AGENDA ITEM
CA26

AGENDA PLACEMENT FORM

(Submission Deadline – Monday, 5:00 PM before Regular Court Meetings)

Date: 06/10/2026

Meeting Date: 06/22/2026

Submitted By: Dan Milam

Department: Information Technology

Signature of Elected Official/Department Head: Dan Milam

Court Decision:
This section to be completed by County Judge's Office



6.22.2026

Description:

Consideration to approve IWORQ annual renewal.

(May attach additional sheets if necessary)

Person to Present: Dan Milam

(Presenter must be present for the item unless the item is on the Consent Agenda)

Supporting Documentation: (check one) ☑ PUBLIC ☐ CONFIDENTIAL

(PUBLIC documentation may be made available to the public prior to the Meeting)

Estimated Length of Presentation: 1 minutes

Session Requested: (check one)

☐ Action Item ☑ Consent ☐ Workshop ☐ Executive ☐ Other _____

Check All Departments That Have Been Notified:

☐ County Attorney ☑ IT ☐ Purchasing ☐ Auditor

☐ Personnel ☐ Public Works ☐ Facilities Management

Other Department/Official (list) _____

Please List All External Persons Who Need a Copy of Signed Documents In Your Submission Email

Approved in CC on 9/11/2023

Service Agreement

For iWorQ Applications and Services

Prepared for:

Johnson County, TX (Constables Office)
204 S. Buffalo Ave. # 407, Cleburne, TX 76033,
United States
Population: 159990.0

Prepared by:

Joe Johnsen
iWorQ Systems

Agreement ID: 260268

Johnson County, TX (Constables Office) hereafter known as ("Customer"), enters into THIS SERVICE AGREEMENT ("Agreement") with iWorQ Systems Inc. ("iWorQ") with its principal place of business 1125 West 400 North, Suite 102, Logan, Utah 84321.

1. SOFTWARE AS A SERVICE (SaaS) TERMS OF ACCESS:

iWorQ grants Customer a non-exclusive, non-transferable limited access to use iWorQ service(s), application(s) on iWorQ's authorized website for the fee(s) and terms listed in Appendix A. This agreement will govern all iWorQ application(s) and service(s) including the application(s) and service(s) listed in Appendix A.

2. CUSTOMER RESPONSIBILITY:

Customer acknowledges that they are receiving only a limited subscription to use the application(s), service(s), and related documentation, if any, and shall obtain no titles, ownership nor any rights in or to the application(s), service(s), and related documentation, all of which title and rights shall remain with iWorQ. Customer shall not permit any user to reproduce, copy, or reverse engineer any of the application(s), service(s) and related documentation. iWorQ is not responsible for the content entered into iWorQ's database or uploaded as a document or image.

3. TRAINING AND IMPLEMENTATION:

Customer agrees to provide the time, resources, and personnel to implement iWorQ's service(s) and application(s). iWorQ will assign a senior account manager and an account management team to implement service(s) and application(s). Typical implementation will take less than 60 days. iWorQ account managers will call twice per week, provide remote training once per week, and send weekly summary emails to the customer implementation team. iWorQ can provide project management and implementation documents upon request.

iWorQ will do ONE import of the Customer's data. This import consists of importing data, sent by the Customer, in an electronic relational database format. Acquisition of data is the responsibility of the client; iWorQ will not be involved in negotiation for data with third parties.

Customer must have clear ownership of all forms, letters, inspections, checklists, and data sent to iWorQ.

4. CUSTOMER DATA:

Customer data will be stored in AWS GovCloud. iWorQ will use commercially reasonable efforts to backup, store and manage customer data. IWorQ does backups twice per week and onsite backups twice per week. Customer can run reports and export data from iWorQ application(s) at any time.

Customer can pay iWorQ for additional data management services(s), onsite backups application(s) and other service(s).

Data upload and usage is provided to every customer. This includes uploading files up to 25MB and 100GB of managed data usage on AWS GovCloud. Additional upload file sizes and managed data usage sizes can be provided based on the application(s) and service(s) listed in Appendix A.

Customers can upload and store images with personal information like driver's license, and more. This data can be used by the customer to complete the permitting, licensing, or code enforcement processes. Customer understands that the data must be uploaded and stored in the sensitive data upload section of the iWorQ software for access and security purposes.

IWorQ is not responsible for: (1) For the content entered into iWorQ's database, (2) For images or documents scanned locally and uploaded by the iWorQ users, (3) For documents or images uploaded by citizen over the web, and (4) For data sent to the Customer by iWorQ.

5. CUSTOMER SUPPORT:

Customer support and training are FREE and available Monday-Friday, from 6:00 A.M. to 5:00 P.M. MST, for any authorized user with a login. iWorQ provides unlimited remote Customer training (through webinars), phone support, help files, and documentation. Basic support requests are typically handled the same day. iWorQ provides "Service NOT Software".

6. BILLING:

iWorQ will invoice Customer on an annual basis. iWorQ will send invoices by mail and by email to the address(s) listed in Appendix A. Terms of the invoice are net 30 days from the date of the invoice. Any billing changes will require that a new Service(s) Agreement be signed by the Customer.

Any additional costs imposed by the Customer including business licenses, fees, or taxes will be added to the Customer's invoice yearly. Support and services fees may increase in subsequent years but will increase no more than 5% per year.

Customer pricing is based on a 3 Year Term and reflects a discounted annual price. Changes to the Term or the Termination Policy (Section 7. Termination:), will affect the annual pricing and could double your annual cost. Customer reserves the right to pay the 3 Year Term upfront to secure discounted annual pricing

7. TERMINATION:

Either party may terminate this agreement after the initial 3-Year Term, without cause if the terminating party gives the other party sixty (60) days written notice. Should the Customer terminate any part of the application(s) and or service(s) the remaining balance will immediately become due. Should the Customer terminate any part of the application(s) and or service(s) a new Service(s) Agreement will need to be signed. Upon expiration of the Initial Term, this Agreement shall automatically be renewed for successive one (1) year terms unless either party provides notice of termination or non-renewal no less than sixty (60) days prior to expiration of the then-current term.

Upon termination of this Agreement, iWorQ will discontinue all application(s) and or service(s); iWorQ will provide customer with an electronic copy of all of Customer's data, if requested by the Customer (within 3-5 business days).

During the term of the Agreement, the Customer may request a copy of all of Customer's data, which shall be provided to Customer for a cost of no more than $2500 per copy. Please note, if the Customer is not in compliance with the material terms and conditions of this Agreement, iWorQ will not be required to provide Customer with the data.

8. ACCEPTABLE USE:

Customer represents and warrants that the application(s) and service(s) will only be used for lawful purposes, in a manner allowed by law, and in accordance with reasonable operating rules, and policies, terms and procedures. iWorQ may restrict access to users upon misuse of application(s) and service(s).

10. CUSTOMER IMPLEMENTATION INFORMATION:

Primary Implementation Contact: _____ Title: _____

Office Phone: _____ Cell (required): _____ Email: _____

Secondary Implementation Contact: _____ Title: _____

Office Phone: _____ Cell (required): _____ Email: _____

CONTINUED ON NEXT PAGE

iWorQ

11. CUSTOMER BILLING INFORMATION:

Billing Contact: Maranda Layland **Title:** Technical Secretary

Billing Address: 2 North Mill Street, Cleburne, TX 76033

Office Phone: 817-556-6366 (Ext. 3413) **Cell:** _____ **Email:** itinvoices@johnsoncountytx.org

PO #: _____ **Tax Exempt ID # (required):** 75-6001030

Note: If a tax-exempt number is not provided, a 10% service increase will be added to the yearly invoice.

12. Acceptance:

The effective date of this Agreement is listed below. Authorized representatives of Customer and iWorQ have read the agreement and agree and accept all the terms.

Signature: _____ **Office Phone:** _____ **Cell:** _____

Printed Name: Christopher Boedeker, County Judge **Effective Date:** 6-22-26

Unless otherwise stated, Invoice Date is the first day of the month after signature and Effective Date.

APPENDIX A

APPLICATIONS, SERVICES AND PRICING SCHEDULE

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Annual Subscription Fees

Application ID	Variation	Application Name	Agreement Pricing
400	IND - Added	Code Enforcement	$5,600.00
500	PKG - Existing	Fleet Management	$0.00
700	PKG - Existing	Fleet Request	$0.00

Subscription Fee Total (This amount will be invoiced each year) $5,600.00

One-Time Setup

Service(s)	Agreement Price
Implementation and Setup Cost (Year 1)	$500.00

Recurring Agreement Pricing	$5,600.00
Agreement Setup	$500.00
Total Due Year 1	**$6,100.00**

Amendment - Pro-Rated Billing Terms

Pro-Rated Billing Terms

Recurring Revenue:

Initial Invoice Date	Amount	Invoice Purpose	Initial Service Period
2026-07-01	$750	Pro-Rated Invoice	2026-07-01-2027-03-31
Standard Invoice Date	**Amount**	**Invoice Purpose**	**First Year Service Period**
04-01-2027	$5,600.00	Annual Invoice	04-01-2027 - 03-31-2028

Standard Invoice Date

2027-04-01

NOTES AND SERVICE DESCRIPTION

I. Invoice for the (Annual Subscription Fee Total + One-Time Total) will be sent out immediately upon execution of the contract. Payment terms are net 30 days from the invoice date.
II. Annual Invoice will be dated and sent 30 days prior to the period start date each year.
III. This Subscription Fee and Agreement have been provided at the Customer's request and is valid for 25 days.
IV. This cost proposal cannot be disclosed or used to compete with other companies.

UPGRADE AND ADD-ON NOTES

I. This agreement combines existing services totaling $ 4,600.00 with proposed added services totaling $ 1,000.00 for a new annual total of $5,600.00.
II. This agreement is removing Work Management and Replacing it with Code Enforcement. Fleet Management will remain the same.

APPENDIX B
PRODUCT DESCRIPTIONS

Package(s) Purchased

Fleet/Cross Connection
Fleet Management

Product Descriptions

Application / Feature	Fleet Management	Fleet Enterprise
Fleet Management	x	x
Work Order Dashboard	x	x
Internal Fleet Request	x	x
Available on Multiple Device Types	x	x
Sensitive File Uploads	x	x
Work Orders for employee cost, inventory, & purchase order tracking	x	x
Manage & maintain maintenance schedule	x	x
Inventory Management	x	x
Configurable Dashboard, Fields, & Reports	x	x
Submit vehicle maintenance requests through the Portal	x	x
Web Form / Link for Mechanics/ Employees	x	x
Search previous maintenance requests	x	x
Create Work Orders from Maintenance Requests	x	x
Configure reports from maintenance requests	x	x
Fleet Trip Inspection		x
Fleet Vehicle Routing		x
Fuel Log tracking & uploads with CSV or TXT file		x
3 Scheduled Reports*		x
3 Web Forms / Links to submit Trip Inspections		x

* Available for Expansion Purchase

Code Enforcement

- Available on Multiple Device Types
- OpenStreetMap w/ Quarterly Updates

- Track Activities and Follow-Ups
- Configure Violations & Fees, Track Payments
- Configurable Reporting
- Access to iWorQ Letter Template Library
- 3 Custom Letters*
- Includes Sensitive File Uploads

* Available for Expansion Purchase