

Application Maintenance Proposal

Dear Hidalgo County Administration,

The following is a proposal for the support and services from SyntaxWare. The proposal includes all technical support and defect resolution for the InvoiceTracker and Sanitation Permitting System. Additionally, technical support and defect resolution is included for the month of January 2023 for the TAAP system, payroll reporting and salary upload process. Primary form of communication with our support staff will be via email for accountability purposes.

Base Support Fee: \$65,100 ⁽¹⁾

January 2023 Additional Support Fee: \$5,000 ⁽²⁾

InvoiceTracker Attorney Vouchers Development: \$15,000 ⁽³⁾

Additional Custom Development Fee: \$200/hour ⁽⁴⁾

Additional months of support for the TAAP system and payroll support can will be billed at the January 2023 additional support rate.

- (1) Annual support fee includes defect resolution, new software versions required due to defects, technical support, and maintenance of databases for systems. Hardware support servers running the software is not included. Billed monthly. Hours used for support are not tracked with no guaranteed minimum.
- (2) Additional support fee includes defect resolution, new software versions required due to defects, technical support, maintenance of databases for TAAP, Payroll Reporting and support for the entire salary upload process. Hardware support for biometric clocks and servers running the software is not included. Billed at end of January.
- (3) See page 2 for scope of work. Billed at completion of project.
- (4) Custom development fee will be billed after development is approved by Hidalgo County. This would include the addition of new features to software systems such as adding fields to software systems, creating customized reports, or extending existing functionality.

SyntaxWare Invoice Tracker Enhancement Proposal

Attorney Vouchers Support

Request By: Hidalgo County Auditor's Office

Project Description:

Add functionality to the existing Invoice Tracker application to facilitate tracking Attorney Vouchers.

“We want to look into taking the existing tracker application and building in completely new screens and tables specific to attorney vouchers. For this version we would only need invoice#, vendor#, address, invoice type, specialist, status, and comments fields. For vouchers returned due to discrepancies, I would like to know what is sent back with a status update; however, an actual discrepancy notice will not need to be generated.”

SCOPE OF WORK:

Update existing database with new fields and tables to support attorney vouchers workflow.

Create UI screens for the creation and maintenance of Attorney Vouchers.

Build out the data integration system between Invoice Tracker and ALIO for Attorney Vouchers.

WORK NOT IN SCOPE:

Building out reports for new data. This work has not been specified yet and will be handled after feature is built out.

COST:

The changes necessary for this scope of work will take 100 development hours at \$150 per development hour. Total cost is \$15,000.