



October 21, 2005

Ron Back  
Rapid City Municipality - Water Reclamation  
7903 Southside Drive  
Rapid City, SD 57703

**SUBJECT: IPMC Facility Management Software Service Contract**

Dear Ron:

Enclosed you will find your personalized proposal/invoice for year 2006 annual support services and software upgrades from IntelliSys. Computer hardware and networking support services may be included in the proposal for those utilities that we have previously provided hardware and network management as part of an annual service contract. If your facility is not currently utilizing our 32-bit/ODBC applications, then an upgrade proposal may also be included. Please take a moment to look over the proposed solutions for your facility to make sure it meets your requirements.

Our annual service contract is designed to achieve the following goals:

**Provide unlimited telephone support services** to your system from IntelliSys Information Systems. This telephone support includes both voice communications and online support via dial up or web access. The scope of our services includes assistance with *SystemVIEW*, *ReportVIEW* and *MaintenanceVIEW* software issues. Our toll free service number is 1-800-347-9977.

**Software updating policy.** Software update files are available to download from our website. When an update is available support customers are given a password allowing them to activate the downloaded files. If you do not have access to the Internet, files will be shipped on CD upon receipt of a written request (via FAX or mail) detailing the ship-to address information. By installing updated files on an annual basis, we can assure that your facility management software system evolves with the most current Microsoft technology.

**Scheduled on-site checkups and training services.** For those who elect to receive on-site visits, IntelliSys Information Systems will work with you to schedule periodic visits to your facility for installation of software updates, systems diagnostics, and end user training. Time can also be allotted for new application development assistance.

A brief list of software updates scheduled for 2005 include:

1. **ReportVIEW** – The new *ReportVIEW* Display Client will be released in 2005. In addition to SS32 and Chart32 updates, we will also be offering the **new WI-eDMR XML File Transfer** module. This module will allow you to upload your Wisconsin Wastewater DMR reports to the regulatory authority in an XML format. For those in other states participating in the EPA Pilot we can work with you to develop a

productive solution. (Requires current ReportVIEW updates and Windows 2000 or newer operating system).

2. **MaintenanceVIEW 6.1** - This will be offered to update existing MaintenanceVIEW users. Many enhancements are included in this major update. MaintenanceView 6.1 is designed on an open database platform to track both mechanical and infrastructure assets. It is ideally suited to meet all your **CMOM** needs.
3. **SystemVIEW** – is being updated to the newest Ethernet standards and an OPC interconnectivity component is now available to allow connectivity with a wide variety of manufacturers I/O hardware.

**NOTE:** If your installation of SystemVIEW is using proprietary hardware or software to link with the plc network, it may be necessary to update these items also when updating the operating system (i.e. Windows NT to Windows XP).

If you are interested in installation and development assistance with your system, please contact our office for consultation on the required hardware and software.

Our policy is that customers with service agreements will receive priority over non-contract service requests. Also, all service visits for contract customers beyond those you signed up for initially will be offered at a discounted rate.

Software updates will be made available on our website as soon as the update testing is completed. A password is required to install these updates on your existing computers. Please watch our website for updates.

The enclosed service agreement has been prepared specifically for your facility. Please accept this document as your annual invoice or use it to generate a purchase order and forward that order to IntelliSys prior to January 1, 2006. If you are scheduled for computer hardware updating in 2006 and would like to discuss this service contract please contact us. Hardware purchases and system updating is normally considered a separate purchase.

If you have questions or would like us to add items to the scope of support please feel free to contact our office.

Sincerely,



Raymond Grosch

Enclosures

IntelliSys Inc.  
P.O. Box 265  
North Lake, WI 53064-0265

**2006 SERVICE CONTRACT  
PROPOSAL**

Phone: 262-966-3833  
Fax: 262-966-3438  
Date: October 21, 2005

The Seller hereby agrees to sell the Buyer the following subject to the terms stated herein.

TO: Ron Back  
Rapid City Municipality - Water  
Reclamation  
7903 Southside Drive  
Rapid City, SD 57703

Proposal No. 051020RCM

We are pleased to offer the following services that will help to ensure the continued operation of the Rapid City Municipality - Water Reclamation's Data Management Software System for period of January 1, 2006 to December 31, 2006. The scope of this proposal includes furnishing specified software updates and services on an annual basis. This proposal specifically includes the following:

Annual software upgrades and unlimited annual telephone support fee for:

- IPMC (Facility Management Technology) Maintenance *VIEW*
- Unlimited telephone support services from IntelliSys, Inc., toll free 1-800-347-9977

**Software and Support** **\$550.00**

**Optional Service:**

System Maintenance and development. One on-site service visit (8 hours on site total) for update installation, application development, and end user training. **Contract customer service rate is \$720.00 per day plus travel and lodging expenses.** (Normal service rate without contract is \$800.00 per day plus travel and lodging expenses.) If you would like to include this service under this contract, please call for quote on total price.

Number of days \_\_\_ x \$720.00 \_\_\_\_\_

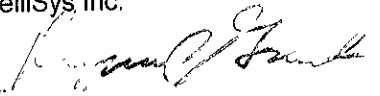
**Service Contract Total** \_\_\_\_\_

Note: This contract will be automatically renewed annually except as modified or canceled in writing by either party within 30 days of the renewal date, which will be January 1.

Escalation: Price is firm for 30 days from date of Proposal.  
Freight: ( ) Price is F.O.B. Factory. (X) Freight allowed to jobsite. ( ) No freight included.  
Taxes: ALL APPLICABLE TAXES MUST BE ADDED.  
Terms: 30 days net. A 1.5% service charge will apply to the unpaid balance for each 30 day period, commencing 30 days after date of invoice.

THE SELLER RESERVES THE RIGHT TO REVIEW AND REVISE THIS PROPOSAL AFTER 30 DAYS FROM ISSUANCE

IntelliSys Inc.

By:   
Ray Grosch

I accept this proposal and all terms thereof:

Accepted: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_