the customer.	\$500	Annual
Premium Data Package - 25 MB file upload size and 100 GB total storage.	\$1000	Annual

**Additional services are subject to setup fees which are 2/3 of the annual cost.*

3. GUIDELINES

3.1 Getting started

iWorQ will assign an account manager to your account to begin the setup and training process upon contract signature.

Send the signed service agreement to iWorQ Systems:

Email: sales@iworq.com

Fax: 1 (866) 379-3243

Mailing address:

PO Box 3784

Logan, UT 84323

Physical address:

1125 W. 400. N. Suite 102

Logan, UT 84321

3.2 Billing information

iWorQ will invoice Customers on an annual basis. Customers reserves the right to cancel service at any time after the initial year, by providing iWorQ a 30-day written notice.

3.3 Data conversion

As part of the project set up, iWorQ provides a data conversion service. This service consists of importing data, sent by the Customer, in an electronic (relational database) format. iWorQ provides contact information and an upload site where the electronic data can be sent. Additional costs apply for data that does not meet the criteria listed above.

4. SERVICES and SUPPORT

4.1 Data ownership

All customer data remains the property of the customer. Customer can request data electronically or on disk, upon cancellation of Service Agreement.

4.2 FREE training

iWorQ provides FREE training and support. iWorQ provides webinars, phone support, written manuals, web videos, documentation and help files. Training is available to any Customer with a login.

4.3 FREE updates

All updates, bug fixes, and upgrades are FREE to the Customer. iWorQ is a web-based application. Customer only needs to login to get any updates to the applications.

4.4 FREE support

Customer support and training are FREE and available from 6:00 A.M. to 5:00 p.m. Mountain Standard Time.

4.5 FREE data back up

iWorQ does back-ups twice weekly and offsite once weekly.



4.6 Proprietary letters/forms

Letters and forms, including permits, certificates, or other documents must be owned by the customer and have a clear copyright.

4.7 Data upload and storage limits

Standard data plan includes uploads of up to 3 MB per file and 10 GB total storage. iWorQ offers a premium data plan available for an additional annual cost.

4.8 Software Terms and Limitations

The iWorQ Software is the proprietary information and a trade secret of iWorQ, Systems Inc. and this agreement grants no title or rights of ownership with the software. The software is protected by United States copyright laws and international copyright treaties, as well as other intellectual property laws. Customer shall not permit any user or other party to, (a) copy or otherwise reproduce, reverse engineer or decompile all or any part of the iWorQ Software, (b) make alterations to or modify the Software, (c) grant sublicenses, leases or other rights, or (d) permit any party access to the Licensed Software for purposes of programming against it.

5. SET-UP & BILLING INFORMATION

5.1 Implementation information

Primary Contact(s) Jesus Haro, Public Works Director

Phone 520-432-6262 Cell 520-249-5404 Email JHaro@BisbeeAZ.gov

Additional Contact(s) Ashlee Coronado, City Clerk

Phone 520-432-6012 Cell 520-346-7769 Email ACoronado@BisbeeAZ.gov

5.2 Billing information

Billing Contact Ashlee Coronado Phone 520-432-6012 Cell 520-346-7769

Email ACoronado@BisbeeAZ.gov Prefer to receive invoice by email? Yes No

Billing Address 915 S. Torrearville Rd. / P.O. Box 4601

City Bisbee State AZ Zip 85603

PO# N/A (if required) Tax exempt ID# N/A

6. SIGNATURE

Signature of this Agreement is based on the understanding and acknowledgement of the terms and conditions stated within this Service Agreement.

520-432-6012

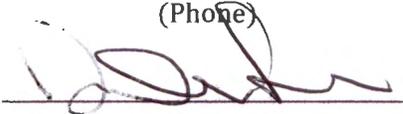
(Phone)

520-366-7769

(Mobile)

acoronado@BisbeeAZ.gov

(Email)



(Signature)

David M. Smith, Mayor

(Print Name & Title)

August 6, 2019

(Date)