

**AMENDMENT THREE TO THE MASTER  
SOFTWARE AND LICENSE SUPPORT AGREEMENT (MSLA) FOR THE  
COMPREHENSIVE APPRAISAL, ASSESSMENT AND TREASURY SYSTEM  
BETWEEN SNOHOMISH COUNTY, WA AND ASIX, INC.**

This is Amendment Three to the Master Software and License Support Agreement for the Comprehensive Appraisal, Assessment and Treasury System (MLSA) dated December 16, 1998, as amended by Amendment One dated January 11, 2002, and amended by Amendment Two dated April 10, 2007 (together, hereafter "Master Contract" ), by and between Snohomish County, a political subdivision of the State of Washington (hereafter "the County"), and Manatron Inc., a Washington based Corporation (hereafter "the Contractor") .

**Recitals**

1. WHEREAS, the County Treasurer has a need to allow county taxpayers to access their property tax information over the internet and make payments; and
2. WHEREAS, the Contractor has the software, trade name "Ascend Web", compatible with the existing County system, that can provide the requisite functionality to county tax payers in a secure manner; and
3. WHEREAS, Ascend Web payment services will handoff payment amounts to the County's banking partner (Bank of America) through Official Payments; and  
WHEREAS, the Ascend Web site is intended to be accessed by the public from the County's internet home page; and
4. WHEREAS, the parties have agreed to amend the Master Contract to provide for: (a) implementing the Contractor's Ascend Web software module at a total cost of \$81,401.00 including applicable Washington State Sales Tax and first year annual software maintenance and support; and (b) modifying terms related to annual support and upgrade fees.

**NOW THEREFORE**, in consideration of the mutual obligations set out below, the parties agree that the Master Contract is amended as follows:

1. **Master Contract, Section 2.14.6, Contractor's Services, first paragraph is modified to include the following sentence:**  
The maximum amount payable under this Contract as amended by Amendment Three is \$1,564,541.00, including first year maintenance.
2. **Master Contract, is amended to add Exhibit G, Ascend Web Project Statement of Work (SOW), attached hereto and by this reference incorporated herein:**  
Snohomish County Web Ascend Project Statement of Work (consisting of pages numbered 1 through 5)

3. **Master Contract, Exhibit D, Appendix A, Software Licensed, Designated Computers, is amended by replacing the original document with the following Amendment Three, Exhibit D, Appendix A document attached hereto and by this reference incorporated herein.**
  
4. **Master Contract, Exhibit D, Appendix B, Manatron Support and Upgrade Fees, Section 1.1, is amended to read as follows:**  
 The annual Support and Upgrade Fees for licensed software listed in Amendment Three, Exhibit D, Appendix A, will be "Firm-Fixed" through 2012, based on 2008/2009 fees, and thereafter subject to an annual increase that shall not exceed five percent (5%) or the June CPI plus three percent (3%), whichever is less. If the County elects to continue the Support and Upgrade Services, Support and Upgrade Fees shall be due in accordance with Section 1.2, Payment terms.
  
5. **Master Contract, Exhibit E, Appendix B, Proval Support and Upgrade Fees, Section 1.1, is amended to read as follows:**  
 The annual Support and Upgrade Fees for licensed software listed in Master Contract, will be "Firm-Fixed" through 2012 based on 2008/2009 fees, and thereafter subject to an annual increase that shall not exceed five percent (5%) or the June CPI plus three percent (3%), whichever is less. If the County elects to continue the Support and Upgrade Services, Support and Upgrade Fees shall be due in accordance with Section 1.2, Payment terms.

**The Parties agree that Amendment Three may be executed by facsimile signature.**

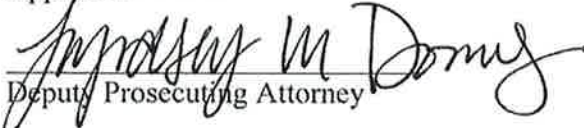
**Except as expressly amended in this Amendment Three, the terms and conditions of the MLSA, Amendment One and Amendment Two remain unchanged and in full force and effect.**

Dated this 3rd day of September 2009.

**SNOHOMISH COUNTY:**

  
 Aaron Reardon, Snohomish County Executive  
**MARK SOINE**  
**Deputy Executive**

Approved as to Form:

  
 Deputy Prosecuting Attorney

**CONTRACTOR:**

  
 John Hansen, Manatron, Inc.

**COUNCIL USE ONLY**

Approved: 8-31-09  
 Docfile: D-3

AMENDMENT THREE TO THE MASTER  
 SOFTWARE AND LICENSE SUPPORT AGREEMENT

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## AMENDMENT THREE, EXHIBIT G

### ASCEND WEB SOFTWARE AND IMPLEMENTATION SERVICES STATEMENT OF WORK

#### **1. Overview**

The Ascend Web implementation at Snohomish County involves the installation of two Manatron modules, Ascend Web (Inquiry) and Statement Server. The objective of the project is to provide the Treasurer's office with the following capabilities:

- To provide public access to property tax and payment information via the Internet.
- To provide secure access to tax service firms (e.g. title companies) for more detailed property information as determined by the County.
- To provide an option for the Treasurer's office to submit Real Estate Excise Tax (REET) information to the Department of Revenue electronically.
- To provide the capability for taxpayers to make payments via the Internet via a "handshake" with the County's banking partner (Bank of America) or through Official Payments Inc.

Ascend Web is an "off the shelf" application in use by several current Ascend customers and will be installed as described in the "Snohomish County Web Design Specifications" document, see Exhibit G, Appendix B. Ascend Statement Server is a program that provides the ability for users to obtain "real-time" information about current property taxes owing including any interest or penalties. In this implementation, no taxpayer banking information will be collected on Snohomish County's website. Items to be paid will be determined by the taxpayer and those amounts will be passed through to the County's bank where the financial transaction will be performed. Updates to Ascend for payment information will be performed via batch processing already in use at the County.

#### **2. Project Information**

Project management, configuration, implementation services and testing of Ascend Web & Statement Server will be performed at Manatron offices in Bellevue, WA. Any additional requirements will be gathered primarily through teleconferencing supplemented by on-site visits to Snohomish County if needed although none are contemplated at this time. Project management and coordination will also be conducted through teleconferencing. User acceptance testing and

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any instruction will be performed by Snohomish County personnel on an on-going basis during implementation of the modules.

Project Team:

<u>Name</u>	<u>Responsibility</u>
Steve Young	Project Manager
Andrew Beck	Lead Analyst/ Programmer

### 3. Project Approach

Assumptions

- County will be responsible for acquiring Informix database licenses to support Internet access to the Ascend database as noted in quote provided to County on November 7<sup>th</sup>, 2008.
- County will provide/make available test and production servers to host installed products (Ascend Web & Statement Server). (See recommended hardware document)
- County will be responsible for placement/configuration of Web servers within the secured network.

Project Steps/Milestones – To be performed by Manatron (See project plan attached)

- Modify Ascend Web to interface with Bank of America and Official Payments, Inc.
- Make any requested changes to Ascend Web layout as agreed upon by both parties that can be provided within the project budget.
- Configure needed Ascend parameters
- Deliver MSI to install Ascend Web

Project Steps/Milestones – To be performed by the County (See project plan attached)

- Set up Informix on Web Server by installing the .NET component and Setnet32 from the newest Informix SDK.
- Run AscendWeb .MSI
- As outlined in ascendweb\_10\_install.doc
- Change security for the following directories:

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- o Styles
- o Logs
- Edit Custom files
  - o Strings.resx
  - o Logo image
  - o Generic Error
  - o Timeout
- Modify Web configuration
  - o As outlined in ascendweb\_20\_config.doc and ascendweb\_30\_config\_informix.doc
- Run SQL on database to setup web parameters
- Configure bselfast.exe to run on the Statement Server. Recommended setup using firedaemon as outlined in ascendweb\_50\_firedaemon.doc
- Test Ascend Web while pointed to test DB
- Point Ascend Web and Statement Server to production, and configure Web Server for internet access

#### 4. Payment Cost Summary

Total Not-to-Exceed Cost: \$81,453.02. Line items as follows:

- Ascend Web Inquiry \$25,000
- Ascend Statement Server \$15,000
- WA State Sales Tax \$3,560
- Implementation Services/Customization Budget \$30,000 (For itemized costs see Software and Services Summary Costs, Amendment 3, Exhibit G, Appendix A)
- Annual Software Maintenance @ 18% of software cost \$7,200
- WA State Sales Tax for Software Maintenance \$640.80
- Optional FireDaemon License \$25
- WA State Sales Tax \$2.22

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Implementation Services to be billed at a discounted rate of \$200 per hour. Standard implementation approximately 30 hours effort. Estimated effort to provide link to Bank of America and Official Payments, Inc. for payment services is unknown at this time, but based upon prior experience we anticipate 2 – 4 days effort.

### 5. Billing Summary

County will be billed as follows:

- County will be billed in accordance with Exhibit G, Appendix D, Acceptance criteria.
- Annual software maintenance costs will be in accordance with Amendment 3, items 4. And 5., and will be billed upon go-live, prorated through year-end to coincide with County annual maintenance billings.
- Payments by the County will be made Net Thirty (30) Days from receipt of invoice from Manatron.

### 6. Ascend Web System Modifications

- Banking agreements will need to be in place prior that would help to provide for a Manatron and Snohomish County agreed modification to produce Ascend compatible payment remittance files. Manatron provided queries will be necessary to convert shopping cart ID to Parcel Number and other file elements from the banking credit card and electronic check payment remittance files to the Ascend payment posting process (Bpayfile). The remittance files received from Bank Of America and Official Payments will need to include as much data as is necessary or be converted by Manatron developed queries that are capable of being run by end users, preferably in an Access program or within the Ascend Application, to ensure compatibility with the Ascend Bpayfile payment posting input file layout and process.  
Please see AscendLoadReceiptBatchesFromFileBpayfile.PDF and AscendPaymentFileLayoutBpayfile.PDF for further Ascend process procedure and file layout information.
- Statement tables purge / performance options must be provided due to the Ascend Web product design reliance upon writing interim statement calculation records, with no further use or plan for deletion after the Ascend Web inquiries are completed using these records. Manatron will develop a query to delete all Ascend Web created records created by Process ID Bselfast and without turning logging off, run in an Access program or from the Ascend Application by end users. To run with logging on, it may be necessary to delete no more than 200,000 records at a time. This purge process to delete all Ascend Web originated records on a periodic, monthly or weekly basis, etc. would delete all Ascend Web written Ascend table records. This would include but not be limited to

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deletion of records created by Ascend Web in the following Ascend tables and any other tables for which Ascend Web may write records.

- Statement
- Stmt\_discount
- Stmt\_installment
- Stmt\_levy
- Stmt\_line
- Notice

The modifications cited above will be accomplished by Manatron with input from the Snohomish County team.

The following items cited below will not be modified by Manatron for Ascend Web:

1. Process – This table should only receive several records per day from Ascend Web. This table is purged at Snohomish County on an annual basis, but this purge may need to be refined for these records.
2. Process\_log – This table should only receive several records per day from Ascend Web. This table is purged at Snohomish County on an annual basis, but this purge may need to be refined for these records.
3. Bselect\_params – The Bselfast program automatically deletes these records when read.
4. Eps\_payment – This table will receive one record per credit card payment attempt.
5. Eps\_pmt\_acct – This table will receive one record per credit card payment attempt per parcel.
6. Stmt\_group\_counter – This table is purged at Snohomish County on a daily basis, when the Ascend KeyClean Process is run. The counter value can be reset on an annual basis by running the KeyClean Process after the Statement Tables are dropped and recreated at Tax Extension time, but before the Annual Tax Statement Generate Process is run.

