



## Price Estimate - Upgrade

Prepared for

Ashlie Holladay

Williamson County

By

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Euna Solutions

December 20, 2024

# Services Estimate

Estimate ID#: [REDACTED]

Revision #:

1

## **Upgrade Deliverables:**

### Version Upgrade Project Management

Euna will create a copy of your existing Production site, upgrade the site, deploy all upgraded custom assets to that site and then have you verify the site is working as expected. Once client verification is provided, a date/time will be scheduled to upgrade your Production site to the new version. We will then upgrade your Production site and deploy all upgraded custom assets to that site.

### Customizations Upgrade

Your custom assets will be upgraded so that they continue to function in the new version of the software. This does not include making any changes in functionality to the existing assets, as it was originally designed, above and beyond ensuring that it continues to function.

### Reports Upgrade

The custom reports created by Euna within SSRS will be upgraded so that they continue to function in the new version of the software. This does not include making any changes in functionality to the existing assets, as it was originally designed, above and beyond ensuring that it continues to function. This does not include upgrading any reports created by the client user's in Microsoft Report Builder.

### Integrations Upgrade

Your custom assets will be upgraded so that they continue to function in the new version of the software. This does not include making any changes in functionality to the existing assets, as it was originally designed, above and beyond ensuring that it continues to function.

### Training

A single remote train-the-trainer training session, up to 2 hours in length, will be provided to cover the features of the new software version that you are being upgraded to.

## **Limitations:**

Anything not explicitly mentioned in the above specification cannot be assumed as part of the work to be performed. Anything listed above that does not include an associated price in the Professional Services Items and/or Fixed Price Items cannot be assumed as part of the work to be performed.

## Professional Services Items:

Item	General Description		Total
1	Version Upgrade Professional Services	\$	1,250.00
2	Customizations Upgrade	\$	1,000.00
3	Reports Upgrade	\$	-
4	Integrations Upgrade		Cost Covered
5	Training	\$	-
6	Custom Report	\$	5,000.00
7	200 Customer Engagement Reward Points	\$	-1,000.00
Terms	Invoiced Monthly Net 30	<b>*Estimated Total Services</b>	<b>\$ 6,250.00</b>

\*This is an estimate of the cost of services which may, on completion, be higher or lower than the estimate. Time and materials will be billed monthly as time is incurred at an hourly rate of \$250

## Pricing Notes

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- Pricing Valid Through: January 31, 2025
- Above pricing is in dollars the following currency: USD
- Applicable taxes Extra
- Work required by:
- Professional Services Items: This is an estimate only. All work to be invoiced monthly on a time & materials basis
- This project will not require vendor on-site services.



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## General Terms and Conditions

### Terms of Service

The services and any related software are provided under the original license and/or service and/or subscription agreement which is hereby deemed to be fully incorporated into this Estimate.

### Taxes

The pricing on this Estimate is exclusive of all sales, use or other taxes, customs duties and similar levies, if any, payable in or to any jurisdiction or authority whatsoever. Such taxes (other than the taxes on the net income of Euna) shall be the responsibility of the Customer.

### Payment

Payment is required in the currency noted. Unless detailed otherwise in this Estimate, terms are net-30 days from the later of a) the date of receipt of invoice, or b) the invoice date.

### Customer Responsibility

Efforts detailed in this Estimate are presented as a solution to a business issue you have described to us. It is based on our understanding of the business issue and may or may not address all of your concerns. It is your responsibility to review and understand this solution, what it includes and what it does not, and ensure it is suitable for your needs.

### Acceptance of Custom Work

This Estimate may include the scoping, designing and development of product customization, custom reporting, data import services or technical assistance as detailed in this Estimate and/or in an attached scope of work. Within fifteen (15) business days from the completion and delivery of each individual custom work, the Customer/Licensee shall, in its sole discretion, review the product customization and notify Euna whether it finds the customization satisfactory or unsatisfactory. If it is determined that the customization is unsatisfactory, then it shall state in writing the reasons for its determination, including identifying any nonconformance with the Licensee's specifications or expectations. Euna will promptly correct the deficiencies and reinstall the customization, and the approval procedure shall be reapplied until Licensee finally declares the customization satisfactory. In the absence of a written response within 15 business days after the delivery of the customization or once the Licensee has declared the customization satisfactory, the customization shall be considered 'accepted'.

### Limited Warranty

Euna provides a limited warranty on custom reporting and product customizations for a period of six months from the 'Acceptance' of the report or customization. Only modifications to support upgrades of Euna within this six-month period are included in this Limited Warranty. Enhancements or modifications outside the scope of the accepted specification, scope of work, or authorized change requests are not warranted.

### Consulting, Training or Implementation Time Invoicing

Only activities approved in an approved scope of work shall be invoiced. A mutually determined change control mechanism will be used to accommodate modifications to the scope of work.

### Implementation Services

Euna shall provide the professional service as defined in the Scope of Work in a professional manner, consistent with industry standards. Unless otherwise agreed upon by both parties, or as the result of a delay on the part of Euna, the obligation to provide professional services to the Customer expires the earlier of:

- 1) completion of the services described in the SOW
- 2) 12 months from the acceptance date of the relevant Order Form.



#### Travel Costs

Unless noted otherwise, this Estimate does not include any travel, lodging, or on-site expenses. If such travel is required and subsequently authorized, Euna's standard travel and per diem rates shall apply. Air travel, rental car (with associated fuel, parking, and insurance costs), and lodging costs shall be reimbursed at cost. Euna is not responsible for unpredictable (including commercial airline travel) delays which may increase travel cost.

#### Custom Business Rules (CBRs), Modifiers, User Interface

This SoW does not include the development of customizations. Customizations can be accommodated upon receipt and acceptance of a change order and will extend the implementation timeline.

#### Custom Reports and Report Entities

This SoW does not include the development of custom reports or report entities. Custom reporting can be accommodated upon receipt and acceptance of a change order.

#### Change Orders

Any changes to the agreed scope, including changes requested by The Customer within the warranty period of customizations, shall be the subject of a new change order and the work to be carried out thereunder shall be separately estimated, agreed, and billed. Euna and The Customer must draw up an agreement of design detail and cost estimate before Euna undertakes any customizations.

The work shall be billed on a time and materials basis at the contracted rate in effect at the time of estimation. Should The Customer require a more detailed design and estimate, this can be prepared, however the investigation will be billable as the design of customizations is a significant part of the work.

## Acceptance

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Date: December 20, 2024

Authorized Signature:

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Authorized Name:

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Organization Name:

Williamson County

PO/Reference:

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Date:

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Upon accepting this offer, please scan and email back all pages of the signed estimate and include an authorized purchase order, if applicable.

### Euna Solutions

Authorized Signature:

Brian Walker

Authorized Name:

Brian Walker

Organization Name:

Euna Solutions

Date:

12/20/2024