

CITY OF VINELAND

RESOLUTION NO. 2018- 192

RESOLUTION AUTHORIZING THE EXECUTION OF A
SUPPORT AND MAINTENANCE AGREEMENT BY AND
BETWEEN HARRIS SYSTEMS USA, INC. BROOMFIELD,
COLORADO AND THE CITY OF VINELAND FOR
SOFTWARE SUPPORT SERVICES

WHEREAS, there exists a need for support and maintenance of software licensed to the City of Vineland by Harris Systems USA, Inc. (Harris) to be effective July 1, 2016 through June 30, 2019; and

WHEREAS, in accordance with a Support and Maintenance Agreement, a copy of which is attached hereto and made a part hereof (Agreement), Harris shall provide support primarily via telephone and electronic mail in addition to on-site visits when necessary, said support shall be for both the Innoprise Software and third party software, contingent upon the receipt of a valid sublicense in the third party software at a billable rate as is set forth in the Agreement in addition to the installation of all software upgrades or the provision of suitable tools for the installation of said upgrades; and

WHEREAS, the Director of IT has recommended the execution of the Agreement

WHEREAS, the City of Vineland has certified that such services may be awarded without competitive bidding in accordance with the Local Public Contracts laws (N.J.S.A. 40A:11-1 et seq.); and

WHEREAS, the Local Public Contract Law (NJSA 40A:11-1, et seq.) requires that the Resolution authorizing the award of contract for Professional Services without competitive bidding and the contract itself must be available for public inspection.

NOW THEREFORE BE IT RESOLVED by the City Council of the City of Vineland as follows:

1. That the Mayor and Clerk are hereby authorized and directed to execute a Non-Fair and Open Agreement pursuant to N.J.S.A. 19:44A-20.5 with Harris Systems USA, Inc. Broomfield, Colorado for support and maintenance of software licensed to the City of Vineland in accordance with the agreement attached hereto and made a part hereof for the City of Vineland commencing July 1, 2016 and ending June 30, 2019.

2. That this Professional Services Agreement is awarded without competitive bidding in accordance with NJSA 40A:11-5(1)(dd) of the Local Public Contracts Law because said services to be rendered or performed are for the support and maintenance of proprietary computer hardware and software.

3. That the Business Disclosure Entity Certification, the Political Contribution Disclosure Form be placed on file with the Resolution.

4. That a notice of this action shall be printed once in the Daily Journal.

Adopted:

President of Council

ATTEST:

City Clerk

**REQUEST FOR RESOLUTION FOR CONTRACT AWARDS
UNDER 40A:11-5 EXCEPTIONS
(PROFESSIONAL SERVICES, EUS, SOFTWARE MAINTENANCE, ETC)**

4/27/2018

(DATE)

1. Service (detailed description): Harris ERP (Innoprise) Year 3 of 3 Support and Maintenance Agreement

2. Amount to be Awarded: \$ \$94,521.41

- Encumber Total Award
 Encumber by Supplemental Release

3. Amount Budgeted: \$ \$94,521.41

4. Budgeted: By Ordinance No. _____
Or Grant: Title & Year _____

5. **Account Number to be Charged: City45%,EU45%,WU10%

001-0-12-11-1104-0-5023016
002-0-54-90-9003-2-5023016
003-0-43-00-0015-2-5023016

6. Contract Period: July 1, 2018 to June 30, 2019

7. Date To Be Awarded: May 8, 2018

8. Recommended Vendor and Address: HARRIS ENTERPRISE RESOURCE
PLANNING

9. Justification for Vendor Recommendation:(attach additional information for Council review)
Sole source for software support and maintenance

- Non-Fair & Open (Pay-to-Play documents required)
 Fair & Open: How was RFP advertised? _____

10. Evaluation Performed by: City Staff

11. Approved by: Victor B. Terenik, Jr., CGCIO

12. Attachments:

- Awarding Proposal
 Other: Support & Maintenance agree.

- **Send copies to:**
Purchasing Division
Business Administration

**** If more than one account #, provide break down**

SUPPORT AND MAINTENANCE AGREEMENT

THIS AGREEMENT made as of the 1st day of July, 2016.

BETWEEN:

HARRIS SYSTEMS USA, INC.
("Harris")

- and -

CITY OF VINELAND, NEW JERSEY
("Organization")

RECITALS

1. Harris has licensed to Organization certain software pursuant to a Software License Agreement;
2. The Organization wishes to receive support and maintenance services related to the Software;
3. Harris shall provide the support and maintenance services related to the Software;
4. The Organization and Harris are entering into two (2) separate agreements with each dealing with a separate aspect of the Software: a Services Agreement and this Support and Maintenance Agreement.

NOW THEREFORE, in consideration of the mutual covenants set out in this support and maintenance agreement (the "Support and Maintenance Agreement") and for other good and valuable consideration (the receipt and sufficiency of which is hereby acknowledged), the parties agree as follows:

1. Unless otherwise defined herein, all defined terms used herein shall have the meaning ascribed to them in the Software License Agreement (the "License Agreement").
2. This Support and Maintenance Agreement is the exclusive statement of the entire support and maintenance agreement between Harris and Organization.
3. Harris shall provide software support primarily via telephone and electronic mail in addition to site visits only when necessary. The support services will be provided only during the hours of operation as described in Exhibit 2 hereto and which are in effect as of the Start Date (as defined below), as such services may, at Harris's sole discretion, be modified or supplemented from time to time. To enable Harris to provide effective support, the Organization will establish auto remote access procedures compatible with Harris's

then current practices which may be revised over time. Harris shall supply software support for both the Software and for the Third Party Software. The rights to receive software support for the Third Party Software are contingent upon a valid sublicense in the Third Party Software still being in effect under the terms of the License Agreement and that all Support and Maintenance Fees have been paid.

4. This Support and Maintenance Agreement becomes effective July 1, 2016 (the "Start Date").
5. In consideration for the support services specified in Section 4, Organization shall pay the "Support and Maintenance Fee as detailed in Exhibit 1 below. These fees will be billed annually in advance with a due date of July 1st each year. Where Organization has not paid these fees for any period of time during which these services were provided, Harris may invoice for the amounts for each such partial month and Organization shall pay all amounts invoiced for the time during which Organization was receiving these services. The date of the annual renewal may be changed to a different date mutually agreed to by both parties. After June 30, 2019 Harris may change the Support and Maintenance Fee in relation to each renewal term by providing sixty days' notice of the increase to Organization. The failure of Organization to pay any amounts due within thirty (30) days of the due date shall allow Harris to suspend all services under this Support and Maintenance Agreement until Harris receives all amounts in full which are due as of the date Harris receives payment from Organization. These are independent rights and Harris may exercise any such rights at any time.
6. In addition to the Support and Maintenance Fee, Organization shall reimburse Harris for its direct expenses in providing support services ("Billable Fees") pursuant to this Support and Maintenance Agreement which include as of the Start Date:
 - (a) all direct travel expenses including, but not limited to hotel, airfare, car rental, tolls, parking and airline and travel agent fees; each individual's travel time billing rate of \$75.00/hour for travel to Organization. The Organization will not pay for travel time for the individual to return home or their next point of origin; a per diem rate equal to GSA schedule that includes all meal, food and telecommunications expenses (no receipts will be provided, but must be provided if requested); and a mileage charge consistent with the Internal Revenue Service recommended rate per mile,

Harris may update its reimbursement policies from time to time, in which case such updated policies shall apply for purposes of this Support and Maintenance Agreement, provided that such updated reimbursement policies must generally apply to all clients of Harris. All Billable Fees shall increase by at least the same percentage as the Support and Maintenance Fees.

7. Harris shall install all software Upgrades, or provide suitable tools for Organization to install software Upgrades, at no additional charge other than the payment of the Support and Maintenance Fee. Upgrades performed by Harris shall be installed at a time mutually agreeable to Organization and Harris. Upgrades may require additional services to be

performed by Harris outside of the scope of those services provided by Harris as described in Section 8 including additional training not covered by the Software Implementation Services Agreement that will be subject to the Harris's then-prevailing policies, terms and Billable Fees related to pricing and hourly rates unless the training is required due to changes caused by the software Upgrade. A separate Scope/Statement of Work may be negotiated by the parties and made subject to the provisions of the Software Implementation Services Agreement for such services.

8. All Updates of the Software and all those services listed in Exhibit 2 which are included as part of Organization's Software support will be made available to Organization at no additional charge other than the payment of the Support and Maintenance Fee.
9. All payments hereunder shall be in U.S. dollars and shall be net of any taxes, tariffs or other governmental charges. Harris shall be responsible for paying all taxes, fees, assessments and premiums of any kind payable on its employees and operations. Any tax Harris may be required to collect or pay upon the sale, use or delivery of the support and maintenance services described in this Support and Maintenance Agreement shall be paid by Organization and such sums shall be due and payable to Harris upon receipt of an invoice therefore. Any taxes levied in relation to the services required for a Release shall be paid by Organization. The Organization shall be responsible for the payment of any applicable duties and sales/consumption taxes.
10. The initial term of this Support and Maintenance Agreement shall be from the Start Date through June 30, 2019. Thereafter, this Support and Maintenance Agreement shall automatically renew on an annual basis, unless terminated by either party upon giving to the other not less than 90 days' notice in writing prior to the end of the initial term or any subsequent anniversary of such date. Organization shall pay the then prevailing Support and Maintenance Fee in advance for each term of the Support and Maintenance Agreement and where the notice of non-renewal has not been provided in accordance with these terms, the Organization is obliged to pay the Support and Maintenance Fee for the then applicable term. The termination of this Support and Maintenance Agreement by Organization shall not affect the License or the Software License Agreement. Harris shall neither refund any Support and Maintenance Fees nor any Billable Fees if this Support and Maintenance Agreement is terminated. Organization acknowledges that if this Support and Maintenance Agreement is terminated, then it will not be eligible to receive the benefits of this Support and Maintenance Agreement including the right to Releases upon the occurrence of any Event of Default.
11. Title to and ownership of all proprietary rights in the Releases and all related proprietary information supplied by Harris in providing the services pursuant to this Support and Maintenance Agreement shall at all times remain with Harris, and Organization shall acquire no proprietary rights by virtue of this Support and Maintenance Agreement.
12. Harris shall have the right to terminate this Support and Maintenance Agreement immediately if:
 - (a) Organization attempts to assign this Support and Maintenance Agreement or any

of its rights hereunder, or undergoes a Reorganization, without complying with the License Agreement; or

- (b) Organization has not paid an invoice within ninety (90) days of the start of a renewal term.
13. Unless otherwise agreed to by the parties, all notices required hereunder shall be made in accordance with the provisions of the License Agreement.
 14. Either party's lack of enforcement of any provision in this Support and Maintenance Agreement in the event of a breach by the other shall not be construed to be a waiver of any such provision and the non-breaching party may elect to enforce any such provision in the event of any repeated or continuing breach by the other.
 15. The parties agree that the terms and conditions contained herein shall prevail notwithstanding any variations on any orders, e-mails or other correspondence submitted by Organization.
 16. The particular provisions of this Support and Maintenance Agreement shall be deemed confidential in nature and neither Organization nor Harris shall divulge any of its provisions as set forth herein to any third party except as may be required by law.
 17.
 - (a) Termination of this Support and Maintenance Agreement shall not affect any right of action of either party arising from anything which was done or not done, as the case may be, prior to the termination taking effect.
 - (b) The Organization and Harris recognize that circumstances may arise entitling the Organization to damages for breach or other fault on the part of Harris arising from this Support and Maintenance Agreement. The parties agree that in all such circumstances the Organization's remedies and Harris's liabilities will be limited as set forth below and that these provisions will survive notwithstanding the termination or other discharge of the obligations of the parties under this Support and Maintenance Agreement.
 - (c) THE AGGREGATE LIABILITY OF HARRIS TO ORGANIZATION FOR ALL CLAIMS, SUITS, ACTIONS AND PROCEEDINGS HOWSOEVER ARISING, DIRECTLY OR INDIRECTLY, UNDER OR RELATING TO THIS SUPPORT AND MAINTENANCE AGREEMENT OR ITS SUBJECT MATTER, INCLUDING THOSE BASED ON BREACH OR RESCISSION OF CONTRACT, TORT, BREACH OF TRUST, OR BREACH OF FIDUCIARY DUTY SHALL NOT EXCEED, IN THE AGGREGATE, THE AMOUNT OF FEES ACTUALLY PAID BY THE ORGANIZATION TO HARRIS UNDER THIS SUPPORT AND MAINTENANCE AGREEMENT DURING THE THEN-CURRENT TERM (AND IN NO EVENT BEING GREATER THAN 12 MONTHS) OF THE SUPPORT AND MAINTENANCE AGREEMENT UP TO AND INCLUDING THE DATE OF TERMINATION.

- (d) IN ADDITION TO THE FOREGOING, NEITHER PARTY SHALL BE LIABLE TO THE OTHER FOR ANY CLAIMS FOR CONSEQUENTIAL DAMAGES, INCIDENTAL DAMAGES, INDIRECT DAMAGES, SPECIAL DAMAGES, AGGRAVATED DAMAGES, LOSS OF REVENUE, LOSS OF PROFITS, FAILURE TO REALIZE EXPECTED SAVINGS, LOSS OF DATA, LOSS OF BUSINESS OPPORTUNITY EITHER UNDER OR RELATING TO THIS SUPPORT AND MAINTENANCE AGREEMENT OR ITS SUBJECT MATTER, WHETHER BASED ON BREACH OF RESCISSION OF CONTRACT, TORT, BREACH OF TRUST, OR BREACH OF FIDUCIARY DUTY EVEN IF SUCH OTHER PARTY HAS BEEN ADVISED OF THE LIKELIHOOD OF THE OCCURRENCE OF SUCH DAMAGES AND NOTWITHSTANDING ANY FAILURE OF ESSENTIAL PURPOSE OF ANY LIMITED REMEDY.
17. The parties hereby confirm that the limitation of liability provided above in section 16 shall extend to such party's affiliates and to its shareholders, directors, officers, employees and elected officials.
18. Where remedies are expressly afforded by this Support and Maintenance Agreement, such remedies are intended by the parties to be the sole and exclusive remedies of the Organization for liabilities of the Harris arising out of or in connection with this Support and Maintenance Agreement, notwithstanding any remedy otherwise available at law or in equity.
19. This Support and Maintenance Agreement shall be governed by the laws of the State of New Jersey and that disputes be handled in the County of Cumberland applicable therein.
20. This Support and Maintenance Agreement may not be assigned by the Organization unless, concurrently with any such assignment, the Organization assigns its rights under, and complies with the provisions of the License Agreement.
21. This Support and Maintenance Agreement shall be binding upon the successors and assigns of the parties and endure to the benefit of the successors and permitted assigns of the parties.
22. The invalidity or unenforceability of any provision or covenant contained in this Support and Maintenance Agreement shall not affect the validity or enforceability of any other provision or covenant herein contained and any such invalid provision or covenant shall be deemed to be severable.
23. This Support and Maintenance Agreement may be executed in counterparts (whether by facsimile signature or in PDF format via e-mail or otherwise), each of which when so executed shall constitute an original and all of which together shall constitute one and the same agreement.

IN WITNESS WHEREOF, the Parties have executed this Support and Maintenance Agreement to be effective as of the date first written above.

HARRIS SYSTEMS USA, INC.

Per: _____

Name: Bryce Harward

Title: Executive Vice President

CITY OF VINELAND, NEW JERSEY

Per: _____

Name:

Title:

Per: _____

Name:

Title:

Exhibit 1
Annual Support and Maintenance Fees

Support and Maintenance for:	7/1/2016 - 6/30/2017	7/1/2016 - 6/30/2018	7/1/2016 - 6/30/2019
Centralized Cash Receipting	\$85,733.70	\$90,020.39	\$94,521.41
Citizen Access			
Community Development			
Mobile Inspections			
Financials			
Interfaces			
Payroll & HR			
Utility Billing			
Work Management			

Exhibit 2

Standard Support and Maintenance Services – Standard Guidelines

This document describes the services which are included as part of your annual software support, a listing of call priorities, an outline of the escalation procedures, and other important details. Harris ERP reserves the right to make modifications to this document as required and allowed per contract terms.

The services listed below are services that are included as part of your software support.

- 800 Toll Free Telephone support
- Sunset Rule Program: same (business) day call back program
- Software for Life
 - Guaranteed Support on your existing applications for life
 - Cost effective upgrade solutions
- Scheduled assistance for installations, upgrades & other special projects
- Technical troubleshooting & issue resolution with programmers, network administrators and/or application analysts
- E-mail support call logging and notification
- Free / web-based Support Sessions
- Free FTP access for upload/downloads
- Free eSupport access 24 x 7 with the following on-line benefits:
 - Log & close calls
 - View & update calls
 - Update contact information
 - Access published documentation including Service Pack Schedules
 - Access available downloads
 - Access Support knowledge base
 - Participate in Discussion Forums
 - Update information on eSupport users (administrator rights required)
- Access to new software releases, service packs and updates
 - Defect corrections
 - New features and planned enhancements
 - State and/or Federal mandated changes
 - Payroll regulated changes
 - Participation in BETA program
 - Release notes
- Free monthly training webinars (see calendar on our website)
- Customer Care Program
 - Newsletters
 - Technical support bulletins
 - Advance communications on new products and services
 - Regional User Groups
 - On-site visits (by request – travel expenses may be billable)
- High-level review of potential enhancements or custom modifications

- **Account Manager** – A resource who will connect you to the right people at Harris ERP. For example:
 - Scheduling business reviews
 - Getting assistance writing an SDR
 - Arranging site visits
 - Setting up meetings
- **NPS (Net Promoter Score Program):** NPS is a customer loyalty program, measuring feedback and driving constant improvement to the customer experience.
- Access to annual customer conference (registration fees apply) and access to conference presentation materials post-conference.
- Free product web demonstrations (by request, scheduling required)

Help Desk Hours

Our standard hours of support are from 8:30 a.m. EST to 8:00 p.m. EST, Monday to Friday, excluding designated statutory holidays. Support can be made available from 8:00 p.m. EST through to 8:30 a.m. EST and is billable on an hourly basis. Weekend assistance is available and must be scheduled in advance and in most cases is billable. Any support that starts during standard support hours will not be billable if support extends past those set hours or into the weekend.

Response Times

Response times will vary and are dependent on the priority of the call. We do our best to ensure that we deal with incoming calls in the order that they are received, however calls will be escalated based on the urgency of the issue reported. Our response time guidelines are as follows:

Priority 1: 0 - 4 hours

Priority 2: 0 - 8 hours

Priority 3: 0 - 24 hours

Call Priorities

In an effort to assign our resources to incoming calls as effectively as possible, we have identified three types of call priorities, 1, 2 & 3. A Priority 1 call is deemed by our support staff to be an Urgent or High Priority call, Priority 2 is classified as a Medium Priority and Priority 3 is deemed to be a Low Priority. The criteria used to establish guidelines for these calls are as follows:

Priority 1 – High

- System Down (Software Application, Hardware, Operating System, Database)
- Inability to process payroll checks
- Inability to process accounts payable checks
- Inability to process bills
- Program errors without workarounds

- Incorrect calculation errors impacting a majority of records
- Aborted postings or error messages preventing data integration and update
- Performance issues of severe nature impacting critical processes
- Hand-held interface issues preventing billing

Priority 2 - Medium

- System errors that have workarounds
- Calculation errors impacting a minority of records
- Reports calculation issues
- Printer related issues (related to interfaces with our software and not the printer itself)
- Security issues
- Hand-held issues not preventing billing
- Performance issues not impacting critical processes
- Usability issues
- Workstation connectivity issues (Workstation specific)

Priority 3 - Low

- Report formatting issues
- Training questions, how to, or implementing new processes
- Aesthetic issues
- Issues with workarounds for large majority of accounts
- Recommendations for enhancements on system changes
- Questions on documentation

Call Process

All issues or questions reported to support are tracked via a support call - our support analysts cannot provide assistance unless a support call is logged. Our process for logging calls includes the following:

eSupport web-site: (<https://support.harriscomputer.com>)

email: (support@harriscomputer.com)

phone: 866.450.6696

- Your call must contain at a minimum:
 - Your organization name
 - Contact person
 - Software product and version
 - Module and/or menu selection
 - Nature of issue
 - Detailed description of your question or issue and any other information you believe pertinent.

The more information you provide, the faster we can help you with your support request. Specific details such as the employee #, account #, G/L # are very useful. Attaching supporting material such as screenshots and report output are also quite helpful.

- Our support system or one of our support analysts will provide you with a call id to track your issue and your call will be logged into our support tracking database.
- Your call will be stored in a queue and the first available support representative will be assigned to deal with your issue.
- As the support representative assigned to your call investigates your issue, you will be contacted and advised as to where the issue stands and the course of action that will be taken for resolution. If we require additional information, you will be contacted by the assigned support representative to supply the information required.
- All correspondence and actions associated with your call will be tracked against your all in our support database. At any time, if available to you, you may log onto eSupport to see the status of your call.
- Once your call has been resolved, you will receive an automated notification by email that your call has been closed. This email will contain the entire event history of the call from the time the call was created and leading up to the resolution of the call. You also have the option of viewing both your open and closed calls, if available to you, via our website.
- If your issue needs to be escalated to a development resource or programmer for resolution, your issue will be logged into our development tracking database and you will be provided with a separate id number to track the progress of the issue. At this time, your support call

will be closed and replaced by the development id number. The development id number will remain open until your issue has been completely resolved. Issues escalated to development will be scheduled for resolution and may not be resolved immediately depending on the nature and complexity of the issue.

- Contact the support department at your convenience for a status update on your development issues, or log onto our website (if available to you) to view your issues on-line.

Escalation Process

Our escalation process is defined below. This process has been put in place to ensure that issues are being dealt with appropriately. If at any time you are not completely satisfied with the resolution of your issue, you are encouraged to escalate with the support department as follows:

Level 1: Contact the support representative working on your issue

Level 2: Contact the Director of Client Services

Level 3: Contact the Vice President of Client Services

Level 4: Contact the Executive Vice-President

Holiday Schedule

Below is a listing of statutory holidays. Please note that support services will not be available on designated days as outlined below. The statutory holidays are subject to change.

New Year's Eve	Early Closure
New Year's Day	Closed
President's Day	Closed (Limited support for down systems)
Memorial Day	Closed
Independence Day	Closed
Labor Day	Closed
Columbus Day	Closed (Limited support for down systems)
Thanksgiving Day	Closed
Day after Thanksgiving Day	Closed
Christmas Eve	Early Closure
Christmas Day	Closed
Day After Christmas Day	Closed (Limited support for down systems)

Billable Support Services

The services listed below are examples of services that are out of scope of your support and maintenance agreement and are therefore considered billable services.

- Forms redesign or creation (includes Bill Prints, Notice Prints and Letters) **Unless** it is being required by the State of New Jersey, the Federal Government or any other reporting agency to keep the software in compliance
- Changes to hand-held interface or creation of new interface
- File imports/exports - Interfaces to other applications **excluding** any Harris own applications
- Refreshes, backups, restores, **unless** this is need prior to any software Upgrade
- Setup of new printers, printer setup changes will be included if required for the software to print
- Custom modifications (reports, bills, forms, reversal of customizations) **Unless** it is being required by the State of New Jersey, the Federal Government or any other reporting agency to keep the software in compliance
- Setting up additional companies / agencies / tokens / general ledgers
- Data conversions / global modification to setup table data **Unless** it is part of the initial migration of any part of the software implementation
 - (a) Database maintenance, repairs & optimization **will not** be considered a billable item if required to correct any issues and make the software function properly
- Extended Hardware & Operating System support
- Upgrades & support of third party software **unless** the software was / is recommended by Harris or is needed / required for the system to perform necessary functions
- Style sheet changes (exception – signature changes will be provided at no charge)

Test Databases & Environments

We support customers in the maintenance of independent Test Environments for testing purposes. This allows customers the opportunity to test fixes, modifications, new business processes and/or scenarios without risking any potentially unwanted changes to the live environment. The creation of Test Databases & Environments will be provided as a non-billable service.

Connection Methods

To ensure we can effectively support our clients, we require that a communication link is established and maintained between our two sites. It is the client's responsibility to ensure the connection is valid at your location so that we can connect to your site and resolve any issues. Our supported methods of connection are: Direct internet, Virtual Private Network (VPN), Remote Access Server (RAS), Direct Connection (modem) and Terminal Services (a backup connection may be required for file transfers).

Hardware and Third Party Support (if applicable)

The purpose of this section is to provide our customers with information on our standard coverage and the services which are included as part of your annual hardware and third party software support (if applicable). This section serves as a guideline for the support department but is superseded by an existing third party or other agreement.

Standard Hardware and Third Party Software Support Services

- 800 telephone support – first line phone support for troubleshooting (note more complex issues will be escalated to the actual vendor of the products)
- “on call” after hours support (scheduled assistance for installations, upgrades and other special projects – there may be charges depending on the scope of work)
- Remote connection support
- Technical troubleshooting
- Limited training questions (15 minute guideline)
- Assistance with creation of backup scripts / backup recovery
- Assistance with recovering data resulting from system crashes (charges may apply)
- Recommendations on specific hardware requirements
- Support provided for installed database issues (30 minute guideline)
- ODBC installation and connection to database assistance
- Updating databases to support new versions of installed applications
- Assistance with database installation, configuration and updating

The items listed below are services for third party software that are out of scope and are therefore considered billable – please note that we do not provide hardware support for any printers.

- On-site installation or upgrade of hardware and third party software
- Reconfiguration of hardware and file servers
- Recovering data resulting from client error
- Upgrading of hardware systems
- Preventative maintenance monitoring or other services **unless** being performed due to software functionality issues
- Assisting with disaster recovery plans
- Re-establishment of ODBC connection if connection was lost due to actions of customer
- ODBC connections to other third party products
- Creation of custom reports **unless** required by the State of New Jersey, the Federal Government or any other reporting agency to keep the software in compliance
- Report writer training, upgrades and installations (other than at time of initial purchase)