ORDINANCE C-27-26

AN ORDINANCE TO AUTHORIZE THE CITY ADMINISTRATOR TO ENTER INTO A CONTRACT WITH HENSCHEN AND ASSOCIATES, INC.

WHEREAS, the software used by the Grove City Mayor's Court is no longer updated and supported by the manufacturer; and

WHEREAS, knowing that a replacement solution was necessary, the City included $215,000 in the 2026 budget; and

WHEREAS, the cost of the new software from Henschen and Associates, Inc. is $126,888.76; and

WHEREAS, the City, thanks to the Mayor's Court staff, was able to secure a grant from the Ohio Department of Public Safety a minimum of $69,000.00; and

WHEREAS, the contract is for a term of thirty-six (36) months; and

WHEREAS, because the contract term exceeds twelve (12) months, it must be approved by Ordinance.

NOW, THEREFORE, BE IT ORDAINED BY THE COUNCIL OF THE CITY OF GROVE CITY, STATE OF OHIO, THAT:

SECTION 1. The City Council hereby authorizes the City Administrator to execute the agreement with Henschen and Associates, Inc. more fully described in Exhibit A.

SECTION 2. This Ordinance shall take effect at the earliest date permitted by law.

Ted A. Berry, President of Council

Richard L. Stage, Mayor

Tami K. Kelly, MMC, Clerk of Council

Stephen J. Smith, Director of Law

Passed: 07-06-2026

Effective: 08-06-2026

Attest:

I certify that this ordinance is correct as to form.

C-27-26

Exhibit A

HENSCHEN and ASSOCIATES, INC.

Government Software Specialists

432 West Gypsy Lane Road
Bowling Green, Ohio 43402
Telephone: (419) 352-5454
Fax: (419) 352-5557

Bud L. Henschen, President

April 9, 2026

Grove City Mayor's Court
3360 Park Street
Grove City, OH 43123

Dear Jean Shonkwiler,

Thank you for the opportunity to submit this proposal.

Proposal Summary

Application & Web Server Sub-Total	$7,053.76
Case Management Software Sub-Total	$24,000.00
Training/Professional Services Sub-Total	$55,400.00
Scanning/Paperless/e-Filing Sub-Total	$16,575.00
Additional Software Modules Sub-Total	$6,360.00
Web Presence Sub-Total	$17,500.00
Proposal Total	**$126,888.76**

Approved _____

Application, Web & Image Servers

Application & Web Virtual Servers	
City to provide	
Virtual Server Sub-Total	**$0.00**
Application Server Slice Software (City Virtual)	
Resources finalized at installation (4 core, 16GB RAM, 2TB storage)	
Rocky Linux	$0.00
fP/GI 5+5 & 10 User/Concurrent Sessions	$4,775.00
fP Annual Subscription (required)	$596.88
Application Server Slice Software Sub-Total	**$5,371.88**
Web Server Slice Software (City Virtual)	
Resources finalized at installation (4 core, 16GB RAM, 2TB storage)	
Rocky Linux	$0.00
fP 6.1 2+5 Licenses	$1,495.00
fP Annual Subscription (required)	$186.88
Web Server Slice Software Sub-Total	**$1,681.88**
Image Compression Server Software (City Virtual)	
Resources finalized at installation (4 core, 8GB RAM, 100GB storage)(quantity 2)	
Windows Server or 11 Pro (City to provide)(quantity 2)	
MS Office Home & Business 2024 (City to provide)(quantity 2)	
Quantity 2 Virtual Image Servers Sub-Total	**$0.00**
Application & Web Server Sub-Total	**$7,053.76**

Case Management Software

Mayor's Court Information System w/ Jury Management	$15,000.00
MergePro 2025 Basic (forms), Scheduler (Court), Positive Pay (1, check verification with the bank), & Magistrate & Clerk Notes	included
Adult Probation w/ Notes (probation 2)	$5,000.00
Certified e-Returns	$2,500.00
e-Citations Module	$1,000.00
e-Citations ($500.00 per year for hosted server off-set)	$500.00
Case Management Software Sub-Total	**$24,000.00**

Training/Professional Services

On-Site Overview & Initial Training (40 man hours @ $110.00/hour)* (CMS, forms and control files)	$4,400.00
On-Site Clerk/Court Training (80 man hours @ $110.00/hour)*	$8,800.00
On-Site First Month End Follow-up (16 man hours @ $110.00/hour)*	$1,760.00
On-Site Second Month End Follow-up (16 man hours @ $110.00/hour)*	$1,760.00
On-Site Third Month End Follow-up (8 man hours @ $110.00/hour)*	$880.00
Local Software Modification (40 hours, billed as necessary)*	$4,400.00
Conversion of Tyler Technology Case Management Data# (from ASCII files)	$16,500.00
Conversion of Tyler Technology Images#+	$5,500.00
Court is to supply all image linking information, as in but not limited to case number, image name, date, image description. All images will be converted to PDF and linked to the case through the docket file as a new docket entry.	
Hardware Configuration*	$4,400.00
Travel Costs*	$7,000.00
Training/Professional Services Sub-Total	**$55,400.00**

*Estimated hours per court or department, extra hours can be used in other areas if required or applied to service agreement, additional hours billed as necessary. Training hours will include training, modifications and conversion clean-up.

#Remember, Henschen & Associates has been in existence for over 35 years. In our experience, we have found that the data provided is not always complete and/or accurate, therefore some information may require additional attention to ensure adequate performance (i.e. Case File, Supreme Court, Accounts Receivable, Cashbook, etc.).

+We will need a table that shows the relationship between the unique case number, and the unique image name with all relevant data elements including case number, case type, description of the image (example: warrant, final je, etc.), unique image name and directory path.

Scanning/Paperless/e-Filing Modules

MergePro 2026 Scanning (w/ Paper-on-Demand)

MergePro 2026 Paper-on-Demand is the process of turning a MergePro Word/Word Perfect Document into an image without having to print and then scan the form. Electronic Signatures are required at this point. The image of the form is automatically attached to a docket entry during the form printing process.

MergePro 2026 Paper-on-Demand (Price reflects Mayor's Court discount)	$10,000.00
(2,501 to 5,000 cases per year) ~ subject to annual fee (reviewed annually)	$1,250.00
Mayor's Court MergePro Scanning includes Traffic/Criminal and Probation.	
Includes: Imaging Module, Images on-line (w/ record search) & Redaction.	
Signature File	$500.00
Signature Pads (1) (Counter)	$275.00
MergePro 2025 Scanning w/ Paper-on-Demand Sub-Total	**$12,025.00**

Paperless/e-Filing

Paperless/e-Filing is a product that allows you to go paperless plus accept e-Filing. This product has workflow that allows for documents to be passed among staff members allowing for efficient processing of cases within the CMS.

2026 Paperless/e-Filing	$0.00
(2,501 to 5,000 cases per year) ~ subject to annual fee (reviewed annually)	$1,250.00
Installation & Configuration*	$3,300.00
Paperless/e-Filing Sub-Total	**$4,550.00**

Note: e-Filing is a Henschen & Associates hosted e-Filing solution that allows an attorney and/or Pro Se to file in multiple courts from one web site/portal. The court will receiving their filing fee for each filing. This can be implemented at anytime. When the Court decides to stop keeping a complete paper folder, we recommend the addition of an off-site mirrored server solution which is not included in this proposal.

Scanning/Paperless/e-Filing Sub-Total	**$16,575.00**

Additional Software Modules

Texting Module

Integrated Texting Module	$2,000.00
This module allows for a single text to a single individual.	
Report Programming for batch texting (billed as necessary from service)	
Initial first quarter of texts (3 months)	$30.00
Hosted Server Annual Server Off-Set	$120.00
Texting Module Sub-Total	**$2,150.00**

Additional blocks of 250 texts $15.00 ea. Billed quarterly from service agreement

Texting Disclaimers

- Not a secure communication tool
  - Number could change
  - Court could key in the wrong number
  - Etc.
- Court IT assistance required for firewall configuration where necessary
- Document converter is required
- Parties could block the text number/message
- H&A passes along per text charges
- Text and Data rates would apply to the receiver
- Court to establish any local rules
- Text length limited to 140 characters
- No confirm receipt of text
- Price per text subject to change without notice
- We are not responsible for the activates of the 3rd party texting company
- The Court has their own text logs
- Henschen & Associates does not keep any texts or text numbers

Collection Module

Attorney General Collection Module	$1,250.00
Case Selection Processing	$960.00
(Additional time billed against local modifications if/as needed)	
Collection Module Sub-Total	**$2,210.00**

E-Mailing Images Module

Henschen & Associates is not responsible for emails getting to their intended destination, or notification there of. Please note, emails that fail or that are not delivered, do not always generate a "bounce back" email. Similar to the USPS when sending a letter, there is no guarantee or confirmation that the letter reached its intended recipient, was opened or was read.

I have read and understand the implication inherent to emailing, furthermore, the court is responsible for establishing any local rules that may be required.

Initials _____

What the emailing module does:

It emails from the compression server using a properly configured POP3 email account
E-mail addresses are selected from a database list or entered manually
It has the capability to:
email MergePro forms (sent as an image attachment)
email an image which is attached to a docket entry
email an image from the scanning preview screen
docket and attach the sent email to a new entry
(requires MergePro scanning)

What the emailing module requires:

Proper email server configuration
Newest version of MergePro & Client Imaging Software

E-Mail Image Module*

E-Mail Image Module	$2,000.00
Configuration of image compression computer	
MergePro Upgrade to newest version	
Installation of MergePro and newest client imaging software	
E-Mail Image Module Sub-Total	**$2,000.00**

*If Henschen & Associates does not control both your email services and your firewall appliance, those that do will need to cooperate with us so that we have what we need and additional time may be required.

Additional Software Modules Sub-Total	**$6,360.00**

Web Presence

***City/Court to provide: Multi-Domain SSL Certificate**

CaseLook 3 Case Record Search (Live)*

CaseLook3 Mayor's Court Case Record Search Case, Probation & Warrant	$10,000.00
CaseLook 3 Record Search Sub-Total	**$10,000.00**

e-Payment Module (Live)*

CaseLook 3 Municipal Court Web Based Electronic Payments	$7,500.00
E-Payment Module Sub-Total	**$7,500.00**

We are currently configured to worked with the following payment gateways.

Lexis/Nexis	Free to Court	Jamie Miller ~ 606-278-3611

Web Presence Sub-Total **$17,500.00**

Year 2-5 Annual Estimates

e-Court MergePro Scanning/Paper-on-Demand Annual	$1,250.00
e-Court MergePro Paperless/e-Filing Annual	$1,250.00
e-Citation Hosted server off-set	$500.00
Texting Hosted Server off-set (1 @ $120.00 ea.)	$120.00
Application Server fP Subscription Annual	$596.88
Web Server fP Subscription Annual	$186.88
Customer Service Agreement Deposit (Estimate)	$2,000.00
Years 2-5 Annual Estimates Total	**$5,903.76**

Henschen & Associates, Inc. will guarantee this price quote for a period of 10 days from the date issued, provided the hardware listed is still available from the manufacturer. We understand the limits placed on government agencies with respect to allocating funds. However, there are times when we are forced to replace quoted equipment due to the manufacturer. We will do our best to provide another product within the same price range when possible.

In addition, we may provide you with a quote and later determine that, due to your current configuration, additional items or time will be necessary. We make every effort to assure that this does not happen, but on occasion it may. You will be notified as soon as we discover the problem to discuss your options.

On proposals where we have included phrasing like "estimate; bill actual, billed from service" or on larger quotes where we are including multiple items that have separate support/training times listed for each item, and upon completion of the project, we may apply the remaining funds to your existing Customer Service Agreement. (Maximum CSA balance $5,000.00) or reduce your invoice accordingly.

We are the IT department for many of our Court installations and, as such, we handle most if not all of the court IT needs. If your Court receives support and/or assistance from the Local IT in your jurisdiction, please have them contact us regarding any changes they have made to the system that might impact this project.

We have developed various features that involve the internet, email and web based technology in general. We have made sure that these features work properly and efficiently in our environment where we control everything, including the desktop PC, printers, application server, web server, email server, firewall and network infrastructure. Additionally, we recommend that all printers are configured with static IP addresses. If the requested feature does not work correctly in your court and we determine that it is a local issue, we will need your assistance in helping your IT department make the necessary changes so the feature works as designed. This includes some items that require a static public IP address with access to ports 80 and 443 to function properly.

Some of the products and services that we offer require information and/or materials that must be provided by the Customer in order for us to complete the installation. In order to complete the project in a timely manner, any information and/or materials we request from the Customer regarding items on this quote must be received within 60 days after us requesting it. If said information and/or materials are not received within that time frame, this project may be closed and invoiced.

Henschen & Associates Inc. reserves the right to invoice this project as it sees fit. That could mean a single invoice for the entire project or multiple invoices to cover the phases of the project installation.

If you have any questions, please feel free to contact me. If you want to proceed, please sign and initial where indicated and fax or email this quote back to our office. Thank you for contacting Henschen & Associates, Inc. We look forward to helping you meet your computerization goals.

Respectfully,

David L Hunter

David L. Hunter
Henschen & Associates, Inc.

e-Court Pricing Table

Updated March 2, 2023

There is a separate contract that covers these modules

MergePro Scanning w/ Automatic Imaging (Paper-on-Demand)

Case Load Range		Purchase Price	Cost/case	Annual Fee
1	2,500	$10,000.00	$0.25	$625.00
2,501	**5,000**	**$15,000.00**	**$0.25**	**$1,250.00**
5,001	10,000	$20,000.00	$0.25	$2,500.00
10,001	15,000	$25,000.00	$0.25	$3,750.00
15,001	20,000	$30,000.00	$0.25	$5,000.00
20,001	25,000	$35,000.00	$0.25	$6,250.00
25,001	30,000	$40,000.00	$0.25	$7,500.00

MergePro Paperless (Workflows) with e-Filing

Case Load Range		Purchase Price	Cost/case	Annual Fee
1	2,500	$0.00	$0.25	$625.00
2,501	**5,000**	**$0.00**	**$0.25**	**$1,250.00**
5,001	10,000	$0.00	$0.25	$2,500.00
10,001	15,000	$0.00	$0.25	$3,750.00
15,001	20,000	$0.00	$0.25	$5,000.00
20,001	25,000	$0.00	$0.25	$6,250.00
25,001	30,000	$0.00	$0.25	$7,500.00

Exhibit B

CASE MANAGEMENT SOFTWARE IMPLEMENTATION AND SUPPORT SERVICES AGREEMENT

THIS CASE MANAGEMENT SOFTWARE IMPLEMENTATION AND SUPPORT SERVICES AGREEMENT (the "Agreement") is made and entered into this of , 2026 (the "Effective Date") by and between the City of Grove City, Ohio, on behalf of the Grove City Mayor's Court, whose address is 3360 Park Street, Grove City, OH 43123 (the "Court"), as approved by the Grove City City Council by Ordinance 2026-XXXX, passed on XXXXX, XX, XXXX, and Henschen and Associates, Inc., with an address of 432 West Gypsy Lane Road, Bowling Green, Ohio 43402 ("Service Provider").

SECTION 1. GENERAL DESCRIPTION OF PROFESSIONAL SERVICES. Service Provider agrees to implement Case Management software owned by Service Provider and licensed to the Court ("Software") and provide training and customer support services in connection with the Court's use of the software (the "Services"). The Services are described in detail in Service Provider's proposal attached hereto as Exhibit A ("Scope of Work"), the License Agreement attached hereto as Exhibit B and the Customer Service Agreement ("CSA") attached hereto as Exhibit C. Exhibit A, Exhibit B and Exhibit C are incorporated herein by reference.

SECTION 2. STANDARD OF CARE. Service Provider agrees to perform the Services in a manner consistent with that degree of care and skill ordinarily exercised by members of the same profession currently practicing under similar circumstances. Service Provider agrees to perform the Services in accordance with any applicable federal, state, or local law or regulation. Service Provider warrants that Service Provider is professionally qualified to perform the Services and is licensed by all public entities having jurisdiction over Service Provider, to the extent that such licensing is required.

SECTION 3. FEES.

(a) The Court agrees to pay to Service Provider and Service Provider agrees to accept from the Court, as full and complete payment for the Services performed by Service Provider, compensation in the amount of the proposed fees set forth in Exhibit A.

(b) In the event the Court requests a substantial change to the Scope of Work, Service Provider shall provide an estimate of the fees for any additional Services. The Court and Service Provider shall execute an Addendum to this Agreement for any additional Services agreed upon by the Parties.

SECTION 4. PAYMENT. All invoices with respect to Services that have been completed satisfactorily in accordance with the terms of this Agreement will be paid by the Court within thirty (30) days of submittal. If the Court questions any portion of the invoices and delays in paying a portion pending resolution of the questions, the undisputed amount of the payment will be paid by the Court in accordance with the terms hereof. In the event of and during any pending dispute between the Parties regarding their respective rights and obligations hereunder including, but not limited to, questions regarding any portion of the invoices and resulting delays in payment of that portion pending resolution of such questions, unless instructed otherwise in writing by the Court, Service Provider shall continue to furnish Services to the Court, and the Court shall continue to pay all undisputed amounts in accordance with the terms hereof.

SECTION 5. PROFESSIONAL LIABILITY INSURANCE. Service Provider shall maintain insurance to protect against claims arising from the performance of Service Provider's services caused by any negligent acts, errors or omissions for which Service Provider is legally liable ("Professional Liability Insurance"). Such Professional Liability Insurance shall be in an amount not less than $1,000,000 per claim and in the annual aggregate. Service Provider shall keep such insurance in effect for so long as Service Provider may be held liable for its performance of Services. [the Professional Liability Insurance is written on a claims-made basis, such insurance shall have a retroactive date no later than the date on which Service Provide commenced to perform Services. The insurance company issuing the Professional Liability Insurance

policy must be authorized to do business in Ohio and have a rating of at least A status as noted in the most recent edition of the Best's Insurance Reports.

SECTION 6. INDEMNIFICATION. Service Provider shall indemnify, hold harmless and, at the Court's request, defend the Court, its employees, agents and representatives from and against any and all claims, suits, demands, liabilities, losses, damages, costs and expenses arising out of or resulting from claims for injury to Ol' death of persons or claims for third-party property damage to the extent arising out of or resulting from: (i) any actual or alleged negligent acts, errors 01' omissions of Service Provider, its agents, employees, contractors (at any tier), sub-contractors in the performance of the Services under this Agreement; or (ii) any breach of this Agreement by Service Provider. The COURTS entitlement under the foregoing indemnification may be deducted from Service Provider's compensation then due or thereafter' to become due, in addition to any other remedies the Court may have under this Agreement, at law or in equity.

SECTION 7. LIMITATION OF LIABILITY. In no event will the Court be liable to Service Provider for special, consequential, incidental or other indirect damages of any kind, whether the claim arises in contract, tort or other legal theory.

SECTION 8. TERM. This Agreement is effective upon receipt of the software provided by Service Provider pursuant to the License Agreement and shall continue for a period of three (3) years, unless sooner terminated pursuant to Section 10. This Agreement shall automatically renew for successive twelve (12) month periods unless either Party provides written notice of amendment or termination at least thirty (30) days prior to the expiration of the then current term.

SECTION 9. TERMINATION OF AGREEMENT; REMEDIES.

(a) This Agreement may be terminated upon sixty (60) days' prior written notice by either Party should the other fail to perform its obligations hereunder; provided, however, the non-breaching Party shall notify the breaching Party of its breach and allow the breaching Party sixty (60) days to cure the same in ordel' to avoid termination.

(b) In the event of termination, all payments due for Services provided prior to the provision of notice of termination shall be payable within thirty (30) days of invoice.

(c) No remedy conferred upon the Court by the terms of this Agreement is intended to be exclusive of any other remedy provided at law or in equity. Each and every remedy of the Court shall be cumulative and shall be in addition to any other remedy given to the Court hereunder or now or hereafter existing. Except as otherwise provided in this Agreement, no remedy conferred upon Service Provider by the terms of this Agreement is intended to be exclusive of any other remedy provided at law or in equity.

(d) No delay, omission or forbearance to exercise any right, power or remedy accruing to the Court or Service Provider hereunder shall impair any such right, power or remedy or shall be construed to be a waiver of any breach hereof or default hereunder. Every such right, power 01' remedy may be exercised as often as deemed expedient.

SECTION 10. **NOTICES**. Any notice required hereunder shall be deemed sufficiently given when sent to the party listed below (or to any other address that the receiving party may designate from time to time in accordance with this section) via electronic mail, United States certified mail, return receipt requested, or via overnight courier with receipt verification to the address set forth herein, or by personally delivering such notice to the Party to be in receipt thereof.

If to the Court:	If to the Service Provider:
Who	Bud L. Henschen
Title	President
Grove City Mayor's Court	Henschen & Associates, Inc.
3360 Park Street	432 West Gypsy Lane Road

SECTION 11. RELATIONSHIP. The relationship between the Parties is that of an independent contractor. Nothing contained in this Agreement shall be construed as creating any agency, partnership, joint 'venture, or other 'f01'm of joint enterprise, employment, or fiduciary relationship between the parties, and neither party shall have authority to contract for Ol' bind the other party in any manner whatsoever. The employees of Service Provider are not entitled to any of the benefits the Court provides its employees. Individuals employed by Service Provider who provide personal services to the Court under this Agreement will not be construed as public employees for purposes of the Ohio Public Employees Retirement System as set forth in Ohio Revised Code Chapter 145.

SECTION 12. ASSIGNMENT/THIRD PARTIES. The Services furnished hereunder are personal to the Court. Service Provider may not assign this Agreement, in whole or in part, to any person or entity without the Court's express prior written consent. Service Provider may not subcontract any of the Services under this Agreement without the Court's prior written consent.

SECTION 13. WAIVER. Any failure by the Court to require strict compliance with any provision of this Agreement shall not be construed as a waiver of such provision, and the Court may subsequently require strict compliance at any time, notwithstanding any prior failure to do so.

SECTION 14. DISPUTES. If a dispute between the Parties arises out of or relates to this Agreement, or the breach thereof, then the Parties agree to make a good faith effort to settle the issue through direct discussion between the Parties prior to seeking recourse to a judicial forum.

SECTION 15. GOVERNING LAW. This Agreement shall be governed by the laws of the State of Ohio. Any action to enforce any provision of this Agreement shall be brought in a state court of competent jurisdiction located in Greene County, Ohio.

SECTION 16. SEVERABILITY. Any provisions of this Agreement later held to be unenforceable for any reason shall be deemed void, and all remaining provisions shall continue in full force and effect.

SECTION 17. ADDENDUM/ADDITIONAL SERVICES. Any modification of this Agreement or additional obligation assumed by either Party in connection with this Agreement shall be binding only if evidenced in writing signed by each Party or an authorized representative of each Party.

SECTION 18. COUNTERPARTS. This Agreement may be executed in counterparts, each of which shall be deemed an original, but all of which together shall be deemed to be one and the same agreement. A signed copy of this Agreement delivered by electronic transmission shall be deemed to have the same legal effect as delivery of an original signed copy of this Agreement.

SECTION 19. EN TIRE AGREEMICNT. This Agreement represents the entire agreement and understanding between the Parties, and there are no other agreements and understandings, oral or written, with reference to the subject matter hereof that are not merged herein and superseded hereby. No alteration, change or modification of the terms of this Agreement shall be valid unless made in writing and signed by both Parties hereto. This Agreement includes and incorporates by reference Exhibit A Exhibit B and Exhibit C attached hereto. In the event of a conflict between the terms set forth in this document and any terms set forth in Exhibit A, Exhibit B, or Exhibit C, the terms set forth in Exhibit A, Exhibit B, Ol' Exhibit C shall supersede.

[SIGNATURE PAGE FOLLOWS]

IN WITNESS WHEREOF, this Agreement is executed as of the Effective Date.

HENSCHEN AND ASSOCIATES, INC.

_____

Name: _____

Title: _____

Date: _____

GROVE CITY, OHIO

_____

Name: _____

Title: _____

Date: _____

CERTIFICATE OF FISCAL OFFICER

It is hereby certified that the amount of $XXX,XXX.XX required to meet the obligations under this contract has been lawfully appropriated, authorized, or directed for such purpose and is in the City Treasury or is in the process of collection to the credit of Fund No. XXX-XX-XXXX-XXXX free from any previous encumbrances.

Date: _____

_____

Mike Turner
Grove City Finance Director

Approved as to form:

_____

Jasmine Corrie Jones, Associate
FBT Gibbons

Exhibit C

HENSCHEN & ASSOCIATES, INC.
CUSTOMER SERVICE AGREEMENT

AGREEMENT is made this _____ day of _____, _____ between Henschen and Associates, Inc. located at 432 West Gypsy Lane, Bowling Green OH 43402 and the _____ Court (hereinafter known as "Agency") located at_____.

WHEREAS, Henschen and Associates, Inc. will allow the agency to deposit up to $_____but not more than**$5,000.**

Agency understands that these funds will be used for customer service and support only and NOT for purchase of hardware, software, supplies, etc.

Conditions of this agreement are as follows:

1. TERM: This agreement shall remain in effect until the total amount on the customer service balance has been depleted.
2. PAYMENT: To receive the reduced service rate (as outlined below) anamount**NOT TO EXCEED $5,000** must be paid prior to the date of service, unless prior arrangements are made.
3. HOURS CHARGED: Onsite service shall be charged with a minimum of one hour plus portal-to-portal travel rates. Service handled by telephone or internet will be chargeable in ¼ hour increments. Service calls performed on a holiday, Saturday, or extending past 6:00 PM on a normal business day will be chargeable at 1½ the normal rate.**NO SERVICE will be available on a Sunday.**
4. HARDWARE AND SOFTWARE SERVICE RATES: Agencies who take advantage of this agreement will be charged the current CSA service rate per hour for hardware and software service. Agencies without an agreement or who have requested service for equipment purchased from another vendor will be charged the current non-CSA service rate per hour.
5. SERVICE PRIORITY: Agencies having agreements will be priority customers and will be provided service prior to non-agreement customers.
6. CUSTOMER SERVICE AGREEMENT RATES: The current CSA rate is $100.00 per hour and the current non-CSA rate is $130.00 per hours. These rates are subject to change without notice. Please note, any service provided after rate change will be charged at the increased rate.
7. DEPOSIT OF FUNDS FROM COMPLETED PROJECTS shall not exceed the $5,000, current maximum limit established.Current service rates will be charged at the time of usage.
8. DISBURSEMENT OF CSA FUNDS: Funds may be used for minor modificationsof court software, support and service. Henschen & Associates Inc. reserves the right to apply available funds towards any open invoice, over 90 days past due. NO funds will be used to purchase, hardware, software or non-service products of invoices.

The above stated conditions comprise the entire agreement between the two parties.

For Henschen and Associates, Inc.:

_____

Signature Approved By:

Dated: _____

For Agency:

_____

Signature Approved By:

Dated: _____

Revised: 2/19/2024