



Courtland Consulting  
1500 Watertower Place, Suite 200  
East Lansing, MI 48823  
(517) 908-3951  
sales@courtlandconsulting.com  
courtlandconsulting.com

## Pricing Quote Agreement

**Date:** 11/17/2015

**Customer:** Eastern Regional Interstate Child Support Association (ERICSA)  
Melissa G. Rael / Melissa@mgr-events.com  
Corrina Smith / Corrina@mgr-events.com  
Tim Morrison / tim@rainbowassoc-meetings.com  
Lara Fors / LFors@greenecountymo.gov  
Christine Jennings / cjworker@yahoo.com  
Margot Bean / mbean@deloitte.com  
Terri Nickel / tnickel@csfmail.org  
Carla West / cwest@ywcss.com

**Website:** [www.ericasa.org](http://www.ericasa.org)

### Web Services Package

Note: Items marked as **Optional** indicates that ERICSA has administrative access to perform the website updates. If additional training is needed for ERICSA administrative staff, this can be scheduled with the Courtland Team.

☐ Select which web services you are interested in with an 'X'

| Service(s)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Investment                                                                                                                                                                               |
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| <p>1. <input type="checkbox"/> <b>Customization to Conference Registration Report</b></p> <p>Changes to the custom conference registration report by adding a column that has a summary of the registration selections. The column would be next to the Total Price Column. The new column may look something like the following.</p> <p>Registration Items:</p> <p>(1) Early Registration - Early Bird - \$365</p> <p>(1) CLE Credit - include - \$25</p> <p>(3) Early Bird: Tuesday Evening Outing - \$25.00</p> <p>If additional report changes are required, the hourly rate of <del>\$125.00</del> \$65.00 per hour will apply to make modifications.</p>        | <p><del>\$875.00</del><br/><b>\$455.00</b><br/><i>Nonprofit Discount</i></p>                                                                                                             |
| <p>2. <input checked="" type="checkbox"/> <b>Payment Gateway Change from PayPal to Authorize.net</b></p> <p>Customer will provide Courtland with their new Authorize.net payment gateway connection information for Courtland to update the client relationship management system and forms (conference, membership and employer symposium) with the new gateway connection information. Cost includes form testing with new payment gateway information and implementation to live website.</p> <p>If customer requires assistance with setting up Authorize.net payment gateway, an hourly rate of <del>\$125.00</del> \$65.00 per hour will apply for support.</p> | <p><del>\$1,000.00</del><br/><b>\$520.00</b><br/><i>Nonprofit Discount</i></p> <p>The cost <u>does not</u> include the payment gateway and bank transaction fees or monthly charges.</p> |

| Service(s)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Investment                                                                                                                                                                                                                                                                                                |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>3. <input type="checkbox"/> <b>(Optional) Program 2016 Conference Registration Form</b></p> <p>Setup and program the 2016 Conference Registration form. Customer will allow Courtland 4 weeks to program, test and implement new conference form. Customer will supply the following information for the form:</p> <ul style="list-style-type: none"> <li>Dates, times, location, and event description</li> <li>Registration dates and price sets</li> </ul> <p>The new payment gateway and report changes will be implemented at the same time. The form admin and registrant confirmation emails will be updated as appropriate for the 2016 conference. Reference the link to last year's conference registration form. When Courtland implements the new form, it will only show the registration prices based on the registration timeline (early bird, advance, regular) -<br/> <a href="http://ericsa.devcourtland.com/civCRM/event/register?reset=1&amp;id=1">http://ericsa.devcourtland.com/civCRM/event/register?reset=1&amp;id=1</a></p> <p>If additional form changes are required, the hourly rate of <del>\$125.00</del> \$65.00 per hour will apply to make modifications.</p> | <p><del>\$875.00</del><br/> <b>\$455.00</b><br/> <i>Nonprofit Discount</i></p>                                                                                                                                                                                                                            |
| <p>4. <input type="checkbox"/> <b>(Optional) Employer Symposium Page Creation</b></p> <p>Add a new Employer Symposium landing page and registration button link. Customer will supply all content and graphics. Cost includes one review session and all changes from client are required to be compiled and send via email to Courtland's Project Manager. Customer will also have access to update content on the page.</p> <p>If additional page or graphic changes are required, the hourly rate of <del>\$125.00</del> \$65.00 per hour will apply to make modifications.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | <p><del>\$375.00</del><br/> <b>\$195.00</b><br/> <i>Nonprofit Discount</i></p>                                                                                                                                                                                                                            |
| <p>5. <input type="checkbox"/> <b>(Optional) Add Employer Symposium Group in Client Relationship Management System</b></p> <p>Create new group in CiviCRM called "Employer Symposium 2016" and associate to new symposium form and custom report as applicable.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | <p><del>\$125.00</del><br/> <b>\$65.00</b><br/> <i>Nonprofit Discount</i></p>                                                                                                                                                                                                                             |
| <p>6. <input checked="" type="checkbox"/> <b>A. Programming of Employer Symposium Registration Report</b></p> <p>a.) Program the Employer Symposium Registration data into the conference registration report. The conference registration report currently can be reused year to year, as long as, the fields do not change on either of these registration forms. If the Employer Symposium Registration form is not used every year then data for this section of the report may show "null" or the fields will show blank. Report output is MS Excel. The customer is responsible for sorting the data in the Excel report.</p> <p>b.) Program a new custom standalone report similar to the conference registration report to allow for customer to reuse from year to year for the employer symposium</p>                                                                                                                                                                                                                                                                                                                                                                                   | <p><input checked="" type="checkbox"/> a.) Report data added to conference report <del>\$500.00</del><br/> <b>\$260.00</b><br/> <i>Nonprofit Discount</i></p> <p>- OR -</p> <p><input type="checkbox"/> b.) Standalone report <del>\$875.00</del><br/> <b>\$455.00</b><br/> <i>Nonprofit Discount</i></p> |

| Service(s)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Investment                                                                           |
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| <p>registration form as long as the fields do not change in the Employer Symposium registration form. Report output is MS Excel.</p> <p>If additional report changes are required, the hourly rate of <del>\$125.00</del> \$65.00 per hour will apply to make modifications.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                      |
| <p>7. <input type="checkbox"/> <b>(Optional) Programming of New Employer Symposium Form</b></p> <p>Setup and program the new Employer Symposium form. Customer will allow Courtland 4 weeks to program, test and implement the new symposium form. Below are the fields for the form. Required fields are marked with an asterisk (*).</p> <p>How many people are you registering? *</p> <p>First Name *</p> <p>Last Name *</p> <p>Employer Name or Child Support or State Agency Name *</p> <p>Title</p> <p>Email *</p> <p>Phone *</p> <p>Address *</p> <p>City</p> <p>City *</p> <p>State *</p> <p>Zip *</p> <p>Recaptcha *</p> <p>Submit</p> <p>&lt;Registration fee is \$80/person&gt;</p> <p>Administration from email:</p> <p>Administration to email:</p> <p>Thank You Message:</p> <p>Subject: ERICSA Employer Symposium Registration Form Submission</p> <p>Email body:</p> <p>Thank you for registering for the ERICSA Employer Symposium. We look forward to seeing you there.</p> <p>Thank you,</p> <p>- ERICSA</p> <p>If additional form changes are required, the hourly rate of <del>\$125.00</del> \$65.00 per hour will apply to make modifications.</p> | <p><del>\$1,250.00</del></p> <p><b>\$650.00</b></p> <p><i>Nonprofit Discount</i></p> |

## Web Maintenance Services

| Service(s)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Investment                                                                                                                                                   |
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| <b>8. Website Maintenance</b><br>Website maintenance services will be provided at a time and material basis.<br><br><u>Routine web maintenance includes:</u> assistance with content updates to pages or files, editing of site menu navigation, adding or editing online forms and modules, payment gateway updates or changes, web design, graphic design, web development, application programming, application integration services, system upgrades or security patches, and training assistance after the first site training is delivered to the customer.<br><br><i>Note: Search engine optimization and social media training/support services are offered as custom packages and not by an hourly rate.</i> | Standard Rate<br><b>\$125.00 per hour</b><br><br>Nonprofit Rate<br><b>\$65.00 per hour</b><br><br><i>Hourly Rates Billed<br/>in 15 Minute<br/>Increments</i> |

**Payment.** Client has 30 days from the date of this quote to sign this agreement to lock in the rates and costs proposed, otherwise, a new agreement will need to be submitted by Courtland. For subscription services, Courtland's standard payment options are monthly, quarterly, semi-annually or annually and the client's date of signature on this agreement is the date the subscription service begins as well as the date the project begins for Courtland to immediately commence work. For fixed costs contracts, the payment schedule is 50% payment due at contract signing and 50% payment due at the time of Transition of the Site Responsibilities to the Customer or Launch Date (whichever event occurs first). Routine maintenance billing is invoiced on a monthly basis for the work performed that month. All invoices are net-30 terms. If the client halts work and applies by registered letter for a refund within 30 days, to the Executive Director of Courtland Consulting, 1500 Watertower Place, Ste 200, East Lansing, MI 48823, phone (517) 908-3942, work completed shall be billed at the hourly rate stated above, and deducted from the initial payment, the balance of which shall be returned to the client. If, at the time of the request for refund, work has been completed beyond the amount covered by the initial payment, the client shall be liable to pay for all work completed at the hourly rate stated above. No portion of this initial payment will be refunded unless written application is made within 30 days of signing this contract.

**Changes to Submitted Text.** Please send us your final text. Time required to make substantive changes to Client-submitted text after the web pages have been constructed will be additional, billed at the hourly rate. Courtland Consulting agrees that upon completion of the website and all applications, the site will be manageable by the client therefore allowing changes to be made to created pages, text, and graphics of the content areas of the website.

**Disputes.** In the event that any legal action is brought against Courtland Consulting, Courtland will require the client to compensate Courtland for all Legal Fees including but not limited to Attorney Fees, Legal Fees and any business time lost if Courtland is absolved of any wrong doing.

**Copyrights and Trademarks.** The client represents to Courtland Consulting and unconditionally guarantees that any elements of text, graphics, photos, designs, trademarks, or other artwork furnished to Courtland for inclusion in web pages are owned by the client, or that the client has permission from the rightful owner to use each of these elements, and will

hold harmless, protect, and defend Courtland and its subcontractors from any claim or suit arising from the use of such elements furnished by the Client.

**Assignment of Project.** Courtland reserves the right to assign subcontractors to this project to insure the right fit for the job as well as on-time completion.

**Content.** If content is not supplied within the allotted production schedule, Courtland Consulting has the right to use filler content. The client will be charged by the hourly maintenance rate defined in this agreement, if they request Courtland to change/alter the filler content. The Content Managed System supplied with the website is capable of changing the content. The client can change the content manually. If the client has not provided content at the time of the determined completion date, the client is responsible for the remaining development costs. When Courtland has completed initial design of the site, a revision appointment will be scheduled. The client is allowed one set of revisions for the design template. Any content updates (text, images or files) at the time of the review meeting will be billed at an hourly rate. This agreement will be bound by the signed requirements and user acceptance documents. Any major revisions after the date of signature on these documents will be billed at our hourly maintenance rate defined in this agreement.

**Warranties.** Courtland Consulting will comply with a warranty period of 60 consecutive days of successful live processing from the website launch date. At the conclusion of the warranty period, the Client may consider Courtland's support under maintenance and support agreement. Courtland Consulting does not warrant that the functions contained in these web pages or the Internet website will operate uninterrupted or error-free. Courtland does agree to fix any errors, problems or non-functional areas within the bounds of their application development and hardware responsibilities. The entire risk as to the marketing performance and success of the web pages and website is with Client. In no event will Courtland be liable to the Client or any third party for any damages, including any lost profits, lost savings or other incidental, consequential or special damages arising out of the operation of or inability to operate these web pages or website, even if Courtland has been advised of the possibility of such damages. If any provision of this agreement shall be unlawful, void, or for any reason unenforceable, then that provision shall be deemed severable from this agreement and shall not affect the validity and enforceability of any remaining provisions. Courtland represents and warrants to Client that it has the experience and ability to perform the services required by this Agreement; that it will perform said services in a professional, competent and timely manner. Courtland also warrants that it has the power to enter into and perform this Agreement; and that its performance of this Agreement shall not infringe upon or violate the rights of any third party or violate any federal, state and municipal laws.

**Website Maintenance.** Content Management System websites require upgrades that provide the latest version of the software program. Upgrades are necessary to keep in compliance with the changes in technology for the most current web coding standards, security protocols and versions of web browsers. It is optional but highly recommended that customers receive upgrades on an ongoing basis either every one to two years. The Courtland Consulting Team will keep your organization informed of security patches and software version upgrades and if there is an extra cost associated with the upgrade. A standard upgrade usually offers all or most of the following: increase backend security updates; new features not available or found in previous versions such as updated administrative navigation, and module and template

enhancements; improved stability and increased performance; module upgrades (such as photo gallery, blog, calendar, etc.); improved compliance with latest web browsers (Internet Explorer, Firefox, Chrome and Safari); compliance with current W3C and ADA coding and accessibility standards; and training on system upgrade changes that affect the administration of website. Additional improvements may be included depending on the software release.

**Contact:**

Sharon Spence, (517) 908-3951, [spences@courtlandconsulting.com](mailto:spences@courtlandconsulting.com)

**Price Estimate Accepted by:**

The undersigned agrees to the terms of this agreement on behalf of his or her organization or business.

On behalf of the Client (authorized signature):

ERICSA - Margot Bean      [Signature]      President      12/11/15  
(Client Printed Name)      (Client Signature)      (Title)      (Date)

On behalf of the Courtland Consulting (authorized signature):

Michelle LeFeve      [Signature]      Executive Director      11/17/2015  
(Printed Name)      (Signature)      (Title)      (Date)

**Please email a signed, scanned copy of the quote to [spences@courtlandconsulting.com](mailto:spences@courtlandconsulting.com)  
or fax the signed quote to (517) 371-7815.**