

RTLfiRST Software 8.0 Upgrade Proposal



Client Name: Hidalgo County
Address: 2804 S US Hwy 281, Edinburg, TX 78539
Attention: Rudy Flores
Date: February 11, 2016
RTL Account Executive/Manager: John Phillips/Karen Javerto

Pricing

Part Number	Description	Price	Annual Support
	RTLfiRST Software Onsite Upgrade & System Re-Engineering		
	RTLfiRST Software Onsite Upgrade to Version 8.0 (by RTL) and Remote System Re-Engineering	\$8,000.00	N/A
	Sub-Total	<u>\$8,000.00</u>	
	FiRSTView Upgrade Services		
	FiRSTView Upgrade to Version 8.0	\$2,000.00	N/A
	Preferred Customer Discount	<u>-\$1,000.00</u>	
	Sub-Total	<u>\$1,000.00</u>	
	Travel Expenses	\$3,000.00	N/A
	Solution Grand Total	\$12,000.00	\$0.00
	Plus applicable taxes		

Pricing is valid for 60 days from date of proposal

Payment Terms

- 50% of the Project Amount Due at the Time of Order \$6,000.00 + tax
- Remaining 50% of the Project Amount Due Upon Completion \$6,000.00 + tax

Proposal Notes:

- The newer versions of RTL software are provided at NO cost as part of an active RTL annual support plan.
- RTLFIRST version 8.0 programming and database structure is substantially different from RTLFIRST 7.0. To achieve the upgrade, RTLFIRST 8.0 is installed fresh and configured. RTL recommends that customers contract RTL to do the upgrade. Clients that are extremely proficient with the RTLFIRST configuration and database structure and/or attended training classes may have the ability to perform the upgrade independently. Please note, if a customer chooses the self-upgrade option and requires support for the upgrade, it is not covered under the annual support agreement. Support will be billed at the hourly rate of \$125 per hour.
- Client will be providing new servers and PCs meeting RTL's minimum recommended specifications.
- No Hardware Migration costs are in this proposal.
- For clients using FiRSTView, batches that have already been scanned into RTLFIRST will be archived into FiRSTView. Then FiRSTView must be upgraded to FiRSTView Web Portal, RTL's newest archival/research product, to use with RTLFIRST 8.0.
- RTL Report Generator List Manager is included in version 8.0 at no additional cost. Should client needs customization and programming of reports, it will be quoted separately.
- Some clients may determine to stay with version 7.0 and RTL is committed to maintain support for current version for the foreseeable future.
- Standard Services included with Upgrade to RTLFIRST 8.0
 - 1) Batch Scan Types – Remove unused Batch Scan Types. Add additional Batch Scan Types which can be accommodated within the existing setup.
 - 2) Stub Fields - A review of the stub fields to identify unused fields and if there should be a change in display in order.
 - 3) Business Rules - A review of the business rules to remove unused business rules. New business rules can be added if they can be added utilizing the standard business rule module.
 - 4) Where applicable, conversion of real-time lookup to utilize the Configurable real-time lookup.
 - 5) Reports – Remove unused reports.
- SYSTEM RE-ENGINEERING
 - 1) The evaluation would identify possible changes to the configuration or additional features to add. Those changes which are part of the "core" product will be implemented with client approval. Changes which are an add-on option or incur additional costs will be added with client signed-off on proposal.
 - 2) Possible changes:
 - a. Recommendation and activation of new RTLFIRST 8.0 features.
 - b. In addition to identifying unused fields and a change in display order, an evaluation will be done to identify additional stub fields which should be added.
 - c. Changes to the system which would allow more items to be scanned through RTLFIRST which were previously handled manually, like payments with donations.
 - d. Implementation of the add-on feature Distribution Manager which allows for the electronic "pulling" of document images into a PDF file for emailing to appropriate departments.

APPENDIX 1

These notes are very important to the successful completion of the project. Please read the following notes and have a clear understanding of them.

This page must be signed and returned with the proposal. An officer or a company representative that has the authority to bind the company must sign the proposal.

- The services quoted herein are based on the approved and signed contract between RTL and client.
- Since our proposal is the existing RTLFIRST solution, RTLFIRST's inherent existing User Experience is what is being delivered. Since RTL controls the User Experience, there is neither a plan nor commitment to "how" our function should work or flow, screen designs, field requirements, reports, or database design for this project. In our product design we try to strike a balance between user-friendliness, configurability, and across-the-board benefits and appeal to the majority of our clients, not just for a few clients. There is no customization or programming quoted or to be provided in this project. We strongly recommend careful review of our RTLFIRST solution for you to determine its suitability. Functions' descriptions do not contain specifics on "how" the functions, screen designs, field requirements, reports, or database designs should flow.
- RTL is installing directly to the "new production server". RTL is not installing to a test server first and to a production server next. Should the client want to do otherwise, from test to production; then, additional charges apply.
- RTL is installing the RTLFIRST system to the client's production server. 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.
- The following notes concerned the project timetable.

- a. Upon award of contract, RTL's implementation team will work with client to determine official onsite implementation date, should it be included in the proposal. The onsite implementation date will be agreed upon by both client and RTL.
- b. The client must provide for remote connection to the designated PCs/server to facilitate pre-onsite remote access installation of the remittance system. For this, RTL needs to have network access for remote install which may include longer and later than the normal business hours.
- c. Our project timeline is set for 12 weeks for RTLFIRST Version 8.0 Upgrade and 4 to 5 weeks for RTLFIRST Version 7.0 Upgrade. Should the project get delayed due to client related reasons, the client may have to wait for the next cycle or the availability of the next time slot and may have financial consequences.
- d. The Business Process Review is critical to the process and the BPR determines the functional guidelines for the remittance processing system. This BPR will be based upon customer input and RTL understanding of the industry "best practices." It is our goal to meet the client's system requirements within the scope of the existing features of the RTLFIRST software. Should additional details that may require changes are disclosed 2 weeks after the BPR or after the system has already been configured, then RTL may have to retest everything and it would affect the schedule and additional services would be required for additional costs.
- e. Should there be changes to the agreed upon onsite dates, a Change Fee may be applied to the client as a result of certain factors. Such factors include but are not limited to:
 - i. Client's request to change the schedule. (No fees will be charged if RTL is notified 30 days prior to pre-onsite date.)
 - ii. Client provided hardware is not available.
 - iii. The bank used by the client is not ready. (No fees will be applied if RTL is notified 30 days prior to install on the client's financial institution readiness.)
 - iv. Postponement of the onsite trip as a result of the client not meeting the milestones set on the BSIP. (No fees will be applied if RTL is notified 6 weeks prior to onsite visit schedule. It is our goal to ensure a smooth installation and client activity/milestones is crucial to the process. If, a client is unable to meet project milestones and are behind by 5 business days on the Project Calendar for a certain activity, a fee may be applied for postponement of the onsite visit.)

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f. Upon installation, if it appears that the RTL tech is compelled and required to return or extend their onsite visit during the implementation phase (not scheduled follow up). Client will be billed \$850 per day plus \$150 per day travel costs. This includes:

i. Travel/Lodging expenses (air, car, hotel) for the additional charges or price differential. RTL will require a signed Client Change Request Order to modify RTL tech's extension or supplemental visit.

ii. Additional charges may apply if it appears during installation that unexpected issues arise on the client's side

iii. Additional add-on system requirements stated before or during onsite visit not agreed upon in initial Project Implementation Plan

iv. System changes not requested on original project BPR.

g. Should there be a change in onsite schedule; client is responsible to pay *50% of the project deposit at the time of installation* (which includes hardware, software, and services). Please refer to the RTL Solution proposal for specific payment terms.

h. Should the need arise for the Onsite Implementation dates to be re-scheduled; the client may have to wait for the next cycle or the next time slot will be scheduled at the next available opening on RTL's project calendar. RTL will try to work with the client as soon as possible, however, be mindful that openings can vary from 1-12 weeks.

• The following notes concern travel details:

a. Travel and other miscellaneous expenses for the duration of project implementation are included in the proposal.

b. Travel Expenses include remote preparation, related implementation as well as optional solutions (supplemental on-site days).

c. The client will be responsible for unexpected travel expenditure that will come up due to the lack of readiness by the client. If the client elects to "postpone" onsite visit within 4 weeks of scheduled onsite visit or it appears that additional time is required of the RTL technician to either extend or provide a secondary installation visit; the client may be required to cover additional fees/penalties for this modification. RTL technicians' schedules are rigid so "extending" their stay may not be an option and a secondary installation visit would be required at a later time. This is beyond RTL's control and would require the client to pay any fees associated with any travel.

The client will be required to pay:

- o \$35/day per diem
- o Airfare (flight change fees or secondary installation visit fare)
- o Lodging
- o Transportation (new or extended car rental fees)

Signature: _____ Date: _____

Printed Name: _____ Title: _____

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