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THE OMEGA GROUP

The Omega Group
5160 Carroll Canyon Rd
Suite 100
San Diego, CA 92121-1775
(858) 450-2590

Invoice Number: 0008904-IN

Invoice Date: 4/30/2014

Salesperson: 0002

Glendale Police Dept
Christina Montoya
6835 North 57th Drive
Glendale, AZ 85301

Customer Number: P98013

Customer P.O.:

Contact: Bryan Hill

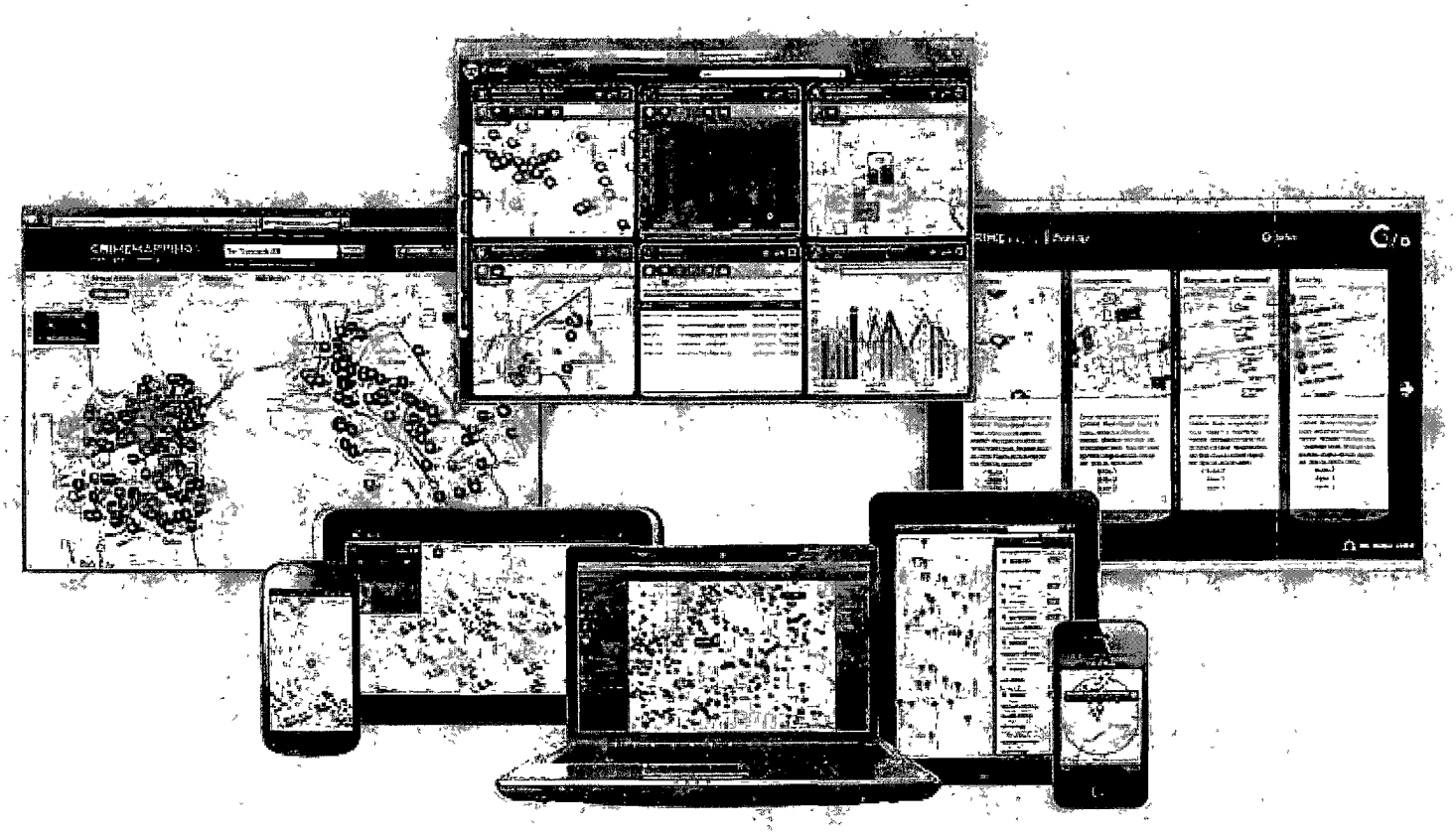
Terms: Net 30

Item Code	Description	UM	Quantity	Price	Amount
CV SUPPORT	CV Desktop Annual Support				2,815 00
Term 06/21/14-06/20/15					
CV ADD LIC SUP	CV Addt'l License Annl Support	1	2 000	150 000	300 00
2 additional license support					

Invoice Total: 3,115.00

THE OMEGA GROUP

CrimeView Desktop:
Customer Support Program



5160 Carroll Canyon Road | Suite 100 | San Diego, CA 92121 T|858.450.2590 F|858.450.0239 E|omega@theomegagroup.com

Customer Support Program

The Customer Support Program is limited to the policies below:

Definitions

Customer Support Program: The software and application maintenance package.

Support Activation Date: The date support begins. This occurs on the installation date of the software application.

Term Date: The due date for annual payment of the Customer Support Program will be referred to as the Term Date. The Term Date is established as the day and month that the software is installed on.

Payment Guidelines

1. Payment for the Customer Support Program is collected annually on the Term Date. The first annual payment is due one (1) year after the Installation of software.

2. Approximately 45 days prior to the annual Term Date, The Omega Group will send notice of payment in the form of an invoice to the client by email.

3. After the first annual payment, all future payments are for the Customer Support Program are subject to a 3% increase, annually.

4. The Software Maintenance for additional software licenses that are purchased after the Support Activation Date will be paid on the Customer Support Program's Term Date.
    a. The first annual payment for the additional Software Maintenance will be prorated based on the number of days during the term that preceded the licensing of the additional software.

    b. Following the first annual (prorated) payment, annual payments for additional Software Maintenance will be paid in full on the Customer Support Program's Term Date.

General Terms

To be eligible for Omega support services, users should be aware of, and adhere to the following terms:

1. The software license will be registered with The Omega Group. An Omega staff member may assist with software registration.

2. The Omega Group provides technical support for Omega software and the Omega Import Wizard interface(s) only. Specific items not included under technical support are provided below (Section: Limitations).

3. The initial Omega software application implementation and installation must be performed by an Omega staff member. This requirement assures that telephone

support, future software service packs, and major version upgrades can be administered effectively.

4. By paying for support, the client agrees to receive support services from The Omega Group and accepts the terms and limitations of the Customer Support Program.

5. The Customer Support Program will automatically renew each term unless cancelled prior to the term date with 60 days written advance notice by sending an email to ap@theomegagroup.com.

6. Should there be a lapse in payment, all past due fees must be paid to restart service. Limited to three years of past due payments.

Limitations

Users should be aware of the following limitations regarding support services:

1. Omega's technical support is limited to unmodified Omega software technology. Any issues that arise from the client modifying the application's files without Omega approval will not be covered under this agreement and are subject to an additional charge to resolve.

2. Technical support is not a replacement for training. Additional application training is available from Omega at an additional cost.

3. Technical support does not cover customizations to existing applications and/or additional development of the Omega application (i.e. building new profiles, reports or queries). These services can be provided for additional cost.

4. Technical Support is intended for Omega software only, and excludes applications that interface with Omega software.

5. Technical support does not include services in response to changes/upgrades in the client's hardware, operating system, source databases (RMS, CAD and other Databases), source data (geographic layers: including streets, boundaries, points or any reference data) or network environment.

6. In the event of complete data loss, due to server crashes or other circumstances unrelated to the Omega software, The Omega Group will assist as resources permit, but will not be held financially responsible for reinstalling and reconfiguring the server software. If services are needed, The Omega Group may provide services at an additional charge for time, materials, and travel.

7. The Omega Group is not responsible for maintaining back-up files of the software application. The Omega Group may have copies of the client's application files stored at our offices and acquired during the application building and testing, however this data is limited to the extractions or samples received during the application development and can quickly become out-of-date.

8. The Omega Group's Customer Support Program is not a replacement for ESRI's software Customer Support Program and does not include costs for ESRI's suite of software products, including costs to install/uninstall ESRI software components.

9. The Customer Support Program enables free software upgrades to existing applications, if the upgrade requires no more than 6 hours of Omega person hours to fully implement. Upgrades that require more than 6 hours of Omega person hours are subject to additional cost. All upgrades where Omega staff hours are performed at the client site are subject to additional cost.

10. The Customer Support Program includes toll free technical support, minor software upgrades, and discounted major version upgrades for one (1) year. The Omega Group plans to perform minor version upgrades approximately once a year. These upgrades will both enhance the usability of the software as well as add additional functionality, especially in the area of analysis tasks.

11. Enhancements to Omega software may be patches that can be downloaded from our website, or may require The Omega Group to send updated software versions via the mail. Notifications of updates are communicated to the client either by phone or E-Mail.

Remote Connectivity

1. Technical Support will be performed through a remote connection.
2. Omega recommends a VPN or Cirtrix's GoToMyPC for remote connections. Client must provide the necessary remote access details if a VPN is used.
3. If the client is unable to provide a high speed remote connection, a fee will be incurred based on the additional time required for troubleshooting the support request.

Support Hours

Technical support phone hours are during the days of Monday through Friday, from 7AM to 5:30PM PST. Support is not available during the weekend. All calls should be directed to (800)228-1059 or email requests to Support@theomegagroup.com. It is Omega's intent to respond to all technical support requests within first hour of request during normal business hours.

Addendum to Omega Maintenance Program: CrimeView Desktop Basic Support Plan

The Basic Support Plan is intended to provide on-going software support for the original configuration of the Omega Desktop product. This support plan includes the following:

- Omega software updates (minor)
  - Compatibility with the current ArcGIS release
  - Updates for the Omega Desktop software routines / functionality
  - Hotfixes
- Assistance with the setup of Omega Desktop on a new server and/or user's computer.
- Provision of the current Omega Desktop tutorial (digital format)
- Diagnosis of Omega Desktop software issues[1]
- Resolution of Omega Desktop software errors[2]
- Diagnosis of Configuration issues[3]
- Resolution of Configuration errors[4]
- Saved Query Updates
  - Clients are entitled to two (2) saved query updates annually[5]
  - Saved Query updates are by client request when new query values are made available

The Basic Support Plan is NOT intended to provide services for the following tasks:

Under the Basic Support Plan, the following requests for service will incur an additional cost:

- Change RMS/CAD vendor(s)
- RMS/CAD database schema updates (field length, type, size... table name change, etc...)
- Lookup table updates (code/description)
- Crystal Report updates
- GIS source file updates
- Geocoding rate enhancement
- Re-import of historical data
- Change the GIS format (Shapefile, Personal Geodatabase, File Geodatabase, ArcSDE Geodatabase, etc...) of the reference data or Import Wizard output data.
- Add/remove Import Wizard profile fields
- GIS editing
- Other source file integration
- Additional profiles

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[1] "Software issues" include technical questions that are directly related to the Omega Desktop software. "Software issues" do not include training-related questions.

[2] "Software errors" include software problems that impede the successful completion of an Omega Desktop routine (i.e. software bug and/or error message).

[3] "Configuration Issues" include questions that are directly related to the Omega configuration files. "Configuration issues" do not include training-related questions.

[4] "Configuration Errors" include any mis-configuration of the original Omega Desktop product that would impede the successful completion of an Omega Desktop routine (i.e. error message).

5 Saved query updates are limited to the saved queries groups included within the original application configuration and based on the original source field. Adding a new saved query group(s) or changing the source field will incur an additional cost.

- Consulting

"Configuration Files" include the following:

1. The Omega Import Wizard's profile configuration
    a. SQL Statement
    b. Composite fields
    c. OmegaGIS fields
    d. Lookup fields
    e. Data cleaning
    f. Spatial query
    g. Address locators
    h. Standardization fixes
    i. Geocoding steps
    j. Preferences
    k. Output steps
2. The Omega Import Wizard job configuration (including scheduled task)
3. Crystal Reports
4. GIS and/or other data
5. Map configuration (.mxd & .mxt)
6. Cyclical Reports
7. Threshold Alerts

CITY OF GLENDALE, an Arizona municipal corporation

Brenda S. Fischer, City Manager

ATTEST:

Pamela Hanna, City Clerk (SEAL)

APPROVED AS TO FORM:

Michael D. Bailey, City Attorney