Tom Watson

THE BOARD OF SUPERVISORS OF THE COUNTY OF STANISLAUS
ACTION AGENDA SUMMARY

DEPT: TREASURER/TAX COLLECTOR
REVENUE RECOVERY DIVISION

BOARD AGENDA # B-16

Urgent _____ Routine X

AGENDA DATE April 24, 2001

CEO Concurs with Recommendation YES ✓ NO ____
(Information Attached)

4/5 Vote Required YES ____ NO ____

SUBJECT:

AUTHORIZE THE PURCHASE OF A NEW COLLECTIONS SYSTEM FROM COLUMBIA ULTIMATE BUSINESS SYSTEMS, INC. WITH APPROPRIATE HARDWARE AND SOFTWARE

STAFF RECOMMENDATIONS:

1. AUTHORIZE TOM WATSON TO SIGN THE SIX AGREEMENTS, INCLUDING SOFTWARE LICENSE AGREEMENTS, SOFTWARE SUPPORT AGREEMENTS AND PURCHASE AGREEMENTS WITH COLUMBIA ULTIMATE BUSINESS SYSTEMS, INC. TO INSTALL AND MAINTAIN A NEW COLLECTIONS SYSTEM (INCLUDING AUTOMATED DIALER) FOR THE TREASURER/TAX COLLECTOR'S REVENUE RECOVERY DIVISION IN AN AMOUNT NOT TO EXCEED $418,000.
2. AUTHORIZE THE PURCHASE OF COMPUTER HARDWARE AND SOFTWARE TO SUPPORT THE ABOVE COLLECTIONS SYSTEM, NOT TO EXCEED $30,000.
3. AUTHORIZE THE COUNTY'S MANAGEMENT INFORMATION SERVICES (MIS) DEPARTMENT TO EXPEND $18,000 IN RESOURCES TO AID IN THE INSTALLATION.
4. AUTHORIZE THE AUDITOR CONTROLLER TO DISBURSE PAYMENTS FROM CIFA.

FISCAL IMPACT:

The initial cost of purchasing the Revenue Plus Collector system with Quantum Ili Management System (automated dialer) from Columbia Ultimate Business Systems (CUBS) is $417,758. Initial support costs of $30,000 in computer hardware and $17,955 for MIS services will bring the entire initial costs to $465,713. Ongoing annual costs are estimated to be $98,843 which includes $60,000 each year for MIS services. Compared with our current expenditures in excess of $240,000 annually for MIS services, the new collectors' system will result in a net reduction (or savings) in technology costs of over $140,000 per year. This will enable the Revenue Recovery Division to lower its cost of service provided to County Departments (resulting in increased net revenue) as well as further enhance its productivity (also resulting in increased revenue). Normal financing of the project will occur with all costs charged to the General Fund and then recouped over a period of time by charges to Departments in accordance with State Controller cost recovery guidelines.

BOARD ACTION AS FOLLOWS:

No. 2001-308

On motion of Supervisor Simon , **Seconded by Supervisor** Mayfield
and approved by the following vote,
Ayes: Supervisors: Mayfield, Simon, Caruso, and Chair Paul
Noes: Supervisors: None
Excused or Absent: Supervisors: Blom
Abstaining: Supervisor: None

1) X **Approved as recommended**
2) _____ **Denied**
3) _____ **Approved as amended**

Motion:

Christine Ferraro

ATTEST: CHRISTINE FERRARO TALLMAN, Clerk **By: Deputy** **File No.**

DISCUSSION: The present Revenue Recovery Division mainframe collection system was developed in 1990 and uses mainframe applications developed by the County's Management Information Services (MIS) Department. While this system was a major improvement over the previous ledger card system, it does not have the modern technological and business features of a Windows-based personal computer system. The current mainframe system is expensive to operate and requires costly programming to manipulate data for new collection processes or reporting. The original cost of this system was approximately $880,000 and annual costs are $240,000. The proposed system should cost about $465,800 initially and less than $100,000 annually to operate thereafter.

Currently 31 California county agencies and 5 cities are among the more than 300 users of the Columbia Ultimate Business Systems, Inc. (CUBS) collections system. Four counties are currently evaluating conversion from other vendor's systems to the CUBS system. This Windows-based system provides processing of accounts at a lower cost with a substantial increase in productivity. County revenue recovery systems need many special programs to meet State, County and Agency requirements. CUBS has devoted substantial resources to meet the unique requirements of all of its county clientele.

Some of the major advantages of obtaining the CUBS Revenue Plus Collector System include:
* Lower annual costs than our current in house system;
* Provision of periodic and ad hoc reporting ordered directly by staff
* Electronic transfer of account data between Departments
* Increase debtor contact by telephone
* Streamline data accessible by Collectors

This will provide better customer service, enhance Collector productivity and has a great potential for increased revenue at a decreased cost for technology.

POLICY ISSUES: Authorizing these purchases will provide greater government efficiency by reducing the cost of technology for Revenue Recovery services, while empowering employees to better meet the information and financial needs of their customers.

STAFFING IMPACT: There are no additional ongoing staffing requirements associated with the approval of this recommendation. Current staff of the Revenue Recovery Division will work with CUBS to implement this change in technology.

BOARD OF SUPERVISORS' AGENDA ITEM ATTACHMENTS FOR THE AUTHORIZATION TO PURCHASE A NEW COLLECTION/REVENUE RECOVERY SYSTEM FROM COLUMBIA ULTIMATE BUSINESS SYSTEMS, INC.

1. **Cost/Benefit Analysis**
   Attached worksheets (see pages 1 and 2) show that conversion to the CUBS Revenue Plus Collector System will show a significant decrease in annual operating costs (versus MIS) of approximately $140,000. This figure will be fully realized in fiscal year 2005 following payment of the CUBS' system.

   If we use a conservative figure of MIS annual costs at $240,000 (which includes the current billing procedure) conversion to the CUBS' system generates savings in the cost of technology of over $140,000 per year. We have experienced MIS costs ranging from $250,000 to over $400,000 in the past five fiscal years.

2. **Detailed Project Scope of Work**
   The detailed project scope of the work is provided as the "Purchase Schedule" imbedded in the contract itself. A copy of the "Purchase Schedule" is attached on pages 4 to 9.

3. **Detailed Project Estimate**
   A listing of the cost of the various elements of the project is included on page 27. The total cost is $464,213. Detailed breakout of costs are noted in the contract and the pertinent pages are recopied as pages 27 through 36.

4. **Names of Assigned Project Manager and Project Team**
   The County's Project Manager is Doug Estes, Chief of Revenue Recovery. The County's project team will consist of staff from the Revenue Recovery Division (primarily Diane Walsh the Senior Collector and Cheryl Guzman the Accountant I), Margie Winn and Ernie Gong from Management Information Services, Camille Lopez from Superior Court, Nancy Keating from Health Services Agency and Mary Guerrero for Unsecured Taxes. The Project Manager for CUBS is Kirk Hendricks.

5. **Detailed Project Schedule**
   A detailed listing of project activities and duration is included on pages 12 to 14. It shows that the project will cover a period of approximately 6 months (including dialer installation). The dates reflect a start date of May 1, 2001 and a completion date of November 1, 2001.

6. **Contract/Negotiated Service Agreement**
   The detailed contract ("Software License Agreement") is attached on pages 41 through 102.

7. **Funding Plan or Negotiated Billing Method**
   We propose to have the entire contract amount paid out as we receive deliverables. The Revenue Recovery Division will only charge amounts recoverable from each department each year in accordance with State cost recovery guidelines. These amounts will replenish the internally borrowed capital with interest. Those amounts will be part of the Revenue Recovery Division's annual budgeted expenditures.

TREASURER/TAX COLECTOR: CUBS FUNDING REQUEST

May 19th, 2001

While we are in the process of developing improved standards for I.T. projects, this project required immediate attention. I have net with Tom Watson and Doug Estes to review this project.

BUSINESS BENEFITS

Briefly, these are :

- faster response time, a few seconds rather than minutes on the mainframe
- the costs of changes in legislation are not totally carried by the department (as they are now), but spread over the 31 other Californian Counties already using this system
- a number of tasks now done manually will be automated
- collection management capability will be improved
- the double entry of some data will be reduced

RISK MANAGEMENT

Project Delivery :

Each phase of the project has a defined deliverable, which will then be invoiced and paid only when completed.

The old system will remain in place until this new system is fully operational.

MIS Delivery :

The amount of work required from MIS has been minimized, due to resourcing limits. The vendor will take responsibility for the data conversion process.

Loss of Staff :

A team approach has been used, reducing dependence on any one person.

The department's Project Manager has previously implemented this same application.

Software Meeting Business Needs :

Other Counties have been visited and the verification made that our key user requirements are provided for in the CUBS software.

Vendor Stability :

This vendor has been providing and supporting this software package in California for almost 20 years.

Ongoing Support, Business Continuity :

There will be a service level agreement between the department and the vendor. Other Counties have been satisfied with the vendor support.

The department is keeping the manual processes available as a backup to manage the possibility of a prolonged system failure.

COSTS

The proposed costs are consistent with what other counties have paid.

It is expected that MIS costs will remain for LAN and Office applications support.

As the department uses approximately 12% of the mainframe's resources, there will be the issue of how to re-apply these costs. As the mainframe is currently at full capacity, the option exists to increase the charges to the remaining mainframe users for improved performance.

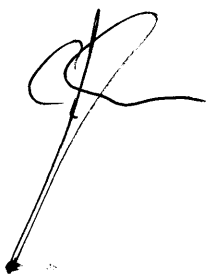
ALIGNMENT WITH THE NEW ITSP

The vendor will be moving the software to the Internet environment.

The software environment is Microsoft Windows, consistent with the ITSP.

The data is stored in their own database, but it does have industry standard access protocols. This will ensure access by other software as the ITSP projects are implemented and will reduce double data entry and information access constraints.

This product will work on a number of hardware vendors equipment, which will avoid us being held "captive" by any particular vendor.



1. Cost/Benefit Analysis

(pages 1 and 2)

PROPOSED:

COST OF CUBS COLLECTION SYSTEM WITH AUTOMATED DIALER	ONE-TIME	ON-GOING ANNUAL
Quantum IIi Call Management Center - Software License Agreement	$0.00	$0.00
Quantum IIi Call Management Center - Purchase Agreement	$47,275.00	
Quantum IIi Call Management Center - System Support	$5,650.00	$5,650.00
Revenue Plus Collector System - Software License Agreement	$6,170.00	$6,170.00
Revenue Plus Collector System - Purchase Agreement	$331,640.00	
Revenue Plus Collector System - Silver Support	$27,023.00	$27,023.00
System Hardware (Server, PCs, etc.)	$30,000.00	
Stanislaus County Management Information Services Costs	$17,955.00	$60,000.00
TOTALS	$465,713.00	$98,843.00 per year

CURRENT IN-HOUSE SYSTEM:

IBM Contract to build in-house automated collections system-(in 1990)	$680,000.00		
Stanislaus County Management Information Services Costs	$200,000.00	$240,000.00	*
(*note: $240,000 represents lowered amount due to new billing TOTALS	$880,000.00	$240,000.00	
procedures; costs have been as high as $400,000 in one year)		per year	
DIFFERENCE (SAVINGS)	($414,287.00)	($141,157.00) per year	

WORKSHEET TO SHOW COSTS AND BENEFITS OF CUBS SYSTEM
TECHNOLOGY OVER CURRENT IN-HOUSE TECHNOLOGY
Prepared: 03-30-2001

CUBS Cost over five years (annual costs increase at 3%)

CUBS SYSTEM TECHNOLOGY COST	FY 2001	FY 2002	FY 2003	FY 2004	FY 2005
System Purchase	134,213	300,000	0	0	0
Annual Maint./License	0	38,843	38,843	38,843	38,843
Other costs (estimated)	30,000	0	0	0	0
MIS Connect costs (est.	17,955	0	0	0	0
TOTAL CUBS COST	182,168	338,843	38,843	38,843	38,843

CUBS Cost vs. MIS- 5 Years (annual costs increase at 3%)

	FY 2001	FY 2002	FY 2003	FY 2004	FY 2005
CUBS COSTS	182,168	338,843	38,843	38,843	38,843
MIS COSTS** (**note: excludes $60,000 on-going MIS costs for payroll, e-mail, etc.)	180,000	185,400	190,962	196,691	202,592
SAVINGS DIFFERENCE	(2,168)	(153,443)	152,119	157,848	163,749
CUMULATIVE EFFECT	(2,168)	(155,611)	(3,492)	154,356	318,105

2. Detailed Project Scope of Work

(pages 3 through 26)

RPCS New Customer Statement of Work

This New Customer Statement of Work defines what is expected of **Revenue Plus**, and also what is expected of the **County of Stanislaus** (hereafter referred to as "Customer"). This RPCS New Customer Statement of Work is subject in all respects to the Software License Agreement between Revenue Plus and Customer, except that in the event of a conflict between RPCS New Customer Statement of Work and the Software License Agreement, the terms and conditions of this RPCS New Customer Statement of Work shall govern.

GENERAL REQUIREMENTS

CHANGES

Any change to the RPCS New Customer Statement of Work, will necessitate the signing of a "Statement of Work Change Order". A Statement of Work Change Order can change the prior agreed upon dollars and time frames of this Statement of Work. If a Statement of Work Change Order is signed by both parties, and if either a price change, or time change is signified on it, then the Statement of Work Change Order will be amended to the original contract and both parties will adhere to the applicable dollar and/or time adjustments. The attached Statement of Work Change Order titled "**Exhibit 1**" will be used for changes to the Statement of Work.

PROJECT MANAGEMENT

The Revenue Plus Project Manager will oversee and manage all facets of the project including resources, communications, timelines, risks, issue tracking, contract interpretation, and dispute resolution. The Revenue Plus Project Manager will also be the Customer's main contact once contracts are signed. The Revenue Plus Project Manager will work closely with the designated Customer Project Manager or coordinator to complete all contract requirements. The Revenue Plus Project Manager will continue to oversee and manage the Customer for an additional six months after the Revenue Plus Collector System has been put into production. This is done for the purpose of assisting the Customer in any wrap up or troubleshooting of issues that need to be completed, and for a smooth hand-off to the Revenue Plus Account Manager. From there the Customer will work with the Revenue Plus Account Manager and technical support staff on a continuing basis.

It is imperative that the Customer chooses an individual to serve in the role of project management on its behalf in order to achieve the most successful implementation.

The Revenue Plus Project Manager will provide a Gantt chart detailing out each task that needs to be performed, when it needs to be performed, and who will perform the task. The chart will be a living document that is routinely reviewed by both Revenue Plus and the Customer's Project Manager. The Revenue Plus Project Manager will also keep a log for the issues that are reported that need specific attention once this project is under way. This Issues Log will be used for routine conference calls as a means of keeping the issues current between Revenue Plus and the County.

The Project Manager for this New Customer Statement of Work is:

Kirk Hendricks
Revenue Plus
14300 S.E. First Street
Vancouver, WA 98684
Telephone Number 1-888-282-8100 ext. 280
Facsimile Number 1-360-254-7659
E-Mail Address: kirkh@revenueplus.net

RPCS New Customer Statement of Work

The Project Manager at the Customer's site for the purpose of this contract will be:

Doug Estes
County of Stanislaus
1010 10th Street, Suite 2500
Modesto, CA 95354
Phone: 209-525-4462
Fax: 209-525-4347
Email: estesd@mail.co.stanislaus.ca.us

The Revenue Plus Project Manager will provide a project schedule at intervals determined by both parties.

DELIVERABLES

A Deliverable is defined as a service or product delivered to the Customer. A "List of Deliverables" is appended to this RPCS New Customer Statement of Work and is called is "**Exhibit 2**". When a product (standard software or hardware) is delivered to the Customer, the Customer will deem the product as "Delivered". When a service (Training, Installation, Custom Programming) is delivered to the Customer, the Customer will deem the service "Delivered". If a Deliverable product quantity is more than one and a portion of the quantity has been received, the Customer will accept the received portion of the product as "Delivered".

A "Deliverable Acceptance" sheet is attached as "**Exhibit 3**". Once Revenue Plus has delivered a product or service, Revenue Plus will send a Deliverable Acceptance sheet by facsimile to the Customer requiring the Customer's signature. The Customer will send a signed Deliverable Acceptance sheet by facsimile back to Revenue Plus within 10 working days. If Revenue Plus does not receive it within this time period, Revenue Plus will assume the items delivered. If the Customer has issue with the deliverable not being met, the Customer will send a certified letter to the contact name above with an explanation of why the deliverable has not been accepted. Both parties will work together to help the Deliverable be met in a timely manner. Customer shall not withhold the acceptance of a Deliverable for lack of manpower or time to verify if the Deliverable has been met.

ESTIMATED IMPLEMENTATION TIME FRAME

A typical installation covers a period of 90 days from date of signed contract to the production go-live date. Custom programming will impact the implementation time frames. Also, if the Customer develops their own conversion and/or interfaces, the time frames may vary based on the complexity of those projects.

TRAVEL

Travel costs for outlined services associated with this New Customer Statement of Work are reflected in the Purchase Schedule attached to the Software License Agreement. Travel time is included in the number of days specified for specified services where Revenue Plus employees are travelling to the Customer.

Any additional travel for on-site services such as Software Installation, Training, Custom Programming, or any other on-site service provided by Revenue Plus will be billed less travel time. This means if the Revenue Plus representative needs a day to travel and two days for training, the Customer will be billed for three days of services.

TECHNICAL – PRODUCTS

The Revenue Plus Collector System product uses servers for the application and for the database. Necessary CPU servers and workstations are being supplied by the Customer.

RPCS New Customer Statement of Work

The Customer is responsible for connecting the application server into the Customer's computer environment. Revenue Plus will provide telephone support to answer questions relating to the database and the Revenue Plus Collector System and how it relates to the Customer's computer environment.

The Customer will be responsible for providing an avenue for Revenue Plus to access the necessary servers where the database and the Revenue Plus Collector System reside. The Customer is responsible for all cabling requirements for the system.

If a network is involved, the Customer will provide a network administrator for all network issues. It is also the Customer's responsibility to configure all PC's accessing the Revenue Plus Collector System.

The Customer will make sure all hardware, Operating System, database, and other components are pre-approved by Revenue Plus prior to the Revenue Plus Collector System being installed in Customers technical architecture.

The following is a description of products and services offered and are applicable to those items referenced on the Pricing page.

SYSTEM & PC SOFTWARE

Please refer to **Exhibit 4** at the end of this section for detailed system and PC requirements.

CUSTOM PROGRAMMING SERVICES

Custom Programs

(This section is only applicable if the Purchase Schedule attached to the Software License Agreement has Custom Programming Services on it that are not considered Consulting Services associated with specific custom programs.)

Each custom program will have an associated Statement of Work attached to the Software Development Module. These Statement of Work's will show all custom programming requested by the Customer. In no case will any additional items be included in the custom program which were not originally requested as documented in each Statement of Work. If any alterations arise in a custom program which is brought about by either the Customer, or Revenue Plus, which increases the amount of time appropriated to complete the custom program, even if the intent of the Customer was to originally include the alteration, it will be considered a Change of Work.

The following are the deliverable phases for each custom program. Each custom program will have four phases to it. These phases are as follows:

Phase 1 - Design – 30%
Phase 2 - Coding – 50%
Phase 3 - Testing – 20%

Each Phase for each custom program will have a Deliverable Acceptance sheet and/or line item on a Deliverable Acceptance sheet. The progress of a custom program from one phase to the next is dependent on the signature of the Customer on the Deliverable Acceptance sheet for each custom program and it's phase. Revenue Plus will not be held responsible for timelines not met which were stated in the Statement of Work because of Customer's non-acceptance of Deliverables within the stated time frame.

Conversion/Interfaces Consulting

This is a service provided by a Revenue Plus programming analyst to assist the Customer with designing the Customer's own conversions and/or interfaces. In this scenario, the analyst's role will be consulting in

RPCS New Customer Statement of Work

nature and will not perform the actual coding and testing tasks. The design, coding, and testing of conversions and interfaces would be performed by the Customer.

IMPLEMENTATION SERVICES

Management Strategies Consulting (Vancouver)

Management Strategies - This is a four-day class at the Revenue Plus office in Vancouver, Wa. for Customer management personnel involved in making the decisions on how collection processes should take place. The class runs from Tuesday morning through Friday afternoon.

On-Site Personnel Consulting Session

On-site Supervisor/Collector/Clerical/Other- A Revenue Plus Consultant will go to the Customers location and train the Supervisors and Collectors on the use of the Revenue Plus Collector System. During this time, the Consultant will also train Customer personnel on system administration issues and reporting. Data entry and payment posting procedures will also be included. This training time is normally conducted in five-day increments including travel time.

On-Site System Integration Analysis (Day)

Revenue Plus' Programming Analyst and Project Manager perform an on-site visit to review both custom processes and business rules involved in the project. At this point, file layouts are reviewed, concepts are further defined or explained, process flow is discussed, and samples or reports or custom screens are reviewed. It is important that both Revenue Plus and the Customer go away with a good understanding of what is to be expected out of the finished custom processes.

On-Site Software Staging and Implementation (Daily Rate)

Once the server is shipped to the Customer's location, the Revenue Plus Installation Specialist will arrive on-site to install the software and database, and assist in integrating the server into the Customers environment. Prior to the Installation Specialist's arrival, the Customer will need to have configured the server, PC's, and printers on the existing network. The Installation Specialist will then install the Customer's software on the PC workstations, and train the Customer's IT staff on administrative duties.

Integration Testing

All custom programs will be thoroughly tested and ready to be placed into production. Also, all software functionality testing and stress testing will be performed in order to make sure the operating environment is working properly.

On-site Integration Testing

If needed, a programmer will assist the customer on site for testing and verifying of all custom programs. This may be needed in the case of large amounts of custom programming or complex conversions and interfaces.

Exhibit 1
Statement of Work Change Order

Project Name: _____ Project # _____

Date Initiated: _____ Initiated by _____ of _____
(Company Name)

Supporting Attachments _____Yes _____No

Description of Requested Change(s):_____

_____

_____

_____

_____

Reason for Change(s):_____

_____

_____

_____

EVALUATION / RESPONSE SECTION
(To be completed by Revenue Plus)

Response: _____

_____

_____

_____

Project Impact

Schedule (duration / hours)_____

Cost / Credit_____

Date Returned:_____ Project Manager / Analyst _____

Supporting Attachments _____Yes _____No

APPROVAL / REJECTION SECTION

Date Approved/Rejected _____ Approved _____ Rejected_____

Users Approval _____
(Signature)

Revenue Plus Approval _____
(Signature)

Supporting Attachments _____Yes _____No

Comments: _____

_____

_____

Exhibit 2
List of Deliverables

Item #	Qty	Qty BO	Description	Est. Accept Date	Actual Accept Date
REVENUE PLUS COLLECTOR SYSTEM PRODUCTS:					
1	25		Revenue Plus Collector System License		
2	30		Revenue Plus Collector System NT Licenses		
3	5		Revenue Plus Collector System Query Only License		
4	25		Win2000 32 bit (1-25 users)		
5	6		Collector Infobase (On-line Help)		
6	1		Winfile - Network		
7	1		Account Distribution/Payment Proration		
8	1		Tax Intercept		
9	1		Legal Templates		
10	1		Unsecured Delinquent Tax Module		
11	1		California EDD Module		
12	1		ComServe		
REVENUE PLUS SERVICES:					
			Meditech Account Interface		
13	1		Design (30%)		
14	1		Coding (50%)		
15	1		Testing (20%)		
			Meditech Transaction Interface		
16	1		Design (30%)		
17	1		Coding (50%)		
18	1		Testing (20%)		
			Tax Interface		
19	1		Design (30%)		
20	1		Coding (50%)		
21	1		Testing (20%)		
			Conversion (CICS)		
19	1		Design (30%)		
20	1		Coding (50%)		
21	1		Testing (20%)		
			Data Extraction (CICS)		
19	1		Design (30%)		
20	1		Coding (50%)		
21	1		Testing (20%)		
			Statements		
22	1		Design (30%)		
23	1		Coding (50%)		
24	1		Testing (20%)		
			Delinquent Court Account Tracking		
25	1		Design (30%)		
26	1		Coding (50%)		
27	1		Testing (20%)		
			Tax Distribution Management Report		
19	1		Design (30%)		
20	1		Coding (50%)		
21	1		Testing (20%)		
			Business License Reports		
19	1		Design (30%)		
20	1		Coding (50%)		
21	1		Testing (20%)		
			Facility Code Breakout and Split		
19	1		Design (30%)		

Exhibit 2
List of Deliverables

20	1		Coding (50%)		
21	1		Testing (20%)		
			Delinquent Fine Report		
19	1		Design (30%)		
20	1		Coding (50%)		
21	1		Testing (20%)		
			Custom Programming Future Contingency		
19	1		Design (30%)		
20	1		Coding (50%)		
21	1		Testing (20%)		
29	3		On-Site Custom Programming Analysis		
30	13		On-Site Integration Testing		
31	4		Travel Expense - West		
32	2		Revenue Plus Collector System Manuals I & II		
33	10		Revenue Plus Collector Manual – Chapter 5		
34	20		Project Management		
35	1		Travel Expense - West		
36	1		Management Strategies (in Vancouver)		
37	1		Management Strategies (1 additional person)		
38	1		On-Site User Consulting		
39	1		Travel Expense - West		
40	1		Management/User Post-Consulting		
41	1		Travel Expense - West		
42	3		On-Site Software Installation		
43	1		Travel Expense - West		

Exhibit 3
Deliverable Acceptance

In accordance with the applicable agreement with Revenue Plus and in compliance with the requirements detailed in such agreement, including any modifications or amendments to the agreement, Revenue Plus presents the following deliverable to the Customer:

Description of Deliverable:

For Custom Programming Only		
Project Design:	Date Received:	Date Approved:
Project Coding and Unit Test:	Date Received:	Date Approved:
Integration Testing:	Date Received:	Date Approved:
Acceptance Testing:	Date Received:	Date Approved:

Acceptance

☐ This project is accepted and we acknowledge that it is complete.

Rejected

☐ This project is rejected for the following reason(s):

County of Stanislaus
Authorized Signature

By: _____

Print Name: _____

Title: _____

Date: _____

Exhibit 4
RPCS Hardware and Software Recommendations

Last Updated: March 29, 2001

Windows NT Server Hardware

Choosing a computer system to run CUTools NT involves more than picking a system that has a fast CPU, lots of memory, and a big disk driver. While these are issues that are important to consider, there are a number of other issues – like the amount of CPU cache, peripheral bus speed, and type of memory – that are also significant factors when choosing a system.

One of the most important issue is Product Quality which can affect the amount of time your system is up and running. For these reasons, Columbia Ultimate recommends purchasing a name brand, high end Windows NT server.

Listed below are a number is common issues to consider when purchasing CUTools NT server hardware.

CPU

Intel has a large variety of CPU offerings which sometimes makes CPU selection a difficult. When evaluating a processor, you should consider what type of OS the CPU was designed to work with, the clock speed of the processor, the amount of cache, bus speed, and number of processors supported. The rule of thumb for these categories is that more is better. Here's some suggestions:

1. Intel Pentium III Xeon 500MHz with 2MB CPU cache with a 64-bit 100MHz PCI Bus and 100MHz peripherals. Supports up to 8 processors,
2. Intel Pentium II Xeon 450MHz with 1MB CPU cache with a 64-bit 100MHz PCI Bus and 100MHz peripherals.
3. Intel Pentium Pro 200MHz with 1MB CPU cache. This product can support up to 4 processors with the right motherboard.
4. Intel Pentium II 233 MHz, or faster, with 512K CPU cache. This product can support up to 2 processors.

The minimum CPU required to run the CUTools NT for a few users is a 75MHz Pentium processor.

Disk

Ultrawide SCSI disk drives connected to a RAID disk controller w/onboard cache will give you the best combination of speed and flexibility. When it comes to disk drives and disk controllers, you sacrifice performance, dependability, and flexibility, when you limit the price you are willing to spend.

IDE/Ultra DMA disk drives and controllers are fast in single disk drive configurations, but are less reliable and do not perform as well in multiple disk configurations.

To maximize performance, use a RAID 0 hardware disk array. If you wish to balance performance with data redundancy, use a RAID 1 (mirroring) or RAID 5. Some newer disk controllers will support simultaneous RAID 1 and 0 (RAID 10 – mirrored stripe set) – they are expensive but maximize performance and data redundancy.

Windows NT RAID is free, but throughput is slower than hardware RAID and it uses more CPU resources.

Disk Space

When determining disk space, add up the total for the following disk space issues:

1.	Windows NT OS	500MB
2.	Page File	(2 * RAM) + 300MB
3.	CUTools/Revenue Plus Library	130MB
4.	Windows NT 4.0 Server Resource Kit	45MB
5.	Microsoft Visual C++	375MB
6.	Seagate Backup Exec and Open File Manager	90MB

Exhibit 4
RPCS Hardware and Software Recommendations

7. Disk Defragmenter Software 12MB
8. Revenue Plus Database (1.5 * Number of Debtor Accounts)/1024
9. Add enough extra disk space to ensure total disk utilization of no more than 60%. The NTFS file system starts getting quite fragmented at 60%-70% utilization (fragmentation=slowness) and performance degrades significantly when disk utilization is above 80%.

Network
Purchase a network adapter designed to be used in a Network Server – as opposed to an adapter designed for a Desktop Computer. Server network boards will have an on board processor and have other features designed to maximize network throughput.

Network boards with greater bandwidth (ie. 100BaseT vs. 10BaseT) will perform better, especially on systems supporting a large number of users.

Memory
The amount of memory recommended is to have AT LEAST 32MB, plus 4 MB per user.

Purchase the fastest memory you can afford and make sure it does parity checking. Synchronous DRAM memory is typically fast and has parity checking.

All the memory modules should be the same brand, model, capacity, speed, etc...

The minimum amount of memory required to run CUTools NT is 32 MB.

Bus
The 100MHz PCI Dual Channel System Bus is the best you can get. You may purchase a system with any Bus type supported by the Windows NT OS.

Service
Purchase a good hardware service contract for your system from a reputable organization. They usually don't cost much and pay for themselves the first time you experience a catastrophic hardware failure.

Printer Support
Printers are supported in a number of different configurations. The following is a list of the connection preferences in order from most preferable to least preferable.

1. **Printers with built-in network support**: Newer HP Laserjet printers have a built-in Jet Direct interface. These printers are fast, easy to setup, and reduces processing load on the NT server.
2. **Multi-protocol print servers**: Multi-protocol print servers have same advantages as printers that with built-in network support, but are designed for standard parallel and serial printers.
3. **Intelligent multi-port adapter COM port**: The distance a printer can be physically located from the NT Server is limited to about 75 feet, but does not add processing load to the NT Server.
4. **PC workstation printer**: The advantages are that the NT Server CPU load is reduced and you can use printers that are all ready connected to PC's, but they add more CPU load to the workstation.
5. **System COM/LPT port, or non-intelligent multi-port adapter**: Connect parallel printers to the system parallel port (LPT1): This type of printer can add a significant processing load to the NT server.
6. **Terminal Server port**: Most terminal server boxes support printers but the printers are difficult to setup, manage, and support.

Dumb Terminal Support/Terminal Servers
Dumb Terminals can access Revenue Plus on a CUTools NT server by properly connecting the Dumb Terminals to a "terminal server" box that supports the TELNET TCP/IP protocol and network type (Ethernet, or Token Ring) being used in your office.

Exhibit 4
RPCS Hardware and Software Recommendations

Typically, an individual terminal server box will support up to 16 dumb terminals, or devices. You may use as many terminal server boxes as your network equipment is able to support.

Columbia Ultimate recommends the Systech RCS4000 brand of terminal servers. You can obtain more information about these terminal servers from Columbia Ultimate, or at www.systech.com.

Modem Support
Columbia Ultimate support staff and programmers can be granted dialup access to your system via modems that are configured to accept RAS connections, or modems connected to Terminal Server boxes.

Multi-port Adapters
Multi-Port adapters are necessary if you will be using more than 2 serial devices where system programs must communicate through a system COM port. The following situations require using a COM port that is recognized by the Windows NT OS:

RAS modems; one COM port for each modem.

Columbia Ultimate ComServe equipment; one COM port for each ComServe unit.

Serial printers that cannot be connect elsewhere; one COM port for each serial printer.

Uninterruptable Power Supplies (UPS) normally communicates with the Windows NT OS through a serial COM port; one COM port per UPS.

Modems used by Remote Control products (like PC Anywhere); one COM port per modem.

Multi-port adapters have two classifications – intelligent, and non-intelligent. Intelligent cards are recommended because their on board processor and memory help the system to perform significantly better – especially if you intend to attach serial printers.

Columbia Ultimate recommends the DigiBoard Acceleport product. Consult the Windows NT Hardware Compatibility List (HCL) if you wish to use a different multi-port adapter product for your server.

Software Requirements
The following software is recommended to run CUTools NT. Required software packages are denoted with as **(req)**.

- Microsoft Windows NT 4.0 w/Service Pack 3, or higher, Service Pack 4 is recommended. **(req)**
- Microsoft Visual C++ 4.x, 5.x, or 6.x pre-installed on the system; release 6.x recommended. **(req)**
- Windows NT Server Resource Kit pre-installed on the system. **(req)**
- Windows NT TCP/IP Protocol loaded and configured on the system. **(req)**
- Disk defragmenter software. Disk Keeper for Windows NT Server is recommended.
- Seagate Backup Exec
- Open File Manager for Seagate Backup Exec. This software is required if you will be using NT Backup or any third party NT backup software like Seagate Backup Exec, Arcserve, or Ultrabac.

Software Development Module

Software License Agreement

Purchase Schedule for County of Stanislaus

All Prices are in US Dollars unless otherwise specified

SALES TERMS AND CONDITIONS

- Payment for all Products* sold on open account will be due and payable thirty (30) days following the date of the invoice unless otherwise stated on the face of the invoice.
- Customer will pay all applicable excise, sales or other taxes unless tax exempt certificate is provided.
- Any sums not paid when due are subject to a service charge of ONE AND ONE-HALF PERCENT PER MONTH or the maximum rate permitted by law, whichever is lower.

NOTE: Optional software support services and special programming are subject to additional charges

QTY	DESCRIPTION	PRICE PER ITEM	EXT. PRICE
Revenue Plus Collector System			
25	Revenue Plus Collector System Licenses		$82,000.00
30	Revenue Plus Collector System NT Licenses	$450.00	$13,500.00
5	Revenue Plus Collector System Query Only License	$200.00	$1,000.00
Graphical Products			
25	Win2000 32 bit (1-25 users)	$299.00	$7,475.00
6	Collector Infobase (On-line Help)	$150.00	$900.00
1	Winfile - Network	$7,500.00	$7,500.00
Revenue Plus Collector System Modules:			
1	Account Distribution/Payment Proration	$17,500.00	$17,500.00
1	Tax Intercept	$3,500.00	$3,500.00
1	Legal Templates	N/C	N/C
1	Unsecured Delinquent Tax Module	$10,000.00	$10,000.00
1	California EDD Module	$5,000.00	$5,000.00
Credit Reporting			
1	ComServe	$2,295.00	$2,295.00
Custom Programming:			
1	Meditech Account Interface	$8,100.00	$8,100.00
1	Meditech Transaction Interface	$5,670.00	$5,670.00
1	Tax Interface	$8,100.00	$8,100.00
1	Conversion (CICS)	$33,480.00	$33,480.00
1	Data Extraction (CICS)	$27,000.00	$27,000.00
1	Statements	$10,800.00	$10,800.00
1	Delinquent Court Account Tracking	$5,400.00	$5,400.00
1	Tax Distribution Management Report	$3,780.00	$3,780.00
1	Business Licenses	$2,160.00	$2,160.00
1	Facility Code Breakout and Split	$13,500.00	$13,500.00
1	Delinquent Fine Report	$3,780.00	$3,780.00
1	Custom Programming Future Contingency	$15,000.00	$15,000.00*
3	On-Site Custom Programming Analysis	$1,000.00	$3,000.00
13	On-Site Integration Testing	$1,000.00	$13,000.00
4	Travel Expense - West	$1,500.00	$6,000.00
Revenue Plus Documentation:			
2	Revenue Plus Collector System Manuals I & II	$100.00	$200.00
10	Revenue Plus Collector Manual – Chapter 5	$15.00	$150.00
Revenue Plus Consulting:			
20	Project Management	N/C	N/C
1	Travel Expense - West	$1,300.00	$1,300.00
1	Management Strategies (in Vancouver)	$3,250.00	$3,250.00
1	Management Strategies (1 additional person)	$2,000.00	$2,000.00
1	On-Site User Consulting	$4,000.00	$4,000.00
1	Travel Expense - West	$1,500.00	$1,500.00
1	Management/User Post-Consulting	$4,000.00	$4,000.00
1	Travel Expense - West	$1,500.00	$1,500.00
3	On-Site Software Installation	$1,000.00	$3,000.00
1	Travel Expense - West	$1,300.00	$1,300.00
TOTAL			$331,640.00

* These funds may be used for custom programming, training or other project related charges. If used for custom programming, a 15% support charge will apply.

All Prices are in US Dollars unless otherwise specified.

Software License Agreement

Schedule for County of Stanislaus

All Prices listed are in US Dollars unless otherwise specified

SALES TERMS AND CONDITIONS

- All Revenue Plus products and services ("Products") are sold F.O.B. shipping point; however Revenue Plus will prepay and invoice Customer for freight charges, if applicable.
- Customer will pay all applicable excise, sales or other taxes unless tax exempt certificate is provided.
- Any sums not paid within thirty (30) days from the date of billing are subject to a service charge of ONE AND ONE-HALF PERCENT PER MONTH or the maximum rate permitted by law, whichever is lower.
- NOTE: Optional software modules and special programming are subject to additional charges.

QTY	DESCRIPTION	TOTAL SOFTWARE VALUE	ESTIMATED RENEWAL LICENSE FEE
25	REVENUE PLUS COLLECTOR SYSTEM LICENSES	$82,000.00	$2,460.00
30	REVENUE PLUS COLLECTOR SYSTEM NT LICENSES	$13,500.00	$405.00
5	REVENUE PLUS COLL. SYS. QUERY ONLY LICENSE	$ 1,000.00	$2,000.00
1	WINFILE – NETWORK	$ 7,500.00	$225.00
1	ACCOUNT DISTRIBUTION/PAYMENT PRORATION	$17,500.00	$525.00
1	TAX INTERCEPT	$ 3,500.00	$105.00
1	UNSECURED DELINQUENT TAX MODULE	$10,000.00	$300.00
1	CALIFORNIA EDD MODULE	$ 5,000.00	$150.00
	SUBTOTAL	**$140,000.00**	**$6,170.00**

HARDWARE:

Hardware Platform for which this License is valid:

Model:_____

Make:_____

Serial #:_____

Software Support Module

Schedule for SILVER SUPPORT

All Prices listed are in US Dollars unless otherwise specified

SALES TERMS AND CONDITIONS

- Payment for all Products sold on open account will be due and payable 10 days following the date of the Invoice unless otherwise stated on the face of the Invoice.
- Customer will pay all applicable excise, sales or other taxes unless tax exempt certificate is provided.
- Any sums not paid when due are subject to a service charge of ONE AND ONE-HALF PERCENT PER MONTH or the maximum rate permitted by law, whichever is lower.
- NOTE: Optional software support services and special programming are subject to additional charges.

PRICING. The following prices apply for Silver Support of RPCS based on the then current list price per Port times the number of Ports supported:

- Yearly charge is equal to 9% of the current list price, billed in advance once per year (Min. $3,600/yr).
- NOTE: Support of older Releases are subject to a surcharge.
- Ancillary product support is generally 15% unless noted otherwise.

QTY	DESCRIPTION	SOFTWARE VALUE	ANNUAL BILLING
25	Revenue Plus Collector System Licenses	$82,000.00	$7,380.00
30	Revenue Plus Collector System NT Licenses	$13,500.00	1,620.00
5	Revenue Plus Query Only License	$1,000.00	1,000.00
25	Win2000	$7,475.00	1,121.25
1	Winfile – Network	$7,500.00	1,125.00
1	Account Distribution/Payment Proration	$17,500.00	2,625.00
1	Tax Intercept	$3,500.00	525.00
1	UnSecured Delinquent Tax Module	$10,000.00	1,500.00
1	California EDD Module	$5,000.00	750.00
1	ComServe	$2,295.00	345.00
1	Meditech Account Interface	$8,100.00	1,215.00
1	Meditech Transaction Interface	$5,670.00	850.50
1	Tax Interface	$8,100.00	1,215.00
1	Statements	$10,800.00	1,620.00
1	Delinquent Court Account Tracking	$5,400.00	810.00
1	Tax Distribution Management Report	$3,780.00	567.00
1	Business Licenses	$2,160.00	324.00
1	Facility Code Breakout and Split	$13,500.00	2,025.00
1	Delinquent Fine Report	$3,780.00	567.00
	Total	**$211,060.00**	**$27,022.75**

County of Stanislaus
Authorized Signature

By: _____

Print Name: _____

Title: _____

Date: _____

Statement of Work
Schedule A

Project Description

This project consists of a one way interface with the Meditech system. There will be data passed from Meditech to Revenue Plus. No data will be passed in an interface from Revenue Plus to Meditech as part of this project.

The data passed into Revenue Plus consists of new accounts only. This interface will not handle adjustments or changes of any kind to existing accounts.

Processing Flow

This will be a daily interface with Meditech. The data to be passed into Revenue Plus will be formatted into the standard CU formats. See a copy of these formats in the File Layouts section of this document. This format consists of fixed length fields and records. The mapping of the data from Meditech to the fields contained in the format will still need to be worked out.

Statement of Work
Schedule A

Project Description

This project consists of a one way interface with the County's tax system. Data will flow from the tax system into Revenue Plus. No data will be passed back to the tax system as part of this project.

The data passed into Revenue Plus consists of new accounts only. No updates or adjustments will be included in this interface.

Processing Flow

This will be a daily interface with the tax system. The data to be passed into Revenue Plus will be formatted into the standard CU formats. See a copy of these formats in the File Layouts section of the Meditech Interface Statement of Work. This format consists of fixed length fields and records. The mapping of the data from the tax system to the fields contained in the format will still need to be worked out.

Media

Data will be passed in electronic files via FTP or on a tape medium that is readable by both systems.

Assumptions

Columbia Ultimate (CU) will expect to get the data from the tax system in the format specified in this document. It is the County's responsibility to get the data into this format.

No data will be sent to the tax system as part of this project. Any information that needs to be communicated back to tax will be done on a printed report or can be automated in an interface as part of another project.

Software Development Module

Statement of Work Schedule #6
for STANISLAUS COUNTY
Project # 21521

This Statement of Work Schedule ("Statement of Work") is attached to the Software Development Module and is a part of the Software License Agreement between Revenue Plus and Customer. The Statement of Work is subject in all respect to the Software Development Module, except that in the event of a conflict between this Schedule and the Software Development Module, the terms and conditions of this Schedule shall govern for the purposes of this Statement of Work only.

Project Description: Stanislaus County currently runs on a system called CICS. This product uses a DB2 database. Due to a resource issue Revenue Plus has agreed to extract the data from the DB2 database. This project is for all of the design, coding and testing of the extract of the data to be converted from the DB2 database.

Processing Flow:
Revenue Plus will develop programs to extract data from the CICS DB2 database in Stanislaus County. The data extracted will be converted and loaded into the Revenue Plus Collector System. This project deals only with the extract of the data. See project 21216 for detailed information about the conversion of the data.

At this point it has not been determined what language and/or tool will be used to develop the extraction programs. That decision will be left to the discretion of Revenue Plus.

It is expected that Stanislaus County will provide reliable connectivity to the CICS database so Revenue Plus can do test extracts and a live complete extract for the actual conversion.

The extract will include multiple tables. The tables that have been identified and will be extraced are:

CL1000
CL1010
CL1100
CL1300
CL1400
CL1500
CL1700
CL2000
CL2010
CL2100
CL2200
CL2300
CL2400
CL2500
CL2600
CL2700
CL2800
CL2900
CL4000
CL4200
CL5000
CL5100
CL5200
CL8002

In addition to the tables listed there are also Fine Distribution tables that will be extracted

Also missing from this list are the tables for getting name and address. These come from a different database and the table names/layouts have not been provided.

Other than those tables mentioned by name or referred to above, no other tables will be extracted as part of this project.

Software Development Module

Stanislaus County maintains a countywide database for name and address information. Revenue Plus will include in the development and running of the extract programs the ability to access and extract the necessary name and address information. It is expected that Stanislaus County will provide reliable connectivity to this data as well.

New Data Elements (Fiscal, Client Miscellaneous, etc.):

File Layouts:

Documentation Requirements:
It is expected that this will be a program written, tested, and run one time to convert the data. The only live run of the program will be done by a CU employee. Other than what is needed for CU to run the conversion, no documentation will be provided with this project. A design document will be provided prior to coding that will describe exactly what will occur during the conversion of the data.

Acceptance Criteria:
A design document will be provided that will include tests to be run to verify the software works correctly.

Assumptions:
Stanislaus County will provide Revenue Plus access to the necessary databases so the extract can be done. This includes the ability to get through whatever security is in place.

Software Development Module

Statement of Work Schedule #8
for STANISLAUS COUNTY
Project # 21215

This Statement of Work Schedule ("Statement of Work") is attached to the Software Development Module and is a part of the Software License Agreement between Revenue Plus and Customer. The Statement of Work is subject in all respect to the Software Development Module, except that in the event of a conflict between this Schedule and the Software Development Module, the terms and conditions of this Schedule shall govern for the purposes of this Statement of Work only.

Project Description: This project is to produce a tax distribution management report. This is a report of payment distributions made to tax accounts.

Processing Flow:
A report needs to be generated on a regular basis that shows payments to unsecured tax accounts. This report is provided to the Auditor. Revenue Plus will write a program that will produce this report. The report will be placed on the Special Routines Menu (12) and will be available to be run at the user's discretion.

The exact format of this report is unclear at this point. Several samples have been provided. See the Reports Layout section of this SOW for a sample. This is not intended to be an exact replica of the final copy but should be very close. It is expected that all data on the report will be available from the database directly or easily derived. This project does not include the capture and storing of any additional data.

The data to be included on the report will come exclusively from those accounts designated as unsecured tax accounts.

All of the sorting requirements and inclusion/exclusion parameters for this report are unknown at this time. It is expected that these will be straightforward and easily accomplished with the RPCS database.

Software Development Module

Report Layouts:

STANISLAUS COUNTY TAX COLLECTOR'S OFFICE
UNSECURED TAX PAYMENT DISTRIBUTION REPORT

Page: XXX
Date: XX/XX/XX

Code Area	Parcel No	Name/Address	Tax	ARA Interest	Penalty	Interest Penalty	Recrd Fee	Coll Fee	Total Due
NNN-NNN	NNN-NNNN-NNN	XXXXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	N,NNN,NNN.NN	N,NNN,NNN.NN	N,NNN,NNN.NN	N,NNN,NNN.NN	N,NNN,NNN.NN	N,NNN,NNN.NN	N,NNN,NNN.NN
NNN-NNN	NNN-NNNN-NNN	XXXXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	N,NNN,NNN.NN	N,NNN,NNN.NN	N,NNN,NNN.NN	N,NNN,NNN.NN	N,NNN,NNN.NN	N,NNN,NNN.NN	N,NNN,NNN.NN
NNN-NNN	NNN-NNNN-NNN	XXXXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	N,NNN,NNN.NN	N,NNN,NNN.NN	N,NNN,NNN.NN	N,NNN,NNN.NN	N,NNN,NNN.NN	N,NNN,NNN.NN	N,NNN,NNN.NN
NNN-NNN	NNN-NNNN-NNN	XXXXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	N,NNN,NNN.NN	N,NNN,NNN.NN	N,NNN,NNN.NN	N,NNN,NNN.NN	N,NNN,NNN.NN	N,NNN,NNN.NN	N,NNN,NNN.NN
NNN-NNN	NNN-NNNN-NNN	XXXXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	N,NNN,NNN.NN	N,NNN,NNN.NN	N,NNN,NNN.NN	N,NNN,NNN.NN	N,NNN,NNN.NN	N,NNN,NNN.NN	N,NNN,NNN.NN
NNN-NNN	NNN-NNNN-NNN	XXXXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	N,NNN,NNN.NN	N,NNN,NNN.NN	N,NNN,NNN.NN	N,NNN,NNN.NN	N,NNN,NNN.NN	N,NNN,NNN.NN	N,NNN,NNN.NN
NNN-NNN	NNN-NNNN-NNN	XXXXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	N,NNN,NNN.NN	N,NNN,NNN.NN	N,NNN,NNN.NN	N,NNN,NNN.NN	N,NNN,NNN.NN	N,NNN,NNN.NN	N,NNN,NNN.NN
			N,NNN,NNN.NN	N,NNN,NNN.NN	N,NNN,NNN.NN	N,NNN,NNN.NN	N,NNN,NNN.NN	N,NNN,NNN.NN	N,NNN,NNN.NN

Software Development Module

Documentation Requirements:
Documentation will be provided that will describe the contents of the report and instructions on how to generate it.

Acceptance Criteria:
A design document will be provided that will list tests to be run in order to verify the programming done works correctly.

Assumptions:
None

STANISLAUS COUNTY
Management Information Services

CUBS TASK IDENTIFICATION PROJECT
MIS CHARGE ESTIMATES

Activity	Parties Involved
Step 01) Hardware Acquisition	(Estimated MIS charge: $ 2,372)
A. Determine type and size of server	MIS/Rev+
B. Determine place to house server	MIS/CDv
C. Determine type and number of PCs	MIS/CDv
D. Order/purchase hardware	MIS
E. Purchase additional licenses as needed	MIS
Step 02) Hardware installation	(Estimated MIS charge: $ 4,404)
A. Install server	MIS
B. Create LAN/WAN for server	MIS
C. Add userids allowed on LAN	MIS
D. Connect to existing County-wide servers	MIS
E. Install PCs on server	MIS
F. Install PC software as needed	MIS
Step 03) Software acquisition	(Estimated MIS charge: $ 0)
A. CUBS	Rev+
Step 04) Software Installation	(Estimated MIS charge: $ 0)
A. Install CUBS software on server	Rev+
B. Set up users on CUBS software	Rev+/CDv
Step 05) Conversion resource acquisition	(Estimated MIS charge: $ 5,420)
A. Determine resource qualifications	MIS/CDv
B. Create and submit RFP	MIS/CDv
C. Interview and hire resource	MIS/CDv
Step 06) Collections System Data Preparation	(Estimated MIS charge: $ 1,355)
A. Provide info to vendor re: CL table structure and linkage	MIS/Vendor
B. Identify matching master codes from DB2 to CUBS	Rev+/CDv/Vendor
C. Clean up production DB2 data	
a. Out-of-balance accounts	Vendor/CDv
b. Invalid Spread Codes (?)	Vendor/CDv
Step 07) CUBS Database Preparation	(Estimated MIS charge: $ 1,355)
A. Establish Test database	Vendor/MIS
a. Grant userids and security to TEST and PROD	MIS
b. Copy PROD to TEST (partial)	Vendor/MIS
Step 08) Conversion Software Development	(Estimated MIS charge: $ 1,694)
A. Establish program specifications for mapping to CUBS format	
a. New Account File (**Job CL9100**)	Vendor/CDv
b. Financial Transaction File (**Job CL9200**)	Vendor/CDv
c. Acct. Distribution (**Job CL9200**)	Vendor/CDv
d. Notes File (**Job CL9400**)	Vendor/CDv
e. Debtor and Charge History (**Job CL9400**)	Vendor/CDv
f. Spread Code Master to Facility Codes (**Job CL9500**)	Vendor/CDv/Rev+

(Notes: MIS designates Management Information Services; Rev+ designates Revenue Plus; CDv designates Collections Division; Vendor designates secondary vendor)

STANISLAUS COUNTY
Management Information Services

CUBS TASK IDENTIFICATION PROJECT
MIS CHARGE ESTIMATES

B. Code/test extract/conversion jobs and programs	
a. CUBS New Account File	Vendor
b. CUBS Financial Transaction File	Vendor
c. CUBS Account Distribution/Payment File (Funds Distribution)	Vendor
d. CUBS Notes File (as DB2 Notes)	Vendor
e. CUBS Notes File (as DB2 Debtor/Charge History)	Vendor
f. CUBS Facility Master (????)	Rev+/Vendor
(Note: what to do about Fine Spread Table and System??)	MIS/Vendor/Rev+/CDv

Step 09) Final Data Extract (Estimated MIS charge: $ 0)

A. Production extract	
a. Identify media for converting to server	Rev+/Vendor
b. Production runs/modifications/reruns	Vendor/CDv

Step 10) Final CUBS Conversion from Extract File (Estimated MIS charge: $ 0)

A. Verify Conversion Totals to DB2	Vendor/CDv/Rev+
B. Production runs/modifications/reruns	Vendor/CDv/Rev+

Step 11) Reports Conversion to CUBS (Estimated MIS charge: $ 0)

A. HO1001 – Hospital Funds Distribution	Rev+/Vendor
B. HO1003 – Collections Write Offs	Rev+/Vendor
C. Courts Reports	Rev+/Vendor
D. Tax Collector Report	Rev+/Vendor
E. Fine Spread Detail by Department Report	Rev+/Vendor

Step 12) Interfaces into CUBS (Meditech, Courts, Taxes)* (Estimated MIS charge: $ 1,355)

A. Determine current customer interface requirements	MIS/CDv
B. Review / modify interface technical specifications	Rev+/Vendor
C. Determine if automated or manual	CDv/Rev+/Vendor
D. Determine who to create/install interface/s	CDv/Rev+/Vendor
E. Write/test interface/s	Rev+/Vendor
F. Install interface/s into production	Rev+/Vendor

Total Estimated MIS charge: $ 17,955

*Note: Per recent conversations with CDv, current assumption may be that Rev+ will assume this step entirely

(Notes: MIS designates Management Information Services; Rev+ designates Revenue Plus; CDv designates Collections Division; Vendor designates secondary vendor)

3. Detailed Project Estimate

(pages 27 through 36)

PROPOSED:
COST OF CUBS COLLECTION SYSTEM WITH AUTOMATED DIALER

	ONE-TIME
Quantum Ili Call Management Center - Software License Agreement	$0.00
Quantum Ili Call Management Center - Purchase Agreement	$47,275.00
Quantum Ili Call Management Center - System Support	$5,650.00
Revenue Plus Collector System - Software License Agreement	$6,170.00
Revenue Plus Collector System - Purchase Agreement	$331,640.00
Revenue Plus Collector System - Silver Support	$27,023.00
System Hardware (Server, PCs, etc.)	$30,000.00
Stanislaus County Management Information Services Costs	$17,955.00
TOTALS	$465,713.00

Software License Agreement
Integrated Dialer Management Software (IDMS)

Schedule A

Product	Agents	Price

4 User License Telephony Control Software:
Dialing Control Server
Data Manager Software
Agent Control Software
Integrated Predictive Dialer (IPD) Interface
Floating Agents
Columbia Ultimate Integrated Dialer Management Software (IDMS)

Consideration for licensing is provided for in the Purchase & Installation Agreement.

SCHEDULE A FOR
COUNTY OF STANISLAUS, COLLECTION DIVISION
Quantum IIi Integrated Call Management Center (CMC) with IDMS
4 Agents 8 Lines Outbound

EQUIPMENT & SOFTWARE	UNIT	TOTAL
QUANTUM IIi CMC BASE SYSTEM"4 AGENTS 8 LINES"		**$44,625.00**

Dialing Control Server:
Industrial , 20 Slot Chassis

600 MHz, 256 MB RAM
4 GB Disk, 3.5" Floppy, CD ROM
Windows NT Server
LAN Board (3COM COMBO ENET) *
15" SVGA Color Monitor, Keyboard & Mouse
Modem & UPS

Dialing Control Switch & Line Cards (16 Agents/Lines) (13 Used)

8 User License Telephony Control Software:
Dialing Control Server Software
Graphical Manager Software
Agent Control Software
Auto-Messaging
Floating Agents

Columbia Ultimate Integrated Dialer Management Software (IDMS)

GRAPHICAL MANAGER: **1,650.00**
Pentium 600 CPU with Windows
64 MB RAM, 7GB Disk, 3.5" Floppy
CD ROM
19" SVGA Color Monitor , Keyboard, and Mouse
LAN Board (Ethernet)

4 AGENT WORKSTATIONS: (PROVIDED BY CLIENT)
May be PC or ASCII Terminal

PREFERRED CLIENT DISCOUNT:	**<2,000.00>**
REVENUE PLUS DISCOUNT:	**<2,000.00>**
SYSTEM INSTALLATION & TRAINING (incl. Estimated Travel expenses)	**5,000.00**
TOTAL INVESTMENT 4 X 8 QUANTUM IIi CMC WITH IDMS:	**$47,275.00**

Call Blending ($2,000 Per Inbound Line) (Requires Caller ID for Debtor Screen Pop)

Requires (1) Collector System User License for the Dialer & (1) License Per Agent
Requires 2001 Collector System Release
Requires CU-Tools or Universe
Auto-Voice pricing and install dates quoted on request.
Upgrade to 3Lines Per Agent Required with Answering Machine Detection Turned on ($500 Per Line Plus Boards)
May Require Upgrade of Collector System Host
Field Upgrade $4000 Per Agent License $4,000 Per 16 Agent/Line Card

Schedule A For
COUNTY OF STANISLAUS, COLLECTION DIVISION
4 Agents 8 Lines

EQUIPMENT & SOFTWARE	UNIT	TOTAL

QUANTUM IIi CMC BASE SYSTEM"4 AGENTS 8 LINES"

Dialing Control Server:

Industrial , 20 Slot Chassis
600 MHz, 256 MB RAM
4 GB Disk, 3.5" Floppy, CD ROM
Windows NT Server
LAN Board (3COM COMBO ENET) *
15" SVGA Color Monitor, Keyboard & Mouse
Modem & UPS
Modem & UPS

Dialing Control Switch & Line Cards (32 Agents/Lines) (20 Used)

4 User License Telephony Control Software:
Dialing Control Server Software
Graphical Manager Software
Agent Control Software
Auto-Messaging
Floating Agents

Integrated Dialer Management Software (IDMS)

GRAPHICAL MANAGER:
Pentium 500 CPU with Windows
64 MB RAM, 7GB Disk, 3.5" Floppy
CD ROM
19" SVGA Color Monitor , Keyboard, and Mouse
LAN Board (Ethernet)
PC Anywhere

4 AGENT WORKSTATIONS: (PROVIDED AND SUPPORTED BY CLIENT)
May be PC or ASCII Terminal

TOTAL ANNUAL SUPPORT 4 X 8 QUANTUM IIi CMC & IDMS:	$5,650.00

Requires October 2001 Collector System Release
Requires CU-Tools or Universe
May Require Upgrade of Collector System Host

Software License Agreement

Schedule for County of Stanislaus

All Prices listed are in US Dollars unless otherwise specified

SALES TERMS AND CONDITIONS

- All Revenue Plus products and services ("Products") are sold F.O.B. shipping point; however Revenue Plus will prepay and invoice Customer for freight charges, if applicable.
- Customer will pay all applicable excise, sales or other taxes unless tax exempt certificate is provided.
- Any sums not paid within thirty (30) days from the date of billing are subject to a service charge of ONE AND ONE-HALF PERCENT PER MONTH or the maximum rate permitted by law, whichever is lower.
- NOTE: Optional software modules and special programming are subject to additional charges.

QTY	DESCRIPTION	TOTAL SOFTWARE VALUE	ESTIMATED RENEWAL LICENSE FEE
25	REVENUE PLUS COLLECTOR SYSTEM LICENSES	$82,000.00	$2,460.00
30	REVENUE PLUS COLLECTOR SYSTEM NT LICENSES	$13,500.00	$405.00
5	REVENUE PLUS COLL. SYS. QUERY ONLY LICENSE	$ 1,000.00	$2,000.00
1	WINFILE – NETWORK	$ 7,500.00	$225.00
1	ACCOUNT DISTRIBUTION/PAYMENT PRORATION	$17,500.00	$525.00
1	TAX INTERCEPT	$ 3,500.00	$105.00
1	UNSECURED DELINQUENT TAX MODULE	$10,000.00	$300.00
1	CALIFORNIA EDD MODULE	$ 5,000.00	$150.00
	SUBTOTAL	**$140,000.00**	**$6,170.00**

HARDWARE:

Hardware Platform for which this License is valid:

Model:_____

Make:_____

Serial #:_____

Software License Agreement

Purchase Schedule for County of Stanislaus

All Prices are in US Dollars unless otherwise specified

SALES TERMS AND CONDITIONS

- Payment for all Products* sold on open account will be due and payable thirty (30) days following the date of the invoice unless otherwise stated on the face of the invoice.
- Customer will pay all applicable excise, sales or other taxes unless tax exempt certificate is provided.
- Any sums not paid when due are subject to a service charge of ONE AND ONE-HALF PERCENT PER MONTH or the maximum rate permitted by law, whichever is lower.

NOTE: Optional software support services and special programming are subject to additional charges

QTY	DESCRIPTION	PRICE PER ITEM	EXT. PRICE
Revenue Plus Collector System			
25	Revenue Plus Collector System Licenses		$82,000.00
30	Revenue Plus Collector System NT Licenses	$450.00	$13,500.00
5	Revenue Plus Collector System Query Only License	$200.00	$1,000.00
Graphical Products			
25	Win2000 32 bit (1-25 users)	$299.00	$7,475.00
6	Collector Infobase (On-line Help)	$150.00	$900.00
1	Winfile - Host	$7,500.00	$7,500.00
Revenue Plus Collector System Modules:			
1	Account Distribution/Payment Proration	$17,500.00	$17,500.00
1	Tax Intercept	$3,500.00	$3,500.00
1	Legal Templates	N/C	N/C
1	Unsecured Delinquent Tax Module	$10,000.00	$10,000.00
1	California EDD Module	$5,000.00	$5,000.00
Credit Reporting			
1	ComServe	$2,295.00	$2,295.00
Custom Programming:			
1	Meditech Account Interface	$8,100.00	$8,100.00
1	Meditech Transaction Interface	$5,670.00	$5,670.00
1	Tax Interface	$8,100.00	$8,100.00
1	Conversion (CICS)	$33,480.00	$33,480.00
1	Data Extraction (CICS)	$27,000.00	$27,000.00
1	Statements	$10,800.00	$10,800.00
1	Delinquent Court Account Tracking	$5,400.00	$5,400.00
1	Tax Distribution Management Report	$3,780.00	$3,780.00
1	Business License Reports	$2,160.00	$2,160.00
1	Facility Code Breakout and Split	$13,500.00	$13,500.00
1	Delinquent Fine Report	$3,780.00	$3,780.00
1	Custom Programming Future Contingency	$15,000.00	$15,000.00*
3	On-Site Custom Programming Analysis	$1,000.00	$3,000.00
13	On-Site Integration Testing	$1,000.00	$13,000.00
4	Travel Expense - West	$1,500.00	$6,000.00
Revenue Plus Documentation:			
2	Revenue Plus Collector System Manuals I & II	$100.00	$200.00
10	Revenue Plus Collector Manual – Chapter 5	$15.00	$150.00
Revenue Plus Consulting:			
20	Project Management	N/C	N/C
1	Travel Expense - West	$1,300.00	$1,300.00
1	Management Strategies (in Vancouver)	$3,250.00	$3,250.00
1	Management Strategies (1 additional person)	$2,000.00	$2,000.00
1	On-Site User Consulting	$4,000.00	$4,000.00
1	Travel Expense - West	$1,500.00	$1,500.00
1	Management/User Post-Consulting	$4,000.00	$4,000.00
1	Travel Expense - West	$1,500.00	$1,500.00
3	On-Site Software Installation	$1,000.00	$3,000.00
1	Travel Expense - West	$1,300.00	$1,300.00
TOTAL			**$331,640.00**

* These funds may be used for custom programming, training or other project related charges. If used for custom programming, a 15% support charge will apply.

All Prices are in US Dollars unless otherwise specified.

Software Support Module

Schedule for SILVER SUPPORT

All Prices listed are in US Dollars unless otherwise specified

SALES TERMS AND CONDITIONS

- Payment for all Products sold on open account will be due and payable 10 days following the date of the Invoice unless otherwise stated on the face of the Invoice.
- Customer will pay all applicable excise, sales or other taxes unless tax exempt certificate is provided.
- Any sums not paid when due are subject to a service charge of ONE AND ONE-HALF PERCENT PER MONTH or the maximum rate permitted by law, whichever is lower.
- NOTE: Optional software support services and special programming are subject to additional charges.

PRICING. The following prices apply for Silver Support of RPCS based on the then current list price per Port times the number of Ports supported:

- Yearly charge is equal to 9% of the current list price, billed in advance once per year (Min. $3,600/yr).
- NOTE: Support of older Releases are subject to a surcharge.
- Ancillary product support is generally 15% unless noted otherwise.

QTY	DESCRIPTION	SOFTWARE VALUE	ANNUAL BILLING
25	Revenue Plus Collector System Licenses	$82,000.00	$7,380.00
30	Revenue Plus Collector System NT Licenses	$13,500.00	1,620.00
5	Revenue Plus Query Only License	$1,000.00	1,000.00
25	Win2000	$7,475.00	1,121.25
1	Winfile – Network	$7,500.00	1,125.00
1	Account Distribution/Payment Proration	$17,500.00	2,625.00
1	Tax Intercept	$3,500.00	525.00
1	UnSecured Delinquent Tax Module	$10,000.00	1,500.00
1	California EDD Module	$5,000.00	750.00
1	ComServe	$2,295.00	345.00
1	Meditech Account Interface	$8,100.00	1,215.00
1	Meditech Transaction Interface	$5,670.00	850.50
1	Tax Interface	$8,100.00	1,215.00
1	Statements	$10,800.00	1,620.00
1	Delinquent Court Account Tracking	$5,400.00	810.00
1	Tax Distribution Management Report	$3,780.00	567.00
1	Business Licenses	$2,160.00	324.00
1	Facility Code Breakout and Split	$13,500.00	2,025.00
1	Delinquent Fine Report	$3,780.00	567.00
	Total	**$211,060.00**	**$27,022.75**

COUNTY OF STANISLAUS TREASURER/TAX COLLECTOR'S OFFICE – REVENUE RECOVERY DIVISION
Authorized Signature

By: _____

Print Name: _____

Title: _____

Date: _____

Approved as to Form

By: _____

Print Name: _____

Deputy County Counsel – Stanislaus County

COMPUTER HARDWARE NEEDED FOR IMPLEMENTATION OF COLUMBIA ULTIMATE BUSINESS SYSTEMS REVENUE PLUS COLLECTOR SYSTEM FOR THE REVENUE RECOVERY DIVISION

Server	$12,000.00
3 Personal Computers (and software)	$12,000.00
Connectors, cables and other equipment	$6,000.00
TOTAL =	$30,000.00

STANISLAUS COUNTY
Management Information Services

CUBS TASK IDENTIFICATION PROJECT
MIS CHARGE ESTIMATES

Activity	Parties Involved
Step 01) Hardware Acquisition	(Estimated MIS charge: $ 2,372)
A. Determine type and size of server	MIS/Rev+
B. Determine place to house server	MIS/CDv
C. Determine type and number of PCs	MIS/CDv
D. Order/purchase hardware	MIS
E. Purchase additional licenses as needed	MIS
Step 02) Hardware installation	(Estimated MIS charge: $ 4,404)
A. Install server	MIS
B. Create LAN/WAN for server	MIS
C. Add userids allowed on LAN	MIS
D. Connect to existing County-wide servers	MIS
E. Install PCs on server	MIS
F. Install PC software as needed	MIS
Step 03) Software acquisition	(Estimated MIS charge: $ 0)
A. CUBS	Rev+
Step 04) Software Installation	(Estimated MIS charge: $ 0)
A. Install CUBS software on server	Rev+
B. Set up users on CUBS software	Rev+/CDv
Step 05) Conversion resource acquisition	(Estimated MIS charge: $ 5,420)
A. Determine resource qualifications	MIS/CDv
B. Create and submit RFP	MIS/CDv
C. Interview and hire resource	MIS/CDv
Step 06) Collections System Data Preparation	(Estimated MIS charge: $ 1,355)
A. Provide info to vendor re: CL table structure and linkage	MIS/Vendor
B. Identify matching master codes from DB2 to CUBS	Rev+/CDv/Vendor
C. Clean up production DB2 data	
a. Out-of-balance accounts	Vendor/CDv
b. Invalid Spread Codes (?)	Vendor/CDv
Step 07) CUBS Database Preparation	(Estimated MIS charge: $ 1,355)
A. Establish Test database	Vendor/MIS
a. Grant userids and security to TEST and PROD	MIS
b. Copy PROD to TEST (partial)	Vendor/MIS
Step 08) Conversion Software Development	(Estimated MIS charge: $ 1,694)
A. Establish program specifications for mapping to CUBS format	
a. New Account File (**Job CL9100**)	Vendor/CDv
b. Financial Transaction File (**Job CL9200**)	Vendor/CDv
c. Acct. Distribution (**Job CL9200**)	Vendor/CDv
d. Notes File (**Job CL9400**)	Vendor/CDv
e. Debtor and Charge History (**Job CL9400**)	Vendor/CDv
f. Spread Code Master to Facility Codes (**Job CL9500**)	Vendor/CDv/Rev+

(Notes: MIS designates Management Information Services; Rev+ designates Revenue Plus; CDv designates Collections Division; Vendor designates secondary vendor)

STANISLAUS COUNTY
Management Information Services

CUBS TASK IDENTIFICATION PROJECT
MIS CHARGE ESTIMATES

B. Code/test extract/conversion jobs and programs	
a. CUBS New Account File	Vendor
b. CUBS Financial Transaction File	Vendor
c. CUBS Account Distribution/Payment File (Funds Distribution)	Vendor
d. CUBS Notes File (as DB2 Notes)	Vendor
e. CUBS Notes File (as DB2 Debtor/Charge History)	Vendor
f. CUBS Facility Master (????)	Rev+/Vendor
(Note: what to do about Fine Spread Table and System??)	MIS/Vendor/Rev+/CDv

Step 09) Final Data Extract (Estimated MIS charge: $ 0)

A. Production extract	
a. Identify media for converting to server	Rev+/Vendor
b. Production runs/modifications/reruns	Vendor/CDv

Step 10) Final CUBS Conversion from Extract File (Estimated MIS charge: $ 0)

A. Verify Conversion Totals to DB2	Vendor/CDv/Rev+
B. Production runs/modifications/reruns	Vendor/CDv/Rev+

Step 11) Reports Conversion to CUBS (Estimated MIS charge: $ 0)

A. HO1001 – Hospital Funds Distribution	Rev+/Vendor
B. HO1003 – Collections Write Offs	Rev+/Vendor
C. Courts Reports	Rev+/Vendor
D. Tax Collector Report	Rev+/Vendor
E. Fine Spread Detail by Department Report	Rev+/Vendor

Step 12) Interfaces into CUBS (Meditech, Courts, Taxes)* (Estimated MIS charge: $ 1,355)

A. Determine <u>current</u> customer interface requirements	MIS/CDv
B. Review / modify interface technical specifications	Rev+/Vendor
C. Determine if automated or manual	CDv/Rev+/Vendor
D. Determine who to create/install interface/s	CDv/Rev+/Vendor
E. Write/test interface/s	Rev+/Vendor
F. Install interface/s into production	Rev+/Vendor

Total Estimated MIS charge: $ 17,955

*Note: Per recent conversations with CDv, current assumption may be that Rev+ will assume this step entirely

(<u>Notes</u>: MIS designates Management Information Services; Rev+ designates Revenue Plus; CDv designates Collections Division; Vendor designates secondary vendor)

4. Names of Assigned Project Manager and Project Team

(page 37)

NAMES OF ASSIGNED PROJECT MANAGER AND PROJECT TEAM

County Project Manager	Doug Estes, Chief of Revenue Recovery
County staff.....	Diane Walsh and Cheryl Guzman (Revenue Recovery)
MIS staff assigned.....	Margie Winn and Ernest Gong
Major Customers (Other Depts.).....	Camille Lopez - Courts
	Nancy Keating - Health Services Agency
	Mary Guerrero - Unsecured Taxes
Columbia Ultimate Project Manager..	Kirk Hendricks

5. Detailed Project Schedule

(page 38 through 40)

RPCS Implementation Timeline

For The

County of Stanislaus

Treasurer/Tax Collector - Revenue Recovery Division

Task Name	Duration	Start Date	Finish Date	Resource Names
Signed Contract Date	1	04/25/01	04/25/01	Revenue Plus Stanislaus County
Kick-off Conference Call	1 day	04/30/01	04/30/01	Revenue Plus Stanislaus County
Schedule MWS and User Training	1 day	04/30/01	04/30/01	RP Project Manager SC Project Manager
Schedule Staging and On-site implementation	1 day	04/30/01	04/30/01	RP Project Manager SC Project Manager
Purchasing				
Obtain P.O. from Client	1 day	05/01/01	05/01/01	RP Admin Assistant
RP Order Products				
Revenue Plus Software	1 day	05/02/01	05/02/01	RP Admin Assistant
Revenue Plus NT Licenses	1 day	05/02/01	05/02/01	RP Admin Assistant
Revenue Plus Query Licenses	1 day	05/02/01	05/02/01	RP Admin Assistant
Quick Stats Monitor	1 day	05/02/01	05/02/01	RP Admin Assistant
Win2000 V2.2 Server Licenses	1 day	05/02/01	05/02/01	RP Admin Assistant
Infobase Licenses	1 day	05/02/01	05/02/01	RP Admin Assistant
Account Dist./Pay Proration Module	1 day	05/02/01	05/02/01	RP Admin Assistant
Tax Intercept Module	1 day	05/02/01	05/02/01	RP Admin Assistant
Legal Templates	1 day	05/02/01	05/02/01	RP Admin Assistant
Un-Secured Delinquent Tax Module	1 day	05/02/01	05/02/01	RP Admin Assistant
EDD Module	1 day	05/02/01	05/02/01	RP Admin Assistant
Winfile	1 day	05/02/01	05/02/01	RP Admin Assistant
Comserve Module	1 day	05/02/01	05/02/01	RP Admin Assistant
Ship manuals/documentation	4 days	05/03/01	05/07/01	RP Admin Assistant
Analysis and Design				
Client to have specs ready	1 day	05/07/01	05/07/01	SC I.S. and Staff
On-site Analysis	3 days	05/08/01	05/10/01	SC Staff, RP Analyst, RP Project Mgr., SC I.S.
Meditech Account Interface	4 days	05/14/01	05/17/01	RP Analysis Staff
Meditech Transaction Interface	3 days	05/14/01	05/16/01	RP Analysis Staff
Tax Interface	4 days	05/18/01	05/23/01	RP Analysis Staff
Conversion (CICS)	15 days	05/17/01	06/08/01	RP Analysis Staff
Data Extraction (CICS)	12 days	05/24/01	06/08/01	RP Analysis Staff
Statements	5 days	06/11/01	06/15/01	RP Analysis Staff
Delinquent Court Account Tracking	3 days	06/14/01	06/18/01	RP Analysis Staff
Tax Distribution Management Report	2 days	06/12/01	06/14/01	RP Analysis Staff
Business License Reports	1 day	06/19/01	06/19/01	RP Analysis Staff
Facility Code Breakout and Split	6 days	06/15/01	06/22/01	RP Analysis Staff
Delinquent Fine Report	2 days	06/20/01	06/22/01	RP Analysis Staff

Task Name	Duration	Start Date	Finish Date	Resource Names
Coding				
Meditech Account Interface	6 days	06/25/01	07/02/01	RP Programming Staff
Meditech Transaction Interface	5 days	06/11/01	06/15/01	RP Programming Staff
Tax Interface	6 days	07/04/01	07/11/01	RP Programming Staff
Conversion (CICS)	25 days	06/18/01	07/20/01	RP Programming Staff
Data Extraction (CICS)	20 days	07/13/01	08/10/01	RP Programming Staff
Statements	8 days	07/25/01	08/03/01	RP Programming Staff
Delinquent Court Account Tracking	4 days	08/14/01	08/17/01	RP Programming Staff
Tax Distribution Management Report	3 days	08/07/01	08/09/01	RP Programming Staff
Business License Reports	2 days	08/20/01	08/21/01	RP Programming Staff
Facility Code Breakout and Split	10 days	08/13/01	08/24/01	RP Programming Staff
Delinquent Fine Report	3 days	08/22/01	08/24/01	RP Programming Staff
On-site Staging and Implementation				
Pre-staging conference call	1 day	06/04/01	06/04/01	RP Technician Stanislaus I.T. Staff
Client order server	6 days	06/11/01	06/15/01	Stanislaus County
Client perform O/S Network configuration	5 days	07/23/01	07/27/01	Stanislaus IT staff rep
On-site System Staging				
RP stage software	3 days	07/31/01	08/02/01	RP Technician
RP stage PSD modules	3 days	07/31/01	08/02/01	RP Technician
RP test Black Box	3 days	07/31/01	08/02/01	RP Technician
Install Win2000 server	3 days	07/31/01	08/02/01	RP Technician
System functionality checklist	3 days	07/31/01	08/02/01	RP Technician
System admin training	3 days	07/31/01	08/02/01	RP Technician
Management Strategies Training				
Client Complete MWS Workbook	5 days	07/30/01	08/03/01	Stanislaus County
Pre-MWS conference call	1 day	08/06/01	08/06/01	RP Consultant Stanislaus County
Perform MWS training	4 days	08/13/01	08/16/01	RP Consultant Stanislaus County
Testing				
Establish integration testing plan with Client	1 day	08/03/01	08/03/01	RP Project Manager, SC Project Manager
Meditech Account Interface	3 days	08/14/01	08/17/01	Revenue Plus Stanislaus County
Meditech Transaction Interface	2 days	08/13/01	08/14/01	Revenue Plus Stanislaus County
Tax Interface	3 days	08/22/01	08/24/01	Revenue Plus Stanislaus County
Conversion (CICS)	10 days	08/15/01	08/28/01	Revenue Plus Stanislaus County
Data Extraction (CICS)	8 days	08/27/01	09/06/01	Revenue Plus Stanislaus County
Statements	4 days	08/29/01	09/03/01	Revenue Plus Stanislaus County

Task Name	Duration	Start Date	Finish Date	Resource Names
Delinquent Court Account Tracking	2 days	09/07/01	09/10/01	Revenue Plus Stanislaus County
Tax Distribution Management Report	2 days	09/05/01	09/06/01	Revenue Plus Stanislaus County
Business License Reports	1 day	09/11/01	09/11/01	Revenue Plus Stanislaus County
Facility Code Breakout and Split	4 days	09/07/01	09/12/01	Revenue Plus Stanislaus County
Delinquent Fine Report	2 day	09/12/01	09/14/01	Revenue Plus Stanislaus County
Software functionality acceptance	5 days	09/17/01	09/21/01	Revenue Plus Stanislaus County
Stress testing	5 days	09/24/01	09/28/01	Revenue Plus Stanislaus County
Personnel Consulting				
Pre-consulting conference call	1 Day	09/10/01	09/10/01	RP Consultant Stanislaus County
Review training schedule	1	09/11/01	09/11/01	
Identify staff to be trained	1 day	09/12/01	09/12/01	
Perform User On-site Personnel consulting	5 days	10/01/01	10/05/01	RP Consultant Stanislaus County
Conversion				
Complete Go-live Implementation Plan	1 day	10/05/01	10/05/01	RP Project Manager SC Project Manager
Run Conversion	2 days	10/15/01	10/116/2001	Revenue Plus Stanislaus County
Client/RP verification	1 day	10/17/01	10/17/01	Revenue Plus Stanislaus County
Go-live	1 day	10/19/01	10/19/01	Revenue Plus Stanislaus County
Dialer Install	3 days	11/12/01	11/14/01	Telephony Technician Stanislaus County
Dialer Go-Live	1 day	11/15/01	11/15/01	Telephony Technician Stanislaus County

Based on 5.5 month go-live time frame from date of signed contract.
Dialer is typically installed 1 month after the go-live date.
Legend: RP - Revenue Plus, SC - Stanislaus County
Custom Programming Timeframes based on 2 FTE's.

6. Contract/Negotiated Service Agreement

(page 41 through 102)

QUANTUM IIi CALL MANAGEMENT CENTER
SYSTEM SUPPORT AGREEMENT

Between

COLUMBIA ULTIMATE BUSINESS SYSTEMS, INC.
14300 SE FIRST STREET
VANCOUVER, WASHINGTON 98684
360-256-7358
Hereafter Columbia Ultimate

And

COUNTY OF STANISLAUS
TREASURER/TAX COLLECTOR'S OFFICE – REVENUE RECOVERY DIVISION
1010 10TH. STREET, SUITE 2500
MODESTO, CA 95354
209-525-4462
Hereafter User

I. Agreement

A Columbia Ultimate's personnel will be available, on call, from Columbia Ultimate's offices to give technical assistance to the User's designated liaison on the use of The Quantum IIi Call Management Center (CMC). Such assistance includes a phone connection with the CMC to diagnose and correct problems associated with the normal operation of the system.

B Columbia Ultimate by this Agreement will support and service all equipment & software set-forth in the Schedule A attached. Columbia Ultimate's sole responsibility with regard to this support and service is to fix or replace the equipment or software.

C Support hours for telephone assistance are from 6:00 a.m. to 5:30 p.m. Pacific Time, Monday through Friday, and from 7:00 a.m. to 11:00 a.m. Saturdays, except for holidays commemorated in the United Sates. Extended hours of coverage may be arranged. Additional charges will apply.

D Hardware may be supported on-site through a local third party vendor.

E Service for days and hours not covered in paragraph C, is available on a fee for service basis at Columbia Ultimate's currently published rates.

F Any support required of Columbia Ultimate **not** related to normal System operations, or to hardware purchased from any source other than Columbia Ultimate, will be quoted and billed on a time and expense basis.

G Custom programming support is included in this agreement unless otherwise agreed upon by both parties. Such support includes answering any questions regarding the operation of the software and any corrections required to make the software operational as originally designed. The support does not include the enhancing of the software beyond its initial design.

H Any changes made to Columbia Ultimate's standard programs by anyone other than an employee of Columbia Ultimate will nullify Columbia Ultimate's responsibility to maintain those programs.

I Support beyond the warranty provided in Paragraph B. may be contracted for by the User.

J User agrees to provide the necessary equipment to allow remote access to the CMS via phone.

K User agrees to provide a person to work with Columbia Ultimate in diagnosing areas of concern.

L User Agrees to pay the maintenance fees itemized in Schedule A billed annually in advance. Amounts are due on the first day of each covered period.

M The Annual support amounts listed in Schedule A are subject to change from period to period.

N User agrees to pay all taxes associated with this Support Agreement whether collected from the User or Columbia Ultimate.

O Columbia Ultimate will provide to the User, toll free voice calling for support purposes. All modem calls necessary will be paid by the User.

P In no event shall Columbia Ultimate be held liable to the User for any special, incidental, or consequential damages, negligence, or other legal theory as a result of the use of the User's hardware or software, even if Columbia Ultimate has been advised of the possibility of such damages or claims. Such damages include, but are not limited to, lost profits or revenue, cost of overhead or any substitute service, or claims of User's customers for such damages.

Q Columbia Ultimate shall not be liable or deemed to be in default for any delay or failure to perform under this Agreement or for interruption of service resulting directly or indirectly from any cause beyond Columbia Ultimate's reasonable control.

R The Governing Law for any dispute arising out of this Agreement shall be the Laws of the State of Washington.

04/24/01 BOARD AGENDA ITEM B-16

ORIGINAL CONTRACT WITH

CUBS

COLUMBIA ULTIMATE BUSINESS SYSTEMS

QUANTUM IIi CALL MANAGEMENT CENTER
SYSTEM SUPPORT AGREEMENT

Between

COLUMBIA ULTIMATE BUSINESS SYSTEMS, INC.
14300 SE FIRST STREET
VANCOUVER, WASHINGTON 98684
360-256-7358
Hereafter Columbia Ultimate

And

COUNTY OF STANISLAUS
TREASURER/TAX COLLECTOR'S OFFICE – REVENUE RECOVERY DIVISION
1010 10TH. STREET, SUITE 2500
MODESTO, CA 95354
209-525-4462
Hereafter User

I. Agreement

A Columbia Ultimate's personnel will be available, on call, from Columbia Ultimate's offices to give technical assistance to the User's designated liaison on the use of The Quantum IIi Call Management Center (CMC). Such assistance includes a phone connection with the CMC to diagnose and correct problems associated with the normal operation of the system.

B Columbia Ultimate by this Agreement will support and service all equipment & software set-forth in the Schedule A attached. Columbia Ultimate's sole responsibility with regard to this support and service is to fix or replace the equipment or software.

C Support hours for telephone assistance are from 6:00 a.m. to 5:30 p.m. Pacific Time, Monday through Friday, and from 7:00 a.m. to 11:00 a.m. Saturdays, except for holidays commemorated in the United Sates. Extended hours of coverage may be arranged. Additional charges will apply.

D Hardware may be supported on-site through a local third party vendor.

E Service for days and hours not covered in paragraph C, is available on a fee for service basis at Columbia Ultimate's currently published rates.

F Any support required of Columbia Ultimate **not** related to normal System operations, or to hardware purchased from any source other than Columbia Ultimate, will be quoted and billed on a time and expense basis.

G Custom programming support is included in this agreement unless otherwise agreed upon by both parties. Such support includes answering any questions regarding the operation of the software and any corrections required to make the software operational as originally designed. The support does not include the enhancing of the software beyond its initial design.

H Any changes made to Columbia Ultimate's standard programs by anyone other than an employee of Columbia Ultimate will nullify Columbia Ultimate's responsibility to maintain those programs.

I Support beyond the warranty provided in Paragraph B. may be contracted for by the User.

J User agrees to provide the necessary equipment to allow remote access to the CMS via phone.

K User agrees to provide a person to work with Columbia Ultimate in diagnosing areas of concern.

L User Agrees to pay the maintenance fees itemized in Schedule A billed annually in advance. Amounts are due on the first day of each covered period.

M The Annual support amounts listed in Schedule A are subject to change from period to period.

N User agrees to pay all taxes associated with this Support Agreement whether collected from the User or Columbia Ultimate.

O Columbia Ultimate will provide to the User, toll free voice calling for support purposes. All modem calls necessary will be paid by the User.

P In no event shall Columbia Ultimate be held liable to the User for any special, incidental, or consequential damages, negligence, or other legal theory as a result of the use of the User's hardware or software, even if Columbia Ultimate has been advised of the possibility of such damages or claims. Such damages include, but are not limited to, lost profits or revenue, cost of overhead or any substitute service, or claims of User's customers for such damages.

Q Columbia Ultimate shall not be liable or deemed to be in default for any delay or failure to perform under this Agreement or for interruption of service resulting directly or indirectly from any cause beyond Columbia Ultimate's reasonable control.

R The Governing Law for any dispute arising out of this Agreement shall be the Laws of the State of Washington.

S If any controversy or claim arises out of or relates to this Agreement, or the breach thereof, the parties agree that senior management will prior to formal action attempt in good faith to settle the controversy or claim within ten (10) business days.

T If said controversy or claim cannot be settled through such senior management intervention, it is agreed that any dispute arising out of this Agreement shall be settled arbitration in accordance with the then current rules and supervision of the American Arbitration Association. Arbitration shall be by a sole arbitrator selected by the parties who is sufficiently knowledgeable in the areas of law necessary to arbitrate the controversy. The site of the arbitration shall be determined by the aggrieved party filing for arbitration.

U This Agreement contains the entire Agreement of the parties with respect to its subject matter and supersedes all existing Agreements and all other oral, written or other communications between them concerning its subject matter. This Agreement shall not be modified in any way except by a written agreement subscribed by both parties.

II. Termination

This Agreement will be deemed terminated by both parties should payment for services not be received by Columbia Ultimate fifteen days following the due date of any invoice.

III. Execution

A The individuals executing this Agreement on behalf of the User and Columbia Ultimate do each hereby represent necessary authority to execute this Agreement.

B This Agreement is subject to the Terms, Conditions, Schedules, and Addendum attached hereto and which are made a part hereof and which User acknowledges to have read.

COUNTY OF STANISLAUS TREASURER/TAX COLLECTOR'S OFFICE – REVENUE RECOVERY DIVISION
Authorized

By: Tom Watson

Title: Treasurer / Tax Collector

Date: 4-24-2001

APPROVED AS TO FORM

By: Victoria A. Halliday

Print Name: Victoria A. Halliday

DEPUTY COUNTY COUNSEL – STANISLAUS COUNTY

Date: 04-24-01

COLUMBIA ULTIMATE BUSINESS SYSTEMS, INC.

By: James A. [illegible]

Title: EVP/CFO

Date: 5/3/01

Schedule A For
COUNTY OF STANISLAUS, COLLECTION DIVISION
4 Agents 8 Lines

EQUIPMENT & SOFTWARE	UNIT	TOTAL

QUANTUM IIi CMC BASE SYSTEM"4 AGENTS 8 LINES"

Dialing Control Server:

Industrial , 20 Slot Chassis
600 MHz, 256 MB RAM
4 GB Disk, 3.5" Floppy, CD ROM
Windows NT Server
LAN Board (3COM COMBO ENET) *
15" SVGA Color Monitor, Keyboard & Mouse
Modem & UPS
Modem & UPS

Dialing Control Switch & Line Cards (32 Agents/Lines) (20 Used)

4 User License Telephony Control Software:
Dialing Control Server Software
Graphical Manager Software
Agent Control Software
Auto-Messaging
Floating Agents
Integrated Dialer Management Software (IDMS)

GRAPHICAL MANAGER:
Pentium 500 CPU with Windows
64 MB RAM, 7GB Disk, 3.5" Floppy
CD ROM
19" SVGA Color Monitor , Keyboard, and Mouse
LAN Board (Ethernet)
PC Anywhere

4 AGENT WORKSTATIONS: (PROVIDED AND SUPPORTED BY CLIENT)
May be PC or ASCII Terminal

TOTAL ANNUAL SUPPORT 4 X 8 QUANTUM IIi CMC & IDMS:	$5,650.00

Requires October 2001 Collector System Release
Requires CU-Tools or Universe
May Require Upgrade of Collector System Host

ADDENDUM

This addendum shall be attached to and become a part of the Quantum Iii Call Management Center System Support Agreement between COLUMBIA ULTIMATE BUSINESS SYSTEMS, INC., Hereafter (Columbia) and COUNTY OF STANISLAUS, COLLECTION DIVISION Ultimate (Hereafter User)

With Regard to I. Agreement:

Add: The term of this agreement is annual. It is renewed annually on the anniversary date that the system was placed into operation.

Paragraph B. Add the following: The Quantum Iii CMC is inseparably integrated with the Collector System. Support shall include an annual Integrated Dialer Management Software (IDMS) release in conjunction with the Collector System release, which updates the User to the most current software supportable by their Quantum Iii Call Management Center. Support shall also include bug fixes or software necessary to maintain the integration between the Quantum Iii CMC and the Collector System such that both systems function as documented.

Paragraph R: Shall be changed as follows: "The Governing Law for any dispute arising out of this agreement shall be the laws of the State of California."

Add Paragraph U: Columbia Ultimate shall not assign services pursuant to this agreement but shall have the right to subcontract local hardware support as needed, but shall retain responsibility for all obligations under this agreement.

COUNTY OF STANISLAUS TREASURER/TAX COLLECTOR'S OFFICE – REVENUE RECOVERY DIVISION
Authorized

By: Tom Watson

Title: Treasurer /Tax Collector

Date: 4-24-2001

APPROVED AS TO FORM

By: Victoria A. Halliday

Print Name: Victoria A. Halliday

DEPUTY COUNTY COUNSEL – STANISLAUS COUNTY

Date: 04-24-01

COLUMBIA ULTIMATE BUSINESS SYSTEMS, INC.

By:

Title: EVP/CFO

Date: 5/3/01

CONTRACT/AGREEMENT 44A

Software License Agreement

V. **FEES AND CHARGES.**

C. The Annual License Renewal Fee may be adjusted from time-to-time by Revenue Plus, however it can increase no higher than 5% annually, cumulatively. ~~however such fee shall be no higher than the then current fee charged by Revenue Plus on similar licensed Software under like terms and conditions at the time.~~ In addition to extending the right to use, the above-referenced fees entitles Customer to the maintenance indicated in Section VI.

Software Support Module

IV. **FEES AND CHARGES**

A. Fees. As consideration of the Software Support services rendered by Revenue Plus, Customer shall pay Revenue Plus the fees and charges set forth in the attached Schedule. These amounts are subject to change year to year and/or when number of licenses in-use change but can increase no higher than 5% annually, cumulatively.

QUANTUM IIi CALL MANAGEMENT CENTER
SOFTWARE LICENSE AGREEMENT

Between

COLUMBIA ULTIMATE BUSINESS SYSTEMS, INC.
14300 SE FIRST STREET
VANCOUVER, WASHINGTON 98684
360-256-7358
Hereafter Columbia Ultimate

And

COUNTY OF STANISLAUS
TREASURER/TAX COLLECTOR'S OFFICE – REVENUE RECOVERY DIVISION
1010 10TH. STREET, SUITE 2500
MODESTO, CA 95354
209-525-4462
Hereafter Licensee

I. **Recitals**

A. Columbia Ultimate is an established independent software licenser, software development company, and system integrator, licensed in the State of Washington.
B. Columbia Ultimate has copyright to or is an authorized licenser of all software set forth in Schedule A.
C. Consideration for Licensing and Support of the software are provided by separate Agreement.

II. **Definitions**

A. Hardware--------- Any piece of tangible equipment used for the purpose of running The Collector System.
B. Software---------- The Collector System and its affiliated products used in collection of outstanding credit obligations.
C. Service----------The use of employees of Columbia Ultimate to help support the Licensee in the day-to-day operations of the Collector System and its affiliated products.
D. Installation -------The process of bringing together the functioning of the computer hardware and the Collector System such that they are ready for business operation.
E. Conversion-------A one time translation of licensee's existing account information from a current file structure into the file structure required by The Collector System.
F. Training ----------Specialized instruction provided to the Licensee in the ongoing use and maintenance of the software licensed by means of this Agreement.
G. Agent ----------A licensed access to the Software used by only one person at a time.
H. System----------All hardware, software, and peripherals set forth in Schedule A which are required to use the DMS for it's intended purpose.

III. Agreement

A. This is a license agreement and not an agreement for sale. The Software licensed to the Licensee under this agreement along with any and all copies that the Licensee is authorized to make remain the property of Columbia Ultimate or any third party through which Columbia Ultimate is an authorized licenser..
B. Licensee's rights to use Software are specified in this agreement, and Columbia Ultimate retains all rights not expressly granted in this agreement.
C. Nothing in this agreement constitutes a waiver of any rights under U.S. Copyright law or any other international, federal or state law.
D. Licensee hereby acknowledges that this license is a non-exclusive, non-transferable, annually renewable license to use the Software on the equipment listed in Schedule A.
E. Columbia Ultimate shall install the "System" listed in Schedule A at the licensee's designated location(s)..
F. Columbia Ultimate shall provide training at the licensee's location(s) as listed in Schedule A.

G. Additional Software Agents: An agent license is required for each dialer agent working from campaigns generated by DMS or each dialer agent using DMS. Licensee agrees to pay to Columbia Ultimate a license fee for each additional agent in excess of the number licensed as set forth in Schedule A of the Purchase Agreement. Each additional license is a one time charge which will be billed at Columbia Ultimate's current rates.
H. Columbia Ultimate is not responsible for any lost profits or additional expense incurred by licensee's failure to renew the Collector System license agreement.
I. Licensee agrees to assign a liaison person to assist in the installation of the System..
J. Licensee agrees not to place the System into operation until thorough testing of the same has been completed and payment for the license has been made.
K. This license becomes effective on the date on which the Licensee places the System into operation.
L. In no event shall Columbia Ultimate be liable to the Licensee for any special, incidental, or consequential damages arising from breach of warranty, breach of contract, negligence, or other legal theory as a result of use of the Software, even if Columbia Ultimate has been advised of the possibility of such damages or claims. Such damages include, but are not limited to, lost profits or revenue, cost of overhead or any substitute service, or claims of Licensee's customers for such damages.
M. Columbia Ultimate shall not be liable or deemed to be in default for any delay or failure to perform under this Agreement or for interruption of service resulting, directly or indirectly, from any cause beyond Columbia Ultimate's reasonable control.
N. This agreement inures to the benefit of and is binding upon heirs, executors, administrators, successors and assigns of the parties hereto.
O. Licensee will notify Columbia Ultimate in writing of any change in ownership or business status of licensee during the term of this agreement. Furthermore, in the event licensee's business is sold, licensee agrees to have the purchaser execute a new acknowledgment and reaffirmation of the current software license agreement.
P. The Governing Law for any dispute arising out of this Agreement shall be the Laws of the State of Washington.
Q. If any controversy or claim arises out of or relates to this Agreement, or the breach thereof, the parties agree that senior management will prior to formal action attempt in good faith to settle the controversy or claim within ten (10) business days.
R. If said controversy or claim cannot be settled through such senior management intervention, it is agreed that any dispute arising out of this Agreement shall be settled arbitration in accordance with the then current rules and supervision of the American Arbitration Association. Arbitration shall be by a sole arbitrator selected by the parties who is sufficiently knowledgeable in the areas of law necessary to arbitrate the controversy. The site of the arbitration shall be determined by the aggrieved party filing for arbitration.
S. If any provision of this Agreement shall be held to be invalid, it shall not affect the balance of this Agreement.
T. This Agreement contains the entire Agreement of the parties with respect to its' subject matter and supersedes all existing Agreements and all other oral written or other communications between them concerning its subject matter. This Agreement shall not be modified in any way except by a written agreement subscribed to by both parties.

IV. Indemnification.

A. Columbia Ultimate shall defend and pay the costs and damages (including reasonable attorneys' fees) made in settlement or awarded as a result of legal action based upon an allegation that the Software furnished by Columbia Ultimate hereunder infringes a U.S. patent, copyright, or trade secret, if Columbia Ultimate is notified promptly in writing of such pending action and if Columbia retains sole control of its defense and negotiations for settlement. If Customer's use of the Software is impaired, Columbia Ultimate will, at its option: (1) procure the continued right of use for Customer; or (2) replace or modify the Software to restore the right of use; or (3) terminate the software license for the infringing Software and refund all fees paid for the purchase of hardware, software and the licensing of the Software, minus any depreciation, if any. Columbia Ultimate shall not be liable for any infringement action resulting from the use of the Software in any manner inconsistent with the terms and conditions of the License Agreement. **COLUMBIA ULTIMATE'S TOTAL LIABILITY TO CUSTOMER FOR THIS PROVISION SHALL BE LIMITED TO ACTUAL DAMAGESAND SHALL NOT EXCEED THE TOTAL COST OF THE PURCHASE OF THE HARDWARE, SOFTWARE, AND SOFTWARE LICENSE, PLUS**

REASONABLE ATTORNEYS' FEES. The foregoing states the entire liability of Columbia Ultimate with respect to claims based on and resulting from the infringement of U.S. patents, copyrights, or trade secrets.

V. Warranty

A. Columbia Ultimate warrants that it has the right to license the Software to Customer under terms of this License and Columbia Ultimate does not infringe upon the rights of any third parties and that the Software does not violate any protected copyright or trademark or any other proprietary rights of third parties.

B. Columbia Ultimate warrants that the Software will perform substantially as described in the documentation which is outlined in the documentation provided at the time of the execution of this License, provided such Software is used on the designated Hardware platform and within required operational conditions, and this warranty will expire ninety (90) days from the date of installation of such Software.

C. In the event the Software does not so perform, Columbia Ultimate's sole obligation in case of any breach of this warranty shall be to repair or replace, at Columbia Ultimate's option, any component of the Software which does not perform as documented.

D. Except as specifically provided herein, Columbia Ultimate shall have no liability to Customer or any other party because of the failure of the Software to so perform and Columbia Ultimate does not warrant that the functions contained in the Software will meet Customer's requirements or that the operation of the Software will be uninterrupted or error free. Columbia Ultimate assumes no responsibility for Software which has been altered or modified, except if altered or modified by Columbia Ultimate.

E. Columbia Ultimate disclaims all other expressed or implied warranties, including, but not limited to, implied warranties of merchantability or fitness for a particular purpose, and implied warranties arising by usage of trade, course of dealing, or course of performance.

F. In no event shall Columbia Ultimate be liable for any indirect, special, incidental or consequential damages, such as, but not limited to, loss of anticipated profits, cost of overhead or any substitute service, claims of Customer's clients for such damage or other economic damages, including without limitation loss in connection with or arising out of the use of the Software or the Services provided for in this Agreement, even if Columbia Ultimate has been advised of the possibility of such damages.

VI. Default

A. Columbia Ultimate shall be deemed to be in default if the Software is not delivered to the Licensee on a timely basis within the reasonable control of Columbia Ultimate.

B. Columbia Ultimate shall be deemed to be in default if the Software does not perform as documented and cannot be brought into compliance with the documentation.

C. Licensee shall be deemed to be in default if payment is not made in accordance with the Purchase Agreement..

D. Licensee shall be deemed to be in default if the equipment on which the Software is to be used does not contain the components necessary for its proper function as listed in Schedule A of the Purchase Agreement..

E. Licensee shall be deemed to be in default if an attempt is made to transfer the Software to any equipment not listed in Schedule A of the Purchase Agreement without entering into a Transfer Agreement with Columbia Ultimate.

F. Licensee shall be deemed to be in default if licensee is in violation of Paragraph G. Section III.

VII. Remedies after default

A. This Agreement shall be deemed terminated.

B. DMS software supplied to the Licensee by Columbia Ultimate shall be returned to Columbia Ultimate and/or Columbia Ultimate shall remove access to the DMS Software from the User's Collector System.

C. All unpaid out-of-pocket expenses paid by Columbia Ultimate will be billed to Licensee.

D. The deposit listed in Schedule A will be forfeited.

VIII. Termination

A. This agreement shall be terminated if payment is not made to Columbia Ultimate when due
B. This agreement shall be terminated at the end of any annual period in which the renewal fee has not been paid.

IX. Execution

A. The individuals executing this Agreement on behalf of the Licensee and Columbia Ultimate do each hereby represent necessary authority to execute this Agreement on behalf of their respective principals.
B. This Agreement is subject to the Terms, Conditions, Schedules, and Addendum's attached hereto and which are made a part hereof and which Licensee acknowledges to have read.

COUNTY OF STANISLAUS TREASURER/TAX COLLECTOR'S OFFICE – REVENUE RECOVERY DIVISION
Authorized

By: Tom Watson

Title: Treasurer / Tax Collector

Date: 4-24-2001

APPROVED AS TO FORM

By: Victoria A. Halliday

Print Name: Victoria A. Halliday

DEPUTY COUNTY COUNSEL – STANISLAUS COUNTY

Date: 04-24-01

COLUMBIA ULTIMATE BUSINESS SYSTEMS, INC.

By:

Title: EVP/CFO

Date: 5/3/01

Software License Agreement
Integrated Dialer Management Software (IDMS)

Schedule A

Product	Agents	Price
4 User License Telephony Control Software: Dialing Control Server Data Manager Software Agent Control Software Integrated Predictive Dialer (IPD) Interface Floating Agents Columbia Ultimate Integrated Dialer Management Software (IDMS)		**N/A**

Consideration for licensing is provided for in the Purchase & Installation Agreement.

ADDENDUM

This addendum shall be attached to and become a part of the Quantum IIi Integrated Dialer Management Software License Agreement COLUMBIA ULTIMATE BUSINESS SYSTEMS, INC., **(Hereafter Columbia Ultimate) and COUNTY OF STANISLAUS, COLLECTION DIVISION (Hereafter Licensee)**

With Regard to III. Agreement:

Paragraph D. This agreement shall be considered annually renewed when the Purchasers Collector System License is renewed.

Paragraph P: Shall be changed as follows: "The Governing Law for any dispute arising out of this agreement shall be the laws of the State of California."

With Regard to V. Warranty:

Add: Columbia Ultimate hereby warrants the hardware and software will be capable of functioning with year 2000 dates and beyond, to include but not limited to, correctly storing, calculating, processing, and printing 21st century dates, including leap year dates.

COUNTY OF STANISLAUS TREASURER/TAX COLLECTOR'S OFFICE – REVENUE RECOVERY DIVISION
Authorized

By: Tom Watson

Title: Treasurer /Tax Collector

Date: 4-24-2001

APPROVED AS TO FORM

By: Victoria A. Halliday

Print Name: Victoria A. Halliday

DEPUTY COUNTY COUNSEL – STANISLAUS COUNTY

Date: 04-24-01

COLUMBIA ULTIMATE BUSINESS SYSTEMS, INC.

By: [signature]

Title: EVP/ CFO

Date: 5/3/01

Software License Agreement

V. **FEES AND CHARGES.**

C. The Annual License Renewal Fee may be adjusted from time-to-time by Revenue Plus, however it can increase no higher than 5% annually, cumulatively. ~~however such fee shall be no higher than the then current fee charged by Revenue Plus on similar licensed Software under like terms and conditions at the time.~~ In addition to extending the right to use, the above-referenced fees entitles Customer to the maintenance indicated in Section VI.

Software Support Module

IV. **FEES AND CHARGES**

A. Fees. As consideration of the Software Support services rendered by Revenue Plus, Customer shall pay Revenue Plus the fees and charges set forth in the attached Schedule. These amounts are subject to change year to year and/or when number of licenses in-use change but can increase no higher than 5% annually, cumulatively.

QUANTUM IIi CALL MANAGEMENT CENTER
PURCHASE AGREEMENT

Between

COLUMBIA ULTIMATE BUSINESS SYSTEMS, INC.
14300 SE FIRST STREET
VANCOUVER, WASHINGTON 98684
360-256-7358
Hereafter Columbia Ultimate

And

COUNTY OF STANISLAUS
TREASURER/TAX COLLECTOR'S OFFICE – REVENUE RECOVERY DIVISION
1010 10TH. STREET, SUITE 2500
MODESTO, CA 95354
209-525-4462
Hereafter Purchaser

I. Recitals

A. Columbia Ultimate Business Systems, Inc. (hereafter Columbia Ultimate) is an established independent software licenser, software development company and system integrator licensed in the State of Washington.
B. Purchaser is buying equipment and a software license from Columbia Ultimate which Purchaser will use to operate the Quantum IIi Call Management Center.
C. Purchaser is licensing software from Columbia Ultimate which Purchaser will use to operate the Quantum IIi Call Management Center.
D. Terms of the Software License are set forth under a separate Agreement.
E. Columbia Ultimate does not manufacture but will maintain the equipment set forth in Schedule A under a separate support agreement.
F. Columbia Ultimate will maintain the software set forth in Schedule A under a separate Agreement

II. Definitions

A. Hardware--------- Any piece of tangible equipment used for the purpose of running The Quantum IIi Call Management Center.
B. Software---------- Any piece of licensed software used in the operation of the Quantum IIi Call Management Center.
C. Service---------- The use of employees of Columbia Ultimate to help support the Purchaser in the day-to-day operations of the Quantum IIi Call Management Center.
D. Installation-------- The process of bringing together the functioning of hardware and the software such that they are ready for business operation.
E. Training---------- Specialized instruction provided to the Purchaser in the ongoing use and maintenance of the hardware and software purchased by means of this Agreement.
F. Port----------A licensed access to the Software used by only one person at a time.
G. System----------All hardware, software, and peripherals set forth in Schedule A which use the CMC for it's intended purpose.

III. Agreement

A. Columbia Ultimate, a Washington state corporation, agrees to sell and Client agrees to purchase the Quantum IIi CMC listed in Schedule A.
B. Columbia Ultimate shall transfer title to the hardware and license the software listed in schedule A upon receipt of final payment.
C. Purchaser agrees not to place the equipment into operation without first making full payment and obtaining title and license.

D. If purchaser is not satisfied with the performance of the "System" for any reason within the first ninety (90) days of operation, Columbia Ultimate will, upon return of all equipment and materials in good condition, refund all monies received pursuant to this agreement except those received for Installation & Training charges set forth in the Schedule A and expenses set forth in III. E.
E. Columbia Ultimate will provide installation and training on-site at the user's place of business as set forth in the Schedule A. User shall be additionally responsible for travel and daily expenses incurred by Columbia Ultimate installer and trainer.
F. All shipping charges incurred in the transfer of the equipment from its location of manufacture to Purchaser's place of business shall be the responsibility of the Purchaser and liability for any damage incurred in transit shall be borne by the Purchaser.
G. Purchaser agrees to pay all taxes incurred in the purchase of this equipment and software whether collected from the Purchaser or Columbia Ultimate.
H. All warranties provided by the manufacturer are transferred to the Purchaser. Columbia Ultimate warrants the equipment and software set forth in Schedule A to function as documented. Columbia Ultimate's sole responsibility with regard to this warranty shall be to fix or replace within a reasonable time the equipment or software which is not functioning as documented.
I. Except as specifically provided herein, Columbia Ultimate makes no other warranties, expressed or implied, including, but not limited to, any implied warranties of merchantability or fitness for a particular purpose.
J. Columbia Ultimate warrants the "System" to be free from any and all liens, claims, encumbrances and security interests and that Columbia Ultimate only has the right to transfer ownership to the Purchaser.
K. In no event shall Columbia Ultimate be liable to the Purchaser for any special, incidental, or consequential damage arising from breach of warranty, breach of contract, negligence, or any other legal theory as a result of Purchaser's use of the hardware, even if Columbia Ultimate has been advised of the possibility of such damages or claims. Such damages include, but are not limited to, lost profits or revenue, cost of capital, costs of overhead or any substitute service, or claims of Purchaser's customers for such damages.
L. Purchaser acknowledges that Columbia Ultimate cannot assure compliance to any specific delivery schedule provided by the manufacturer and cannot be held responsible for any damages suffered by failure to deliver by any specific date.
M. Purchaser agrees to inspect the "System" and to thoroughly test all components thereof to insure that they are functioning properly, following which, the Purchaser will provide payment for the "System", or will sign a release of payment where outside financing has been arranged.
N. Should the hardware not pass inspection tests, Columbia Ultimate will be given sufficient time to see that the components are repaired or replaced at Columbia Ultimate's option. Should Columbia Ultimate not be able to bring the equipment into compliance with its printed specifications, Columbia Ultimate will remove the equipment at its expense and will return all moneys received from the Purchaser. No other remedies can be required.
O. Purchaser agrees not to interfere with the removal of any equipment and software for which proper title has not been transferred to the Purchaser.
P. Columbia Ultimate shall not be liable or deemed to be in default for any delay or failure to perform under this Agreement or for interruption of service resulting, directly or indirectly, from any cause beyond Columbia Ultimate's reasonable control.
Q. The Governing Law for any dispute arising out of this Agreement shall be the Laws of the State of Washington.
R. If any controversy or claim arises out of or relates to this Agreement, or the breach thereof, the parties agree that senior management will prior to formal action attempt in good faith to settle the controversy or claim within ten (10) business days.

S. If said controversy or claim cannot be settled through such senior management intervention, it is agreed that any dispute arising out of this Agreement shall be settled by arbitration in accordance with the then current rules and supervision of the American Arbitration Association. Arbitration shall be by a sole arbitrator selected by the parties who is sufficiently knowledgeable in the areas of law necessary to arbitrate the controversy. The site of the arbitration shall be determined by the aggrieved party filing for arbitration.

T. The decision and award of the arbitrator shall be final and binding and the award so rendered may be entered in any court having jurisdiction thereof. The arbitrator shall not be authorized to award punitive damages to either party. The requirement for arbitration shall not be deemed a waiver of any right of termination under this Agreement. The prevailing party in any such action shall be awarded court costs and any reasonable attorney's fees.

U. If any provision of this Agreement shall be held to be invalid, it shall not affect the balance of this Agreement.

V. This Agreement contains the entire Agreement of the parties with respect to its subject matter and supersedes all existing Agreements and all other oral, written or other communications between them concerning its subject matter. This Agreement shall not be modified in any way except by a written agreement subscribed to by both parties.

IV. Default

Default: Any one or more of the following shall be a default hereunder:

A. Purchaser shall fail to pay any indebtedness to Columbia Ultimate when due.

B. Purchaser shall breach any term, provision, covenant, warranty or representation under this Agreement, or under any other agreement, or contract, between Columbia Ultimate and Purchaser.

C. The appointment of any receiver or trustee of all or a substantial portion of the assets of the Purchaser.

D. Purchaser shall become insolvent or unable to pay debts as they mature, shall make a general assignment for the benefit of creditors or shall voluntarily file for bankruptcy.

E. Any involuntary petition in bankruptcy shall be filed against Purchaser that is not dismissed within 60 days.

V. Remedies after Default

A. Declare any indebtedness secured hereby immediately due and payable.

B. Enter the premises of Purchaser and take possession of the equipment and software listed in Schedule A.

VI. Termination

A. Notice of termination shall be given by certified written notice not less than 10 days prior to the effective date of termination. Notwithstanding the foregoing, upon any Default, Columbia Ultimate may terminate this Agreement without notice.

B. Upon the effective date of termination, whether such termination is pursuant to the occurrence of a Default or otherwise, all indebtedness shall become immediately due and payable without notice or demand. No such termination of this Agreement shall effect liabilities and obligations of Columbia Ultimate or the rights, powers and remedies of Columbia Ultimate under this Agreement or the security interest granted Columbia Ultimate hereunder, until all indebtedness has been satisfied or paid in full.

C. Either party may terminate this Agreement with 30 days written notice.

VII. Execution

A. The individuals executing this Agreement on behalf of the Purchaser and Columbia Ultimate do each hereby represent necessary authority to execute this Agreement.

B. This Agreement is subject to the Terms, Conditions Schedules, and Addenda attached hereto and which are made a part hereof and which Purchaser acknowledges to have read.

COUNTY OF STANISLAUS TREASURER/TAX COLLECTOR'S OFFICE – REVENUE RECOVERY DIVISION
Authorized

By: Tom Watson

Title: Treasurer / Tax Collector

Date: 4-24-2001

APPROVED AS TO FORM

By: Victoria A. Halliday

Print Name: Victoria A. Halliday

DEPUTY COUNTY COUNSEL – STANISLAUS COUNTY

Date: 04-24-01

COLUMBIA ULTIMATE BUSINESS SYSTEMS, INC.

By: James F. Kuhnle

Title: EVP / CFO

Date: 5/3/01

SCHEDULE A FOR
COUNTY OF STANISLAUS, COLLECTION DIVISION
Quantum IIi Integrated Call Management Center (CMC) with IDMS
4 Agents 8 Lines Outbound

EQUIPMENT & SOFTWARE	UNIT	TOTAL
QUANTUM IIi CMC BASE SYSTEM"4 AGENTS 8 LINES"		**$44,625.00**

Dialing Control Server:
Industrial , 20 Slot Chassis

600 MHz, 256 MB RAM
4 GB Disk, 3.5" Floppy, CD ROM
Windows NT Server
LAN Board (3COM COMBO ENET) *
15" SVGA Color Monitor, Keyboard & Mouse
Modem & UPS

Dialing Control Switch & Line Cards (16 Agents/Lines) (13 Used)

8 User License Telephony Control Software:
Dialing Control Server Software
Graphical Manager Software
Agent Control Software
Auto-Messaging
Floating Agents

Columbia Ultimate Integrated Dialer Management Software (IDMS)

GRAPHICAL MANAGER: **1,650.00**
Pentium 600 CPU with Windows
64 MB RAM, 7GB Disk, 3.5" Floppy
CD ROM
19" SVGA Color Monitor , Keyboard, and Mouse
LAN Board (Ethernet)

4 AGENT WORKSTATIONS: (PROVIDED BY CLIENT)
May be PC or ASCII Terminal

PREFERRED CLIENT DISCOUNT:	**<2,000.00>**
REVENUE PLUS DISCOUNT:	**<2,000.00>**
SYSTEM INSTALLATION & TRAINING (incl. Estimated Travel expenses)	**5,000.00**
TOTAL INVESTMENT 4 X 8 QUANTUM IIi CMC WITH IDMS:	**$47,275.00**

Call Blending ($2,000 Per Inbound Line) (Requires Caller ID for Debtor Screen Pop)

Requires (1) Collector System User License for the Dialer & (1) License Per Agent
Requires 2001 Collector System Release
Requires CU-Tools or Universe
Auto-Voice pricing and install dates quoted on request.
Upgrade to 3Lines Per Agent Required with Answering Machine Detection Turned on ($500 Per Line Plus Boards)
May Require Upgrade of Collector System Host
Field Upgrade $4000 Per Agent License $4,000 Per 16 Agent/Line Card

ADDENDUM

This addendum shall be attached to and become a part of the Quantum IIi Call Management Center Purchase Agreement between COLUMBIA ULTIMATE BUSINESS SYSTEMS, INC., (Hereafter Columbia Ultimate) and COUNTY OF STANISLAUS, COLLECTION DIVISION (Hereafter Purchaser).

With Regard to III. Agreement:

Add: Columbia Ultimate will initiate order of the equipment and software set forth in Schedule A upon receipt of executed agreements and a Purchase Order for $47,275.00.

The balance of $47,275.00 shall be due and payable upon delivery which delivery shall be completion of On-Site Installation & Training of the system.

Add: Purchaser acknowledges that additional memory or processing power (may) be required on the Purchaser's Collector System Host should the Purchaser choose to field upgrade the number of agent licenses on the Quantum IIi CMC.

Paragraph E. Add: Columbia Ultimate will Schedule on-site Installation & Training at a time agreed to by Purchaser. Travel and daily expenses are hereby further defined to be actual coach class airfare, hotel, rental car, and meals.

Paragraph Q: Shall be changed as follows: "The Governing Law for any dispute arising out of this agreement shall be the laws of the State of California."

With Regard to IV. Default

Paragraph B. Replace with: Purchaser or Columbia Ultimate shall breach any term, provision, covenant, warranty or representation under this Agreement, or under any other agreement, or contract, between Columbia Ultimate and Purchaser

COUNTY OF STANISLAUS TREASURER/TAX COLLECTOR'S OFFICE – REVENUE RECOVERY DIVISION
Authorized

By: Tom Watson

Title: Treasurer/Tax Collector

Date: 4-24-2001

APPROVED AS TO FORM

By: Victoria A. Halliday

Print Name: Victoria A. Halliday

DEPUTY COUNTY COUNSEL – STANISLAUS COUNTY

Date: 04-24-01

COLUMBIA ULTIMATE BUSINESS SYSTEMS, INC.

By: _____

Title: EVP/CFO

Date: 5/3/01

Software License Agreement

Between
COLUMBIA ULTIMATE BUSINESS SYSTEMS, INC.
14300 SE FIRST STREET
VANCOUVER, WASHINGTON 98684
360-256-7358

Hereafter Columbia Ultimate
And

COUNTY OF STANISLAUS
TREASURER/TAX COLLECTOR'S OFFICE – REVENUE RECOVERY DIVISION
1010 10TH. STREET, SUITE 2500
MODESTO, CA 95354
209-525-4462
Hereafter Customer

This Software License Agreement ("Agreement") is made by and between Columbia Ultimate and Customer. In consideration of the mutual covenants and agreements contained herein, the receipt and sufficiency of which are hereby acknowledged, the parties agree as follows:

I. **BACKGROUND.** Columbia Ultimate is an established independent software sales and development company licensed in the State of Washington. Columbia Ultimate owns a copyright and holds all ownership rights to a series of computer programs collectively known as Revenue Plus Collector System, will hereafter be referenced to as RPCS. Columbia Ultimate, d/b/a Revenue Plus, will hereafter be referenced to as Revenue Plus. Customer is licensing software from Revenue Plus which will be used in the operation of its business. Customer is aware that Revenue Plus does not manufacture nor maintain any hardware.

II. **DEFINITIONS.** For purposes of this Agreement, the following terms have the meanings set forth below:

A. "Conversion" means a one time translation of Customer's existing account information from a current file structure into the file structure required by RPCS.

B. "Documentation" means the tangible or intangible information necessary for the use, planning, operation and maintenance of the Software, including but not limited to RPCS Reference Guide manual.

C. "Hardware" means any piece of tangible equipment used for the purpose of running RPCS.

D. "Installation" means the process of bringing together the functioning of the computer Hardware and RPCS so that they are ready for business operation.

E. "Module(s)" means, as applicable, the Software Support Module, and/or Products Module, and/or Software Development Module, and/or any other similar set of provisions which are attached to this Agreement.

F. "Port" means licensed access to the Software used by only one person at a time.

G. "Product(s)" means those goods, supplies, materials, items, components, hardware, and the incidental associated software listed and/or described in this Agreement or any Module(s) and/or Schedule(s), and/or other attachments to this Agreement.

H. "Purchases" means all Product(s), Software and/or Services described in this Agreement, Module(s), or on Schedule(s), and/or other attachments to this Agreement.

I. "Releases" mean an update of the Software, subsequent to the initial delivery of the Software, in which Revenue Plus has incorporated any accumulated corrections which make the Software conform to the then current Documentation, any improvements in the performance of the Software, any new functions which were not formerly functions of the Software and any changes to the Software to properly operate with modifications made to other components of the system.

J. "Schedule(s)" means a written instrument made part of this Agreement describing such things as the Purchases, price, specific terms and conditions and related shipping and delivery instructions.

Software License Agreement

K. "Services" mean the work to be provided by Revenue Plus under the terms of this Agreement, including analysis, design, testing, conversion, installation, implementation and integration services.

L. "Software" means RPCS and its ancillary products used in collection of outstanding credit obligations.

M. "Training" means the specialized instruction provided to the Customer in the ongoing use and maintenance of the software licensed by means of this Agreement.

III. **SCOPE OF LICENSE.**

A. Revenue Plus grants to Customer a nonexclusive, nontransferable license for the Software. Revenue Plus continues to own all rights to the copy of the Software licensed to the Customer under this Agreement along with any and all copies that the Customer is authorized to make.

B. Customer's rights to use Software are specified in this Agreement, and Revenue Plus retains all rights not expressly granted in this Agreement.

C. The Software is and at all times shall remain the sole property of Revenue Plus. The ownership is protected by the copyright laws of the United States and by international treaty provisions. Nothing in this Agreement constitutes a waiver of any rights under U.S. Copyright law or any other international, federal or state law.

D. Unless agreed to in advance in writing by Revenue Plus, Customer shall not assign, rent, lease, or otherwise sublet the Software or any part thereof to any third party, and Customer shall not use the Software for any purpose other than expressed in this License. If Customer desires to assign the Software to a third party, Customer shall notify Revenue Plus in writing and may not transfer or provide the Software to the purchaser without the prior written agreement of Revenue Plus which may be granted only if the purchaser shall have agreed in writing: (1) to the provisions of a new and separate license agreement for the Software upon Revenue Plus then current terms and conditions; and (2) payment of all license fees or other amounts indicated in such license agreement and such additional fees or amounts as may be required by Revenue Plus.

E. The Software is licensed to Customer for use only on the Hardware platform as identified per attached Schedule. In the event Customer desires to move the Software, Customer shall obtain the written consent of Revenue Plus, which will not be unreasonably withheld. A transfer fee may apply.

F. The Software contains an authorization code permitting its use for a period of one (1) year on the number of Port licenses listed on attached Schedule. THIRTY DAYS PRIOR TO EXPIRATION OF THIS LICENSE, A NOTICE WILL APPEAR INDICATING THAT THE LICENSE IS ABOUT TO EXPIRE. IF THE ANNUAL LICENSE RENEWAL FEE IS NOT PAID BEFORE THE EXPIRATION OF THE CURRENT LICENSE AGREEMENT, THE SOFTWARE WILL BECOME INOPERABLE UNTIL PAYMENT IS MADE.

G. The term of this Agreement can be extended for one (1) year periods, upon the payment of the Annual License Renewal Fee.

1. The fee to renew this Software License is equal to three percent (3%) of the then current list price per Port times the number of Ports purchased. Note: Renewal fees for additional Licenses purchased since the last renewal will be prorated.
2. The payment of a renewal fee does not entitle the Customer to future Releases. New Releases will be priced separately.
3. Revenue Plus is not responsible for any lost profits or additional expense incurred by Customer's failure to prepay the license renewal fee prior to each recurring expiration.

IV. **TERM AND TERMINATION.** The term of this License shall begin upon the delivery and Installation of the Software and shall remain in force until terminated, in accordance with the terms of this License, and this License shall continue on a year to year basis provided Customer pays the Annual License Renewal Fee indicated above. If Customer chooses not to renew, or fails to comply with any other terms of this License, this License may be terminated by Revenue Plus. This Agreement may also be terminated or canceled under Section XI for Default. Upon termination of this Agreement, Customer shall promptly return all copies of the Software and accompanying written materials to Revenue Plus. The Modules and/or other parts of this Agreement may specify a different term(s) applicable specifically to that portion of this Agreement. If any such specific term continues beyond this Agreement, the terms and conditions and other applicable provisions of this Agreement shall continue to govern that portion of this Agreement.

V. **FEES AND CHARGES.**

Software License Agreement

A. Following the initial acquisition of the Software, Customer agrees to pay a then current license fee for every Port added to the System thereafter to extend this License to each such added Port. In addition, to continue this License as indicated above, an ongoing Annual License Renewal Fee, which is a per Port fee (for the then total number of licensed access to the Software) shall be paid to Revenue Plus beginning on the first anniversary date following installation and every anniversary date thereafter for the duration of this License.

B. Services requested by Customer in addition to those specified in this Agreement will be billed to Customer at Revenue Plus' then current rates.

C. The Annual License Renewal Fee may be adjusted from time-to-time by Revenue Plus, however such fee shall be no higher than the then current fee charged by Revenue Plus on similar licensed Software under like terms and conditions at the time. In addition to extending the right to use, the above-referenced fees entitles Customer to the maintenance indicated in Section VI.

D. Unless otherwise specified on the invoice, all payments shall be due upon invoice and shall be deemed late if not paid within thirty (30) days from the date of billing. Prices and fees are exclusive of, and Customer shall be solely responsible for paying, all sales, use, excise and similar taxes relating to the sale or license of the Purchases.

VI. **MAINTENANCE.** In return for payment of the Annual License Renewal Fee, Revenue Plus shall for the term of this License, provide maintenance in the form of revisions to enable Software to perform in accordance with the specifications in effect at the time Customer executes this License. Revisions shall be designated by Revenue Plus in its sole discretion as either mandatory or optional. Customer may elect to accept or not to accept mandatory revisions. In the event Customer refuses a mandatory revision, future Revenue Plus maintenance on the Software will be performed at Customer's expense. Should Customer request modifications or changes in the Software, then Revenue Plus may make such changes but shall charge Customer for such work on a time and materials basis at the then current rate. Following such work, Revenue Plus reserves the right to declare that all future Revenue Plus maintenance on Software will be performed at Customer's expense. Note: Future Releases will be priced separately.

VII. **CONFIDENTIALITY.** Customer shall take all reasonable steps necessary to ensure that the Software and related documentation, or any portion thereof, on magnetic tape, disk, or memory or in any form, are not made available by Customer or by any of its employees to any organizations or individuals not licensed by this Agreement to make use thereof. Customer warrants that all those individuals having access to the Software and related documentation under this License shall observe and perform this non-disclosure covenant. In particular, Customer recognizes the proprietary nature of Software and the related documentation and, in connection with the Software and related documentation, agrees as follows: (a) to use Software solely on the hardware platform specified in this License; (b) to instruct its employees having access to Software and related documentation not to copy or duplicate programs or make disclosure with reference thereto or of any components thereof to any third party; and (c) to effect normal security measures to safeguard Software and related documentation from theft or from access by persons other than its own employees using the Software and related documentation for Customer's own requirements. The obligations of Customer under this Section shall survive the termination of this License for three (3) years following termination of this Agreement.

VIII. **LIMITED WARRANTY.**

A. Revenue Plus warrants that it has the right to license the Software to Customer under terms of this License and Revenue Plus does not infringe upon the rights of any third parties and that the Software does not violate any U.S. protected copyright or trademark or any other proprietary rights of third parties.

B. Revenue Plus warrants that the Software will perform substantially as described in the documentation which is outlined in RPCS Reference Guide at the time of the execution of this License, provided such Software is used on the designated Hardware platform and within required operational conditions, and this warranty will expire ninety (90) days from the date of installation of such Software.

C. In the event the Software does not so perform, Revenue Plus' sole obligation in case of any breach of this warranty shall be to repair or replace, at Revenue Plus' option, any component of the Software which does not perform as documented.

D. Except as specifically provided herein, Revenue Plus shall have no liability to Customer or any other party because of the failure of the Software to so perform and Revenue Plus does not warrant that the functions contained in the Software will meet Customer's requirements or that the operation of the

Software License Agreement

Software will be uninterrupted or error free. Revenue Plus assumes no responsibility for Software which has been altered or modified, except if altered or modified by Revenue Plus.

E. **Revenue Plus disclaims all other expressed or implied warranties, including, but not limited to, implied warranties of merchantability or fitness for a particular purpose, and implied warranties arising by usage of trade, course of dealing, or course of performance.**

F. **In no event shall Revenue Plus be liable for any indirect, special, incidental or consequential damages, such as, but not limited to, loss of anticipated profits, cost of overhead or any substitute service, claims of Customer's clients for such damage or other economic damages, including without limitation loss in connection with or arising out of the use of the Software or the Services provided for in this Agreement, even if Revenue Plus has been advised of the possibility of such damages.**

IX. **INDEMNIFICATION.**

A. Proprietary Rights -- Revenue Plus shall defend and pay the cost and damages made in settlement or awarded as a result of a legal action based upon an allegation that the Software furnished by Revenue Plus hereunder infringes a U.S. Patent, copyright or trade secret, if Revenue Plus is notified promptly in writing of such action and if Revenue Plus shall have sole control of its defense and negotiations for settlement. If Customer's use of the Software is finally enjoined, Revenue Plus will, at its option: (1) procure the continued right of use; or (2) replace or modify the Software to restore the right of use; or (3) terminate the License for the infringing Software and refund the balance if any of license fees paid for the Software, prorated over a 3-year term from the commencement of the licensed Port(s). Revenue Plus shall not be liable for infringement of any right resulting from use of the Software in a manner for which it was not specified. **Revenue Plus' total liability to Customer hereunder shall not, however, exceed the amounts paid by Customer for the infringing Software under this License.** The foregoing states the entire liability of Revenue Plus with respect to claims based on and resulting from the infringement of patents, copyrights or trade secrets.

B. General -- Revenue Plus agrees to indemnify, defend and hold harmless Customer and its officers, directors, agents, employees, corporate parents, affiliates and subsidiaries (the "indemnified parties"), and to require all subcontractors to release, indemnify and hold the indemnified parties harmless from and against any and all claims for damages, losses and expenses (including attorney's fees) arising out of this Agreement to the extent that any such claim, damage, loss, or expense is (i) attributable to bodily injury, including death or damage or destruction of tangible, real or personal property, and (ii) is caused by any willful or negligent act or omission on the part of Revenue Plus, its agents or anyone directly or indirectly employed by any of them. NOTWITHSTANDING THE ABOVE, REVENUE PLUS SHALL BE RESPONSIBLE ONLY FOR DIRECT LOSSES, EXPENSES OR DAMAGES, AND SHALL NOT BE RESPONSIBLE FOR ANY INDIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES OF ANY KIND.

X. **DISPUTE RESOLUTION.** If any controversy or claim arises out of or relates to this Agreement, or the breach thereof, the parties agree that senior management will attempt in good faith to settle the controversy or claim within ten (10) business days thereafter before resorting to arbitration pursuant to this Section. If said controversy or claim cannot be settled through such senior management intervention, the controversy will be settled by arbitration in accordance with the then current rules and supervision of the American Arbitration Association, and by a sole arbitrator selected by the parties who is sufficiently knowledgeable in the areas of law necessary to arbitrate the controversy. The decision and award of the arbitrator shall be final and binding and the award so rendered may be entered in any court having jurisdiction thereof. The arbitrator shall not be authorized to award punitive damages to either party. The requirement for arbitration shall not be deemed a waiver of any right of termination under this Agreement.

XI. **DEFAULT.**

A. Revenue Plus shall be deemed to be in default if the Software does not perform as documented in RPCS Reference Guide and cannot be brought into compliance with the documentation within a reasonable period of time.

B. Customer shall be deemed to be in default if payment is not made in accordance with this Agreement.

C. Customer shall be deemed to be in default if an attempt is made to transfer the Software, without the approval of Revenue Plus.

Software License Agreement

XII. **REMEDIES AFTER DEFAULT.**

A. This Agreement shall be deemed terminated.

B. All materials supplied to the Customer by Revenue Plus shall be returned.

XIII. **TERMINATION.**

A. This Agreement shall be terminated if payment is not made to Revenue Plus when due.

B. This Agreement shall be terminated at the end of any annual period in which the renewal fee has not been paid.

XIV. **MISCELLANEOUS.**

A. Force Majeure. No party shall be in default if failure to perform any obligation hereunder is caused solely by supervening conditions beyond such party's control, including acts of God, civil commotion, strikes, labor disputes, interruption of transportation, unavoidable accidents, or governmental demands or requirements.

B. Business Status Change. Customer will notify Revenue Plus in writing of any change in ownership or business status of Customer during the term of this Agreement. Furthermore, in the event Customer's business is sold, Customer agrees to transfer this Agreement to the buyer with Revenue Plus' approval, which approval shall not be unreasonably withheld. A fee may apply to transfer the Software to a new owner.

C. Governing Law. This Agreement shall be governed by and construed in accordance with the laws of the State of Washington. The prevailing party in any such action shall be awarded court costs and any reasonable attorney's fees.

D. Binding Effect. This Agreement inures to the benefit of and is binding upon heirs, executors, administrators, successors and assigns of the parties hereto.

E. Severability. If any provision of this Agreement shall be held to be invalid, it shall not affect the balance of this Agreement.

F. Notices. Except as otherwise provided herein, any notice or other communication given hereunder shall be in writing and shall be given by personal service, express courier (such as UPS), telecopy, or by certified or registered mail to the addresses shown on this Agreement, unless and until a different address has been designated by written notice to the other party. Any notice by certified or registered mail shall be deemed to have been given at the date and time of receipt.

G. Compliance. The Customer shall assume all responsibility for compliance with local laws, ordinances or other regulation relating to the operation and the use of the Software.

H. Entire Agreement. This Agreement, including Modules and Schedules, contains the entire Agreement of the parties with respect to its subject matter and supersedes all existing Agreements and all other oral, written or other communications between them concerning its subject matter. This Agreement shall not be modified in any way except by a written agreement subscribed to by both parties

IN WITNESS WHEREOF, the parties hereto have caused this Agreement to be executed by their duly authorized representatives as of the date indicated. This Agreement is subject to the terms and conditions attached hereto and which are made a part hereof and which the parties acknowledges to have read.

County of Stanislaus Treasurer/Tax Collector's Office – Revenue Recovery Division
Authorized Signature

By: Tom Watson

Print Name: Tom Watson

Title: Treasurer/Tax Collector

Date: 4-24-2001

Approved as to Form

Columbia Ultimate Business Systems, Inc
d/b/a Revenue Plus

Software License Agreement

By: Victoria A. Halliday

Print Name: Victoria A. Halliday

Deputy County Counsel – Stanislaus County

Date: 04-24-01

By: James H Kinkade

Print Name: JAMES A KINKADE

Title: EVP/CFO

Date: 5/3/01

Software License Agreement

Schedule for County of Stanislaus

All Prices listed are in US Dollars unless otherwise specified

SALES TERMS AND CONDITIONS

- All Revenue Plus products and services ("Products") are sold F.O.B. shipping point; however Revenue Plus will prepay and invoice Customer for freight charges, if applicable.
- Customer will pay all applicable excise, sales or other taxes unless tax exempt certificate is provided.
- Any sums not paid within thirty (30) days from the date of billing are subject to a service charge of ONE AND ONE-HALF PERCENT PER MONTH or the maximum rate permitted by law, whichever is lower.
- NOTE: Optional software modules and special programming are subject to additional charges.

QTY	DESCRIPTION	TOTAL SOFTWARE VALUE	ESTIMATED RENEWAL LICENSE FEE
25	REVENUE PLUS COLLECTOR SYSTEM LICENSES	$82,000.00	$2,460.00
30	REVENUE PLUS COLLECTOR SYSTEM NT LICENSES	$13,500.00	$405.00
5	REVENUE PLUS COLL. SYS. QUERY ONLY LICENSE	$ 1,000.00	$2,000.00
1	WINFILE – NETWORK	$ 7,500.00	$225.00
1	ACCOUNT DISTRIBUTION/PAYMENT PRORATION	$17,500.00	$525.00
1	TAX INTERCEPT	$ 3,500.00	$105.00
1	UNSECURED DELINQUENT TAX MODULE	$10,000.00	$300.00
1	CALIFORNIA EDD MODULE	$ 5,000.00	$150.00
	SUBTOTAL	**$140,000.00**	**$6,170.00**

HARDWARE:

Hardware Platform for which this License is valid:

Model:_____

Make:_____

Serial #:_____

Software License Agreement

Purchase Schedule for County of Stanislaus

All Prices are in US Dollars unless otherwise specified

SALES TERMS AND CONDITIONS

- Payment for all Products* sold on open account will be due and payable thirty (30) days following the date of the invoice unless otherwise stated on the face of the invoice.
- Customer will pay all applicable excise, sales or other taxes unless tax exempt certificate is provided.
- Any sums not paid when due are subject to a service charge of ONE AND ONE-HALF PERCENT PER MONTH or the maximum rate permitted by law, whichever is lower.

NOTE: Optional software support services and special programming are subject to additional charges

QTY	DESCRIPTION	PRICE PER ITEM	EXT. PRICE
Revenue Plus Collector System			
25	Revenue Plus Collector System Licenses		$82,000.00
30	Revenue Plus Collector System NT Licenses	$450.00	$13,500.00
5	Revenue Plus Collector System Query Only License	$200.00	$1,000.00
Graphical Products			
25	Win2000 32 bit (1-25 users)	$299.00	$7,475.00
6	Collector Infobase (On-line Help)	$150.00	$900.00
1	Winfile - Host	$7,500.00	$7,500.00
Revenue Plus Collector System Modules:			
1	Account Distribution/Payment Proration	$17,500.00	$17,500.00
1	Tax Intercept	$3,500.00	$3,500.00
1	Legal Templates	N/C	N/C
1	Unsecured Delinquent Tax Module	$10,000.00	$10,000.00
1	California EDD Module	$5,000.00	$5,000.00
Credit Reporting			
1	ComServe	$2,295.00	$2,295.00
Custom Programming:			
1	Meditech Account Interface	$8,100.00	$8,100.00
1	Meditech Transaction Interface	$5,670.00	$5,670.00
1	Tax Interface	$8,100.00	$8,100.00
1	Conversion (CICS)	$33,480.00	$33,480.00
1	Data Extraction (CICS)	$27,000.00	$27,000.00
1	Statements	$10,800.00	$10,800.00
1	Delinquent Court Account Tracking	$5,400.00	$5,400.00
1	Tax Distribution Management Report	$3,780.00	$3,780.00
1	Business License Reports	$2,160.00	$2,160.00
1	Facility Code Breakout and Split	$13,500.00	$13,500.00
1	Delinquent Fine Report	$3,780.00	$3,780.00
1	Custom Programming Future Contingency	$15,000.00	$15,000.00*
3	On-Site Custom Programming Analysis	$1,000.00	$3,000.00
13	On-Site Integration Testing	$1,000.00	$13,000.00
4	Travel Expense - West	$1,500.00	$6,000.00
Revenue Plus Documentation:			
2	Revenue Plus Collector System Manuals I & II	$100.00	$200.00
10	Revenue Plus Collector Manual – Chapter 5	$15.00	$150.00
Revenue Plus Consulting:			
20	Project Management	N/C	N/C
1	Travel Expense - West	$1,300.00	$1,300.00
1	Management Strategies (in Vancouver)	$3,250.00	$3,250.00
1	Management Strategies (1 additional person)	$2,000.00	$2,000.00
1	On-Site User Consulting	$4,000.00	$4,000.00
1	Travel Expense - West	$1,500.00	$1,500.00
1	Management/User Post-Consulting	$4,000.00	$4,000.00
1	Travel Expense - West	$1,500.00	$1,500.00
3	On-Site Software Installation	$1,000.00	$3,000.00
1	Travel Expense - West	$1,300.00	$1,300.00
TOTAL			**$331,640.00**

* These funds may be used for custom programming, training or other project related charges. If used for custom programming, a 15% support charge will apply.

All Prices are in US Dollars unless otherwise specified.

Software License Agreement

ADDENDUM FOR County of Stanislaus

This Addendum shall be attached to and become a part of the Software License Agreement between Columbia Ultimate Business Systems, Inc., (hereafter Columbia Ultimate), dba Revenue Plus and COUNTY OF STANISLAUS (hereafter Customer). For good and valuable consideration, the receipt and adequacy of which are hereby acknowledged, the parties hereto, each intending to be legally bound agree that the terms and conditions of this Addendum shall replace and/or amend the corresponding parts of the Agreement.

XIV. MISCELLANEOUS

C. GOVERNING LAW

This Agreement shall be governed by and construed in accordance with the laws of the State of California. The prevailing party in any such action shall be awarded court costs and any reasonable attorney's fees.

The following section shall be added:

I. NEW SOFTWARE CONVERSION

Stanislaus County understands that Revenue Plus is developing and delivering a new collections application to the government marketplace. Within three (3) years of when the software and necessary modules are made commercially available to California Counties, Stanislaus County shall have the option to convert it's then existing number of software licenses and modules to the new software environment at no additional Revenue Plus software licensing cost. The annual Revenue Plus software re-license fees and support fees will be billed at the then current rates.

Additional costs will apply for custom programming services required for the conversion of existing system data and module data to the new platform, interfaces, and the related travel and retraining charges to train County personnel to utilize the new system.

County of Stanislaus Treasurer/Tax Collector's Office – Revenue Recovery Division
Authorized Signature

By: Tom Watson

Print Name: Tom Watson

Title: Treasurer /Tax Collector

Date: 4-24-2001

Approved as to Form

By: Victoria A. Halliday

Print Name: Victoria A. Halliday

Deputy County Counsel – Stanislaus County

Date: 04-24-01

Columbia Ultimate Business Systems, Inc
d/b/a Revenue Plus

By: James A Kinkade

Print Name: JAMES A KINKADE

Title: EVP/CFO

Date: 5/3/01

CONTRACT/AGREEMENT 66A

Software License Agreement

V. **FEES AND CHARGES.**

C. The Annual License Renewal Fee may be adjusted from time-to-time by Revenue Plus, however it can increase no higher than 5% annually, cumulatively. ~~however such fee shall be no higher than the then current fee charged by Revenue Plus on similar licensed Software under like terms and conditions at the time.~~ In addition to extending the right to use, the above-referenced fees entitles Customer to the maintenance indicated in Section VI.

Software Support Module

IV. **FEES AND CHARGES**

A. Fees. As consideration of the Software Support services rendered by Revenue Plus, Customer shall pay Revenue Plus the fees and charges set forth in the attached Schedule. These amounts are subject to change year to year and/or when number of licenses in-use change but can increase no higher than 5% annually, cumulatively.

Software Support Module

Between

COLUMBIA ULTIMATE BUSINESS SYSTEMS, INC.
14300 SE FIRST STREET
VANCOUVER, WASHINGTON 98684
360-256-7358

Hereafter Revenue Plus
And

COUNTY OF STANISLAUS
TREASURER/TAX COLLECTOR'S OFFICE – REVENUE RECOVERY DIVISION
1010 10TH. STREET, SUITE 2500
MODESTO, CA 95354
209-525-4462

Hereafter Customer

This Software Support Module is made part of the Software License Agreement, effective as of _____ between Revenue Plus and Customer. This Software Support Module is subject in all respects to the Software License Agreement, except that in the event of a conflict between this Module and the Software License Agreement, the terms and conditions of this Software Support Module shall govern for the purposes of this Module only.

I. **TERM OF SUPPORT.** The initial term of Support shall be twelve (12) months unless and until either party shall provide the other thirty (30) days written notice of termination. The term shall be automatically renewed for additional twelve (12) month terms unless terminated, canceled or extended.

II. **DEFINITIONS.** In addition to the terms defined in the Software License Agreement, the following capitalized terms used in this Module shall have the following meanings for purposes of this Module only:

A. "Error" shall mean an error in the Software or a failure of the Software to conform as documented in RPCS Reference Guide, which negatively impacts the performance of Customer's operations. Errors can occur as: (i) errors in the Software or (ii) errors in Documentation.

B. "Priority 1 Error or Down System" shall mean the Software is unusable, produces incorrect results, or fails catastrophically in response to input files. The Software does not perform most of its documented functions.

C. "Priority 2 Error or Detrimental" shall mean the Software is usable, performs most, but not all of its documented functions.

D. "Priority 3 Error or Inconvenient" shall mean the Software is usable but due to an error does not provide the function in the most convenient way.

E. "Support" means the work to be provided by Revenue Plus under the terms of this Module, including answering of questions regarding the operations of the Software and any corrections required to make the Software operational as originally designed.

III. **SERVICE PROVIDED BY REVENUE PLUS**

A. Revenue Plus agrees to maintain the Software in conformity in all material respects with the Documentation. Revenue Plus shall correct all Errors discovered by Customer or Revenue Plus.

B. Software Support. If Customer believes that there is an Error, Customer will notify Revenue Plus, describing the Error in such detail as is reasonably necessary and available for Revenue Plus to provide resolution of the Error. Revenue Plus shall promptly investigate the Error and shall advise Customer of Revenue Plus' plans for corrective action. Revenue Plus shall remedy such Error as follows:

1. Priority 1 Error (Down System). Revenue Plus will promptly respond and shall use its best efforts to provide a resolution to Priority 1 Errors within thirty-six (36) hours of receipt of an Error report.

Software Support Module

2. Priority 2 Error (Detrimental). Revenue Plus shall use its best efforts to provide a resolution to a Priority 2 Error within five (5) business days of receipt of an Error report.
3. Priority 3 Error (Inconvenient). Revenue Plus shall use its best efforts to provide a solution for problems designated a Priority 3 Errors within thirty (30) calendar days of receipt of an Error report.

C. Revenue Plus will provide to Customer toll free phone service (in the United States) for consultation, Error report and resolution. Calls shall be placed by an authorized Customer representative(s) during the primary support period, excluding any holidays recognized by Revenue Plus as company-wide holidays. Revenue Plus will provide Customer with telephone numbers for after hours support. Additional charges for such after-hour support may apply based on the service program which the Customer has selected. Services for after-hour support which is not covered by the Customer's selected service program will be at Revenue Plus' then current rates.

D. Telecommunications Link. Revenue Plus shall, with Customer authorization, access Customer's system directly, via telecommunications link, to isolate Errors in the Software, resolve problems and, where practicable, apply corrections. Customer shall furnish Revenue Plus, free of charge, access to their computer facilities for the time required by Revenue Plus to furnish the Support services hereunder. All telecommunication link charges incurred by Revenue Plus (i.e. modem calls) will be billed to Customer.

E. Addition Services. Any services provided in addition to those specified above ("Additional Services") will be billed to Customer at Revenue Plus' then current rates.

IV. FEES AND CHARGES

A. Fees. As consideration of the Software Support services rendered by Revenue Plus, Customer shall pay Revenue Plus the fees and charges set forth in the attached Schedule. These amounts are subject to change year to year and/or when number of licenses in-use change.

B. Invoicing. Revenue Plus will invoice Customer in accordance with the schedule of payments set forth in the attached Schedule. Customer shall pay within ten (10) days from receipt of the invoice. In the event that the Customer does not pay the outstanding amount within thirty (30) day period, Revenue Plus shall have the right to terminate Support. Revenue Plus shall continue to have the right to recover payment of all amounts for Support rendered prior to such termination.

C. Outstanding Amounts. Any sums not paid by Customer when due are subject to a service charge of one and one-half percent per month or the maximum rate permitted by law, whichever is lower.

D. Taxes. Customer will pay all applicable excise, sales or other taxes unless tax exempt certificate is provided.

V. TERMS AND CONDITIONS OF SUPPORT

A. For Software Support, Revenue Plus shall only be responsible for providing Support for Revenue Plus' most current Release of the Software and for the three (3) previous versions of the Software.

B. Revenue Plus shall be under no obligation to furnish Support under this Agreement should Support be required as a result of:
   1. Operation of the Software in environmental conditions outside those prescribed by the hardware platform manufacturer;
   2. Failure by Customer to keep the hardware platform properly maintained in accordance with standards of maintenance prescribed by the manufacturer; or
   3. The Software maintained or modified by anyone other than Revenue Plus or a third party authorized by Revenue Plus.

C. In the event it is determined that Revenue Plus provided Support arising from the above or from some other cause not related to the Software, Revenue Plus reserves the right to charge Customer for the performance of such Support as an Additional Service.

D. Notwithstanding the exclusions specified above, Revenue Plus obligations to provide support shall not be affected by Customer's modification of the Software so long as Revenue Plus can discharge its Support obligations notwithstanding such modifications or following their removal by Customer.

E. Customer agrees to provide the necessary equipment to allow remote access to Customer's computer system via modem phone line.

F. Customer agrees to provide a person to work with Revenue Plus in diagnosing areas of concern.

G. This Module contains the entire agreement of the parties with respect to its subject matter and supersedes all existing agreements and all other oral, written or other communications between them

Software Support Module

concerning its subject matter. This Module shall not be modified in any way except by a written agreement subscribed by both parties.

The parties intending to be legally bound have caused this Software Support Module to be executed by their duly authorized representatives.

County of Stanislaus Treasurer/Tax Collector's Office – Revenue Recovery Division
Authorized Signature

By: Tom Watson

Print Name: Tom Watson

Title: Treasurer/Tax Collector

Date: 4-24-2001

Approved as to Form

By: Victoria A. Halliday

Print Name: Victoria A. Halliday

Deputy County Counsel – Stanislaus County

Date: 04-24-01

Columbia Ultimate Business Systems, Inc
d/b/a Revenue Plus

By: James A Kinkade

Print Name: JAMES A KINKADE

Title: EVP/CFO

Date: 5/3/01

Software Support Module

Schedule for SILVER SUPPORT

All Prices listed are in US Dollars unless otherwise specified

SALES TERMS AND CONDITIONS

- Payment for all Products sold on open account will be due and payable 10 days following the date of the Invoice unless otherwise stated on the face of the Invoice.
- Customer will pay all applicable excise, sales or other taxes unless tax exempt certificate is provided.
- Any sums not paid when due are subject to a service charge of ONE AND ONE-HALF PERCENT PER MONTH or the maximum rate permitted by law, whichever is lower.
- NOTE: Optional software support services and special programming are subject to additional charges.

PRICING. The following prices apply for Silver Support of RPCS based on the then current list price per Port times the number of Ports supported:

- Yearly charge is equal to 9% of the current list price, billed in advance once per year (Min. $3,600/yr).
- NOTE: Support of older Releases are subject to a surcharge.
- Ancillary product support is generally 15% unless noted otherwise.

QTY	DESCRIPTION	SOFTWARE VALUE	ANNUAL BILLING
25	Revenue Plus Collector System Licenses	$82,000.00	$7,380.00
30	Revenue Plus Collector System NT Licenses	$13,500.00	1,620.00
5	Revenue Plus Query Only License	$1,000.00	1,000.00
25	Win2000	$7,475.00	1,121.25
1	Winfile – Network	$7,500.00	1,125.00
1	Account Distribution/Payment Proration	$17,500.00	2,625.00
1	Tax Intercept	$3,500.00	525.00
1	UnSecured Delinquent Tax Module	$10,000.00	1,500.00
1	California EDD Module	$5,000.00	750.00
1	ComServe	$2,295.00	345.00
1	Meditech Account Interface	$8,100.00	1,215.00
1	Meditech Transaction Interface	$5,670.00	850.50
1	Tax Interface	$8,100.00	1,215.00
1	Statements	$10,800.00	1,620.00
1	Delinquent Court Account Tracking	$5,400.00	810.00
1	Tax Distribution Management Report	$3,780.00	567.00
1	Business Licenses	$2,160.00	324.00
1	Facility Code Breakout and Split	$13,500.00	2,025.00
1	Delinquent Fine Report	$3,780.00	567.00
	Total	**$211,060.00**	**$27,022.75**

COUNTY OF STANISLAUS TREASURER/TAX COLLECTOR'S OFFICE – REVENUE RECOVERY DIVISION

Authorized Signature

COLUMBIA ULTIMATE

By: Tom Watson

Print Name: Tom Watson

Title: Treasurer/Tax Collector

Date: 4-24-2001

Approved as to Form

By: Victoria A. Halliday

Print Name: Victoria A. Halliday

Deputy County Counsel – Stanislaus County 4/24/01

CONTRACT/AGREEMENT 70A

Software License Agreement

V. **FEES AND CHARGES.**

C. The Annual License Renewal Fee may be adjusted from time-to-time by Revenue Plus, however it can increase no higher than 5% annually, cumulatively. ~~however such fee shall be no higher than the then current fee charged by Revenue Plus on similar licensed Software under like terms and conditions at the time.~~ In addition to extending the right to use, the above-referenced fees entitles Customer to the maintenance indicated in Section VI.

Software Support Module

IV. **FEES AND CHARGES**

A. Fees. As consideration of the Software Support services rendered by Revenue Plus, Customer shall pay Revenue Plus the fees and charges set forth in the attached Schedule. These amounts are subject to change year to year and/or when number of licenses in-use change but can increase no higher than 5% annually, cumulatively.

Software Development Module

Between

COLUMBIA ULTIMATE BUSINESS SYSTEMS, INC.
14300 SE FIRST STREET
VANCOUVER, WASHINGTON 98684
360-256-7358
Hereafter Columbia Ultimate
And

COUNTY OF STANISLAUS
TREASURER/TAX COLLECTOR'S OFFICE – REVENUE RECOVERY DIVISION
1010 10TH. STREET, SUITE 2500
MODESTO, CA 95354
209-525-4462

Hereafter Customer

This Software Development Module is made part of the Software License Agreement, effective as of _____, 2001 between Revenue Plus and Customer. This Software Development Module is subject in all respects to the Software License Agreement, except that in the event of a conflict between this Module and the Software License Agreement, the terms and conditions of this Software Development Module shall govern for the purposes of this Module only.

I. TERMS OF SOFTWARE DEVELOPMENT.

The term of this Software Development Module is ongoing, although each Statement of Work will specify its own length of time. The Statement of Work may be terminated by the Customer upon seven (7) days prior written notice to Revenue Plus provided that, in the event of termination, the Customer shall pay Revenue Plus for Services and Products rendered through the date of termination. Revenue Plus may also terminate a Statement of Work at any time upon thirty (30) days prior written notice to the Customer.

II. DEFINITIONS.

In addition to the terms defined in the Software License Agreement, the following capitalized terms used in this Module shall have the following meanings for purposes of this Module only:

A. "Custom Software" shall mean any customization or enhancements of the Software developed for Customer by Revenue Plus pursuant to the Statement of Work.

B. "Deliverables" shall mean the Service or Product delivered to the Customer. When a Product or Service is delivered to Customer, the Customer will deem it as "Delivered". If a Deliverable quantity is more than one and a portion of the quantity has been received, the Customer will accept the received portion of the Service or Product as "Delivered".

C. "Specification(s)" shall mean the functional, performance and operational characteristics of the Custom Software, and each component thereof, as included in the technical data, schematics and other written descriptions provided by Customer.

D. "Statement of Work" shall mean the Services or Products to be provided by Revenue Plus based on the Specification(s) supplied by Customer, including but not limited to the project description, processing flows, file and report layouts (if any), acceptance criteria and estimated time of completion and costs.

III. TERMS AND CONDITIONS OF SOFTWARE DEVELOPMENT.

A. Revenue Plus agrees to provide the Services and Products to Customer as described in the Statement of Work(s). Revenue Plus warrants and represents that it shall perform all work using professional skill and care.

Software Development Module

B. Because Custom Software is inherently complex and may not be completely free of errors, the Customer should verify that all work outlined on the Statement of Work performs the function for which it was intended. The Customer should make backup copies of the Custom Software.

C. The Statement of Work will show all custom programming requested by Customer. No changes in or deviations from the Specifications shall be permitted unless Customer shall submit a written request to Revenue Plus setting forth with reasonable specificity any requested changes to such Specifications (reference IIID - Requested Modifications to Specifications). Alternatively, a proposal for such a change or deviation submitted in writing by Revenue Plus and accepted in writing by Customer shall suffice for this purpose.

D. Requested Modifications to Specifications and/or Timetable. The following conditions will apply:
   1. As soon as reasonably practicable, but in no event later than ten (10) days following Revenue Plus' receipt of such request (unless a longer period is reasonably required), Revenue Plus shall provide Customer with written notice stating any anticipated change in price, schedule, or any other terms of the Specifications, resulting from the requested changes.
   2. Unless Customer accepts in writing any changes in price, schedule, or other terms set forth by Revenue Plus in its notice, the changes to the specifications requested by Customer shall not be made. If such changes are accepted in writing by Customer, the requested changes to the specifications shall be made, and Customer's written request for such changes and Revenue Plus' written acceptance thereof shall be deemed to constitute an amendment to the Specifications, and shall be deemed to be a part of the Statement of Work.
   3. All changes and adjustments required by Revenue Plus in any of its notices shall be made by Revenue Plus in good faith and reflect the intent of the parties to keep the fees and costs for each Statement of Work as low as is reasonable possible, while producing a first class, high quality solution within the time frames mutually agreed to by the parties.

E. Revenue Plus is an independent contractor and not an agent, officer or employee of the Customer. The parties mutually understand that this Module is not intended to and shall not be construed to create the relationship of agent, servant, employee, partnership, joint venture or association. As an independent contractor, Revenue Plus is not subject to the directions and control of the Customer, except as to the final results contracted for under this Module.

F. Any third person employed by Revenue Plus shall be under Revenue Plus' exclusive directions, supervision and control. Revenue Plus shall determine all conditions of employment, including hours, wages, working conditions, discipline, hiring and discharges, or any other condition of employment.

G. All rights, title, and interest in and to any software code, Products or Services furnished hereunder shall vest exclusively in Revenue Plus. Any inventions or discoveries, arising out of the work performed by Revenue Plus under this Module and any enhancements or modifications to the Products or Services furnished by Revenue Plus under this Module, including but not limited to, work performed under this Module in connection with Custom Software and all works of authorship such as writings, computer programs, including screen designs, which are produced as part of or in connection with Services shall be the sole property of Revenue Plus.

IV. CUSTOM PROGRAMMING

A. Custom programming will be administered in four phases as follows: (1) analysis and design; (2) coding and unit test; (3) integration test; and (4) acceptance test. For billing purposes, unless otherwise stated in the Statement of Work, each phase will be a Deliverable. Projects with phases greater than thirty (30) days in duration are subject to progress billings.

B. Once Revenue Plus has delivered a Product or Service, Revenue Plus will send a "Project Completion Notice" sheet by facsimile or e-mail to Customer requiring Customer's signature. If Customer does not return a signed Project Completion Notice sheet within ten (10) business days, Revenue Plus will assume the items delivered. If the Customer has an issue with the Deliverable not being met, the Customer will send a certified letter to Revenue Plus' Project Coordinator with an explanation of why the Deliverable has not been accepted. Both parties will work together to help the Deliverable be met in a timely manner. Customer shall not withhold the acceptance of a Deliverable for lack of manpower or time to verify if the Deliverable has been met. In addition, Revenue Plus will not be

Software Development Module

responsible for timelines not met which were stated in the Statement of Work because of Customer's non-acceptance of Deliverables within the stated time frame.

C. Revenue Plus may incorporate into the Deliverables, intellectual property that it has substantially developed prior the Statement of Work. Revenue Plus retains the ownership of its intellectual property, including any copyrights, in the portion of the Deliverables where said incorporation occurs. Customer's use of Revenue Plus' intellectual property will be subject to the license granted to Customer under the terms of the Agreement.

V. PROJECT MANAGEMENT.

A. Revenue Plus Project Coordinator. Revenue Plus shall designate one of its employees as its project manager (the "Revenue Plus Project Coordinator") per Statement of Work, who shall be assigned by Revenue Plus to supervise Revenue Plus' work and shall serve as Customer's point of contact for resolution of problems.

B. Customer Project Coordinator. Customer shall designate an employee who shall be assigned by Customer to coordinate Customer's involvement (the "Customer Project Coordinator") per Statement of Work, who shall serve as Revenue Plus' point of contact for the resolution of problems related to the management of the project.

C. Progress Reports. Revenue Plus will provide periodic reports to the Customer as to the progress of any work assigned. The status report should include, if any: (1) any critical issue encountered by Revenue Plus including without limitations, the failure of any party to perform, any delay of any party in performing or the inadequate performance of any party which may prevent or tend to prevent Revenue Plus from completing any task by the completion date; (2) an estimated length of any delay which may result from any critical issues; and (3) the cause of any critical issue and the specific steps taken or proposed to be taken by Revenue Plus or Customer as appropriate to remedy such critical issue.

VI. FEES AND CHARGES.

A. Fees. As consideration of the services rendered by Revenue Plus, Customer shall pay Revenue Plus the fees and charges set forth in each Statement of Work. If applicable, work completed under the Resource Module will be adjusted accordingly.

B. The Statement of Work contains an estimate as to the cost and completion date and are estimates only. The Customer will be informed whenever a variance of more than ten (10) percent from those estimates can be expected.

C. All reasonable out-of-pocket travel expenses incurred by Revenue Plus for a Statement of Work will be reimbursed by Customer including, but not limited to, airfare, lodging, meals and auto rental.

D. Invoicing. Revenue Plus will invoice Customer in accordance with the schedule of payments set forth in each Statement of Work. Customer shall pay within thirty (30) days from invoice date. In the event that the Customer does not pay the outstanding amount within the thirty (30) day period, Revenue Plus shall have the right to terminate Services. Revenue Plus shall continue to have the right to recover payment of all amounts for Services rendered prior to such termination.

E. Outstanding Amounts. Any sums not paid by Customer when due are subject to a service charge of one and one-half percent per month, or the maximum rate permitted by law, whichever is lower, together with all costs and expenses, including reasonable attorney's fees, incurred in collecting such past due balances.

F. Taxes. Customer will pay all applicable excise, sales or other taxes unless tax exempt certificate is provided.

VII. CONFIDENTIALITY.

Each party may disclose to the other relevant proprietary and/or confidential information and technology required for the completion of each Statement of Work. All such information identified as proprietary and/or confidential, when disclosed by one party to the other, shall be kept secret and confidential by the receiving party and shall not be used except as expressly contemplated in the Agreement.

VIII. MISCELLANEOUS.

A. Telecommunications Link. Customer agrees to provide the necessary equipment to allow remote access to Customer's computer system for the time required by Revenue Plus to furnish the Services hereunder. All telecommunication link charges incurred by Revenue Plus (i.e. modem calls) will be billed to Customer.

Software Development Module

B. Revenue Plus will provide Software Support of the Custom Software for up to ninety (90) days following delivery of final Service or Product per Statement of Work for correction of errors in the Products or Services. Software Support beyond this time can be obtained by choosing one of two options: (1) Support Plan (reference Software Support Module) or (2) Time & Materials Maintenance Plan (non-guaranteed). Support fees, if applicable, will be based on the total project billings multiplied by Revenue Plus' then current support rate. Surcharges will apply for quarterly and monthly billings. Note: Change requests in use or functionality which are outside the Statement of Work are not covered under this Software Support condition and will require a new Statement of Work.

C. This Module contains the entire agreement of the parties with respect to its subject matter and supersedes all existing agreements and all oral, written or other communications between them concerning its subject matter. This Module shall not be modified in any way except by a written agreement subscribed by both parties.

The parties intending to be legally bound have executed this Software Development Module to be executed by they duly authorized representatives.

County of Stanislaus Treasurer/Tax Collector's Office – Revenue Recovery Division
Authorized Signature

By: Tom Watson

Print Name: Tom Watson

Title: Treasurer/Tax Collector

Date: 4-24-2001

Approved as to Form

By: Victoria A. Halliday

Print Name: Victoria A. Halliday

Deputy County Counsel – Stanislaus County

Date: 04-24-01

Columbia Ultimate Business Systems, Inc
d/b/a Revenue Plus

By: James A Kinkade

Print Name: James A Kinkade

Title: EVP/CFO

Date: 5/3/01

Software Development Module

Statement of Work Schedule # 1
for STANISLAUS COUNTY
Project # 21214

This Statement of Work Schedule ("Statement of Work") is attached to the Software Development Module and is a part of the Software License Agreement between Revenue Plus and Customer. The Statement of Work is subject in all respect to the Software Development Module, except that in the event of a conflict between this Schedule and the Software Development Module, the terms and conditions of this Schedule shall govern for the purposes of this Statement of Work only.

Project Description: This project consists of a one way interface with the Meditech system. There will be data passed from Meditech to the Revenue Plus Collector System (RPCS). No data will be passed in an interface from RPCS to Meditech as part of this project.

The data passed into RPCS consists of new accounts only. This interface will not handle adjustments or changes of any kind to existing accounts.

Processing Flow:
This will be a daily interface with Meditech. The data to be passed into RPCS will be formatted into the standard Revenue Plus formats. See a copy of these formats in the File Layouts section of this document. This format consists of fixed length fields and records. The mapping of the data from Meditech to the fields contained in the format will still need to be worked out.

New Data Elements (Fiscal, Client Miscellaneous, etc.):

File Layouts:

Columbia Ultimate Business Systems
Public Sector Division
New Account/ Conversion Account
Record Layout Format
Revised: 08-05-98

Item	Description	Len	From	To	Data Type	Format	RPCS
1	Account Id Number	15	1	15	Numeric	Blank Fill	D11
2	**Client Number**	10	16	25	Alpha/Num	Blank Fill	D1
3	*** Account Name**	50	26	75	Alpha	Blank Fill	D2.1
4	**Additional Name**	50	76	125	Alpha	Blank Fill	D2.2
5	**Address Line 1**	50	126	175	Alpha/Num	Blank Fill	D3.1
6	**Address Line 2**	50	176	225	Alpha/Num	Blank Fill	D3.2
7	**City**	30	226	255	Alpha/Num	Blank Fill	D4
8	**State**	2	256	257	Alpha	Valid ST Codes	D5
9	**Zip**	10	258	267	Alpha/Num	Blank Fill Valid Zip	D6
10	**Phone -Residence**	12	268	279	Alpha/Num	W/WO Dash	D8
11	**SSN**	11	280	290	Alpha/Num	W/WO Dash	D20
12	**Date of Birth**	8	291	298	Numeric	MMDDYYYY	D9
13	**Collector #**	3	299	301	Numeric	Blank Fill	D10
14	**DRL #**	25	302	326	Alpha/Num	Blank Fill	D29
15	*** Assignment Date**	8	327	334	Numeric	MMDDYYYY	D14
16	**Date of Last Charge**	8	335	342	Numeric	MMDDYYYY	D12
17	**Date of Last Payment**	8	343	350	Numeric	MMDDYYYY	D13
18	*** Owing Amount**	13	351	363	Numeric	Decimal Assumed	D15
19	**Received Amount**	13	364	376	Numeric	Decimal Assumed	D16
20	Original Amount Owing	13	377	389	Numeric	Decimal Assumed	
21	Current Account Balance	13	390	402	Numeric	Decimal Assumed	

Software Development Module

22	**Accrued Interest**	13	403	415	Numeric	Decimal Assumed	D60.2	
23	**Accrued Interest Received**	13	416	428	Numeric	Decimal Assumed	D61.2	
24	Comm Fees Owing	13	429	441	Numeric	Decimal Assumed	D60.3	
25	Comm Fees Received	13	442	454	Numeric	Decimal Assumed	D61.3	
26	Assigned Misc 1 Owing	13	455	467	Numeric	Decimal Assumed	D60.4	
27	Assigned Misc 1 Received	13	468	480	Numeric	Decimal Assumed	D61.4	
28	Assigned Misc 2 Owing	13	481	493	Numeric	Decimal Assumed	D60.5	
29	Assigned Misc 2 Received	13	494	506	Numeric	Decimal Assumed	D61.5	
30	Assigned Misc 3 Owing	13	507	519	Numeric	Decimal Assumed	D60.6	
31	Assigned Misc 3 Received	13	520	532	Numeric	Decimal Assumed	D61.6	
32	Assigned Misc 4 Owing	13	533	545	Numeric	Decimal Assumed	D60.7	
33	Assigned Misc 4 Received	13	546	558	Numeric	Decimal Assumed	D61.7	
34	Assigned Misc 5 Owing	13	559	571	Numeric	Decimal Assumed	D60.8	
35	Assigned Misc 5 Received	13	572	584	Numeric	Decimal Assumed	D61.8	
36	Assigned Misc 6 Owing	13	585	597	Numeric	Decimal Assumed	D60.9	
37	Assigned Misc 6 Received	13	598	610	Numeric	Decimal Assumed	D61.9	
38	Assigned Misc 7 Owing	13	611	623	Numeric	Decimal Assumed	D60.10	
39	Assigned Misc 7 Received	13	624	636	Numeric	Decimal Assumed	D61.10	
40	Assigned Misc 8 Owing	13	637	649	Numeric	Decimal Assumed	D60.11	
41	Assigned Misc 8 Received	13	650	662	Numeric	Decimal Assumed	D61.11	
42	Assigned Misc 9 Owing	13	663	675	Numeric	Decimal Assumed	D60.12	
43	Assigned Misc 9 Received	13	676	688	Numeric	Decimal Assumed	D61.12	
44	**Interest Rate**	5	689	693	Numeric	Decimal Assumed	D44	
45	**Misc. Amount Owing**	13	694	706	Numeric	Decimal Assumed	D31	
46	**Misc. Amount Received**	13	707	719	Numeric	Decimal Assumed	D32	
47	Misc 1 Owing	13	720	732	Numeric	Decimal Assumed	D64.3	
48	Misc 1 Received	13	733	745	Numeric	Decimal Assumed	D65.3	
49	Misc 2 Owing	13	746	758	Numeric	Decimal Assumed	D64.4	
50	Misc 2 Received	13	759	771	Numeric	Decimal Assumed	D65.4	
51	Misc 3 Owing	13	772	784	Numeric	Decimal Assumed	D64.5	
52	Misc 3 Received	13	785	797	Numeric	Decimal Assumed	D65.5	
53	Misc 4 Owing	13	798	810	Numeric	Decimal Assumed	D64.6	
54	Misc 4 Received	13	811	823	Numeric	Decimal Assumed	D65.6	
55	Misc 5 Owing	13	824	836	Numeric	Decimal Assumed	D64.7	
56	Misc 5 Received	13	837	849	Numeric	Decimal Assumed	D65.7	
57	Misc 6 Owing	13	850	862	Numeric	Decimal Assumed	D64.8	
58	Misc 6 Received	13	863	875	Numeric	Decimal Assumed	D65.8	
59	Misc 7 Owing	13	876	888	Numeric	Decimal Assumed	D64.9	
60	Misc 7 Received	13	889	901	Numeric	Decimal Assumed	D65.9	
61	**Account Status Code**	3	902	904	Alpha	Blank Fill	D23	
62	Client Last Charge/Last Pay Date	8	905	912	Numeric	MMDDYYYY	D34	
63	Special Field 1	30	913	942	Alpha/Num	Blank Fill	D35	
64	Special Field 2	30	943	972	Alpha/Num	Blank Fill	D36	
65	Special Field 3	30	973	1002	Alpha/Num	Blank Fill	D37	
66	Special Field 4	30	1003	1032	Alpha/Num	Blank Fill	D38	
67	Special Field 5	30	1033	1062	Alpha/Num	Blank Fill	D39	
68	Special Field 6	30	1063	1092	Alpha/Num	Blank Fill	D40	
69	*Employer Name*	30	1093	1122	Alpha/Num	Blank Fill	F33	
70	*Employer Address*	30	1123	1152	Alpha/Num	Blank Fill	F34	
71	*Employer CSZ*	30	1153	1182	Alpha/Num	Blank Fill	F35	
72	*Employer Phone*	12	1183	1194	Alpha/Num	W/WO Dashes	F36	
73	*Employer 2 Name*	30	1195	1224	Alpha/Num	Blank Fill	F37	
74	*Employer 2 Address*	30	1225	1254	Alpha/Num	Blank Fill	F38	

Software Development Module

75	*Employer 2 CSZ*	30	1255	1284	Alpha/Num	Blank Fill	F39	
76	*Employer 2 Phone*	12	1285	1296	Alpha/Num	W/WO Dashes	F40	
77	*Alternate Payor*	30	1297	1326	Alpha/Num	Blank Fill	F41	
78	*Alternate Payor Address1*	30	1327	1356	Alpha/Num	Blank Fill	F42	
79	*Alternate Payor Address2*	30	1357	1386	Alpha/Num	Blank Fill	F43	
80	*Alternate Payor CSZ*	30	1387	1416	Alpha/Num	Blank Fill	F44	
81	*Alternate Payor Phone*	12	1417	1428	Alpha/Num	W/WO Dashes	F45	
82	*Alternate Payor Description*	30	1429	1458	Alpha/Num	Blank Fill	F46	
83	Bank Name	30	1459	1488	Alpha/Num	Blank Fill	F	
84	Bank Address	30	1489	1518	Alpha/Num	Blank Fill	F	
85	Bank City	20	1519	1538	Alpha	Blank Fill	F	
86	Bank State	2	1539	1540	Alpha	Valid State Code	F	
87	Bank Zip	10	1541	1550	Alpha/Num	Blank Fill Valid Zip	F	
88	Bank Phone	12	1551	1562	Alpha/Num	W/WO Dashes	F	
89	Bank Routing Number	15	1563	1577	Alpha/Num	Blank Fill	F	
90	Additional Name 1	30	1578	1607	Alpha	Blank Fill	F	
91	Address 1	30	1608	1637	Alpha/Num	Blank Fill	F	
92	Address 2	30	1638	1667	Alpha/Num	Blank Fill	F	
93	City	20	1668	1687	Alpha	Blank Fill	F	
94	State	2	1688	1689	Alpha	Valid State Code	F	
95	Zip	10	1690	1699	Alpha/Num	Blank Fill Valid Zip	F	
96	Phone	12	1700	1711	Alpha/Num	W/WO Dashes	F	
97	AKA 1	30	1712	1741	Alpha	Blank Fill	F	
98	AKA 2	30	1742	1771	Alpha	Blank Fill	F	
99	AKA 3	30	1772	1801	Alpha	Blank Fill	F	
100	AKA 4	30	1802	1831	Alpha	Blank Fill	F	
101	Additional SSN 1	11	1832	1842	Alpha/Num	W/WO Dashes	F	
102	Additional SSN 2	11	1843	1853	Alpha/Num	W/WO Dashes	F	
103	Additional SSN 3	11	1854	1864	Alpha/Num	W/WO Dashes	F	
	Lien Information							
104	Judgment Date	8	1865	1872	Numeric	MMDDYYYY	F	
105	Case Number	15	1873	1887	Alpha/Num	Blank Fill	F	
106	Docket Number	20	1888	1907	Alpha/Num	Blank Fill	F	
107	Page Number	15	1908	1922	Alpha/Num	Blank Fill	F	
108	Lien Date	8	1923	1930	Alpha/Num	MMDDYYYY	F	
109	Mortgage Vol.	20	1931	1950	Alpha/Num	Blank Fill	F	
110	Page Number	15	1951	1965	Alpha/Num	Blank Fill	F	
111	Chattel Vol.	20	1966	1985	Alpha/Num	Blank Fill	F	
112	Chattel Page	15	1986	2000	Alpha/Num	Blank Fill	F	
113	Other	30	2001	2030	Alpha/Num	Blank Fill	F	
114	Other	30	2031	2060	Alpha/Num	Blank Fill	F	
	Levy Information							
115	Field1	30	2061	2090	Alpha/Num	Blank Fill	F	
116	Field2	30	2091	2120	Alpha/Num	Blank Fill	F	
117	Field3	30	2121	2150	Alpha/Num	Blank Fill	F	
118	Field4	30	2151	2180	Alpha/Num	Blank Fill	F	
119	Field5	30	2181	2210	Alpha/Num	Blank Fill	F	
120	Field6	30	2211	2240	Alpha/Num	Blank Fill	F	
121	Field7	30	2241	2270	Alpha/Num	Blank Fill	F	
122	Field8	30	2271	2300	Alpha/Num	Blank Fill	F	
123	Field9	30	2301	2330	Alpha/Num	Blank Fill	F	

Software Development Module

124	Field10	30	2331	2360	Alpha/Num	Blank Fill	F	
	Judgment Info							
125	Field1	30	2361	2390	Alpha/Num	Blank Fill	F	
126	Field2	30	2391	2420	Alpha/Num	Blank Fill	F	
127	Field3	30	2421	2450	Alpha/Num	Blank Fill	F	
128	Field4	30	2451	2480	Alpha/Num	Blank Fill	F	
129	Field5	30	2481	2510	Alpha/Num	Blank Fill	F	
130	Field6	30	2511	2540	Alpha/Num	Blank Fill	F	
131	Field7	30	2541	2570	Alpha/Num	Blank Fill	F	
132	Field8	30	2571	2600	Alpha/Num	Blank Fill	F	
133	Field9	30	2601	2630	Alpha/Num	Blank Fill	F	
134	Field10	30	2631	2660	Alpha/Num	Blank Fill	F	
	Student Loan Info							
135	Field1	30	2661	2690	Alpha/Num	Blank Fill	F	
136	Field2	30	2691	2720	Alpha/Num	Blank Fill	F	
137	Field3	30	2721	2750	Alpha/Num	Blank Fill	F	
138	Field4	30	2751	2780	Alpha/Num	Blank Fill	F	
139	Field5	30	2781	2810	Alpha/Num	Blank Fill	F	
140	Field6	30	2811	2840	Alpha/Num	Blank Fill	F	
141	Field7	30	2841	2870	Alpha/Num	Blank Fill	F	
142	Field8	30	2871	2900	Alpha/Num	Blank Fill	F	
143	Field9	30	2901	2930	Alpha/Num	Blank Fill	F	
144	Field10	30	2931	2960	Alpha/Num	Blank Fill	F	
	Asset Info							
145	Field1	30	2961	2990	Alpha/Num	Blank Fill	F	
146	Field2	30	2991	3020	Alpha/Num	Blank Fill	F	
147	Field3	30	3021	3050	Alpha/Num	Blank Fill	F	
148	Field4	30	3051	3080	Alpha/Num	Blank Fill	F	
149	Field5	30	3081	3110	Alpha/Num	Blank Fill	F	
150	Field6	30	3111	3140	Alpha/Num	Blank Fill	F	
151	Field7	30	3141	3170	Alpha/Num	Blank Fill	F	
152	Field8	30	3171	3200	Alpha/Num	Blank Fill	F	
153	Field9	30	3201	3230	Alpha/Num	Blank Fill	F	
154	Field10	30	3231	3260	Alpha/Num	Blank Fill	F	
	Additional Information							
155	Field1	30	3261	3290	Alpha/Num	Blank Fill	F	
156	Field2	30	3291	3320	Alpha/Num	Blank Fill	F	
157	Field3	30	3321	3350	Alpha/Num	Blank Fill	F	
158	Field4	30	3351	3380	Alpha/Num	Blank Fill	F	
159	Field5	30	3381	3410	Alpha/Num	Blank Fill	F	
160	Field6	30	3411	3440	Alpha/Num	Blank Fill	F	
161	Field7	30	3441	3470	Alpha/Num	Blank Fill	F	
162	Field8	30	3471	3500	Alpha/Num	Blank Fill	F	
163	Field9	30	3501	3530	Alpha/Num	Blank Fill	F	
164	Field10	30	3531	3560	Alpha/Num	Blank Fill	F	
165	Field 11	30	3561	3590	Alpha/Num	Blank Fill	F	
166	Field 12	30	3591	3620	Alpha/Num	Blank Fill	F	
167	Field 13	30	3621	3650	Alpha/Num	Blank Fill	F	
168	Field 14	30	3651	3680	Alpha/Num	Blank Fill	F	

Software Development Module

169	Field 15	30	3681	3710	Alpha/Num	Blank Fill	F	
170	Field 16	30	3711	3740	Alpha/Num	Blank Fill	F	
171	Field 17	30	3741	3770	Alpha/Num	Blank Fill	F	
172	Field 18	30	3771	3800	Alpha/Num	Blank Fill	F	
173	Field 19	30	3801	3830	Alpha/Num	Blank Fill	F	
174	Field 20	30	3831	3860	Alpha/Num	Blank Fill	F	
175	Field 21	30	3861	3890	Alpha/Num	Blank Fill	F	
176	Field 22	30	3891	3920	Alpha/Num	Blank Fill	F	
177	Field 23	30	3921	3950	Alpha/Num	Blank Fill	F	
178	Field 24	30	3951	3980	Alpha/Num	Blank Fill	F	
179	Field 25	30	3981	4010	Alpha/Num	Blank Fill	F	
180	Field 26	30	4011	4040	Alpha/Num	Blank Fill	F	
181	Field 27	30	4041	4070	Alpha/Num	Blank Fill	F	
182	Field 28	30	4071	4100	Alpha/Num	Blank Fill	F	
183	Field 29	30	4101	4130	Alpha/Num	Blank Fill	F	
184	Field 30	30	4131	4160	Alpha/Num	Blank Fill	F	
185	Field 31	30	4161	4190	Alpha/Num	Blank Fill	F	
186	Field 32	30	4191	4220	Alpha/Num	Blank Fill	F	
187	Field 33	30	4221	4250	Alpha/Num	Blank Fill	F	
188	Field 34	30	4251	4280	Alpha/Num	Blank Fill	F	
189	Field 35	30	4281	4310	Alpha/Num	Blank Fill	F	
190	Field 36	30	4311	4340	Alpha/Num	Blank Fill	F	
191	Field 37	30	4341	4370	Alpha/Num	Blank Fill	F	
192	Field 38	30	4371	4400	Alpha/Num	Blank Fill	F	
193	Field 39	30	4401	4430	Alpha/Num	Blank Fill	F	
194	Field 40	30	4431	4460	Alpha/Num	Blank Fill	F	
195	Field 41	30	4461	4490	Alpha/Num	Blank Fill	F	
196	Field 42	30	4491	4520	Alpha/Num	Blank Fill	F	
197	Field 43	30	4521	4550	Alpha/Num	Blank Fill	F	
198	Field 44	30	4551	4580	Alpha/Num	Blank Fill	F	
199	Field 45	30	4581	4610	Alpha/Num	Blank Fill	F	
200	Field 46	30	4611	4640	Alpha/Num	Blank Fill	F	
201	Field 47	30	4641	4670	Alpha/Num	Blank Fill	F	
202	Field 48	30	4671	4700	Alpha/Num	Blank Fill	F	
203	Field 49	30	4701	4730	Alpha/Num	Blank Fill	F	
204	Field 50	30	4731	4760	Alpha/Num	Blank Fill	F	

* - These items reflect the fields which must be included in a debtor record.

Bold - These items are standard in the Debtor File

Italics- These items are standard in the Fiscal File

"F" in RPCS Column - reflects items which are designed to be in the Fiscal File

"Memo" in the RPCS Column - reflects notes which are transferred into the Memo File

All Alpha/Num or Alpha fields should be left justified and blank filled.

All Numeric amounts should be right justified and zero filled unless otherwise noted.

Note: a "D" in the RPCS Column - reflects the items stored in the Debtor File.

Note: If a number is attached to a "D"or "F", this is attribute in the file where it is stored.

Software Development Module

Columbia Ultimate Business Systems						
Revenue Plus						
Financial Transaction						
Record Layout Format						
Revised: 6-24-98						
Number	**Description**	**Length**	**From**	**To**	**Data Type**	**Format**
1	* Account ID Number	15	1	15	Numeric	Blank Fill
2	* Transaction Date	8	16	23	Numeric	MMDDYYYY
3	* Transaction Code	6	24	29	Numeric	Blank Fill
4	* Transaction Amount	12	30	41	Numeric	Decimal Assumed
5	Source	30	42	71	Alpha/Num	Blank Fill
6	Balance After Transaction	12	72	83	Numeric	Decimal Assumed
7	Additional Info	30	84	113	Alpha/Num	Blank Fill
8	Additional Info	30	114	143	Alpha/Num	Blank Fill
9	Additional Info	30	144	173	Alpha/Num	Blank Fill
10	Additional Info	30	174	203	Alpha/Num	Blank Fill
11	Additional Info	30	204	233	Alpha/Num	Blank Fill
* - These items reflect the fields which must be included in a transaction record.						
All Alpha/Num or Alpha fields should be left justified and blank filled.						

Software Development Module

Columbia Ultimate Business Systems						
Public Sector Division						
Account Distribution/Payment Proration						
Record Layout Format						
Revised: 6-24-98						
Number	**Description**	**Length**	**From**	**To**	**Data Type**	**Format**
1	* Account ID Number	15	1	15	Numeric	Blank Fill
2	* Sequence #	4	16	19	Numeric	Zero Fill
3	* Facility Code	12	20	31	Alpha/Num	Blank Fill
4	* Charge/Payment Code (C/P)	1	32	32	Alpha	
5	* Transaction Date	8	33	40	Numeric	MMDDYYYY
6	* Amount	13	41	53	Numeric	Decimal Assumed
7	Additional Info	30	54	83	Alpha/Num	Blank Fill
8	Additional Info	30	84	113	Alpha/Num	Blank Fill
9	Additional Info	30	114	143	Alpha/Num	Blank Fill
10	Additional Info	30	144	173	Alpha/Num	Blank Fill
11	Additional Info	30	174	203	Alpha/Num	Blank Fill
* - These items reflect the fields which must be included in this record.						
All Alpha/Num or Alpha fields should be left justified and blank filled.						
All Numeric amounts should be right justified and zero filled unless otherwise noted.						

Columbia Ultimate Business Systems						
Public Sector Division						
Notes File Layout						
Record Layout Format						
Revised: 06-24-98						
Item	**Description**	**Len**	**From**	**To**	**Data Type**	**Format**
1	* Account ID Number	15	1	15	Numeric	Blank Fill
3	* Sequence #	4	16	19	Numeric	Zero Fill
4	Note Date	8	20	27	Numeric	MMDDYYYY
5	Note Time	6	28	33	Numeric	HHMMSS
6	Note Oper ID	3	34	36	Alpha/Num	Blank Fill
7	Note Detail	200	37	236	Alpha/Num	Blank Fill
If an account has multiple notes, create 1 record for each note and put a sequence						

Software Development Module

number in the sequence # field to indicate the order of the notes.							
All Alpha/Num or Alpha fields should be left justified and blank filled.							
All Numeric amounts should be right justified and zero filled unless otherwise noted.							

Media:

Report Layouts:
N/A
Screen Layouts:
N/A
Flow Charts:

Documentation Requirements:
Documentation will be provided describing how the interface works and with instructions on any user interaction that may be required.

Acceptance Criteria:
A design document will be provided that will include tests that should be run as part of the acceptance testing.

Assumptions:
None

Software Development Module

Statement of Work Schedule #2
for STANISLAUS COUNTY
Project # 21215

This Statement of Work Schedule ("Statement of Work") is attached to the Software Development Module and is a part of the Software License Agreement between Revenue Plus and Customer. The Statement of Work is subject in all respect to the Software Development Module, except that in the event of a conflict between this Schedule and the Software Development Module, the terms and conditions of this Schedule shall govern for the purposes of this Statement of Work only.

Project Description: The County has the requirement to produce statements on a regular basis to be sent to debtors. The Correspondence module contained in the Revenue Plus Collector System (RPCS) can handle most of the data and formatting requirements needed for the statements. However, the county has asked to have a previous statement balance in the body of the statement as well as a list of the financial transactions (payments or adjustments) that have occurred since the last statement. It will be necessary to create a custom program in order to provide this data.

Processing Flow:
A custom program will be written to produce the previous balance to be included on the statement. This balance will need to be calculated, printed on the statement, and then stored for use the next time statements are run.

This same program will also extract from the database the financial transactions that have occurred since the last statement was produced for this debtor. The data extracted will be formatted to fit properly on the statement and then will be printed on the statement.

Documentation Requirements:
Documentation will be provided describing how the changes made as part of this statement of work function.

Acceptance Criteria:
A design document will be provided that will indicate in detail the programming to be done and will include some tests to be run in order to verify the programming done works correctly.

Assumptions:
None

Software Development Module

File Layouts:
The exact layouts of the interface files have not yet been determined. All files should be ASCII files with field and record delimiters. It is preferred to use either a tab or a comma/quote delimiter for the fields and a carriage return/line feed delimiter for the records.

Documentation Requirements:
Instructions on how the programs function and how the interfaces are initiated by the user will be provided with this project.

Acceptance Criteria:
A design document will be provided that will include tests to be run to verify the interfaces works correctly.

Assumptions:

Software Development Module

Statement of Work Schedule #3
for STANISLAUS COUNTY
Project # 21216

This Statement of Work Schedule ("Statement of Work") is attached to the Software Development Module and is a part of the Software License Agreement between Revenue Plus and Customer. The Statement of Work is subject in all respect to the Software Development Module, except that in the event of a conflict between this Schedule and the Software Development Module, the terms and conditions of this Schedule shall govern for the purposes of this Statement of Work only.

Project Description: This is the programming effort required to convert the data from the CICS DB2 database the County has currently to the database used by the Revenue Plus Collector System (RPCS) product. This project consists of an extract of data from the DB2 database, formatting the extracted data into the agreed upon format and loading the data into the RPCS database. This will involve effort by both Revenue Plus staff and County staff.

There are approximately 100,000 debtor records that will be converted. About 70,000 of those are active. There are approximately 600,000 charge records and about half of those are active. All data will be converted and then it is expected that a purge will be run on RPCS at some point after conversion.

Processing Flow:
The DB2 database consists of debtor records and charge records that relate back to the debtor. When the formatted conversion file to be loaded into RPCS is created we will need to get one record per charge. This record will contain not only the charge information but also the debtor information. This means that the debtor information will be duplicated for each charge. The data is needed that way because it is stored in RPCS that way. The conversion file will also need to contain the name and address data from the County's address database.

This conversion will include the conversion of notes. The Notes Layout in the File Layouts section of the Meditech Interface Statement of Work (SOW # 1) will be used for this data. When the data is loaded into RPCS the notes will need to be attached to the primary packet member since they are related at the debtor level on the current system.

Included in the data to be converted will be data needed to setup payment arrangements. Part of this conversion will be to setup payment plans when the required data fields are present. At a minimum RPCS needs a payment amount, frequency, and payment due date in order to establish a payment plan.

New Data Elements (Fiscal, Client Miscellaneous, etc.):

File Layouts:

Media:

Report Layouts:

Screen Layouts:

Flow Charts:

Documentation Requirements:
It is expected that this will be a program written, tested, and run one time to convert the data. The only live run of the program will be done by a CU employee. Other than what is needed for CU to run the conversion, no documentation will be provided with this project. A design document will be provided prior to coding that will describe exactly what will occur during the conversion of the data.

Acceptance Criteria:
Included in the design document will be tests that can be run to verify that the data converted properly.

Assumptions:

Software Development Module

Statement of Work Schedule #4
for STANISLAUS COUNTY
Project # 21217

This Statement of Work Schedule ("Statement of Work") is attached to the Software Development Module and is a part of the Software License Agreement between Revenue Plus and Customer. The Statement of Work is subject in all respect to the Software Development Module, except that in the event of a conflict between this Schedule and the Software Development Module, the terms and conditions of this Schedule shall govern for the purposes of this Statement of Work only.

Project Description: This project consists of a one way interface with the County's tax system. Data will flow from the tax system into the Revenue Plus Collector System (RPCS). No data will be passed back to the tax system as part of this project.

The data passed into (RPCS) consists of new accounts only. No updates or adjustments will be included in this interface.

Processing Flow:
This will be a daily interface with the tax system. The data to be passed into (RPCS) will be formatted into the standard Revenue Plus formats. See a copy of these formats in the File Layouts section of the Meditech Interface Statement of Work. This format consists of fixed length fields and records. The mapping of the data from the tax system to the fields contained in the format will still need to be worked out.

New Data Elements (Fiscal, Client Miscellaneous, etc.):

File Layouts:

Media:

Report Layouts:

Screen Layouts:

Flow Charts:

Documentation Requirements:
Documentation will be provided describing how the interface works and any user interaction that is required.

Acceptance Criteria:
A design document will be provided that will include tests to be run in order to verify the software works correctly.

Assumptions:
None

Software Development Module

Statement of Work Schedule #5
for STANISLAUS COUNTY
Project # 21218

This Statement of Work Schedule ("Statement of Work") is attached to the Software Development Module and is a part of the Software License Agreement between Revenue Plus and Customer. The Statement of Work is subject in all respect to the Software Development Module, except that in the event of a conflict between this Schedule and the Software Development Module, the terms and conditions of this Schedule shall govern for the purposes of this Statement of Work only.

Project Description: When court accounts are 60 days delinquent the County can calculate a collection cost that the Court will reimburse. This project is to provide some simple tracking and reporting to enable the County to accomplish this.

Processing Flow:
The rule for delinquency is 60 days from the order date (or date in system) with no payments. In order to make sure that nothing is questionable about the 60 days the County has decided to use 90 days from the order date (or date in system). A custom program will be provided that will run in the dayend routine that will find and flag the accounts that have met the criteria as being delinquent.

Also, a report will be developed that will show the delinquent accounts and the payments that have come in on those accounts during a specified time frame. This report will need to include information at the facility level. The exact layout of the report is yet to be determined. It is expected that the data for the report is readily available in the Revenue Plus Collector System database.

New Data Elements (Fiscal, Client Miscellaneous, etc.):

File Layouts:

Media:

Report Layouts:

Screen Layouts:

Flow Charts:

Documentation Requirements:
Documentation will be provided describing how the program works and with instructions on user interaction required.

Acceptance Criteria:
A design document will be provided that will include tests to be run to verify the software works correctly.

Assumptions:
None

Software Development Module

Statement of Work Schedule #6
for STANISLAUS COUNTY
Project # 21521

This Statement of Work Schedule ("Statement of Work") is attached to the Software Development Module and is a part of the Software License Agreement between Revenue Plus and Customer. The Statement of Work is subject in all respect to the Software Development Module, except that in the event of a conflict between this Schedule and the Software Development Module, the terms and conditions of this Schedule shall govern for the purposes of this Statement of Work only.

Project Description: Stanislaus County currently runs on a system called CICS. This product uses a DB2 database. Due to a resource issue Revenue Plus has agreed to extract the data from the DB2 database. This project is for all of the design, coding and testing of the extract of the data to be converted from the DB2 database.

Processing Flow:
Revenue Plus will develop programs to extract data from the CICS DB2 database in Stanislaus County. The data extracted will be converted and loaded into the Revenue Plus Collector System. This project deals only with the extract of the data. See project 21216 for detailed information about the conversion of the data.

At this point it has not been determined what language and/or tool will be used to develop the extraction programs. That decision will be left to the discretion of Revenue Plus.

It is expected that Stanislaus County will provide reliable connectivity to the CICS database so Revenue Plus can do test extracts and a live complete extract for the actual conversion.

The extract will include multiple tables. The tables that have been identified and will be extraced are:

CL1000
CL1010
CL1100
CL1300
CL1400
CL1500
CL1700
CL2000
CL2010
CL2100
CL2200
CL2300
CL2400
CL2500
CL2600
CL2700
CL2800
CL2900
CL4000
CL4200
CL5000
CL5100
CL5200
CL8002

Only the tables listed will be extracted.

Missing from this list are the tables for getting name and address. These come from a different database and the table names/layouts have not been provided.

Software Development Module

Stanislaus County maintains a countywide database for name and address information. Revenue Plus will include in the development and running of the extract programs the ability to access and extract the necessary name and address information. It is expected that Stanislaus County will provide reliable connectivity to this data as well.

New Data Elements (Fiscal, Client Miscellaneous, etc.):

File Layouts:

Documentation Requirements:
It is expected that this will be a program written, tested, and run one time to convert the data. The only live run of the program will be done by a CU employee. Other than what is needed for CU to run the conversion, no documentation will be provided with this project. A design document will be provided prior to coding that will describe exactly what will occur during the conversion of the data.

Acceptance Criteria:
A design document will be provided that will include tests to be run to verify the software works correctly.

Assumptions:
Stanislaus County will provide Revenue Plus access to the necessary databases so the extract can be done. This includes the ability to get through whatever security is in place.

Software Development Module

Statement of Work Schedule #7
for STANISLAUS COUNTY
Project # 21523

This Statement of Work Schedule ("Statement of Work") is attached to the Software Development Module and is a part of the Software License Agreement between Revenue Plus and Customer. The Statement of Work is subject in all respect to the Software Development Module, except that in the event of a conflict between this Schedule and the Software Development Module, the terms and conditions of this Schedule shall govern for the purposes of this Statement of Work only.

Project Description: This project consists of 3 interfaces with the Meditech system. 1) RPCS will accept and process a Meditech file of cancellations. These cancellations will result in accounts on RPCS being cancelled or adjusted to a zero balance. 2) RPCS will create and send to Meditech a file of payments. This file will be sent monthly. 3) RPCS will create and send to Meditech a file of write-off transactions. This file will be sent monthly.

Processing Flow:
This project actually consists of 3 different interfaces with the Meditech systems, or 3 different interface files. These are a file of cancellations send from Meditech to RPCS, a file of payments send from RPCS to Meditech and a file of write-offs sent from RPCS to Meditech.

These interfaces will not load new accounts or do any updating of account information except for the updates that result from the cancellation file being loaded.

Cancellation File Interface
This is a file that will be sent from Meditech to RPCS. A program will be written to run on RPCS that will look for the Meditech cancellation file. If the file is found the records in the file will be read and processed. Each record in the file will contain one or two fields to identify the specific account on RPCS to be cancelled. If the account is found, it will be cancelled. The cancellation will be done by moving the remaining balance into a cancelled amount field. This will reduce the account to a zero balance, record the amount cancelled and the date cancelled.

The exact layout of this file has not yet been determined. It is expected that this will be an ASCII delimited file.
It is also expected that this file will have no more that 6 to 8 fields per record. RPCS really only needs to receive information adequate to identify the exact account to be cancelled.

Payment File Interface
This is a file that will be sent from RPCS to Meditech. Revenue Plus will develop a program to extract all payments made to Meditech accounts and create records in an ASCII delimited file reflecting this payment information. This program will run on a monthly basis from a menu and will be initiated by a user. It would be possible to automate this if needed.

The fields to be included in each record and the exact layout of the file have not yet been determined. The following fields were identified as needing to be sent:
Meditech Account #
Name
Amount Paid
Date

While additional fields may need to be added to this list it is expected that the number of fields per record will not exceed 10.

Write-off Interface File
This is a file that will be sent from RPCS to Meditech. Revenue plus will develop a program to extract all write-off transactions made to Meditech accounts and create records in an ASCII delimited file reflecting the write-off information. This program will run on a monthly basis from a menu and will be initiated by a user. It would be possible to automate this if needed.

The exact layout of this file has not yet been determined. It is assumed that the file will need to include the Meditech account number, the write-off date and the write-off amount. Additional fields can be added but it is expected that the number of fields per record will not exceed 10.

Software Development Module

Statement of Work Schedule #8
for STANISLAUS COUNTY
Project # 21215

This Statement of Work Schedule ("Statement of Work") is attached to the Software Development Module and is a part of the Software License Agreement between Revenue Plus and Customer. The Statement of Work is subject in all respect to the Software Development Module, except that in the event of a conflict between this Schedule and the Software Development Module, the terms and conditions of this Schedule shall govern for the purposes of this Statement of Work only.

Project Description: This project is to produce a tax distribution management report. This is a report of unpaid unsecured taxes.

Processing Flow:
A report needs to be generated on a regular basis that shows the unsecured taxes that are unpaid. This report is provided to the Auditor. Revenue Plus will write a program that will produce this report. The report will be placed on the Special Routines Menu (12) and will be available to be run at the user's discretion.

The exact format of this report is unclear at this point. Several samples have been provided. See the Reports Layout section of this SOW for a sample. This is not intended to be an exact replica of the final copy but should be very close. It is expected that all data on the report will be available from the database directly or easily derived. This project does not include the capture and storing of any additional data.

The data to be included on the report will come exclusively from those accounts designated as unsecured tax accounts.

All of the sorting requirements and inclusion/exclusion parameters for this report are unknown at this time. It is expected that these will be straightforward and easily accomplished with the RPCS database.

Software Development Module

Statement of Work Schedule #9
for STANISLAUS COUNTY
Project # 21215

This Statement of Work Schedule ("Statement of Work") is attached to the Software Development Module and is a part of the Software License Agreement between Revenue Plus and Customer. The Statement of Work is subject in all respect to the Software Development Module, except that in the event of a conflict between this Schedule and the Software Development Module, the terms and conditions of this Schedule shall govern for the purposes of this Statement of Work only.

Project Description: This project is to generate a business license report. The report will have 3 sort options: 1) street name, 2) business license number, 3) business name.

Processing Flow: Revenue Plus will develop a program to produce a business license report. This report will be put on the Special Routines Menu (12) and will be available to be run at the user's discretion.

Only those accounts that are designate as business license accounts will be included on the report.

When the report is selected from the menu a sort prompt will appear. The report will be sortable by street name or by business license number or by business name.

See the Report Layout section of this document for a sample of what the report will look like.

Software Development Module

Report Layouts:

STANISLAUS COUNTY
COLLECTION SYSTEM
BUSINESS LICENSE REPORT BY XXXXXXXXXXXXXXXXXXXXXXXX

Page: XXX
Date: XX/XX/XX

LICENSE NUMBER	BUSINESS NAME/ADDRESS	OWNER NAME/ADDRESS	BUSINESS DESCRIPTION	EXPIRATION DATE	EMERGENCY CONTACT	PHONE NUMBER
NNNNNN-NNNN	XXXXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	XXXXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	XXXXXXXXXXXXXXXXXXXXXXXXX	NN/NN/NN	XXXXXXXXXXXXXXX	NNN-NNN-NNNN
NNNNNN-NNNN	XXXXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	XXXXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	XXXXXXXXXXXXXXXXXXXXXXXXX	NN/NN/NN	XXXXXXXXXXXXXXX	NNN-NNN-NNNN
NNNNNN-NNNN	XXXXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	XXXXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	XXXXXXXXXXXXXXXXXXXXXXXXX	NN/NN/NN	XXXXXXXXXXXXXXX	NNN-NNN-NNNN
NNNNNN-NNNN	XXXXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	XXXXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	XXXXXXXXXXXXXXXXXXXXXXXXX	NN/NN/NN	XXXXXXXXXXXXXXX	NNN-NNN-NNNN
NNNNNN-NNNN	XXXXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	XXXXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	XXXXXXXXXXXXXXXXXXXXXXXXX	NN/NN/NN	XXXXXXXXXXXXXXX	NNN-NNN-NNNN
NNNNNN-NNNN	XXXXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	XXXXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	XXXXXXXXXXXXXXXXXXXXXXXXX	NN/NN/NN	XXXXXXXXXXXXXXX	NNN-NNN-NNNN
NNNNNN-NNNN	XXXXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	XXXXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	XXXXXXXXXXXXXXXXXXXXXXXXX	NN/NN/NN	XXXXXXXXXXXXXXX	NNN-NNN-NNNN
NNNNNN-NNNN	XXXXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	XXXXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	XXXXXXXXXXXXXXXXXXXXXXXXX	NN/NN/NN	XXXXXXXXXXXXXXX	NNN-NNN-NNNN
NNNNNN-NNNN	XXXXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	XXXXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	XXXXXXXXXXXXXXXXXXXXXXXXX	NN/NN/NN	XXXXXXXXXXXXXXX	NNN-NNN-NNNN

Software Development Module

Documentation Requirements:
Documentation will be provided describing the contents of the report and instructions on how to generate it.

Acceptance Criteria:
A design document will be provided that will list tests to be run in order to verify the programming done works correctly.

Assumptions:
None

Software Development Module

Statement of Work Schedule #10
for STANISLAUS COUNTY
Project # 21528

This Statement of Work Schedule ("Statement of Work") is attached to the Software Development Module and is a part of the Software License Agreement between Revenue Plus and Customer. The Statement of Work is subject in all respect to the Software Development Module, except that in the event of a conflict between this Schedule and the Software Development Module, the terms and conditions of this Schedule shall govern for the purposes of this Statement of Work only.

Project Description: Stanislaus County currently uses what they call a spread code to determine how a fine amount gets broken out and what the penalty assessment breakouts are. The various parts of the spread code are used to determine this. This project is to modify our account entry program so when the facility code entry screen displays, a code can be entered that will breakout the fine amount into facilities based on a formula that will be built into the program. This formula will also include facilities and amounts for the penalty assessments.

Processing Flow:
Stanislaus County currently uses a 3 byte code they call a spread code to determine how a fine amount should be broken out to the various funds and how much the penalty assessment is. Some of this is automated and some of this is done based on a table and some manual calculation done by the entry staff.

RPCS currently allows for a violation code to be entered when the facility entry screen displays during account entry. This violation code is what determines the facilities that go on an account. These facilities represent the various funds and penalty assessments to be paid as part of this fine.

The facility code entry screen and program that comes up as part of account entry will be modified to allow entry of a 3 character code. Stanislaus County has traditionally called this a spread code. RPCS has used the term spread code to represent another code in the system with different functionality. The term "spread code" will not be used in this case but rather something like break-out code (this can be determined later). In addition to the code being entered, the fine amount is also entered. (This is the total owed by the defendant.) The code that is entered will then be run through an algorithm and the facilities that are part of the break out of the fine and the facilities that are part of the penalty assessment will be determined and will appear on the screen with the corresponding amounts. The user will then have the option of altering what is displayed.

While the exact algorithm to be used for this is not completely understood at this time the following is included as at least a portion of what will happen.

> The first character in the 3 byte code is used to determine the base fine amount and the facility that it should be associated with. The remaining code and amount usually will treated as a 10/17 split. If the dollar amount is not evenly divisible by 27 then we go down to the dollar amount that is. The remaining amount goes to penalty assessment. Part of this breakout includes public defender. That determination will also be included in the algorithm. A table has been provided to uses as a guide for the 10/17 split when creating the algorithm.

Included in this project will be an entry screen that will allow setup of the 3 byte codes that are valid and may allow some control of how they function in terms of the algorithm.

New Data Elements (Fiscal, Client Miscellaneous, etc.):
A table will be added to the system for tracking and storage of the 3-byte codes and related data.

Documentation Requirements:
Documentation will be provided describing how the changes made as part of this statement of work function.

Acceptance Criteria:
A design document will be provided that will indicate in detail the programming to be done and will include some tests to be run in order to verify the programming done works correctly.

Assumptions:
None

Software Development Module

Documentation Requirements:
Documentation will be provided that will describe the contents of the report and instructions on how to generate it.

Acceptance Criteria:
A design document will be provided that will list tests to be run in order to verify the programming done works correctly.

Assumptions:
None

Report Layouts:

STANISLAUS COUNTY TAX COLLECTOR'S OFFICE
UNPAID UNSECURED LIST

Page: XXX
Date: XX/XX/XX

Code Area	Parcel No	Name/Address	Tax	ARA Interest	Penalty	Interest Penalty	Recrd Fee	Coll Fee	Total Due
NNN-NNN	NNN-NNNN-NNN	XXXXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	N,NNN,NNN.NN	N,NNN,NNN.NN	N,NNN,NNN.NN	N,NNN,NNN.NN	N,NNN,NNN.NN	N,NNN,NNN.NN	N,NNN,NNN.NN
NNN-NNN	NNN-NNNN-NNN	XXXXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	N,NNN,NNN.NN	N,NNN,NNN.NN	N,NNN,NNN.NN	N,NNN,NNN.NN	N,NNN,NNN.NN	N,NNN,NNN.NN	N,NNN,NNN.NN
NNN-NNN	NNN-NNNN-NNN	XXXXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	N,NNN,NNN.NN	N,NNN,NNN.NN	N,NNN,NNN.NN	N,NNN,NNN.NN	N,NNN,NNN.NN	N,NNN,NNN.NN	N,NNN,NNN.NN
NNN-NNN	NNN-NNNN-NNN	XXXXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	N,NNN,NNN.NN	N,NNN,NNN.NN	N,NNN,NNN.NN	N,NNN,NNN.NN	N,NNN,NNN.NN	N,NNN,NNN.NN	N,NNN,NNN.NN
NNN-NNN	NNN-NNNN-NNN	XXXXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	N,NNN,NNN.NN	N,NNN,NNN.NN	N,NNN,NNN.NN	N,NNN,NNN.NN	N,NNN,NNN.NN	N,NNN,NNN.NN	N,NNN,NNN.NN
NNN-NNN	NNN-NNNN-NNN	XXXXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	N,NNN,NNN.NN	N,NNN,NNN.NN	N,NNN,NNN.NN	N,NNN,NNN.NN	N,NNN,NNN.NN	N,NNN,NNN.NN	N,NNN,NNN.NN
NNN-NNN	NNN-NNNN-NNN	XXXXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	N,NNN,NNN.NN	N,NNN,NNN.NN	N,NNN,NNN.NN	N,NNN,NNN.NN	N,NNN,NNN.NN	N,NNN,NNN.NN	N,NNN,NNN.NN
NNN-NNN	NNN-NNNN-NNN	XXXXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	N,NNN,NNN.NN	N,NNN,NNN.NN	N,NNN,NNN.NN	N,NNN,NNN.NN	N,NNN,NNN.NN	N,NNN,NNN.NN	N,NNN,NNN.NN
			N,NNN,NNN.NN	N,NNN,NNN.NN	N,NNN,NNN.NN	N,NNN,NNN.NN	N,NNN,NNN.NN	N,NNN,NNN.NN	N,NNN,NNN.NN

Software Development Module

Statement of Work Schedule #11
for STANISLAUS COUNTY
Project # 21533

This Statement of Work Schedule ("Statement of Work") is attached to the Software Development Module and is a part of the Software License Agreement between Revenue Plus and Customer. The Statement of Work is subject in all respect to the Software Development Module, except that in the event of a conflict between this Schedule and the Software Development Module, the terms and conditions of this Schedule shall govern for the purposes of this Statement of Work only.

Project Description: Accounts that have a base fine amount of at least $100.00 and have not had a payment in over XX days (ex. 90) are considered delinquent and need to be included on a delinquent fines report. This project is to produce the delinquent fines report. This actually consists of a report that shows payments by spread code (will be called something other than spread code in RPCS) and a report that shows payments by collector.

Processing Flow:
A program will be developed and put into the month end that will find all accounts with an original base fine amount of over $100.00 that have not made a payment in XX number of days. The XX will be defined in a parameter table. This is done to flag accounts that have gone delinquent. Once an account has gone delinquent all payments made from that point on need to be included on the delinquent fines report.

A program will be developed that will select all accounts flagged as delinquent and have had a payment within the dates specified. These accounts will be included on one of 2 reports. The program will give the user the option of producing a payment report by spread code (will actually be something other than spread code in RPCS) or a payment report by collector. See the Report Layouts section of this document for a sample of what the 2 reports look like.

Depending on which report is selected the accounts will be sorted by collector or by spread code.

The option for running this report will be included on the Special Routines menu (12). The report will prompt for a from date and a to date.

Report Layouts:

Payments Listed by XXXXX Code (Was spread code but will be called something else in RPCS)

```
                          STANISLAUS COUNTY                    Page: NNN
                        COLLECTIONS DIVISION
            CHARGES DELINQUENT FOR NN DAYS PRIOR TO NN/NN/NNNN
            AND HAVING PAYMENTS FROM NN/NN/NNNN TO NN/NN/NNNN
                    PAYMENTS LISTED BY XXXXX CODE

XXXXX Code: XXX

Debtor          CHRG
No.              No.     Case No.                              Payments
_____________   _____   ___________________________________   _____________
NNNNNNNNNNNN    NNNN    NNNNNNNNNNNNNNNNNNNNNNNNNN            N,NNN,NNN.NN
NNNNNNNNNNNN    NNNN    NNNNNNNNNNNNNNNNNNNNNNNNNN            N,NNN,NNN.NN
NNNNNNNNNNNN    NNNN    NNNNNNNNNNNNNNNNNNNNNNNNNN            N,NNN,NNN.NN
NNNNNNNNNNNN    NNNN    NNNNNNNNNNNNNNNNNNNNNNNNNN            N,NNN,NNN.NN
NNNNNNNNNNNN    NNNN    NNNNNNNNNNNNNNNNNNNNNNNNNN            N,NNN,NNN.NN
NNNNNNNNNNNN    NNNN    NNNNNNNNNNNNNNNNNNNNNNNNNN            N,NNN,NNN.NN
NNNNNNNNNNNN    NNNN    NNNNNNNNNNNNNNNNNNNNNNNNNN            N,NNN,NNN.NN

                TOTALS:                                        N,NNN,NNN.NN
```

Software Development Module

Payments listed by collector

```
                                        STANISLAUS COUNTY                                    Page: NNN
                                     COLLECTIONS DIVISION
                          CHARGES DELINQUENT FOR NN DAYS PRIOR TO NN/NN/NNNN
                          AND HAVING PAYMENTS FROM NN/NN/NNNN TO NN/NN/NNNN
                                  PAYMENTS LISTED BY COLLECTOR

COLLECTOR ID: XXX

Debtor          CHRG                                    -------- CHG --------     -------- PEN --------
No.              No.     Case No.                       CODE        PAYMENTS      CODE        PAYMENTS
_____________   _____   ____________________________   _____   _____________     _____   _____________
NNNNNNNNNNNN    NNNN    NNNNNNNNNNNNNNNNNNNNNNNNNNN    NNN     N,NNN,NNN.NN      NNN     N,NNN,NNN.NN
NNNNNNNNNNNN    NNNN    NNNNNNNNNNNNNNNNNNNNNNNNNNN    NNN     N,NNN,NNN.NN      NNN     N,NNN,NNN.NN
NNNNNNNNNNNN    NNNN    NNNNNNNNNNNNNNNNNNNNNNNNNNN    NNN     N,NNN,NNN.NN      NNN     N,NNN,NNN.NN
NNNNNNNNNNNN    NNNN    NNNNNNNNNNNNNNNNNNNNNNNNNNN    NNN     N,NNN,NNN.NN      NNN     N,NNN,NNN.NN
NNNNNNNNNNNN    NNNN    NNNNNNNNNNNNNNNNNNNNNNNNNNN    NNN     N,NNN,NNN.NN      NNN     N,NNN,NNN.NN
NNNNNNNNNNNN    NNNN    NNNNNNNNNNNNNNNNNNNNNNNNNNN    NNN     N,NNN,NNN.NN      NNN     N,NNN,NNN.NN
NNNNNNNNNNNN    NNNN    NNNNNNNNNNNNNNNNNNNNNNNNNNN    NNN     N,NNN,NNN.NN      NNN     N,NNN,NNN.NN
NNNNNNNNNNNN    NNNN    NNNNNNNNNNNNNNNNNNNNNNNNNNN    NNN     N,NNN,NNN.NN      NNN     N,NNN,NNN.NN
NNNNNNNNNNNN    NNNN    NNNNNNNNNNNNNNNNNNNNNNNNNNN    NNN     N,NNN,NNN.NN      NNN     N,NNN,NNN.NN

                TOTALS:                                                N,NNN,NNN.NN              N,NNN,NNN.NN
```

Documentation Requirements:
Documentation will be provided describing the contents of the reports and instructions on how to generate the report.

Acceptance Criteria:
A design document will be provided that will include tests to be run in order to verify the software works correctly.

Assumptions:
None

RPCS Implementation Timeline

For The

County of Stanislaus

Treasurer/Tax Collector - Revenue Recovery Division

Task Name	Duration	Start Date	Finish Date	Resource Names
Signed Contract Date	1	04/25/01	04/25/01	Revenue Plus Stanislaus County
Kick-off Conference Call	1 day	04/30/01	04/30/01	Revenue Plus Stanislaus County
Schedule MWS and User Training	1 day	04/30/01	04/30/01	RP Project Manager SC Project Manager
Schedule Staging and On-site implementation	1 day	04/30/01	04/30/01	RP Project Manager SC Project Manager
Purchasing				
Obtain P.O. from Client	1 day	05/01/01	05/01/01	RP Admin Assistant
RP Order Products				
Revenue Plus Software	1 day	05/02/01	05/02/01	RP Admin Assistant
Revenue Plus NT Licenses	1 day	05/02/01	05/02/01	RP Admin Assistant
Revenue Plus Query Licenses	1 day	05/02/01	05/02/01	RP Admin Assistant
Quick Stats Monitor	1 day	05/02/01	05/02/01	RP Admin Assistant
Win2000 V2.2 Server Licenses	1 day	05/02/01	05/02/01	RP Admin Assistant
Infobase Licenses	1 day	05/02/01	05/02/01	RP Admin Assistant
Account Dist./Pay Proration Module	1 day	05/02/01	05/02/01	RP Admin Assistant
Tax Intercept Module	1 day	05/02/01	05/02/01	RP Admin Assistant
Legal Templates	1 day	05/02/01	05/02/01	RP Admin Assistant
Un-Secured Delinquent Tax Module	1 day	05/02/01	05/02/01	RP Admin Assistant
EDD Module	1 day	05/02/01	05/02/01	RP Admin Assistant
Winfile	1 day	05/02/01	05/02/01	RP Admin Assistant
Comserve Module	1 day	05/02/01	05/02/01	RP Admin Assistant
Ship manuals/documentation	4 days	05/03/01	05/07/01	RP Admin Assistant
Analysis and Design				
Client to have specs ready	1 day	05/07/01	05/07/01	SC I.S. and Staff
On-site Analysis	3 days	05/08/01	05/10/01	SC Staff, RP Analyst, RP Project Mgr., SC I.S.
Meditech Account Interface	4 days	05/14/01	05/17/01	RP Analysis Staff
Meditech Transaction Interface	3 days	05/14/01	05/16/01	RP Analysis Staff
Tax Interface	4 days	05/18/01	05/23/01	RP Analysis Staff
Conversion (CICS)	15 days	05/17/01	06/08/01	RP Analysis Staff
Data Extraction (CICS)	12 days	05/24/01	06/08/01	RP Analysis Staff
Statements	5 days	06/11/01	06/15/01	RP Analysis Staff
Delinquent Court Account Tracking	3 days	06/14/01	06/18/01	RP Analysis Staff
Tax Distribution Management Report	2 days	06/12/01	06/14/01	RP Analysis Staff
Business License Reports	1 day	06/19/01	06/19/01	RP Analysis Staff
Facility Code Breakout and Split	6 days	06/15/01	06/22/01	RP Analysis Staff
Delinquent Fine Report	2 days	06/20/01	06/22/01	RP Analysis Staff

Task Name	Duration	Start Date	Finish Date	Resource Names
Coding				
Meditech Account Interface	6 days	06/25/01	07/02/01	RP Programming Staff
Meditech Transaction Interface	5 days	06/11/01	06/15/01	RP Programming Staff
Tax Interface	6 days	07/04/01	07/11/01	RP Programming Staff
Conversion (CICS)	25 days	06/18/01	07/20/01	RP Programming Staff
Data Extraction (CICS)	20 days	07/13/01	08/10/01	RP Programming Staff
Statements	8 days	07/25/01	08/03/01	RP Programming Staff
Delinquent Court Account Tracking	4 days	08/14/01	08/17/01	RP Programming Staff
Tax Distribution Management Report	3 days	08/07/01	08/09/01	RP Programming Staff
Business License Reports	2 days	08/20/01	08/21/01	RP Programming Staff
Facility Code Breakout and Split	10 days	08/13/01	08/24/01	RP Programming Staff
Delinquent Fine Report	3 days	08/22/01	08/24/01	RP Programming Staff
On-site Staging and Implementation				
Pre-staging conference call	1 day	06/04/01	06/04/01	RP Technician Stanislaus I.T. Staff
Client order server	6 days	06/11/01	06/15/01	Stanislaus County
Client perform O/S Network configuration	5 days	07/23/01	07/27/01	Stanislaus IT staff rep
On-site System Staging				
RP stage software	3 days	07/31/01	08/02/01	RP Technician
RP stage PSD modules	3 days	07/31/01	08/02/01	RP Technician
RP test Black Box	3 days	07/31/01	08/02/01	RP Technician
Install Win2000 server	3 days	07/31/01	08/02/01	RP Technician
System functionality checklist	3 days	07/31/01	08/02/01	RP Technician
System admin training	3 days	07/31/01	08/02/01	RP Technician
Management Strategies Training				
Client Complete MWS Workbook	5 days	07/30/01	08/03/01	Stanislaus County
Pre-MWS conference call	1 day	08/06/01	08/06/01	RP Consultant Stanislaus County
Perform MWS training	4 days	08/13/01	08/16/01	RP Consultant Stanislaus County
Testing				
Establish integration testing plan with Client	1 day	08/03/01	08/03/01	RP Project Manager, SC Project Manager
Meditech Account Interface	3 days	08/14/01	08/17/01	Revenue Plus Stanislaus County
Meditech Transaction Interface	2 days	08/13/01	08/14/01	Revenue Plus Stanislaus County
Tax Interface	3 days	08/22/01	08/24/01	Revenue Plus Stanislaus County
Conversion (CICS)	10 days	08/15/01	08/28/01	Revenue Plus Stanislaus County
Data Extraction (CICS)	8 days	08/27/01	09/06/01	Revenue Plus Stanislaus County
Statements	4 days	08/29/01	09/03/01	Revenue Plus Stanislaus County

Task Name	Duration	Start Date	Finish Date	Resource Names
Delinquent Court Account Tracking	2 days	09/07/01	09/10/01	Revenue Plus Stanislaus County
Tax Distribution Management Report	2 days	09/05/01	09/06/01	Revenue Plus Stanislaus County
Business License Reports	1 day	09/11/01	09/11/01	Revenue Plus Stanislaus County
Facility Code Breakout and Split	4 days	09/07/01	09/12/01	Revenue Plus Stanislaus County
Delinquent Fine Report	2 day	09/12/01	09/14/01	Revenue Plus Stanislaus County
Software functionality acceptance	5 days	09/17/01	09/21/01	Revenue Plus Stanislaus County
Stress testing	5 days	09/24/01	09/28/01	Revenue Plus Stanislaus County
Personnel Consulting				
Pre-consulting conference call	1 Day	09/10/01	09/10/01	RP Consultant Stanislaus County
Review training schedule	1	09/11/01	09/11/01	
Identify staff to be trained	1 day	09/12/01	09/12/01	
Perform User On-site Personnel consulting	5 days	10/01/01	10/05/01	RP Consultant Stanislaus County
Conversion				
Complete Go-live Implementation Plan	1 day	10/05/01	10/05/01	RP Project Manager SC Project Manager
Run Conversion	2 days	10/15/01	10/116/2001	Revenue Plus Stanislaus County
Client/RP verification	1 day	10/17/01	10/17/01	Revenue Plus Stanislaus County
Go-live	1 day	10/19/01	10/19/01	Revenue Plus Stanislaus County
Dialer Install	3 days	11/12/01	11/14/01	Telephony Technician Stanislaus County
Dialer Go-Live	1 day	11/15/01	11/15/01	Telephony Technician Stanislaus County

Based on 5.5 month go-live time frame from date of signed contract.
Dialer is typically installed 1 month after the go-live date.
Legend: RP - Revenue Plus, SC - Stanislaus County
Custom Programming Timeframes based on 2 FTE's.