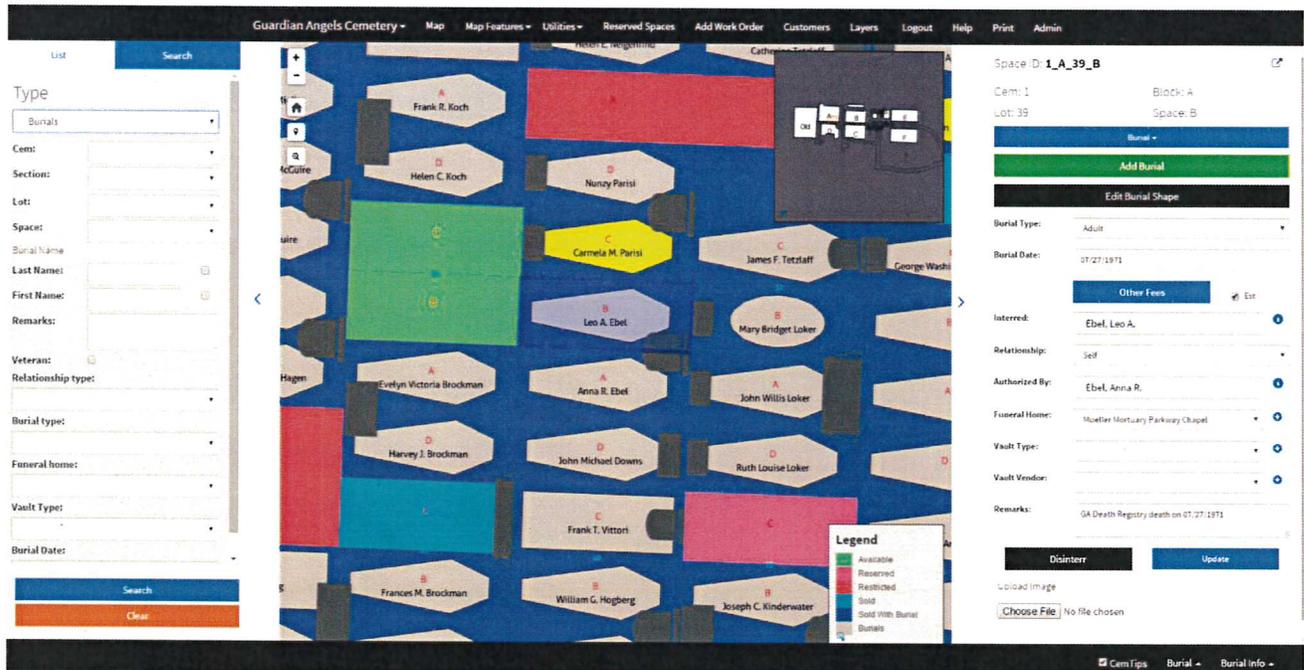




Cemetery Information Management System – CIMS Cloud



**Proposal for CIMS Cloud Implementation for
City of Anoka–Forest Hill Cemetery – 45375
October 9, 2019**



October 9, 2019

City of Anoka-Forest Hill Cemetery
Lisa LaCasse
2015 First Ave. N
Anoka, MN 55303

SUBJECT: CIMS CONTRACT FOR CITY OF ANOKA-FOREST HILL CEMETERY

Dear Ms. LaCasse:

Thank you for considering CIMS Cloud as your cemetery management software. We are confident that you would be pleased with this decision throughout this project and in the years to come. We respect that this is a large investment and adjustment for you and your cemetery and our goal is to make it a smooth transition.

CIMS Cloud, our newest product for the cemetery industry excels over the competition in many areas. Its database is comprehensive, yet flexible, and very simple to learn. Our mapping technique is also the best in the industry. All your information will be in the database and linked to a space on your cemetery map. In addition, with CIMS Cloud, all of your data will be stored securely in the cloud with Amazon Web Services. You will no longer have to worry about backing up your data or software upgrades. Best of all, your cemetery data will be accessible to you from your work computer, your home computer, or even your iPad or Android tablet when you are travelling.

A copy of the contract is enclosed. For our official records, we ask that you return a signed copy to Ramaker & Associates, Inc. I've enclosed an addressed envelope for your convenience.

I've also enclosed References. These sheets will provide you with Ramaker & Associates' background, as well as highlight some of the systems we've recently completed for a few of our clients.

Beginning this project is simple. Just return a signed contract and copies of your current maps. We will then send you layouts of your new digital map to proof and revise as necessary. When the maps are approved, we will then merge it with the CIMS database, for a complete system.

If you have any questions or concerns on any issues in the proposal, please feel free to contact me at 1-800-332-7532 and we can discuss them in more detail. We look forward to a long and successful relationship with you.

Sincerely,

Rebecca Morris

Rebecca Morris

Enclosures

CIMS CONTRACT FOR CITY OF ANOKA-FOREST HILL CEMETERY

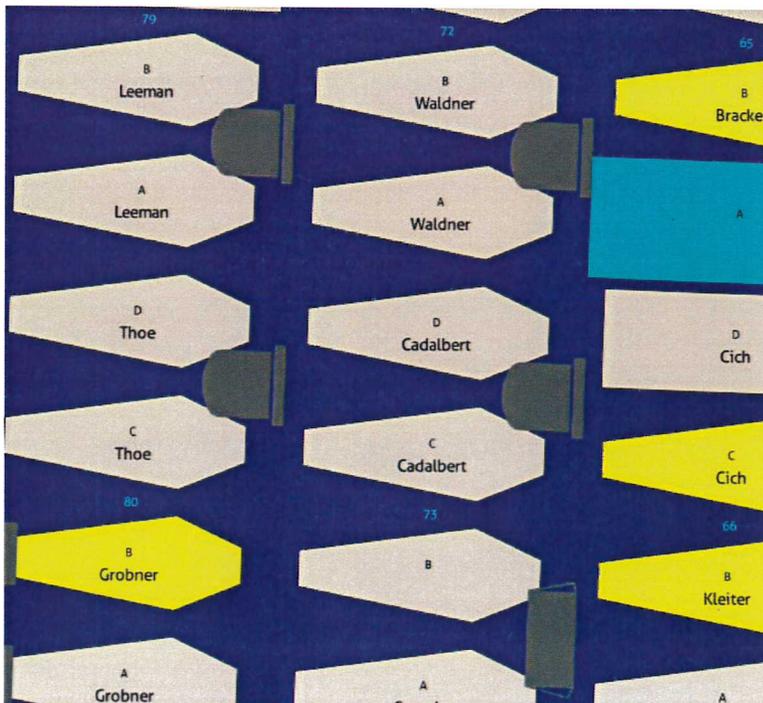
CLIENT: City of Anoka-Forest Hill Cemetery
Lisa LaCasse
2015 First Ave. N
Anoka, MN 55303

PROJECT: Forest Hill Cemetery

CIMS SOFTWARE – FUNCTIONAL OVERVIEW

Ramaker & Associates cemetery management and mapping software, CIMS Cloud is designed so that all cemetery information is linked to a digital map. A user can simply click on the map and determine who owns that space, when it was purchased, and if there are any interments on it. Additionally, a user can query the database for a particular burial or owner, and see the results of that search on the map. These basic functionalities are outlined in the following screen shots.

- 1) CIMS Cloud has rapid querying of burial locations by name and/or location. The results will display the database records and highlighted graphical features. This information can be viewed and printed in report form or map form.

A screenshot of the CIMS Cloud search interface. The interface is titled 'Type' and has a dropdown menu set to 'Burials'. Below this are several input fields: 'Cem:' with a value of '1', 'Block:' with a dropdown menu set to 'C', 'Lot:' with a dropdown menu set to '93', 'Space:' with a dropdown menu set to 'A', 'Burial Name' with a dropdown menu set to 'Olson', 'Last Name:' with a dropdown menu set to 'Olson', 'First Name:' with an empty dropdown menu, 'Remarks:' with a text area, 'Veteran:' with a checkbox, 'Relationship type:' with a dropdown menu, 'Burial type:' with a dropdown menu, 'Funeral home:' with a dropdown menu, and 'Vault Type:' with a dropdown menu. At the bottom of the form are two buttons: 'Search' (blue) and 'Clear' (orange). Two callout boxes are present: one pointing to the 'Burial Name' dropdown with the text 'Querying Burials by Location', and another pointing to the 'Last Name:' dropdown with the text 'Querying Burials by Last Name'.

- 2) CIMS Cloud has rapid querying of available, reserved, restricted, and sold spaces by name and/or location. With CIMS Cloud you can also query sold dates, space types, and purchase costs. The results will display the database records and highlighted graphical features. This information can be viewed and printed in report form or map form.

Querying "available, reserved, restricted, and sold" Spaces by Location

Querying Spaces by Owner's Name

Search Results: 2780 found

Space	Status	Space Type	Cost	Sold Date	Owner	Co-Customer	Sales Counselor	Restricted Agent
1_D_42_D	Restricted	Ground Space	\$ 0					
1_CUMB_2E_4E SGL_1	Sold	Niche	\$ 1600	12/15/2015	Questionaire, Beta	Questionaire, Alpha	Farrell, Dennis John	
1_CUMB_2E_4F SGL_1	Sold	Niche	\$ 1600	12/15/2015	Questionaire, Beta	Questionaire, Alpha	Farrell, Dennis John	
1_F_1_B	Sold	Ground Space	\$ 900	12/14/2015	Questionaire, Beta		Farrell, Dennis John	
1_F_1_C	Sold	Ground Space	\$ 900	12/14/2015	Questionaire, Beta		Farrell, Dennis John	
1_F_1_A	Sold With Burial	Ground Space	\$ 900	12/14/2015	Questionaire, Beta		Farrell, Dennis John	
1_C_3_C	Sold With Burial	Ground Space	\$ 300	07/16/1996	Gartner, Albert R.		Vaught, Mae	
1_E_31_A	Sold With Burial	Ground Space	\$ 700	03/09/2010	Jacobs, Louise M.	Jacobs, James H.	Farrell, Dennis John	
1_C_52_D	Sold With Burial	Ground Space	\$ 400	03/16/1998	Graham, Teresa S.		Vaught, Mae	
1_A_39_A	Sold With Burial	Ground Space	\$ 75	05/16/1968	Ebel, Anna R.	Ebel, Leo A.		
1_E_33_D	Sold With Burial	Ground Space	\$ 900	02/02/2016	Payton, Walter			

Jump to page Go 1 2 3 56

- 3) CIMS Cloud is designed to easily create reports depicting information about your cemetery. With more than 20 prepackaged reports, CIMS Cloud can generate reports for ownership data, burial history, work orders, care funds, available graves and so much more.

CIMS - Guardian Angels Cemetery
Date Printed: 2/4/2016

Customer Report

Customer ID	Name	Address	City	State	Zip Code	Age	Maiden Name	Phone	Date of Birth	Date of Death
CUS-004-0121	Dupuy, Mary L.	1343 Fallbrook Avenue	Woodbury	MN	55125			651-738-6116		
CUS-004-0125	Copeland, Mary C.	488 Fernside St. North	Maplewood	MN	55119-4166			651-738-3655		
CUS-004-0127	Copeland, Wayne C.	488 Fernside St. North	Maplewood	MN	55119-4166			651-738-3655		
CUS-004-0128	Copeland, E.	488 Fernside St. N	Maplewood	MN	55119			651-340-0900		
CUS-004-0129	Goetke, Kevin Ottar	8162 Greenbriar Lane	Woodbury	MN	55125	9		651-578-1141	1998-10-21	2008-03-30
CUS-004-0130	Goetke, Donald J.	8162 Greenbriar Lane	Woodbury	MN	55125-8471			651-578-1141		
CUS-004-0132	Goetke, Laura O.	8162 Greenbriar Lane	Woodbury							
CUS-004-0133	Schmann, James A.	2021 Park Row	No. St. Paul							
CUS-004-0134	Schmann, Laura J.	2021 Park Row	No. St. Paul							
CUS-004-0135	Ehlers, Richard S.	1724 Kerry Lane	Woodbury							
CUS-004-0136	Ehlers, Phyllis R.	1724 Kerry Lane	Woodbury							
CUS-004-0137	Houle, Eugene J.	6497 Upper 48th St N	Oakdale							
CUS-004-0138	Houle, Rosanna L.	6497 Upper 48th St N	Oakdale							
CUS-004-0139	Lepinski, Henry G.	2778 Hilo Ave	Oakdale							
CUS-004-0140	Lepinski, Virginia M.	2778 Hilo Ave	Oakdale							
CUS-004-0141	Schultz, Eugene E. Jr.	11730 126th St North	Stillwater							
CUS-004-0142	Schultz, Mary Jane	11730 126th St North	Stillwater							
CUS-004-0143	Cadabert, Heidi Jo	7580 Highway Park Bay	Woodbury							
CUS-004-0144	Cadabert, Robert Lann	7580 Teals Road	Woodbury							
CUS-004-0145	Cadabert, Donna Lee	7580 Teals Road	Woodbury							
CUS-004-0146	Zion, Mary Ellen "Mik"	2032 Lamplight Drive	Woodbury							
CUS-004-0147	Zion, William D.	2032 Lamplight Drive	Woodbury							
CUS-004-0148	Chappier, Jane S.	9140 Cambridge Ahoove	Woodbury							
CUS-004-0149	Chappier, Ronald L. U.	9140 Cambridge Ahoove	Woodbury							

2/4/2016 Print Report

CIMS - Guardian Angels Cemetery
Date Printed: 2/4/2016

Available Spaces List (grouped by Block)

Section: 1

Block: Unknown

Total: 7

Section	Block	Lot	Space	Cost	Type
1	Unknown	10	A	0	Ground Space
1	Unknown	12	A	0	Ground Space
1	Unknown	11	D	0	Ground Space
1	Unknown	12	C	0	Ground Space
1	Unknown	12	B	0	Ground Space
1	Unknown	8	C	0	Ground Space
1	Unknown	12	D	0	Ground Space

2/4/2016 Print Report

CIMS - Guardian Angels Cemetery
Date Printed: 2/4/2016

Space Activity Report. Based on Sold Dates

Period Covered: From 02/04/2015 to 02/04/2016

Location	Owner	Co-Owner	Type	Sold Date
I_G_Angel_16_10	Alton, Gary	Alton, Jesse	Ground Space	2015-10-10
I_G_Angel_17_3	Bruffelst, James Martin	Kenner, Tawny T.	Ground Space	2015-10-20
I_E_47_D	Gramenz, Mary L.		Ground Space	2015-02-27
I_E_47_C	Gramenz, Mary L.		Ground Space	2015-02-27
I_E_2_8	Hall, Darrin J.	Hall, Cheryl L.	Ground Space	2015-03-23
I_E_2_8_A	Hall, Cheryl L.	Hall, Darrin J.	Ground Space	2015-03-23
I_CLMB 2E_2A DB_1	Hedder, Richard A.	Hedder, Deiores M.	Niche	2015-03-02
I_CLMB 2E_2A DB_2	Hedder, Richard A.	Hedder, Deiores M.	Niche	2015-03-02
I_E_62_B	Houle, John R.	Houle, Diane M.	Ground Space	2015-04-02
I_E_62_A	Houle, John R.	Houle, Diane M.	Ground Space	2015-04-02
I_E_62_C	Houle, John R.	Houle, Diane M.	Ground Space	2015-04-02
I_E_63_D	Houle, John R.	Houle, Diane M.	Ground Space	2015-04-02
I_G_Angel_16_6	Cha, Ying	Vue, Jong	Ground Space	2015-09-04
I_G_Angel_16_1	Knudson, Mr.	Knudson, Mrs.	Ground Space	2015-06-01
I_CLMB 1S_2F SGL_1	Launderville, James H. Jr		Niche	2015-07-23
I_G_Angel_16_8	Lofton, Timothy Lydell Sr.	Terrell, Tanasha Marie	Ground Space	2015-09-11
I_G_Angel_17_5	McQuillan, Matthew	McQuillan, Amy	Ground Space	2015-11-02
I_G_Angel_15_8	Morgan, Dentedrick	Morgan, Tawanda	Ground Space	2015-05-18
I_E_41_C	Morphew, James M.		Ground Space	2015-05-28
I_E_41_B	Morphew, James M.		Ground Space	2015-05-28
I_CLMB 2W_4B DB_2	Ohlen, LeRoy B.	Ohlen, Margaret M.	Niche	2015-05-04

Block: Old

Total: 73

Section	Block	Lot	Space	Cost	Type
1	Old	48-2	C	0	Ground Space
1	Old	55-2	G	0	Ground Space
1	Old	46-1	C	0	Ground Space
1	Old	30	C	0	Ground Space
1	Old	30	A	0	Ground Space
1	Old	49-2	E	0	Ground Space
1	Old	96	A	0	Ground Space
1	Old	46-1	E	0	Ground Space
1	Old	46-1	B	0	Ground Space
1	Old	49-2	A	0	Ground Space
1	Old	47-2	B	0	Ground Space
1	Old	19	F	0	Ground Space
1	Old	64	E	0	Ground Space
1	Old	19	D	0	Ground Space
1	Old	29	G2	0	Ground Space
1	Old	59-2	C	0	Ground Space
1	Old	49 1/2	A	0	Ground Space
1	Old	64	G	0	Ground Space
1	Old	64	B	0	Ground Space
1	Old	64	A	0	Ground Space
1	Old	60-1	A	0	Ground Space
1	Old	43-2	B	0	Ground Space
1	Old	18	F	0	Ground Space
1	Old	48-2	E	0	Ground Space

4) CIMS Cloud can track all your customer data, with quick query and filter capabilities.

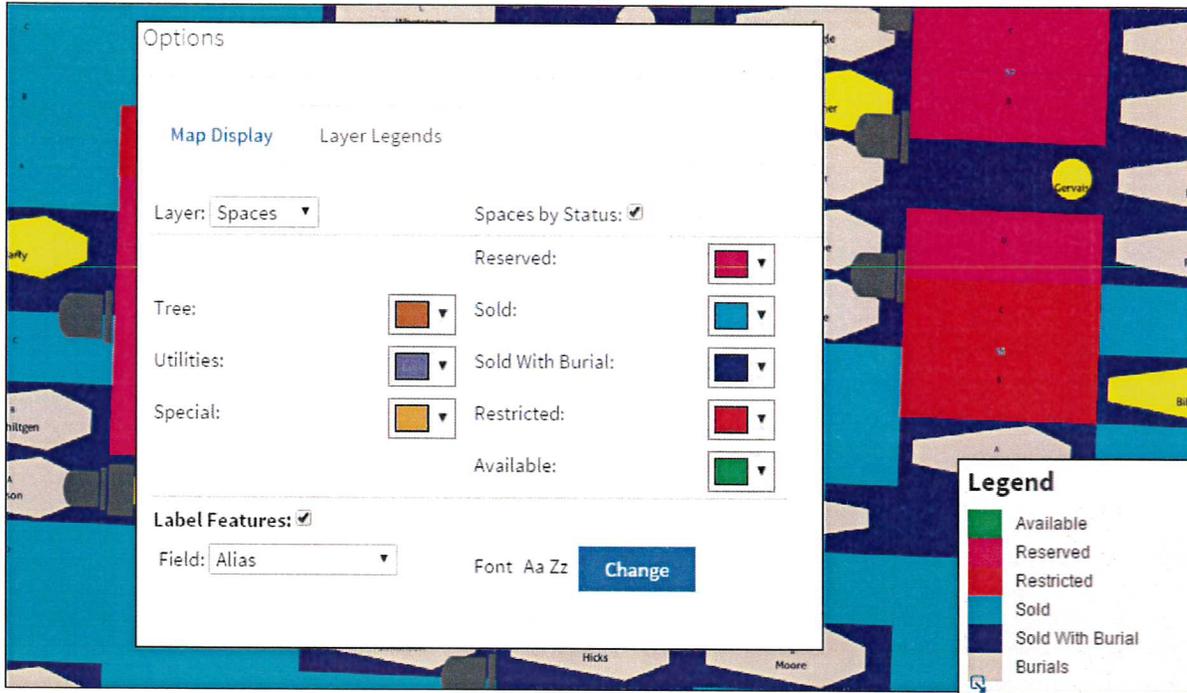
The screenshot shows the 'Customer Management' interface in CIMS Cloud. On the left, there are 'Filter Conditions' for various fields: First Name, Last Name (with 'smith' entered), City, Maiden Name, State, BirthDate, and DeathDate. Each filter has a 'Match Exactly' option. A 'Search' button is at the bottom of the filter section. The main area displays a table of 10 customer records. At the top right, there is a search bar and a '+ Add New Customer' button. At the bottom, there is a 'Jump to page' field and a 'Go' button.

Last Name	First Name	City	ST	Maiden Name	Birth	Death
Sample-Smith-Puh	Janique		MN		01/15/2009	01/16/2009
Smith	George H.	St. Paul	MN	MALETESTA	10/25/1994	04/02/1969
Smith	Mary T.	Springfield	IL		09/03/1998	04/01/1988
Smith	Unknown					
Smith	Austin C. D.	Lake Elmo	MN	KEEFE	03/27/1960	10/30/1967
Smith	Renee Jean		MN		01/26/1964	02/11/1964
Smith	Mr. Gene W.		MN			
Smith	Mrs. Gene W.		MN			
Smith	Unknown 1					
Smith	Edward					

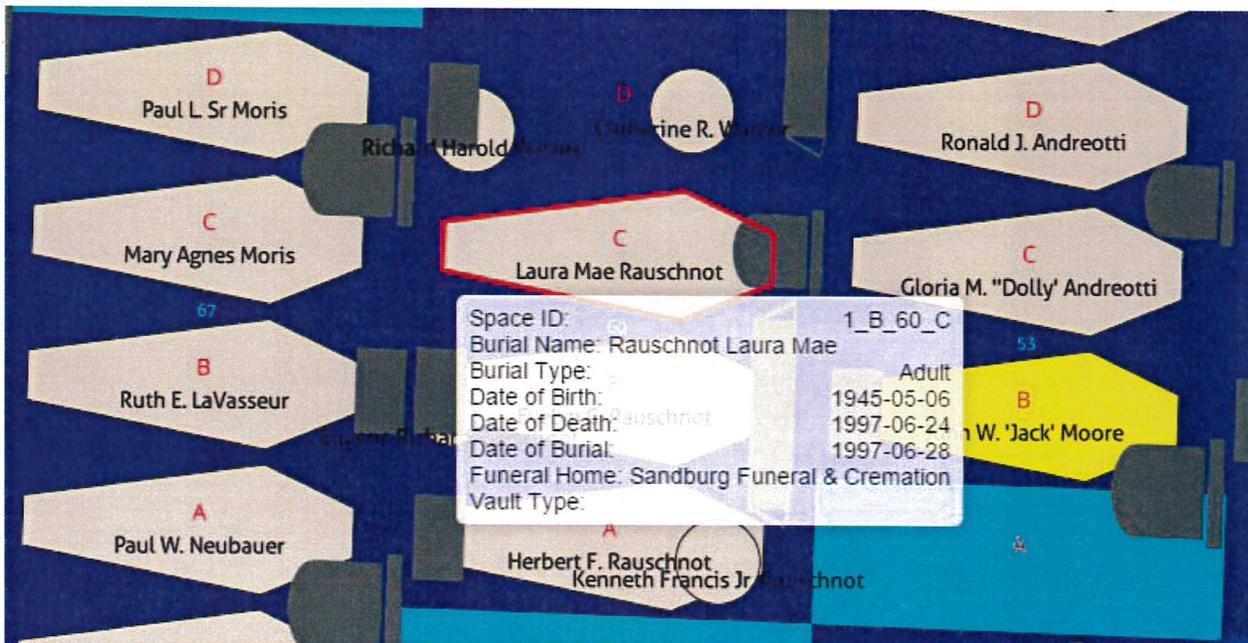
5) CIMS Cloud has the ability to populate drop downs with user-specified information and create custom data fields to track information unique to the cemetery.

The screenshot shows two overlapping windows in the CIMS Cloud interface. The background window is the 'Add Burial' form, which includes fields for Burial Type (a dropdown menu with 'Adult' selected), Burial Date, Interred, Relationship, Authorized By (Groess, Albert Frank), Funeral Home (Wulff Woodlane Mortuary), Vault Type, and Vault Vendor. There are 'Disinter' and 'Update' buttons at the bottom. The foreground window is the 'Edit Cemetery' configuration panel, showing 'User-Defined Tracking Fields' for 'Spaces' and 'Burials'. Under 'Spaces', 'Tracking 1' is checked and set to 'Amount Pd', and 'Tracking 2' is checked and set to 'Balance Due'. Under 'Burials', 'Tracking 1', 'Tracking 2', and 'Tracking 3' are all unchecked.

- 6) CIMS Cloud gives you the ability to view Space Status on cemetery maps. This information can also be generated in report form.



- 7) CIMS Cloud has direct updating capabilities for all database tables and graphical features. As the database is updated, maps are updated, so your maps always contain the latest ownership, interment, and marker information.



- 8) CIMS Cloud allows users to upload images to every grave space, burial, marker, deed, and customer. This image can be viewed on any device that accesses CIMS Cloud.

Marker ID: 601

Marker Type: Double Upright Foundation

Placement Date: 05/01/1980 Payment Date:

Cost: 0 Edit Shape

Inscription:

Marker Vendor:

Legal:

Size:

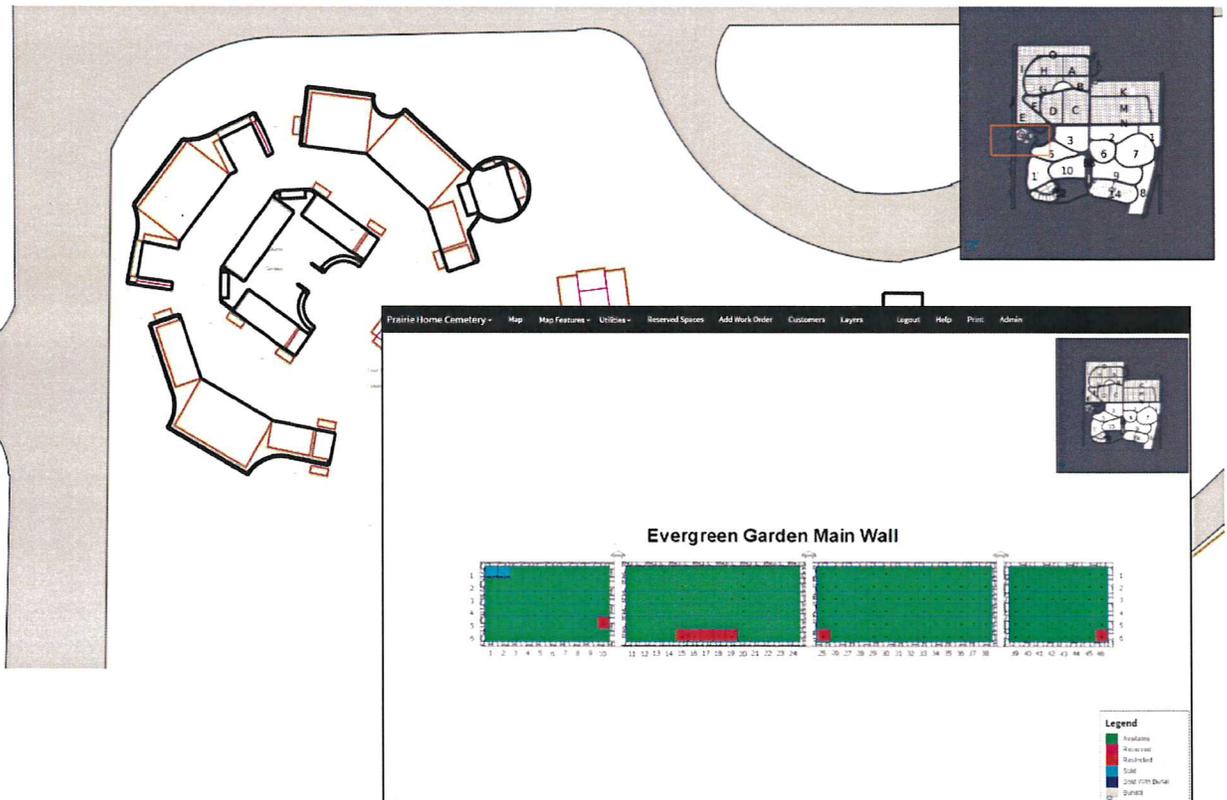
Remarks:

Update

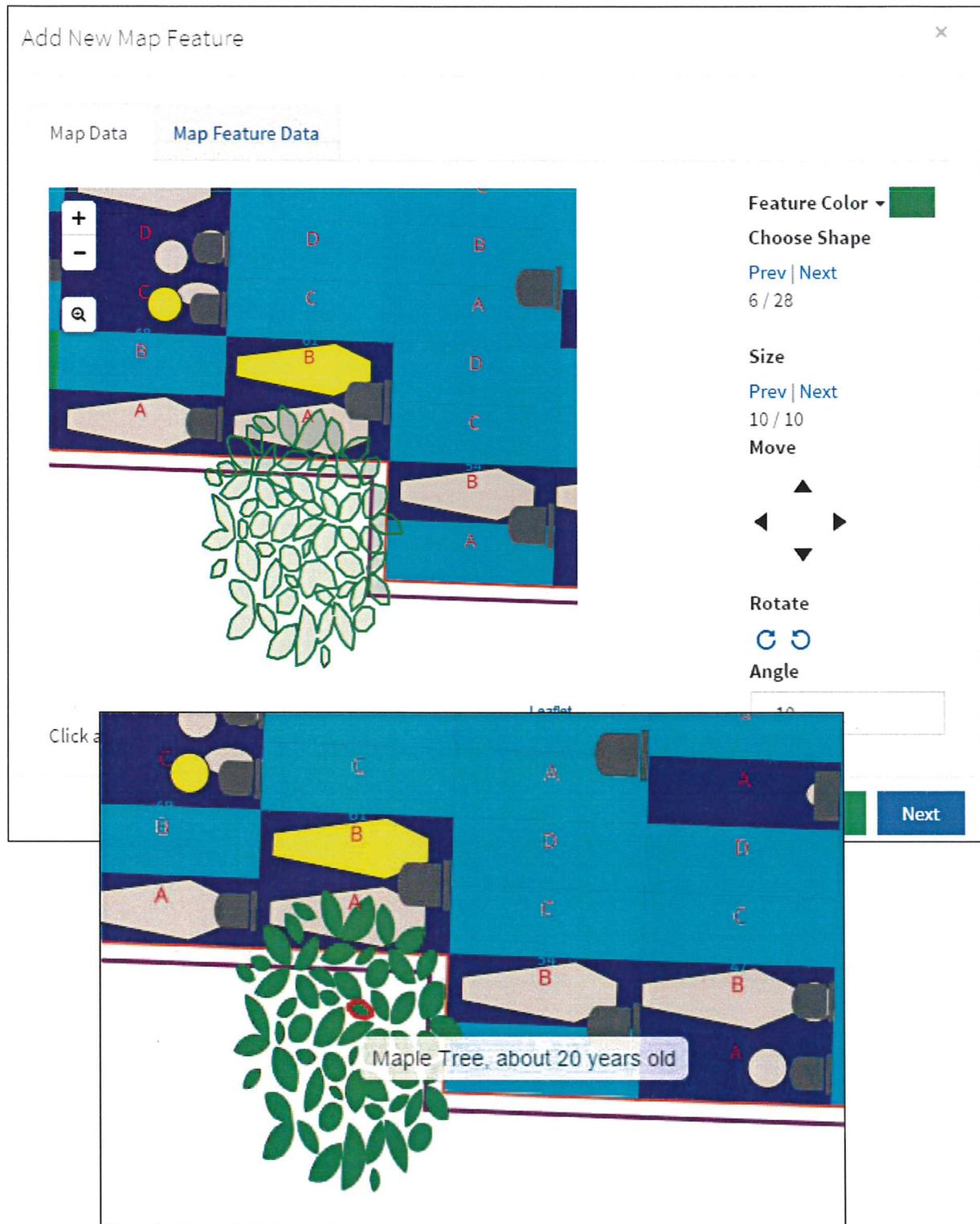
Choose File | No file chosen



- 9) CIMS Cloud allows for the mapping of columbaria and mausoleums. Clicking on the outline of the columbarium or mausoleum on the cemetery map will take you to the wall view, just as if you were standing in front of the wall yourself. This allows for a unique, accurate representation of your burial and owner data in columbaria and mausoleums.



- 10) CIMS Cloud allows for tracking of various features in your cemetery such as trees, rocks and fire hydrants. The shape, size, and color of the feature can be chosen and then placed on the map, and notes regarding the feature can be saved.



eCIMS SOFTWARE – FUNCTIONAL OVERVIEW

eCIMS is an Internet-based program that allows cemeteries to share their data and maps through interactive kiosks and on the Internet. Once a cemetery enters data into CIMS Cloud, the data will immediately be accessible on your eCIMS site. If you would like to proceed with eCIMS, check the box on page 14 or 15. People interested in your cemetery will be able to look up information about the burials in your cemetery and print a map showing the location of the burials. They can do this from your kiosks, or from the Internet, 24 hours a day from the comfort of their own home. Following are basic descriptions of the functionalities of eCIMS.

- 1) Search Burials. Users can search all burials in the cemetery by first or last name.

The screenshot displays two overlapping windows from the eCIMS software. The background window is the 'Cemetery Search' interface, and the foreground window is a detailed 'Burial Information' view.

Cemetery Search Window:

- Search: Burials
- Last Name: smith
- Exact Match:
- Search Results: 49 found

First Name	Last Name	Sex	Birth Date
Rachel A	Smith	F	1936-01-01
Andrew R	Smith	M	1966-12-31
Watson	Smith	M	
Rachel	Smith	F	1936-01-01
Watson	Smith	M	
Eva J	Smith	F	1965-02-10
Raymond C	Smith	M	1921-01-01
Charles K	Smith	M	1957-01-01
Clara Augusta	Smith	F	1961-07-22
Charles Fremont	Smith	M	1976-07-19
Gladys M	Smith	F	1995-01-01

Burial Information Window:

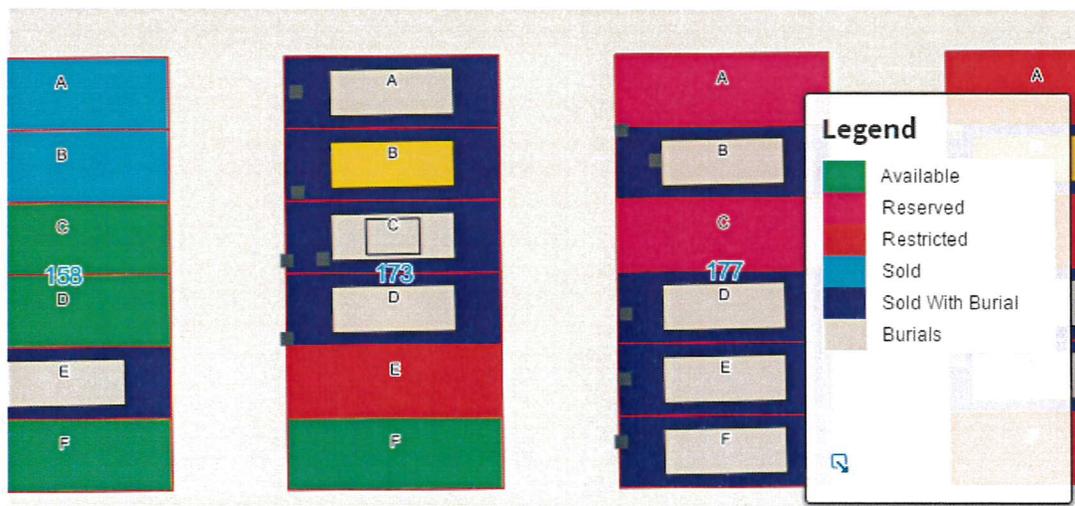
- First Name: Charles K
- Last Name: Smith
- Sex: M
- Birth Date: 1957-01-01
- Age:
- Death Date: 1934-01-01
- Section: LYNDEN
- Block: C
- Lot: 128
- space: A
- Images: 1 of 2

The image shows a photograph of a dark, rectangular gravestone with the inscription 'CHARLES K SMITH'. Below the image are buttons for 'Smith', 'B Smith', and '128'.

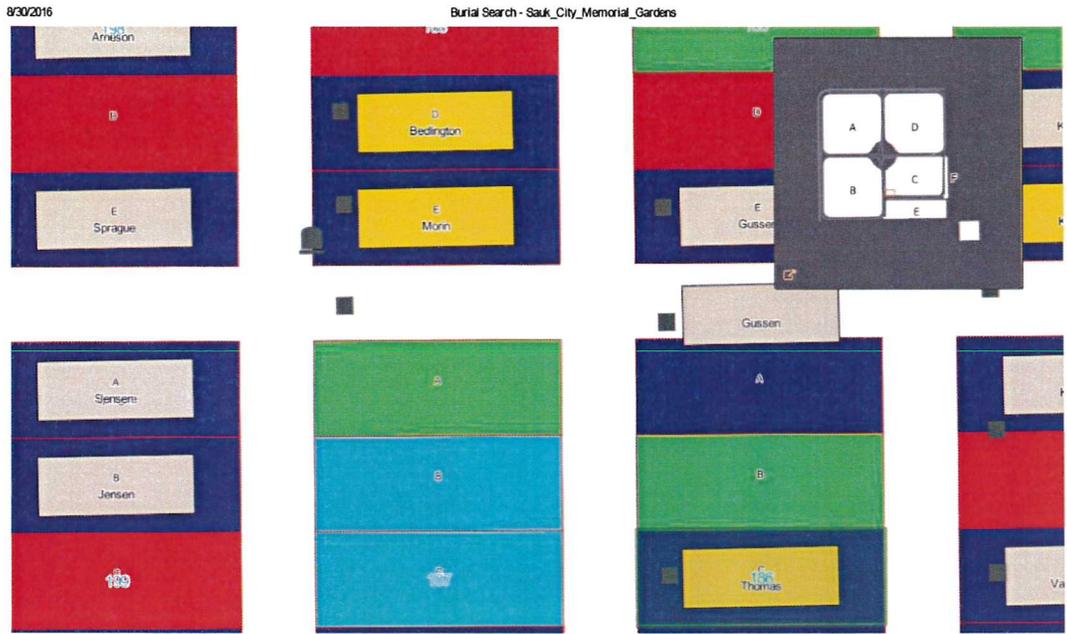
- 2) Identify. Users can click on any burial space for further information on the burial. Information provided to the user is determined by the cemetery, but can include items such as burial location, birth date, death date, funeral home, church, Veteran status and more.



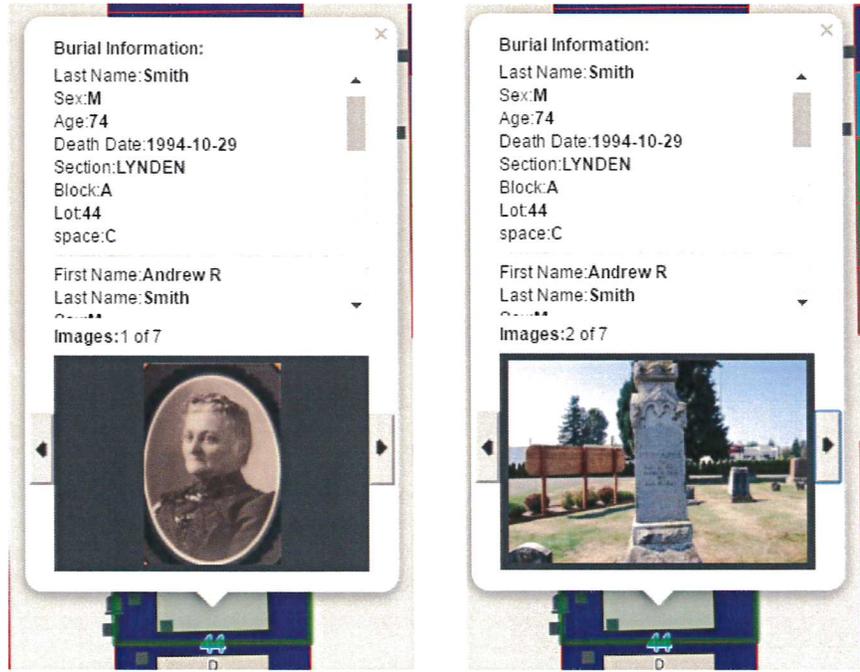
- 3) Map Legend. This legend gives users an easy visual guide to determining which spaces are sold or available.



- 4) Print. The print function allows you to print a map of the information on your screen at that moment.



5) Imaging Module. Multiple images can be pulled from the tabs in CIMS, such as the marker tab, the owner tab, or the burial tab.



6) We are using the latest in internet technology, including HTML5, CSS3 and JavaScript, to bring eCIMS to any internet capable device. This includes iPads, iPhones, Android tablets, traditional desktop computers, laptops and smartphones among many others.

SCOPE OF SERVICE

Ramaker & Associates, Inc. (Ramaker & Associates) will create digital maps in conformance with industry standard format for the City of Anoka based on the hard copy maps provided. The cemetery must be mapped to the grave level with section, blocks, lots and graves residing on distinct layers. The grave layer will serve as the foundation with which to relate all ownership, interment and marker information. A cemetery official will be expected to assist in the development of accurate maps and data and will be responsible for burial entry.

The first maps will be created to the lot level and may require assistance from a cemetery representative as needed. These maps will be sent to the designated cemetery official for verification and space delineation. Once this step is completed, the space layer of the maps will be created and also sent to the cemetery for verification. The digital maps developed will be accurate depictions of your cemetery. Ramaker & Associates will then provide a relational database structure for the cemetery to input data and relate it to the new digital maps. At that point, the CIMS shell is complete and ready for mass data input.

As an option, Ramaker & Associates can provide the QuickBooks Communication Module. This allows CIMS Cloud to communicate with QuickBooks Online, eliminating the significant amount of double entry that can occur when using separate data management and accounting programs. When a user sells a grave space in CIMS Cloud, they can press a button that automatically transfers all the information about the sale to an invoice within QuickBooks Online. This includes both the customer data including name, address, and phone number as well as information about the sale including which spaces were purchased, and the amount that was paid for them. From this point, the user can add additional items to the invoice, and then print a copy to give to the customer.

TECHNICAL SUPPORT

Ramaker & Associates is committed to providing your cemetery with quality technical support and a timely response. Our first line of technical support is via telephone or email. This is available Monday through Thursday from 7:30 a.m. - 5:00 p.m. CST and Friday from 7:30 a.m. - 11:30 a.m. Our technical support team will work closely with you to generate a solution to your problem. If there is a problem that cannot be handled over the phone, we will use our remote access software to solve your problem. This software is included with CIMS Cloud and allows us to access your computer as long as you have access to the Internet. This allows us to see the problem first-hand. In the past, this has been a very effective way of solving problems without coming on-site.

PROJECT SCHEDULE

A preliminary project timeline is outlined below. The start date is contingent upon Ramaker & Associates being provided the maps and information to begin mapping by that date. The completion date will remain fixed only if all tasks outside the control of Ramaker & Associates, Inc. are met by the identified timeline. If tasks are not completed before or at these times, the completion date may need to be modified.

RECEIVE DATA FROM CEMETERY OFFICIAL & BEGIN BASEMAPPING	Week 1
PHASE I: SECTIONAL BASE MAP DELIVERY – (<i>Sections - Lots</i>)	
Send to cemetery officials for verification	Week 3
RECEIVE MAPS AND ALTERATIONS FROM CEMETERY OFFICIALS	Week 6
PHASE II: GRAVE LEVEL MAP DELIVERY – (<i>Grave</i>)	
Send to cemetery officials for verification	Week 8
RECEIVE MAPS AND ALTERATIONS FROM CEMETERY OFFICIALS	Week 10
FINAL BASEMAP COMPLETION	
Send to cemetery officials for final verification	Week 12
RAMAKER RECEIVES OFFICIAL CONFIRMATION OF ACCURACY OF MAP LAYOUT	Week 14
SYSTEM DELIVERY	Week 16

NOTE: In order to comply with this aggressive schedule, all Ramaker & Associates' questions and requests to the cemetery staff must be addressed within three (3) business days. If questions are not addressed in this time period, the schedule may need to be adjusted. If any data migration options are chosen, the schedule will need to allow for additional time, and a separate data migration timeline can be provided upon request. If it has been longer than 6 months since any progress has been made on the project due to delays by the cemetery staff or other causes outside of Ramaker's control, prices on the proposal will be adjusted based on the current Ramaker fee schedule.

PROJECT COST

The following pages include the cost for the scope of work detailed in this contract and are based on the information provided to us. These prices are good for thirty days from the date of this contract. The project cost will not be exceeded without prior authorization from the designated City of Anoka Official. The costs provided for data migration are based upon the files sent to Ramaker & Associates prior to the receipt of this proposal. Any alterations to the files may result in an increased data migration cost.

The initial invoice will be for the software costs. Mapping and data migration services will be billed in 25% increments as they are completed. All other services will be billed upon completion of the project. Any installation and training will be billed upon completion of the training.

OPTION A - CIMS Cloud Implementation (Without QuickBooks Integration)

Two CIMS Cloud Licenses Forest Hill Cemetery – CIMS Cloud Oakhill Cemetery – CIMS Light Cloud	\$3,990
Creation of interactive “smart” map, 20 total developed acres @ \$650/acre Forest Hill Cemetery, 20 acres	\$13,000
Additional cemetery fee, \$250/cemetery	\$250
Mausoleum Mapping, 96 spaces @ \$5/space	\$480
Incorporating Aerial Photo Layer (please choose one option)	
Aerial Photo Ramaker & Associates will acquire a photo from your local government	\$400 <input checked="" type="checkbox"/>
Drone Imagery Ramaker will travel to the cemetery to take high resolution drone imagery of the entire cemetery and incorporate it into CIMS.	\$1,800 <input checked="" type="checkbox"/> (Plus travel costs)
CIMS Cloud Annual Hosting & System Support Fee This will allow two users to be in CIMS Cloud at a time and provides unlimited technical support	\$1,200/year
TOTAL OPTION A	\$18,920 + aerial photo

Additional Options

Please check the box if you would like to proceed with the option

On-site Training This typically requires 2 days unless the travel time is minimal. If more than one Ramaker staff member travels on-site for this project, or if more than 3 cemetery staff members need training, additional fees may be assessed.	\$1,850/day	<input type="checkbox"/> (Plus Travel Costs)
Online Training (circle one)	\$750 – half day \$1,500 – full day	<input checked="" type="checkbox"/>
Additional Map Layers (e.g., sprinklers, utilities) [<input type="checkbox"/>] <small>How Many</small>	\$300/each	<input type="checkbox"/>
Data Migration from 09/26/2019 Excel File Any alterations made to the file after the above date may increase the data migration cost. Please check with Ramaker & Associates before making any major alterations. One round of matching to the map and data migration will be performed. Any records from the database that do not match to the map will be provided to the cemetery in an Excel file, or can be matched to the map on an hourly basis at \$185/hour. If this option is chosen, a separate timeline for this portion of the project will be provided.	\$7,600	<input checked="" type="checkbox"/>
Customize CIMS Cloud Deed to match the language and look of the Forest Hill and Oakwood Cemetery Deeds	\$600-\$1,000	<input checked="" type="checkbox"/>
Additional CIMS Cloud Licenses [<input type="checkbox"/>] <small>How Many</small>	\$1,245/each This fee includes a one-time fee of \$995 per license and an annual hosting fee of \$250 per license per year.	<input checked="" type="checkbox"/>

eCIMS Internet Mapping Module –

A website hosted by Ramaker & Associates that will allow your customers to look up information about their loved ones on our website. When a record is added to Cloud CIMS, the eCIMS site will be updated instantaneously.

**\$1,000 Set Up Fee
and \$1,200/year
hosting fee**



\$1,000 set up fee covers the first cemetery. Additional cemeteries can be added for \$500 each.

eCIMS Imaging Module

This is an “add-on” to eCIMS that will allow images linked in CIMS Cloud to be available to the public in eCIMS. CIMS Users can decide for every individual image if it is available to the public via eCIMS or not.

\$500/year



CIMS & eCIMS must be implemented first

Ramaker & Associates now accepts payment via MasterCard, Visa, and American Express.

OPTION B - CIMS Cloud with QuickBooks Online Communication Module**

Two CIMS Cloud Licenses with QuickBooks Communication Module Forest Hill Cemetery – CIMS Cloud Oakhill Cemetery – CIMS Light Cloud	\$4,745
Creation of interactive “smart” map, 20 total developed acres @ \$650/acre Forest Hill Cemetery, 20 acres	\$13,000
Additional cemetery fee, \$250/cemetery	\$250
Mausoleum Mapping, 96 spaces @ \$5/space	\$480
Incorporating Aerial Photo Layer (please choose one option)	
Aerial Photo Ramaker & Associates will acquire a photo from your local government	\$400 <input type="checkbox"/>
Drone Imagery Ramaker will travel to the cemetery to take high resolution drone imagery of the entire cemetery and incorporate it into CIMS.	\$1,800 <input type="checkbox"/> (Plus travel costs)
Training (please choose one option)	
On-site Training This typically requires 2 days unless the travel time is minimal. If more than one Ramaker staff member travels on-site for this project, or if more than 3 cemetery staff members need training, additional fees may be assessed.	\$1,850/day <input type="checkbox"/> (Plus travel costs)
Online Training - Full Day	\$1,500 <input type="checkbox"/>
Online Training - Half Day	\$750 <input type="checkbox"/>
CIMS Cloud Annual Hosting & System Support Fee This will allow two users to be in CIMS Cloud at a time and provides unlimited technical support	\$1,400/year

TOTAL OPTION B

\$19,875 + aerial photo & training costs

(**This option requires QuickBooks Pro 2015 (or newer) software – or a valid subscription to Intuit QuickBooks Online)

Additional Options

Please check the box if you would like to proceed with the option

Additional Map Layers (e.g., sprinklers, utilities) [<input type="checkbox"/>] <small>How Many</small>	\$300/each	<input type="checkbox"/>
Data Migration from 09/26/2019 Excel file	\$7,600	<input type="checkbox"/>
Any alterations made to the file after the above date may increase the data migration cost. Please check with Ramaker & Associates before making any major alterations. One round of matching to the map and data migration will be performed. Any records from the database that do not match to the map will be provided to the cemetery in an Excel file, or can be matched to the map on an hourly basis at \$185/hour. If this option is chosen, a separate timeline for this portion of the project will be provided.		
Customize CIMS Cloud Deed to match the language and look of the Forest Hill and Oakwood Cemetery Deeds	\$600-\$1,000	<input type="checkbox"/>
Additional CIMS Cloud Licenses [<input type="checkbox"/>] With QuickBooks Module <small>How Many</small>	\$1,550/each	<input type="checkbox"/>
This fee includes a one-time fee of \$1,250 per license and an annual hosting fee of \$300 per license per year.		

eCIMS Internet Mapping Module –

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**\$1,000 Set Up Fee
and \$1,200/year
hosting fee**

\$1,000 set up fee covers the first cemetery. Additional cemeteries can be added for \$500 each.

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\$500/year

CIMS & eCIMS must be implemented first

Ramaker & Associates now accepts payment via MasterCard, Visa, and American Express.

TERMS AND CONDITIONS

PLEASE SEE ATTACHED TERMS AND CONDITIONS.

AUTHORIZATION

If you wish to proceed, please choose an appropriate option below, and then sign the last page of this document. Return one complete signed copy to Ramaker & Associates either hardcopy or via email. If we are given verbal or other written notification to proceed, it will be mutually understood that both parties will be contractually bound by this contract, even in the absence of written acceptance.

Please
Check One



PROCEED WITH OPTION A



PROCEED WITH OPTION B

RAMAKER & ASSOCIATES, INC.
GENERAL TERMS AND CONDITIONS OF AGREEMENT – SOFTWARE PRODUCTS

These Terms and Conditions of Agreement constitute the agreement (“Agreement”) pursuant to which services are to be performed by Ramaker & Associates, Inc. (hereafter “Consultant”) upon acceptance by the client (“Client”) of the attached proposal or the Product Order Form (“Proposal”). The Scope of Services, Project Cost, and Project Schedule sections of the Proposal are incorporated by reference into these Terms and Conditions of Agreement, and are part of the Agreement. If a Proposal is submitted to Client and Client fails to return a signed copy of the Proposal but knowingly allows Consultant to proceed with the services, then Client shall be deemed to have accepted the terms of the Proposal and these General Terms & Conditions. If there is a conflict or inconsistency between any express term or condition in the Proposal and these General Terms & Conditions, the Proposal shall take precedence. The Proposal and these General Terms & Conditions constitute the entire Agreement, and supersede any previous agreement or understanding.

SECTION 1: Scope of Services

The Scope of Work and the Project Schedule defined in the Proposal are based on the information provided by Client. If this information is incomplete or inaccurate, or if Client directs Consultant to change the original Scope of Services established by the Proposal, then an amendment to this Agreement is required. Consultant may rely on the representations of Client, and Consultant’s obligations under this Agreement are limited by all specific directives of Client.

SECTION 2: Change In The Scope of Services

Any written or oral communication from Client that requests changes in the Scope of Services shall be treated as a Change Order Proposal. Consultant shall give written notice within ten (10) days of the proposed change order of any resulting increase in fees or costs. If the Client agrees with the Change Order Proposal, it shall become a Change Order to this Agreement and change the Scope of Services and Agreement Price accordingly. If the Client does not approve the Change Order, there shall be no change in the Scope of Services.

SECTION 3: Fees, Billing & Payment Terms

3.1 Client shall pay to Consultant a fixed fee unless otherwise indicated in the Proposal. The proposed Project Cost and Project Schedule constitute Consultant’s best estimate of the charges and time required to complete the Project. As the Project progresses, facts uncovered may dictate revisions in scope, schedule or fee. The technical and pricing information in proposals is the confidential and proprietary property of Consultant. Client agrees not to use or to disclose to third parties any technical or pricing information without Consultant’s written consent.

3.2 PAYMENT DUE. Invoices shall be submitted by the Consultant (monthly, bi-monthly, weekly, or upon completion of each phase) as identified here or within the Proposal. Invoices are due upon presentation and shall be considered past due if not paid within thirty (30) calendar days of the due date.

3.3 INTEREST. If payment in full is not received by the Consultant within thirty (30) calendar days of the due date, invoices shall bear interest at one-and-one-half (1.5) percent (or the maximum rate allowable by law, whichever is less) of the PAST DUE amount per month, which shall be calculated from the invoice due date. Payment thereafter shall be applied to accrued interest and then to the unpaid principal.

3.4 COLLECTION COSTS. If the Client fails to make payments when due and the Consultant incurs any costs in order to collect overdue sums from the Client, the Client agrees that all such collection costs incurred shall immediately become due and payable to the Consultant. Collection costs shall include, without limitation, legal fees, collection agency fees and expenses, court costs, collection bonds, and reasonable Consultant staff costs at standard billing rates for the Consultant’s time spent in efforts to collect. This obligation of the Client to pay the Consultant’s collection costs shall survive the term of this Agreement or any earlier termination by either party.

SECTION 4: Suspension of Services

If the Client fails to make payments when due or otherwise is in breach of this Agreement, the Consultant may immediately suspend performance of services. The Consultant shall have no liability whatsoever to the Client for any costs or damages as a result of such suspension caused by any breach of this Agreement by the Client. Upon payment in full by the Client, the Consultant shall resume services under this Agreement, and the time schedule and compensation shall be equitably adjusted to compensate for the period of suspension plus any other reasonable time and expense necessary for the Consultant to resume performance.

SECTION 5: Limitation of Liability

In recognition of the relative risks and benefits of the Project to both the Client and the Consultant, the risks have been allocated such that the Client agrees, to the fullest extent permitted by law, to limit the liability of the Consultant to the Client for any and all claims, losses, costs, damages of any nature whatsoever or claims expenses from any cause or causes, including legal fees and costs and expert-witness fees and costs, so that the total aggregate liability of the Consultant to the Client shall not exceed the initial fee paid to purchase the Desktop-based Products or the initial fee paid for the software license for Cloud-based Products.

It is intended that this limitation apply to any and all liability or cause of action however alleged or arising, unless otherwise prohibited by law. In no event shall Consultant be liable hereunder for any indirect, incidental, punitive or consequential damages (including lost business profit or claims for extended duration, delays, or hindrance) sustained by the Client for any matter arising out of or pertaining to the subject matter of this Agreement.

SECTION 6: Force Majeure

Consultant shall not be liable for any loss or damage due to failure or delay in rendering any service called for under the Proposal resulting from any cause beyond Consultant's reasonable control, including but not limited to acts of God, acts or omission of governments, strikes, lockouts, or other industrial disturbances, riots, terrorism, acts of the public enemy, wars, blockades, insurrections, epidemics, landslides, earthquakes, fire, storms, lightning, floods, washouts, civil disturbances, and any other acts or omissions similar to the kind herein enumerated, but not within the control of the affected party and which by the exercise of due diligence said party is unable to overcome.

SECTION 7: Use and Ownership of Documents

The drawings, specifications and other documents, including those in electronic form, prepared by the Consultant, are considered Instruments of Service. The Consultant and the Client warrant that in transmitting Instruments of Service, or any other information, the transmitting party is the copyright owner of such information or has permission from the copyright owner to transmit such information for its use on the Project. The Consultant and the Consultant's consultants shall be deemed the authors and owners of their respective Instruments of Service, including the Drawings and Specifications, including those in electronic format, and shall retain all common law, statutory and other reserved rights, including copyrights. Submission or distribution of Instruments of Service to meet official regulatory requirements or for similar purposes in connection with the Project is not to be construed as publication in derogation of the reserved rights of the Consultant and the Consultant's consultants. Upon execution of this Agreement, the Consultant grants to the Client a nonexclusive license to use the Consultant's Instruments of Service solely and exclusively for purposes of constructing, using, maintaining, altering and adding to the Project, provided that the Client substantially performs its obligations, including prompt payment of all sums when due, under this Agreement. The Consultant shall obtain similar nonexclusive licenses from the Consultant's consultants consistent with this Agreement. The license granted hereunder permits the Client to authorize its contractors, as well as the Client's consultants and separate contractors, to reproduce applicable portions of the Instruments of Service solely and exclusively for use in performing services or construction for the Project. In the event the Client uses the Instruments of Service without retaining the author of the Instruments of Service, the Client releases the Consultant and Consultant's consultant(s) from all claims and causes of action arising from such uses. No other license or right shall be deemed granted or implied under this Agreement. Any unauthorized use of the Instruments of Service shall be at the Client's sole risk and without liability to the Consultant and the Consultant's consultants. "Documents" as referred to herein are limited to the printed copy (hard copy) that are signed or sealed by Consultant, its agents or employees. Files on electronic media of text, data, graphics, or of other types that are furnished by Consultant, are only for the convenience of Client, and are furnished solely at the discretion of Consultant, and Consultant has no obligation to provide Client any electronic files at any time. Because electronic media can deteriorate or be modified, inadvertently or otherwise, without authorization of the data's creator, the party receiving electronic data agrees that it will perform acceptance tests or procedures within 30 days, after which the receiving party shall be deemed to have accepted the data thus transferred. Any errors detected in the 30-day period will be corrected by the creator of the electronic data. The creator of electronic files is under no obligation to maintain hardware or software to use the media of transfer at a future date. Any conclusions of information derived from electronic files that are not specifically a requirement of the Project work statement are at the user's sole risk. Consultant will retain all Documents which were generated or used while performing services under this Agreement, for a period of three (3) years following completion of this Project. During this time, Consultant will reasonably make available these Documents to Client during regular business hours. Consultant may charge a reasonable fee in addition to its professional fees for storing, retrieving, or copying such Documents.

SECTION 8: Licensing

Ramaker & Associates software applications, trademark, software source code, trade secrets, copyright and all other rights, real or implied, (including but not limited to any images, photographs, animations, video, audio, music, texts and "applets," incorporated into the software product) ("Products") are and remain the sole property of Consultant. This does not include any data currently owned by the Client. The software product is licensed, not sold. You may install or access only the number of licenses agreed to in this Agreement. Each license is for one computer only for Desktop-based Products and one user login at a time for Cloud-based Products. The End User Licensing Agreement located at <http://www.ramaker.com/s/RamakerSoftwareEULA.pdf> (or attached hereto) is made part of this Agreement, and is incorporated as if fully set forth herein.

SECTION 9: Patents

Any patentable or copyrightable concepts developed by Consultant as a consequence of service hereunder are the sole and exclusive property of Consultant and nothing in this Agreement shall be deemed to grant Client any right in or to such concepts.

SECTION 10: Insurance

Consultant shall maintain worker's compensation, employer's liability, commercial general liability, automotive liability, and professional liability insurance during the time it is performing services hereunder. The Client shall be responsible for purchasing and maintaining the Client's usual liability insurance and, at its option, may purchase and maintain such other insurance as will protect it against claims which may arise from operations under the contract documents.

SECTION 11: Third Party Beneficiaries

This Agreement does not create any benefits for any third party.

SECTION 12: Termination

No termination of this Agreement by Client will be effective unless Client gives seven days prior written notice with the reasons and details, and Consultant is afforded an opportunity to respond. Where the method of payment is "Lump Sum," Client agrees that the final invoice will be based on services performed to the effective date of cancellation, plus an equitable adjustment to provide for costs Consultant incurred for commitments made prior to cancellation.

SECTION 13: Governing Law

The Agreement shall be governed by and construed in accordance with the laws of the State of Wisconsin.

SECTION 14: Non-Solicitation

During the term of this Agreement and for a period of one (1) year thereafter, Client agrees not to recruit, solicit or hire, directly or indirectly, employee(s) of Consultant without the express written consent of Consultant.

SECTION 15: Severability

The various terms, provisions and covenants herein contained shall be deemed to be separable and severable, and the invalidity or unenforceability of any of them shall in no manner affect or impair the validity or enforceability of the remainder hereof.

SECTION 16: Entire Agreement/Counterparts/Signatures

This Agreement constitutes the entire Agreement between the parties and supersedes all prior negotiations, representations or agreements relating thereto, written or oral, except to the extent they are expressly incorporated herein. Unless otherwise provided for herein, no amendments, changes, alterations, or modifications of this Agreement shall be effective unless in writing signed by Client and Consultant. Each of the parties has been involved in determining the provisions of this Agreement, and in case of a conflict herein such conflict shall not be resolved or determined in favor of or against a party hereto, in whole or in part, based on whether or not such party has prepared this Agreement or any provision hereof. Client is bound by the terms of this Agreement if Consultant is instructed by Client to proceed with the Scope of Services and Client has not objected to any of the terms and conditions contained herein. This Agreement may be executed in any number of counterparts with the same effect as if all Parties hereto had signed the same document. All counterparts shall be construed together and shall constitute one agreement. Facsimile (including faxed or scanned and e-mailed) signatures shall be accepted and be binding upon the Parties as an original. The Parties hereto warrant and represent that they have the authority to execute this Agreement on behalf of the persons or entities for whom are signing this Agreement.

IN WITNESS WHEREOF, this Agreement has been executed on behalf of Consultant as of this

9th day of October, 2019.

RAMAKER & ASSOCIATES, INC.

By: Brandon Finley

Name: Brandon Finley

Title: Director of CIMS

IN WITNESS WHEREOF, this Agreement has been executed on behalf of Client as of this

5 day of December, 2019.

CLIENT

By: Lisa A. LaCasse

Name: Lisa A. LaCasse

Title: Public Services Administrator