

Memorandum

To: Ted Vore, Director, Public Works
CC: Karen Jones, Administrative Secretary, Public Wroks
From: Jerry Wright, Superintendent, Solid Waste Operations *JW*
Date: 12/6/2004
Re: 2005 renewal of landfill scale software maintenance contract

Please find attached the "Annual Software Support Plan" from Advance Weighing Systems of Chippewa Falls, Wisconsin, for the scale software at the Rapid City Landfill. This is a renewal of the current contract we have had in place since we purchased the scale software from them. The annual cost is \$1,400. We have received excellent and invaluable service from this company. I ask that this item be placed on the next Public Works Committee meeting and to be forwarded to the City Council for their approval. Please provide us with the minutes reflecting approval and signed copies of the contract, as appropriate, so we can issue payment and enter into the contract for 2005.

**ADVANCED WEIGHING SYSTEMS, INC.****SOFTWARE, SYSTEMS & SUPPORT**

PO Box 1011 Chippewa Falls, WI 54729

Phone: (715) 726-0691 Fax: (715) 726-1003 Website: www.awsyst.com

Facsimile Transmittal

DATE: December 3, 2004**FROM:** Kris McDonald**TO****Name:** Renee**Dept:****Company:** City of Rapid City Landfill**Fax #:** 605-355-3092**NO. OF PAGES** (including this page): 3

Hi Renee,
Per our conversation, attached please find the Annual Software Support Plan information.

CONFIDENTIALITY NOTICE

This facsimile transmission from Advanced Weighing Systems, Inc., may contain information that is confidential or legally privileged. These documents are intended only for the use of the individual or entity named on this cover page. If you or your firm are not the intended recipient and have received this transmission in error, you are hereby notified that reading, copying, disclosing or distributing information within this document is strictly prohibited. If you have received this fax transmission in error, please notify us by telephone at 715-726-0691 so that we can arrange to retrieve the transmitted documents at no cost to you. Thank you.

**ADVANCED WEIGHING SYSTEMS, INC.****SOFTWARE, SYSTEMS & SUPPORT**

Memorandum

FROM: Kris McDonald
DATE: December 3, 2004
SUBJECT: Annual Support Plan

It is that time of year again! Enclosed, please find our Annual Support Plan agreement. Please take a moment to review this information as the plan name, agreement format, and annual terms have changed.

Your participation in a support plan ensures that you continue to receive priority service. If you agree to participate in the annual support plan, please:

- √ Review the agreement form:
 - For accuracy and make any necessary changes.
 - Select a billing option.
 - Sign and date where designated.
- √ Return to me via fax (715-726-1003) or mail by **December 17, 2004**.

When your signed agreement is received, it will be processed and an invoice will be issued according to the billing option selected. A confirmation notice will be faxed to you including the Support Plan agreement signed and authorized by Advanced Weighing Systems.

We thank you for the relationship we have built. Our entire staff values your business and loyalty. We have a unique group of users and it is our pleasure to serve you! Please feel free to contact me at 715-726-0691 should you have any questions or concerns related to this or any other matter.

Thank you,

Kris

Annual Software Support Plan

Advanced Weighing Systems, Inc. [AWS] proposes to furnish the following software support plan for:

Company Name City of Rapid City Landfill
 Address 300 Sixth Street
 City/State/Zip Rapid City, SD 57701
 Phone 605-394-4197 Fax 605-394-6843
 Contact Name Jerry Wright

For the period January 1, 2005 through December 31, 2005
 For the following product(s) Two Transact licenses

Software Support Plan

Enjoy the freedom of unlimited access to our Technical Support Specialists with this plan! The Advanced Weighing Systems Software Support Plan offers you:

- First priority service when it is needed most.
- 12 months of unlimited calls and unlimited minutes with our Technical Support Specialists, plus unlimited e-mail support. *
- Free software updates made to your current software release.
- Remote dial-up access, where available.
- Maintenance storage program. AWS will store a copy of your database files on our premises; these files will be used for emergency disaster recovery and will aid AWS staff when assisting with support calls.
- Phone service available 12 hours a day, Monday – Friday, 6:00 am – 6:00 pm central time, except holidays.
- The following services at a 20 % discounted rate:
 - On-site Support and Services
 - Software Upgrades (*upgrade software from version 1.2. or 3 to Rev. 4.x*)
 - Modified and Customized Reports

This Support Plan shall become effective upon acceptance. It shall remain in effect for the period stated and will automatically renew annually, until terminated by either party upon thirty (30) days advance written notice to the other party. Such termination to be effective at the end of such initial one year period or any anniversary thereof.

The cost of the annual software support plan will be \$1,400.00. Terms net 30 days
 Billing option (circle one): Quarterly Semi-Annually Annually in December Annually in January

ACCEPTED:

Advanced Weighing Systems, Inc

By: _____

Support Plan Authorization No. [ASP]: _____

Date: _____

ACCEPTED:

City of Rapid City Landfill

SEE ATTACHED SIGNATURE PAGE

By: _____

Print Name: _____

Date: _____

* This plan does not cover the cost of on-site services provided by AWS or other third party providers. Any incident not related to AWS products is subject to additional billing. This includes deviations from AWS standard procedures and software or hardware failures not related to our products. Our support staff will work with your users to isolate the problem and direct you to the appropriate third party. AWS is not responsible for third party charges. Database repairs due to end-user errors are subject to additional billing. Annual adjustments may be made based on the previous year's usage. Travel and living expenses are not included and are billed separately.

Advanced Weighing Systems, Inc. • PO Box 1011, Chippewa Falls, WI 54729 • 715-726-0691

Approved as to Form: JPC 12-8-04

SIGNATURE PAGE FOR ADVANCED WEIGHING SYSTEMS, INC. ANNUAL
SOFTWARE SUPPORT PLAN
JANUARY 1, 2005 THROUGH DECEMBER 31, 2005

Dated this ____ day of _____, 2004.

CITY OF RAPID CITY

By: _____
Jim Shaw, Mayor

ATTEST:

Finance Officer

(SEAL)