



2843 31st Avenue  
Greeley, CO 80631  
1-800-437-7457

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**Computer Information Concepts**

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June 5, 2020

Ms. Audrey Anderson  
Harper County  
201 N. Jennings  
Anthony, Kansas 66101

Dear Ms. Anderson,

Please sign both copies of our enclosed Annual Peopleware Agreement (page 6), retaining one (1) copy for your files and returning the remaining copy along with your payment in the amount of \$25,680.00 before August 1, 2020, to continue accessing Annual PEOPLEWARE via [www.cicesp.com](http://www.cicesp.com) or toll free at (800) 437-7457 –

**Twenty-Four (24) Hours/Day – Seven (7) Days/Week!!!**

**“INSTANT Response”** – Customers utilizing our **“Internet Accessible” Annual PEOPLEWARE System (APS)** to log support calls by **“Task Code” - Twenty-Four (24) Hours/Day – Seven (7) Days/Week**, may enter their specific questions and/or concerns in their own words, attach all related screen / report images for further clarification, select priority / maximum response times of **IMMEDIATE**, 2, 4 or 8 working hours and receive automatic e-mail updates triggered by every support call action.

1. **APS** provides retrieval / displays **CIC’s** resolution documentation for a date range within the same **“Task Code”** to our staff, providing immediate resolution for a high percentage of your support calls along with excellent cross training to prevent related calls in the future.

2. Our **APS “Quick Reference”** also provides Customers instant access to our most current Web Based Documentation for your specific **“Task Code”**, saving you valuable time normally spent looking for your current copy of **CIC’s** manual or the applicable section, page and paragraph.

3. **APS** enables our Customers to confirm **CIC’s** open support call status (Internet & Telephone), reassignment, escalation and projected resolution date / time plus provide an opportunity for our Customers to add additional information to their original open call(s) at any time.

4. When requested, **APS** displays a list of current **“PeopleWires”**, which describe **CIC** known problems / issues communicated to our Customers. If a **CIC** program temporary fix (PTF) is available, our FTP location and automatic downloading instructions will be provided. Otherwise, **CIC’s** recommended **“temporary work around”** with instructions can be viewed and printed, along with our current estimated PTF availability.

5. Finally, using APS, Customers are provided the ability to access their Support Issues, along with all associated Actions and Resolutions, that have been closed within the past year by "Keyword", Date Range and/or Reference Number.

**"DESKTOP Response / Resolution"** – Actively participate in resolution of your support, enhancement and training issues without the wasted time and expense previously required to travel on-site. Using state of the art web conferencing technology, our technical support staff can immediately "observe" your desktop from our office, significantly reducing the time and effort required to resolve issues and provide just-in time training without the wasted time and expense our competitors still charge for traveling to your location –

**"BETTER THAN ON-SITE"!**

**"ON-DEMAND Response / Resolution"** – Access pre-recorded software demonstrations / training sessions, etc, from your standard Internet browser. Available from the right side of our home page, ON-DEMAND Response initially provides a list of all sessions currently available. After selecting the demonstration / training session of your choice and entering a password provided by CIC's Resource Development and/or PEOPLEWARE Staff, you may view the selected software demonstration or training session, including audio and video of the presenter and their related presentation materials, whiteboards, PC desktop, software applications, etc. necessary to convey their message. Session player controls including pause, rewind, and fast forward further provide you control over playback for maximum time management.

**"AT YOUR CONVENIENCE & AS MANY TIMES AS YOU LIKE!"**

Finally, our Annual Peopleware Agreement includes all regulatory, user defined and vendor enhancements identified, prioritized and approved by our Users during our "free" Annual User Symposium, or as needed during the year by your Enhancement Review Team Representatives. Although our enhancements are normally delivered annually, along with our Task Based, Internet Accessible User Manuals, the actual enhancements to be included and the date of each release is also determined by our Users. While our annual charge for enhancements is also determined and approved annually by our Users, CIC further guarantees to deliver any and all State / Federal regulatory enhancements, regardless of cost, without any additional charge to our Customers.

Guaranteed Response Time - Our PEOPLEWARE and Technical Teams guarantee a maximum of IMMEDIATE 2, 4 or 8 hour response to any questions, problems, etc. encountered during your utilization of our Automation Solutions.

CIC also assumes exclusive responsibility for communicating and coordinating with all vendors, as may be necessary, in resolving your problems. In summary, CIC's "Total Solution Plan" delivers all three (3) "Wares"; hard, soft &

**PEOPLE --- 24 HOURS / DAY - 7 DAYS / WEEK!!!**

Sincerely,



Melayna Clark-Rael

[mclark-rael@cicesp.com](mailto:mclark-rael@cicesp.com)

or (800) 437-7457, ext. 157

MCR:sz  
Enclosures