

Letter of Engagement

Gray CPA Consulting PC

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Maria Arcila Duran
County of Hidalgo
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Subject: Service and Consultation Intent

Dear Client:

This letter confirms the terms of the CaseWare consulting services Gray CPA Consulting, PC will provide. All information provided to us will be confidential and privileged information. We will not utilize the client information provided in any manner other than to assist in providing consultation services. It will be our policy to schedule meetings utilizing the appropriate software to provide consultation and services to your team from off site. Any services, including technical support and consultation, will occur after being scheduled and at an appointed time. At that time, we will log in and assist your staff with specific tasks required to resolve your issue.

This engagement letter is a contract for one of the following contract options that is selected. The terms of renewal contracts may be subject to change. Any amount paid, or purchase order submitted that remains after the expiration of a contract may be applied to a new contract or services with updated rates. Contract can also be transferred to a new purchase order. Monthly Invoices for the Pay-as-you-go Service contracts are billed on the first of each month. Invoices are due and payable within 30 days upon receipt. [A service charge of 15% (or to the extent permitted under the law) will be assessed on account balances 30 days past due monthly or to the extent permitted under the law.] We will be entitled to reimbursement of all costs, including time spent at standard billing rates, and reasonable attorney's fees incurred by us if collecting amounts due becomes necessary. This also includes all fees for collection agencies. If overtime work is requested by the client, standard overtime rates of time and a half will apply.

We reserve the right to stop work at any time when above agreed upon payment schedule is not met. By not complying, you have voluntarily elected to not receive our services on a given project, even if such project may have a deadline subject to federal, state, or economic needs which may create a penalty or forfeiture on your part by not complying with the proper completion date. Gray CPA's reserves the right to assess the scope of any project submitted under this contract and determine if it requires an additional implementation contract and to make determinations on delivery details. CPE cannot be issued for consulting and technical support provided within these contracts. Please let us know if your team is interested in official CaseWare Training.

During the term of this Agreement and subject to the limitations set forth herein, Gray CPA Consulting shall devote such time and effort to the affairs of the Client as Gray CPA's and the Client mutually deem reasonably necessary to implement the CaseWare Software more fully set forth on Project Management Documents to Follow in a prompt, competent and diligent manner.

In connection with the engagement, each of us will have access to confidential &/or personal information made available by the other; each shall protect such confidential information in the same manner as it protects its own confidential information of like kind. Gray CPA's shall not be required to keep as confidential information which is or becomes publicly known, is already within Gray CPA's possession or knowledge, is independently developed by Gray CPA's outside the scope hereof or is rightfully obtained from third parties. For marketing purposes, Gray CPA's may refer to the Client's name and to the general nature of the services performed, unless specifically denied by the Client in writing.

CPA's shall destroy any duplicate public records that are exempt or confidential and exempt from public records disclosure requirements. If Gray CPA's keeps and maintains public records upon completion of the Agreement, Gray CPA's shall meet all applicable requirements for retaining public records. All records stored electronically must be provided to the Client, upon request from the Client's custodian of public records, in a format that is compatible with the information technology systems of the Client. Failure to comply with the requirements of this Article shall be deemed a default as defined under the terms of this Agreement and constitute grounds for termination.

Best Regards,

Jaeson Freitas

Major Accounts Manager
Gray CPA Consulting

GRAY CPA CONSULTING



EMPOWER YOUR TEAM

Recommendations

Please Refer to the latest SLA for terms of Service

It is recommended that the official point of contact between the client and our staff be a qualified Power-User to achieve maximum efficiency and to prevent user error that may result in redundant work. Power User requirements depend on the product usage of your organization. To get a list of these requirements that are specific to your team's needs, please contact us and we will be happy to provide it. All courses for power-users qualify for NASBA-certified CPE. This hourly contract cannot be used for providing NASBA-certified CPE.

Scope

Unlimited Scope of Gray CPA Consulting PC's Professional Services

To Include (but not be limited to):

Hourly Consulting Rates:

Gail, Managing Principal: \$185

Matt, CPA Candidate: \$150

Ruan, Senior Accountant and Programmer: \$145

Jordon, Support Manager and Programmer: \$110

Cost of Contract

Standard Hourly Rates

Our rates range between \$75 - \$200 per hour, depending on expertise level of the Gray CPA's team member you want to assist with the support.

Summary of Cost (to be completed by client):

Amount to be prepaid:

Any Consultant-Recommended Hours:

Any "Do-Not-Exceed" amount for this contract:

Authorized Client Representative

Maria Arcila Duran

Acceptance Date:

(1 year from this date is expiration of this contract)

Signature:

Authorized Client Representative

Gail Gray, CPA

Acceptance Date:

(1 year from this date is expiration of this contract)

Signature:

Gail Gray

