



RT Lawrence Corporation

Reg# 246275

# HIDALGO COUNTY



## PRICING

### Remittance Processing System

\$154,245.00  
RT Lawrence  
opex AS7200i

RT Lawrence Corporation  
7740 Painter Avenue, Suite 100  
Whittier, CA 90602  
Ph: 562.696.4843  
www.rtlawrence.com

Where Technology Meets Payments

RTLFIRST Remittance Processing Solution Proposal  
with OPEX AS7200i AND Model72 Extractor



**Client Name:** Hidalgo County  
**Address:** 2804 S US Hwy 281, Edinburg, TX 78539  
**Attention:** Eva Mireles  
**Date:** October 22, 2013  
**RTL Account Executive:** John Phillips

**Solution Description/Scope of Work:**

- **Hardware Lead-Time:** Please note that the order needs to be placed three months prior to date of install due to the 90 day lead time for scanner delivery.
- **Hardware Cost:** Hardware price validity is until December 31, 2013 Only. Order needs to be placed on or before December 31st to avail of the below quoted price. New OPEX hardware price increase is effective January 1, 2013.
- **Software Support:** Please note that should the Client terminate the Annual Support, the Client is refunded the prorated portion of the support.
- **OPEX Processor:** The OPEX Connect RTL Processor function of RTLFIRST must run on its own dedicated processor workstation. This workstation is NOT included in the solution quote. Client can elect to provide their own processor workstation(s) or purchase them through RTL. Please note that RTL standardizes on Dell PCs and Servers.
- **Processor:** The RTLFIRST Processor function will run on the host remittance and imaging server.
- **Server:** Host remittance and imaging server is required. Server is NOT included in main solution quote, client can elect to provide own server station or purchase one through RTL.
- RTLFIRST & its Imaging Archival module FiRSTView utilizes MS SQL Server.
- **Verification & Imaging Stations:** Verification and Imaging can run on existing Windows-based PCs. Some PCs for verification and image retrieval purposes are NOT included in the solution quote.
- **Check21:** Upon Client's decision to move forward, the Client must notify its bank of its intent to generate ICL/ Check21 files through software provided by RTL. RTL will work closely with the Client and its bank representatives to coordinate for transmission and file testing.
  - ICL/ Check21 file will be generated by the Client, using RTL's provided Check21 application. File(s) generated will be transmitted directly to it's bank from the Client's location.
  - Check21 components quoted are for use with remittance processing back office system. Additional use of this module for other purposes, such as (but not limited to), converting front counter captured items requires purchase of additional licenses, software components, and services.
- **Check21 HW PC:** RTL recommends the Client to have a dedicated PC to "process Check21 items". This PC will be used for ICL file generation and for image quality and endorsement functions.
- **Check21 Processing PC Specification:** It must have Windows 2000 Professional/Windows XP (at least SP2)/Windows 2003 OS, Minimum 1 GB RAM, 2+GHZ Processor (minimum Pentium 4), 60 GB Hardisk and at minimum RTLFIRST 6.0 version required.
  - Check-21 Processing PC is NOT quoted in this proposal but required. See other notes regarding this PC. If desired, the client can request RTL to provide a quotation of such PC. RTL normally quote Dell computers. HP/Compaq is also available upon request.

### Solution Description/Scope of Work:

- **Real-Time Lookup:** RTL will be providing a 2-command/function-call real-time lookup feature. The 2-commands will consist of (a) lookup and validation of account information by passing Account Number to search by, (b) lookup and validation of account information by passing Name(s) and Address information to search by. This function will allow for "partial" search on these fields.
- Client and RTL understand that the client's IT staff will be providing the 2 Stored Procedure calls necessary for RTL's program to call in the search by Account Number or by Name+Address. With Client's IT providing these Stored Procedure calls, this will give client the necessary flexibility of future changes in its own CIS system and better security control. RTL will work closely with IT to identify the necessary "passing" parameters.
- The Intelligent List Processing feature is NOT concurrent license based, but is fixed station/seat based.
- The Intelligent List Processing feature provides automatic "Reading" of the list and returning values for each line item; thus, eliminating the task of "operator keyboard entry" of every account number and dollar amount on the stub. In addition, a virtual stub is automatically created for every line item, providing for a complete "stub image" for which the amount was distributed.
- **TxDMV:** is a lookup between RTLFIRST and the Texas Department of Motor Vehicles.
- TxDMV has a sequence overview that tells how exactly the Realtime lookup should act. After the remittance scanner has scanned an entire batch of renewals and checks; the three phases necessary to integrate the TxDMV renewal processes are (1) Lookup Motor Vehicle Record, (2) Post Verified/Accepted Renewals, and (3) Confirm Posted Renewal Batch.
- Installation of the RTLFIRST TxDMV Integration Module.
- **OPEX Hardware:** At least one day of OPEX hardware installation services required for each new OPEX transport included in solution configuration.
- **Installation and Training.** The purchase price includes not only the equipment, but also the installation of the equipment and the training of machine operators using your media. OPEX Sales and Service Teams will oversee all aspects of installation and thoroughly test machine components to insure that everything is running smoothly. Besides this initial training, OPEX also provides periodic on-site refresher training, at no additional cost, for the life of the equipment.
- **Warranty Information.** OPEX warrants to the original purchaser that, a.) OPEX shall transfer good title to the Product to purchaser; b.) All services provided by OPEX pursuant to this proposal will be performed in a good and workmanlike manner, based upon commercially reasonable practices and standards; and c.) OPEX shall repair or replace defective parts, including labor, and shall perform preventive maintenance at no cost to purchaser for a period of 30 days commencing from the date of delivery. Labor during the warranty period is limited to OPEX's standard maintenance hours, 7 AM to 3 PM, Monday through Friday, excluding OPEX holidays.
- **Service:** Pre-implementation services include remote install of the system on RPS designated PCs such as the server/processor station, scan station, verification workstations, etc. prior to onsite installation.
- Client must provide for remote connection to these designated PCs/server to facilitate pre-onsite remote access installation of the remittance system.
- **Travel:** Travel and other miscellaneous expenses for the duration of project implementation.
- \$35/day per diem per person.
- **Freight:** Shipping of hardware equipment to Client's facilities
- **Price Validity:** Pricing is valid for 60 days from the date of proposal.

**Pricing**

Part Number	Description	Qty	Price	Annual Support
<b>Hardware</b>				
OPX-AS72i	OPEX AS7200i Scanner (Includes Rear Inkjet, CIS Imagers & OPEX Standard Barcode Package)	1	\$54,495	\$8,430
OPX-MICR	MICR Reader (Magnetic and Optical)	1	\$2,750	
OPX-FIP	Front Inkjet Printer	1	\$750	
OPX-M72	OPEX Model 72 Extractor	1	\$24,950	\$2,470
INS-DYO	Installation - 1 day Onsite (OPEX Certified Technician)	1	Incl	N/A
<b>Sub-Total</b>			<b>\$82,945</b>	<b>\$10,900</b>
<b>Server and Scan PCs</b>				
	Server	1	\$12,000	
	Scan Station PCs (1 OPEX Connect PC and 2 Verification PCs)	3	\$2,700	
<b>Sub-Total</b>			<b>\$14,700</b>	
<b>RTLfiRST Software</b>				
OPX-01	Opex Connect/OPEX Import - Process Module - (for AS7200i)	1	\$5,000	\$750
PRC-01	RTLfiRST Process Module	1	\$5,750	\$863
CAR-01	A2iA CAR/LAR engine (1 Million Checks/Year)	1	\$1,750	\$263
SVR-01	One-Operation Supervisor/Verification Lic (1st User) Conc Lic	1	\$1,750	\$263
VRF-01	One-Operation Verification License (1st User) Conc Lic	1	\$1,750	\$263
VRF-01	One-Operation Verification License (2nd and 3rd User) Conc Lic	2	\$3,000	\$450
FVW-DB-01	FiRSTView Imaging - Desktop+Browser (1st User) Conc Lic	1	\$3,750	\$638
CHK 21-001	Check21/ICL Processing Module (Image Exchange)	1	\$4,000	\$600
CHK 21-IMS	Image Score License (1 Million Checks/Year)	1	\$1,500	\$300
MOP-00	Initial Operation (DMV )	1	Incl	\$0
MOP-00	Additional Operation (Property Tax)	1	\$750	\$150
CUS-LKPL	Real Time Lookup Lite (Lookup by acctn & by name,address) for Property Tax)	1	\$5,000	\$900
RTL-DMVL	RTLfiRST TxDMV Integration Module Lite	1	\$5,000	\$750
RTL-ILP	RTLfiRST Intelligent List Processing (1st Client Site)	1	\$12,000	\$1,800
<b>Sub-Total</b>			<b>\$51,000</b>	<b>\$7,988</b>
<b>Special Discount on ILP</b>			<b>(\$4,000)</b>	
<b>Goodwill Discount</b>			<b>(\$4,000)</b>	
<b>Sub-Total</b>			<b>\$43,000</b>	<b>\$7,988</b>
<b>Supplies &amp; Accessories</b>				
OPX-S&A	Scanner supplies & accessories are included in the package	1	Incl	N/A
	RTLfiRST & FiRSTView Training Manual (Qty 1 each)	1	Incl	N/A
<b>Sub-Total</b>			<b>\$0</b>	<b>\$0</b>
<b>RTL Services</b>				
	Planning, Implementation, Installation, Testing and Training Services		\$13,600	N/A
<b>Sub-Total</b>			<b>\$13,600</b>	<b>\$0</b>
<b>PROJECT GRAND TOTAL</b>			<b>\$154,245</b>	<b>\$18,888</b>
Plus applicable taxes				

**Payment Terms**

- 40% of the Project Amount Due at the Time of Order \$61,698 + tax
- 35% of the Project Amount Due on the Date of Installation \$53,986 + tax
- 25% of the Project Amount Due upon Acceptance \$38,561 + tax
- 100% of the Annual Support Due NET 30 upon Installation \$18,888 + tax

**20 Quarter Lease Pricing Option  
(Hardware and Software)**

**Pricing**

Part Number	Description	Amount per Month 20 Quarter \$1.00 buyout Municipal Lease Payment
	<b>Base Configuration</b>	<b>\$8,733.93</b>
	OPEX AS7200i Scanner with Model 72 Extractor	
	RTLFIRST Software	
	Supplies and Accessories	
	RTL Services	
	<b>Monthly Support (Billed Annually)</b>	<b>\$1,573.96</b>
<b>TOTAL</b>		<b>\$10,307.89</b>

**Leasing Notes**

- Provided is the lease pricing option for 20 quarters with \$1.00 buyout monthly payment for the Total Cost of **\$154,245.00**
- At the end of the lease the Client would own the equipment.
- These prices are used with a Municipal Lease Agreement which contains a Non Appropriations clause allowing the customer to terminate the lease and return the equipment with no penalty at the end of a full Budget Year provided there are insufficient funds to pay the lease payments for their next Budget Year.
- Annual Support Charges are NOT included in the base price and will be billed separately.
- At the termination of the lease, Client is responsible for the freight charges of shipping the unit in its original packaging back to RTL's Southern California office.
- Sales tax is not included in this annual lease amount and it will be billed at the same time as the lease payment but in addition to lease payment.
- RTL will not be furnishing insurance against damages to the scanner during the term of the lease. It will be the Client's responsibility to safeguard against physical damage to the equipment.

*I agree and approve to the base configuration as well as the terms and conditions as stated in this proposal.*

Client Contact's Printed Name:	
Signature:	Date:

RT Lawrence Corporation  
7740 Painter Avenue, Suite 200  
Whittier, CA 90602  
Phone: (562) 696.4843  
Fax: (866) 330.3495



October 8, 2013

Mr. Pablo "Paul" Villarreal, Jr.  
Tax Assessor & Collector  
2804 US Hwy 281  
Edinburg, TX 78539

Dear Mr. Villarreal:

RT Lawrence's remittance processing system, RTLFIRST is a proprietary software solution developed and available only from RT Lawrence Corporation (RTL). RTLFIRST is the only available software that has a direct interface between high speed scanners and the Texas Department of Motor Vehicles, RTS system.

Therefore it should be understood that any Licenses for this software can only be obtained and supported by RTL as a Sole Source Provider.

Sincerely,

*John Phillips*

John Phillips  
Director, Payment Solutions  
Direct: (312) 296.2796  
E-mail: [John.Phillips@rtlawrence.com](mailto:John.Phillips@rtlawrence.com)



305 Commerce Drive • Moorestown, NJ 08057  
Phone: 856-727-1100 • Fax: 856-727-1955  
[www.opex.com](http://www.opex.com)

October 11, 2013

Ms. Mary Garcia – Jackson  
Hidalgo County Tax Office  
2804 S. Bus. Hwy 281  
Edinburg, Texas 78539

**Re: OPEX Corporation – Sole Source Information, AS7200i**

Dear Mary:

The OPEX® AS7200i™ integrated extractor / scanner is manufactured by OPEX Corporation, with worldwide headquarters located in Moorestown, New Jersey. OPEX is the sole manufacturer of this unique product, and is solely responsible for its distribution into the marketplace.

What makes the OPEX AS7200i truly one-of-a-kind is the integration of an OPEX Rapid Extraction Desk (i.e. Model 51 or Model 72) with a high-speed color scanner equipped with a unique drop feeder. By combining mail extraction with image capture, it is no longer necessary to route paper outside of the mailroom to be processed. In just one step, the AS7200i operator can open, extract, identify, capture, orient, sort, print an audit trail, and output mail contents. ***No other mail extraction or scanning product available in the marketplace today offers this combination of features.***

OPEX is also the sole authorized source for parts and service on its equipment. No third party has been authorized to act on behalf of OPEX regarding OPEX warranty service or maintenance support. Warranty claims and end user maintenance requests are handled exclusively by service technicians who are direct employees of OPEX's national service organization.

Additionally, please be advised that the AS7200i equipment utilizes proprietary service diagnostic software covered by various patents and copyrights. OPEX has not released this software to third parties. To effectively support OPEX equipment, these third parties would have to develop their own diagnostic software.

I trust this information is helpful. If you have any questions, or need additional information, please do not hesitate to contact me at (856) 727-1100 ext. 2324 or via email at [jgonzalez@opex.com](mailto:jgonzalez@opex.com).

Sincerely,  
OPEX CORPORATION

*John Gonzalez*  
John Gonzalez  
Sales Engineer

HIDALGO COUNTY PURCHASING DEPARTMENT  
SOLE SOURCE AFFIDAVIT

THIS IS AN OFFICIAL PURCHASING DOCUMENT-RETAIN WITH PURCHASE ORDER

Before me, the undersigned official, on this day, personally appeared Wingloon Lawrence Tong  
a person known to me to be the person whose signature appears below, whom after being duly sworn  
upon his/her oath deposed and said:

1. My name is Wingloon Lawrence Tong. I am over the age of 18, have never been convicted of crime and am competent to make this affidavit.
2. I am an authorized representative of the following company or firm: RT Lawrence Corporation
3. The above named company or firm is the sole source for the following item(s), product(s) or service(s):  
RTL FIRST Remittance Processing Solution
4. Competition in providing the above named item(s), product(s), service(s) is precluded by the existence of a patent, copyright, secret process or monopoly as stated under Section 262.024(a)(7)(A) of the Local Government Code. Also, attached hereto is a sole source letter, which sets forth the reasons why this Vendor is a sole source provider (dated and signed).
5. There is/are no other like item(s) or product(s) available for purchase that would serve the same purpose or function.
6. Note: This Vendor understands that by providing false information on this Sole Source Affidavit, it may be considered a non-responsible Vendor on this and future purchases and may result in discontinuations of any/all business with Hidalgo County.

Signature Wingloon Lawrence Tong

SWORN AND SUBSCRIBED TO under oath before me on 30 day of October, 2013.



Nicolas Ivan Lopez  
NOTARY PUBLIC

NICOLAS IVAN LOPEZ  
PRINTED NAME

NOV, 1 2014  
MY COMMISSION EXPIRES

COMPANY NAME: RT LAWRENCE CORPORATION  
ADDRESS, CITY, STATE & ZIP CODE: 7740 PAINTER AVE, SUITE 100  
PHONE: 562 696-4843 NUMBER: WHITTIER, CA 90602  
CONTACT NAME AND TITLE: LARRY John Phillips  
WEB ADDRESS: rtlawrence.com EMAIL: John.Phillips@RTLawrence.com  
FEDERAL TAX ID NUMBER: 95-4520833 TEXAS SALES TAX NUMBER: \_\_\_\_\_

## RTL Annual Support Agreement

This RTL/FIRST Annual Support Agreement shall have a one (1) year term effective upon mutual execution of the Agreement, and may be renewed for additional one (1) year term(s) upon written agreement of the parties. RTL shall provide sixty (60) days written notice prior to the expiration of the term and any renewal thereafter as to client's right to renew the term. The charge for any such renewal shall not increase from the actual amount charged in the (immediately) preceding term by no more than the lesser of the increase in the cost of living or three percent (3%) for the RTL/FIRST software product only.

RTL shall provide the support set forth herein, in a competent, professional and timely manner in accordance with industry standards. RTL's Annual Support includes the provision of upgrades and update features but the client is expected to apply the upgrades and updates on their own. Services to install upgrades and updates are not part of the Annual Support Services, in accordance with the industry standard.

### PHONE SUPPORT & REMOTE COMPUTER ACCESS

RTL technical staff is available to provide support on RTL software via phone and remote access. RTL support services require remote access connection to client's computers where the RTL software is installed so that RTL technical staff can connect via remote access software into the client's workstation. RTL requires an internet-based connection. RTL will work with client's IT or Security Department to ensure that such connectivity is established under the client's IT or security guidelines. **RTL technical support does not include or cover on-site or remote upgrade installation and conversion services.** If such services are requested by the client, RTL will provide, in advance, an On-site and/or Remote Upgrade Service price proposal for client's approval.

#### *Hours:*

Monday Through Friday, 8AM-8PM Eastern Time/5AM-5PM Pacific Time, excluding holidays recognized by RTL. Requests for support at other hours will be available only as mutually agreed upon and will be charged at RTL's then current overtime and/or holiday rates.

#### *Response Time:*

For urgent items - within one hour receipt of notice

#### *User Beware:*

If the client did not receive any confirmation, they must call the Technical Support Coordinator to confirm that their request was received. We commit to respond in accordance to the "Responsiveness" stated above but it does not mean that the problem(s) can be or will be resolved in the time range specified herein.

### CLIENT'S RESPONSIBILITIES

The client must provide remote access capability in accordance with guidelines provided for remote access connection. The Technical Services Group will provide these guidelines at the beginning of the project or issue updates as needed to provide quality support. Please note that it is critical for RTL to be able to perform its solution installation and setup smoothly and to provide adequate support via the use of remote access. If this capability is not offered by the Client, RTL cannot and will not be held responsible for the unsuccessful and untimely implementation and inadequate support of the solution. There will be substantial charges billed to the client for services which could have been offered via remote access and phone support versus on-site, but because the client did not provide remote access, the burden of additional investment in time, resources and travel was placed on RTL.

**LIMITATIONS:**

No other warranty, expressed or implied, shall apply to the parts and services provided under this Agreement, including any warranty of merchantability or fitness for a particular purpose, which are expressly disclaimed. In no event will RTL be liable for any special, direct, indirect, incidental or consequential damages of any kind including without limitation, loss of use, loss of data, loss of profits or liabilities to third parties, however caused. In no event will RTL's liability exceed the annual price paid by the customer under this Agreement.

RTL is committed to work side-by-side with our Client's designated technical staff to ensure that the end users of our solutions are supported in a timely and appropriate manner. To accomplish this goal, we have established certain guidelines to assist our Client's staff in navigating through this seemingly nebulous relationship or gray area.

Herein we attempt to define when RTL will ONLY serve a limited auxiliary or advisory role to our client's staff without jeopardizing our commitment to care about our Client's needs. Please note that the situations outlined here do not comprehensively list all the situations when RTL will serve in a limited auxiliary role.

**Services that are generally considered "additional"**

As clients use our solutions, they generally find new applications for the solution. Many times the solution can easily be extended to other applications requiring only phone discussions and guidance from RTL. However, there are situations where a substantial amount of time or expertise is required to set up the solution properly.

For instance, the client may want to set up a new "template" or substantially revise an existing template within the forms processing module. The task may involve a re-design of the form template, changes to the output database, modification to the imaging module, testing, and policy and procedural changes. In this example, the scope of RTL support services includes our availability to answer specific questions that the client may have. But RTL's support services do not include "doing the work" on the client's behalf. These services are considered to be chargeable additional work. Moreover, in this example, if a major problem (e.g., database corruption and major destruction to a previously working solution) arises that would require many hours of "fixing", RTL's support role would be auxiliary and not primary. However, the client can elect to pay for these additional RTL services.

Please note that the example cited above is meant to illustrate the circumstances under which RTL support services do not apply. There is no way to cite every possible situation. In general, "changes" and/or "additions", which may have at times, associated negative consequences to the solutions are the client's responsibilities.

**Excessive changes to the solution environment**

As time goes by, RTL anticipates our clients' need to upgrade and/or change their system environments. In the event that problems occur to our solution while the clients upgrade their systems, we will be available to assist and provide guidance. We recommend that our clients discuss their upgrade plans with us in advance to minimize and safeguard against the possibility of running into problems, even though, we do not always have the foreknowledge of the upgrade's compatibility and/or ramifications.

however, in order for RTL to effectively run and manage our support programs while providing high quality service at the lowest cost possible, we need to safeguard ourselves from substantial involvement in problems caused by excessive and frequent system changes. Please note that our support services are auxiliary in a frequently changing environment and RTL will notify the client when circumstances deem themselves as such.

**Neglects, Tampering, and Physical Damage**

Systems require ongoing housekeeping and maintenance. Some of these functions include, but are not limited to, frequent and routine backups, monitoring and management of storage space and other resources, preparation for disaster recovery, and database optimization. If the system is neglected by the client or if the system has been tampered with (e.g., attempts to change database structures or mass updates of the databases via the use of other



## Hidaigo County

programs have been found, the extent of RTL support services does not cover or include services to "fix" any problems that may have resulted from such neglect or tampering. RTL's role will be auxiliary and RTL staff will answer specific questions that the client may have, but support services do not include "doing the fixing". However, chargeable additional services are available as an option. Please note that problems caused by a client's major change to the solution, or components thereof, are considered tampering. For instance, items that are considered tampering include, but are not limited to: (1) changes to source code, INI files, and other setup files; in rare RTL's authorized occasions, the clients have legitimate access to the solution's source code; (2) changes to the database structure without prior discussion and RTL's consent, (3) substantial changes to the database information in way that affect the integrity of the database as well as of the data being stored. If changes such as the ones stated above are made by the client, RTL cannot be held responsible to support and troubleshoot problems unless specifically agreed upon by RTL to cover those changes. The agreement must be specific and not a mere general consent to support.

### General System "housekeeping" and administrative functions:

Services are catered to offer quality and cost effective management of problems. Even though our solutions are designed or generally work on computers and networks, our services do not include the housekeeping and administration of the computers and networks themselves. For instance, if our solution does not function due to problems with the computer or the network, it is our responsibility to work with the client to get the solution back up and running AFTER the client resolves the general computer and network problems. Our services also does not include engaging necessary administrative functions such as backups, making of CDs, duplication of CDs, and moving of files to and from different storage media.

Please be advised that even though the client may purchase the network file server and the workstations from RTL, it does not mean that RTL support services cover general network and workstation housekeeping and administration. It would only be true if the client has specifically asked for these services and RTL included these additional support services in its agreement/contract with the client.

### Items that are not purchased from RTL and items without support services subscription

RTL regrets that problems related to or problems caused by or included in RTL's support plan items that are not covered cannot be supported. Please note that in rare occasions items that are not covered by our support can adversely affect the parts of the solution that are supported by us. In those circumstances, RTL's role will be auxiliary and the extent of RTL assistance will only be to answer specific questions, NOT to "do the fixing".

### Scope of database repair services

In frequently, databases get corrupted for various reasons. In such instances, RTL will work closely with the client to resolve the problem unless the corruption is due to situations not specifically covered by RTL's support plan which then RTL will only be available auxiliary to answer questions. Generally, database repair services are carried out in the following sequence: (1) Database repair programs will be executed by the client's MIS staff with RTL's phone and remote access support; (2) if the problem cannot be resolved after numerous tries, the database may be sent to RTL for closer examination and repair; (3) rarely, but possibly, the final step would be to restore from backup tapes the last version of the database. Please note that if recent backup tapes were not available, it would be considered administrative negligence on the client's part.

### Data Conversion Due To Upgrades

Warranty and support plans for some, but not all of the software components in our solution include upgrades. Please note that in some major upgrade cases, databases require conversion and our support services do not cover conversion. It is considered chargeable additional services.

In order to maintain the level of responsiveness granted to each client, however, RTL has established a small amount of "courtesy services" to assist clients when the situation is out of the service scope. This enables our support staff to respond quickly without having to wait for client issuance of purchase orders or payments for out-of-scope services. When the annually allotted "courtesy services" have been accrued for the year, the client can elect to pre-purchase additional services.



## Hidalgo County

Generally prior to an out-of-scope service and if "courtesy services" are still available, RTL will verbally notify the client that the services are considered to be out-of-scope, but will still be provided by RTL as a "courtesy". After the resolution of the problem, the client will receive a written notice regarding the number of courtesy hours spent. However, sometimes the nature of the call does not allow for the advance notifications of an out-of-scope situation, thus, clients are notified afterwards.

Please note that when RTL begins the offering of a courtesy call and in the middle of the process realizes that the extent and the complexity of the matter are substantially beyond what RTL can do within the courtesy budget, the client will immediately be informed and asked to decide on whether to proceed and be billed for RTL services or to not render RTL services leaving the client to continue the process on their own.



RTLFiRST Annual Support Agreement			
Severity Level	Definition	Affected Users	Customer Priority
Severity 1	The Product* is not working, a significant function of the Product* is not properly working or a significant number of Client users are unable to access or use some functionality. There is or, if the problem is not promptly remedied, is likely to be a significant impact to Client's business.	Multiple	<b>High:</b> Response and Fix Time: RTL will respond to and RTL's senior engineers will commence efforts to fix Priority 1 problems no later than <u>only (1) hour</u> after Client's report of such problem or RTL's detection of such problem, whichever is earlier. RTL will use best and continuous efforts, twenty-four (24) hours per day, seven (7) days per week to provide an acceptable work-around for the Priority 1 problem, and will provide a permanent fix for the Priority 1 problem no later than <u>thirty (30) days</u> after Client's report of such problem or RTL's detection of such problem, whichever is earlier.
Severity 2	Functionality of the Product* is impaired or some Client users are unable to access or use some functionality. There is some impact to Client's business.	Multiple or single	<b>Medium:</b> Response and Fix Time: RTL will respond to and RTL's senior engineers will commence efforts to fix Priority 2 problems no later than <u>one (1) hour</u> after Client's report of such problem or RTL's detection of such problem, whichever is earlier. RTL will use reasonable and continuous efforts to fix Priority 2 problems during

