MEMORANDUM

TO: Board of Trustees

THROUGH: Indra Winquest
                  General Manager

FROM: Mike Gove
                  Director of Information Services and Technology

SUBJECT: Review, discuss and possibly approve an item for the
                  2020/21 Fiscal Year allowing the District to enter into an
                  agreement for RTP|ONE – Capstone Database
                  Integration, Active Gateway Services and ACM
                  ONE|Store software licensing for 2020/21; Project –
                  Fund: Ski; Project: 3499CE1909; Vendor: Active Network
                  in the amount of $160,000

STRATEGIC PLAN: Long Range Principle #4 - Service

DATE: August 12, 2020

I.   RECOMMENDATION

That the Board of Trustees make a motion to authorize Staff to enter into an
agreement with Active Networks for RTP|ONE – Capstone Database Integration,
Active Gateway Services and ACM ONE|Store software licensing and
implementation for Diamond Peak Ski Resort, for a total amount of $160,000.

II.   STRATEGIC PLAN REFERENCE(S)

Long Range Principle #4 – Service – The District will provide superior quality
service and value to its customers considering responsible use of District
resources and assets.

- Provide well defined customer centric service levels consistent with
  community expectations.
- Apply Performance Management to meet or exceed established venue
  customer service levels.
- Utilize best practice standards for delivery of services.

7

Review, discuss and possibly approve an item   -2-   August 12, 2020
for the 2020/21 Fiscal Year allowing the District
to enter into an agreement for RTP|ONE – Capstone
Database Integration, Active Gateway Services and ACM
ONE|Store software licensing for 2020/21; Project – Fund: Ski;
Project: 3499CE1909; Vendor: Active Network in the amount of $160,000

- Commit to evaluate customer loyalty/satisfaction to demonstrate the value of results.

III.   **BACKGROUND**

Diamond Peak installed RTP|ONE resort management/point-of-sale software during the 2015-16 ski season, and has since found the built in E-Commerce solution to be lacking in modern functionality. Staff began to search for a solution that would extend the functionality of RTP|ONE in several important ways including:

- A mobile-optimized/responsive experience for customers on mobile devices/smartphones and tablets.
- The capability to discount online products for IVGID Picture Pass Holders based on current resident status.
- The ability to sell products with inventory pools (e.g. lesson packages).
- The ability to collect customer data at the time of sale, thus increasing the conversion rate of the online store and expediting check-in for guests at the resort.
- The ability to have a "touchless interaction" at the time of sale.

Implementing a modern E-Commerce solution that integrates with the RTP|ONE database will help Diamond Peak to promote the best online experience possible for residents and guests, while enhancing the resort's ability to capture guest contact data, and will increase overall and incremental E-Commerce revenue.

In considering an E-commerce solution, Staff generated a list of needed improvements.

Staff Identified needs for enhanced E-Commerce solution:
- Mobile-optimized/responsive design of E-Commerce store providing intuitive experience for customers on mobile devices/smartphones and tablets.
- Ability to sell products with inventory pools online (e.g. lesson packages, event registrations).
- Ability to collect customer data at the time of an online purchase.
- Ability to utilize tokenized credit card processing solution that is compatible with RTP|ONE POS system.
- Ability to accept RTP|ONE voucher payments, gift card payments and stored value payments in online store.

Review, discuss and possibly approve an item   -3-   August 12, 2020
for the 2020/21 Fiscal Year allowing the District
to enter into an agreement for RTP|ONE – Capstone
Database Integration, Active Gateway Services and ACM
ONE|Store software licensing for 2020/21; Project – Fund: Ski;
Project: 3499CE1909; Vendor: Active Network in the amount of $160,000

- Capability to discount online products for IVGID Picture Pass Holders based on current resident status with future development.

In evaluating potential software solutions, Staff had previously chose a third party integration with RTP by Aspenware that allowed for a functional E-commerce upgrade. Shortly after presenting the previous memorandum for budget approval, Staff was made aware of an intent from RTP to move forward with an in-house developed API and E-commerce platform. At that time, Staff took the opportunity to pause and allow RTP to provide a proposal for this.

Active Network System Proposal and Elements

ACM ONE|Store as the E-Commerce Foundation
ACM ONE|Store will be the foundation of the Diamond Peak E-Commerce store and will be configured to meet specific Diamond Peak and ski industry requirements. Related considerations and requirements include:

- Limit dual product management – As RTP will remain the onsite POS, fulfillment system, and primary reporting tool, it will remain the "master" for products.
- Fulfillment will take place natively in RTP
- RTP will continue to be used to manage orders and customers for day-to-day operations.

Active Gateway Services
Active Gateway Services is the API layer that will allow other software systems to communicate in real time with the RTP database and software. This will begin to open the door for the district to consolidate its POS software in to one back end accounting and reporting system. This will also provide the basis for resident data to be propagated throughout the district's other software systems.

RTP|One – Capstone Database Integration
The Capstone database and software serves as the District's parcel master. The software was proprietarily written for the purposes of managing the intricacies of the district and its relationship with Ordinance 7. Integrating Capstone as the master of record for resident data will allow the native usage of punch cards as well as resident pass holder validation.

Review, discuss and possibly approve an item   -4-   August 12, 2020
for the 2020/21 Fiscal Year allowing the District
to enter into an agreement for RTP|ONE – Capstone
Database Integration, Active Gateway Services and ACM
ONE|Store software licensing for 2020/21; Project – Fund: Ski;
Project: 3499CE1909; Vendor: Active Network in the amount of $160,000

Payment Integration

Several payment methods in addition to Credit Cards are supported in the ACM ONE|Store. Revenue recognition will still occur in RTP allowing a seamless accounting and reporting process.

Additional RTP payment methods:
- Voucher Payments: Support for RTP Payment Value voucher payments.
- Gift Card Payments: Support for RTP Gift Card payments.
- Stored Value Payments: Support for RTP Stored Value payments.
- IVGID Punch Card Payments: Support for IVGID punch card payments.

IV.   BID RESULTS

The proposed purchase is exempt from competitive bidding requirements under NRS 332.115 and is a sole source purchase for software for computers and hardware and associated peripheral equipment. Therefore, Staff did not seek competitive bids. Although a formal RFP was not presented, Staff did extensive research on viable software providers that could provide the functionality desired for Diamond Peak's E-Commerce system while integrating with the resort's RTP|ONE point of sale system.

V.   FINANCIAL IMPACT AND BUDGET

The total quoted price for licensing, implementation and first year of maintenance is $160,000. See below breakdown of costs:

<u>One Time Expense</u>:

ACM ONE|Store License –	$50,000
ACM ONE|Store Implementation –	$10,000
Active Gateway Services API License –	$50,000
RTP|One - Capstone Database Integration –	$24,000

<u>Year over Year Hosting/Support</u>:

ACM One Store –	$10,000
Capstone Integration Maintenance –	$6,000
Active Gateway Services API –	$10,000

A total of $202,000 is included in the approved 2019/2020 District Capital Improvement Budget for E-Commerce/middleware software (Project # 3499CE1909).

10

Review, discuss and possibly approve an item   -5-   August 12, 2020
for the 2020/21 Fiscal Year allowing the District
to enter into an agreement for RTP|ONE – Capstone
Database Integration, Active Gateway Services and ACM
ONE|Store software licensing for 2020/21; Project – Fund: Ski;
Project: 3499CE1909; Vendor: Active Network in the amount of $160,000

V.   **ALTERNATIVE**

Not authorize the proposed software licensing agreement with Active Network. Diamond Peak would continue to sell a limited range of products via the RTP eStore E-Commerce platform currently in use. Online sales of these products will continue to take place with a non-responsive, non-mobile-friendly eStore, leading to lost revenue and missed opportunities to capture customer data.

VI.   **COMMENTS**

District Staff is also encouraging the Board to consider the affect that the COVID-19 pandemic could have on the ski industry and understand should the industry move towards an entirely touchless customer interaction for ticket sales, having a robust and simple to use web store for guest sales will be critical.

In regards to the attached Project Summary Data Sheet, upon Board approval there will be an amendment made that will reflect the change in quoted costs moving from the previously proposed and budgeted Aspenware offering to the currently proposed Active Network solution as well as a small update to the Project Justification that will better describe the proposed solution.

INCLINE VILLAGE
GENERAL IMPROVEMENT DISTRICT

Project Summary

Project Number:	3499CE1909
Title:	Ecommerce / Middleware Software
Project Type:	G - Equipment & Software
Division:	99 - General Administration - Ski
Budget Year:	2020
Finance Option:	
Asset Type:	CE - Communications Equipment
Active:	Yes

Project Description

Ecommerce/Middleware software for Diamond Peak and other District recreation venues. IVGID is looking for an ecommerce and middleware vendor to provide an ecommerce platform for Diamond Peak and other District venues that includes current best practices in ecommerce functionality and integrates robustly with the District's venue management platforms.

Project Internal Staff

Information Technology / Marketing

Project Justification

Diamond Peak installed RTP|ONE resort management software during the 2015-16 ski season, and has since found the included RTP eStore ecommerce platform lacking in several vital features required to successfully sell products online. Specifically: a mobile-optimized/responsive experience for customers on mobile devices, the capability to discount products for residents based on current resident status, and the ability to successfully sell products with inventory pools (e.g. lesson packages).

Implementing a modern ecommerce, solution that integrates with the RTP|ONE database will help Diamond Peak to promote the best online experience possible for each guest, will enhance the resort's ability to capture guest contact data, and will increase overall and incremental ecommerce revenue.

In choosing an ecommerce platform, the District will implement a solution that also provides robust and adaptable middleware connectivity and data integration between the RTP|ONE database and the District's other venue and resident management systems such as Vermont Systems, Capstone and Parcel Master, allowing for a seamless resident experience at the District's recreation venues.

The district was quoted two license options, one at $75,000 per year with a $32,000 implementation fee and the second as a perpetual license for $170,000 with a $32,000 implementation fee. It is believed the district will benefit from having this solution for longer than the 2.26 years it would take to pay off the yearly license.

Forecast

Budget Year	Total Expense	Total Revenue	Difference
2020			
Implementation / Design Cost	32,000	0	32,000
Perpetual License	170,000	0	170,000
Year Total	202,000	0	202,000
	202,000	0	202,000

Year Identified	Start Date	Est. Completion Date	Manager	Project Partner
2019	Jul 15, 2019	Oct 1, 2019	IT Analyst	

Active Network Statement of Work No. 1

RTP|One – Capstone Database Integration
Active Gateway Services
ACM ONE|Store

Incline Village General Improvement District (IVGID)

March 13, 2020

For the avoidance of doubt, all deliverables, efforts, code, documentation, features, and functionality produced under this Statement of Work No. 1 ("SOW 1") shall be "Professional Services" as that term is defined in the Technology Point of Sale License Agreement dated April 30, 2015 (the "Agreement") between Active Network, LLC, and Incline Village General Improvement District ("Client"), each a "party" and collectively the "parties" to the Agreement, and this SOW 1. This SOW 1 will be incorporated into, and is subject to, the Agreement.

PROJECT OVERVIEW

Involves the planning, design, delivery, user testing, and deployment required for the following Professional Services:
- RTP|One Database integration with Capstone Database as outlined in the Milestones section of this Statement of Work ("ACTIVE Services - Custom Development").
- Implementation of the ACM ONE|Store commerce platform for online reservations (integrated to RTP database) ("RTP|ONE - Professional Services").
- Implementation of the Active Gateway Services platform ("ACTIVE Services – Other").

PHASES

The following phases apply to each milestone.

- **Plan**: Establish project roles, stakeholders, and timeline. Deliver schedule to client.
- **Design:** Review and finalize requirements prior to development. Deliver design to client, receive signoff.
- **Code Delivery**: Complete development, QA signoff, deliver completed code to UAT.
- **User Testing:** Install code in a trainer environment and execute test plan. Client signoff.
- **Deployment:** Deploy code to production environment.

TASKS

- **Plan**
    - o Active will:
        - Guide a planning conversation to establish project roles, stakeholders, and tasks
        - Deliver a project schedule
    - o Your organization will:
        - Create a user test plan with test cases specific to your organization and the development detailed in this statement of work.
        - Assign resources to the project in accordance with the project schedule
- **Design**
    - o Active will provide development specifications which outlines the final feature set.
        - The development specifications related to this statement of work are outlined below in the *Milestones* section.
    - o Your organization will provide sign off on the feature set.
- **Code Delivery**
    - o Active will:
        - Provide the updated code to your organization via a secure file sharing program.
- **User Testing**
    - o Active will:
        - Provide guidance to install the code in a test environment
        - Perform baseline functional testing
        - Deliver and test code revisions if required
    - o Your organization will:
        - Provide a test environment
        - Execute the test plan

- Provide feedback on any in scope defects
- Provide sign off on testing
- **Deployment:**
  - Upon confirming successful testing, Active will guide the code installation in your organization's production environment.

MILESTONES

Milestone 1: Code Release – Direct Integration of the RTP|ONE and Capstone Database.

- **Summary:** Incline Village uses a SQL based database, referred to as Capstone, to manage customer data of residents that live within the district. Incline Village uses RTP|ONE for multiple POS locations and to manage customer data of residents and guests, which is also based from a SQL database.

  - RTP Database
    - Microsoft SQL Server 2012 (SP1) - 11.0.3128.0 (X64)
    - 104,278 IP Codes (Customers)
    - Back-up size: 129.93 GB (to be confirmed with customer)

  - Capstone Database
    - Microsoft SQL Server 2008 R2 (RTM) - 10.50.1617.0 (X64)
    - 89,285 Guests (Customers)
    - Back-up size: 2.7 GB

- **Current Functionality:** The Capstone SQL database and the RTP|ONE SQL database do not communicate.

- **Deliverables:** As a part of this SOW, Active will perform the following tasks:

Task Number	Task Name	Description
1	Capstone Data Analysis	- Get physical access (or via screen share) of Capstone database - Identify Capstone Entities for integration - Interrogate capstone to determine balance tracking methodologies - Ensure connectivity to RTP database
2	RTP Entity Mapping	Data Map Capstone data elements to RTP Entities
3	Capstone Data Modification Tracking - Balances	- Determine best methodology available to monitor changes to the Capstone Pass balances - Create change logging processes and RTP Data integration scripts
4	RTP Data Modification tracking	- Identify RTP Balance tracking entities - Determine best Data modification tracing process

		• Create change log processor and Capstone Integration scripts
5	Capstone Picture Pass Membership Eligibility process	• Gather rules to determine Picture Pass eligible and ineligible capstone members • Translate rules to Database process • Create periodic process that finds eligible and ineligible customers and update RTP membership flags as defined in the General Program Profile and Comment Profile in RTP

6	QA and Customer UAT testing	• AW/UAT time for testing integration processes
		  o Force Picture pass members into ineligibly and run scheduled process. Then Force back and re-run
		  o Enact changes to Capstone Balances to mimic non-RTP system changes and ensure RTP updated
		  o Enact Changes to RTP balances and ensure Capstone values are updated

7	Go Live planning	• Determine methodology to deploy changes as backend modifications will be made • Possible Data Capture change cleanup process needed • RTP backward compatibility assurance
8	Central Discount Lookup in RTP	• Deploy updated stored procedure to RTP Test DB • Test updated procedure in RTP Test environment • Provide training on administration and configuration of Central Discount Lookup Deploy updated stored procedure to RTP Live DB
9	Develop SQL Script for Comment Profile Bulk Updates	• Write SQL Script to 'bulk update' defined customer records in RTP DB to include a Comment Profile indicating 'active' Capstone Member Status. • Test SQL script in RTP Test DB • Provide training on execution/use of SQL script Use SQL script in RTP Live DB
10	Project Management	

Milestone 2: Code Release: Active Gateway Services

- **Summary**: Active Gateway Services involve the implementation of a new API set. The Active Gateway Services will provide connection to the new ecommerce platform, ACM ONE|Store. This will involve an upgrade of RTP, from the current version of 2016.1.1.33* to 2020.1.0. (*Version number subject to change).

  - **System Requirements**:
    - Windows Server 2019
    - SQL Server 2016
    - RTP Version 2020.1.0
    - Can run on existing RTP Application Server
    - Refer to RTP|ONE Hardware and Software Compatibility Guide for detailed information on updated requirements.

- **Current Functionality**: There is no current functionality, this will be a new product and new implementation.

- **Deliverables:**
  - o Implementation of Active Gateway Services that will allow the ACM ONE|Store to operate
  - o Installer package will be deployed to Incline Village RTP system
  - o As a part of this SOW, Active will perform the following tasks:

Task Number	Task Name	Description
1	Installation	• Active will implement API product on test environment (if applicable) and deployment to live environment
2	Test	• Active will test API product to ensure communication with RTP database is correct
3	Training	• Active will providing training on administration of product
4	Live Deployment	• Active will provide remote support of API transition to live RTP database

Milestone 3: Code Release: Active ACM ONE|Store

- **Summary**: ACM ONE|Store involves the implementation of the new ecommerce platform. An additional GL export may need to be created to meet financial reporting requirements of IVGID. The creation of the new GL report does not fall within the scope of this project as define as of 3.9.2020.

  - o **System Requirements**:
    - ▪ RTP Version 2020.1.0
    - ▪ Payment processing via Active Merchant Services
    - ▪ Browser requirements:
      - • **Visitor Browser:** The following requirements are for clients who are viewing a site created with ACM:
        - o Specifications: Web Browser All commercially available browsers
        - o Note: The compatibility of your website depends on the HTML/CSS/JavaScript code used in the templates. Internet Explorer 8 and 9 are no longer supported in view mode. Compatibility Mode in Internet Explorer is not supported.
        - o Browser Scripting Languages JavaScript must be enabled
      - • **Admin Browser:** The following requirements are for users who will be creating or managing content on the site or who are administering the application:
        - o Specifications: Web Browser • Microsoft Internet Explorer • Microsoft Edge • Mozilla Firefox latest version (PC and Mac) • Google Chrome (PC and Mac)
        - o Browser Scripting Languages JavaScript must be enabled Cookie Support Session cookies required for authenticated users

- **Current Functionality**: There is no current functionality, this will be a new product and new implementation.

- **Deliverables:**
  - Implementation of Active ACM ONE|Store, including but not limited to the following functionality:
    - IVGID Resident Authentication with Capstone Database
    - Attribute-based product selection
    - Product availability:
      - Tickets
      - Passes
      - Lessons
      - Activities
      - Rentals
      - Retail
      - Vouchers
      - Inventory pool-based products
    - Online digital waivers & release of liability for
      - Passes
      - Group Lessons
      - Private Lessons
      - Rentals
      - Special events
    - Payment types
      - Credit
      - Stored Value
      - Gift Cards
      - Vouchers
    - Discount code support
    - Upsell functionality/recommendations (logic based)
    - Optional product add-ons
    - Pricing based on sales channels
    - Ability to link directly to specific products, product categories, etc. with persistent URLs
    - Support of Google Analytics and Google Tag Manager
    - Responsive design & mobile-optimized including but not limited to smart phones, tablets, and desktops.
    - Customer account management
      - Customer lookup functionality
      - Guest Information collection
      - Email confirmation
      - Forgot password functionality
      - Duplicate account reduction
      - Photo upload
      - Add household members/relationship management
      - Child registration profile
      - Ticket/pass reload
    - Confirmation emails with barcodes for redemption of products at ticket windows
  - Future functionality may include but not limited to:
    - Dynamic pricing
    - Loyalty (RTP and/or 3rd party) point redemption as payment method

- F&B purchase availability
- Dynamic Confirmation Letters

o ACM ONE|Store will be hosted by Active Network
o As a part of this SOW, Active will perform the following tasks:

Task Number	Task Name	Description
1	Installation	• Active will configure ACM ONE Store • Active will review RTP|ONE product configuration
2	Test	• Active will test ONE Store to ensure proper communication with IVGID RTP database
3	Training	• Active will providing training on administration of product
4	Live Deployment	• Active will provide remote support of ONE store launch

PAYMENT TERMS

Compensation will be paid to Active for the services provided under this Statement of Work in accordance with the Quote Number: 00114618 (the "Schedule") and payment terms as further described in Section 4 of the Agreement.

- 40% of the total fees of all Services in the Schedule will be invoiced at the execution of SOW 1 ($13,600)
- 30% of the total fees of all Services in the Schedule will be invoiced at installation of Milestone 2 ($10,200)
- The remaining 30% of the total fees of all Services in the Schedule will be invoiced at live implementation of Milestone 3 ($10,200)
- 100% of the total fees for all Maintenance in the Schedule will be invoiced at the live deployment of Milestone #1 ($6,000)

ASSUMPTIONS

- Your representative is empowered to represent the interests of your home and redemption organizations and can make configuration decisions as they pertain to your RTP instances.
- Your representative will have access to RTP, your server environment(s), internet, phone, and able to install and use Microsoft Teams software to participate in remote desktop sharing if required
- Your organization will provide remote access to your RTP environment to Active if required.
- Your organization will perform work associated with each task within the allocated timeframe. Missed deadlines will result in rescheduling services at additional cost to your organization.
- Your organization has an instance of RTP in a test environment which mirrors the configuration of your production environment and can be used for testing.

- Your organization will perform work associated with each task within the allocated timeframe. Missed deadlines will result in rescheduling services at additional cost to your organization.
- The scope of this project is limited to this Statement of Work. Newly identified tasks will impact the estimate and project timeline and will require a formal change request.
- The scope of this project for the Capstone-RTP Database Integration includes bi-directional updating of certain customer profiles of customer records that already exist in RTP. The scope does not include the creation of new customer profiles or customer records in RTP when a new member record is created in Capstone. The customer profile and/or customer record must already exist in RTP.
- The scope of this project for ACM ONE|Store is limited to store deployment and assumes that your organization will perform all content management, coordinate the product offering, and ensure that messaging on the store is appropriate for the product offering.
- Your organization is responsible for managing and updating the SSL certificate(s) required by the Active Gateway Services.
- Approval of this statement of work confirms the development specifications outlined for this project.
- Integration of 3rd parties to RTP assumes 3rd party meets published API standards
- A change or failure of any of these Assumptions to occur may result in delayed completion of any milestone and may result in a subsequent Statement of Work being entered into by the parties.
- This SOW 1is based on Active's understanding of Client's project requirements (discovery discussions to date). Project scope is subject to change based on additional discovery throughout the project.
- Product names subject to change.

CHANGE REQUESTS

- Any changes to project budget, timeline, or scope of services requires a formal change request which includes a new quote and statement of work.

CONSTRAINTS

The professional services are bound to the following constraints:
- All services will be conducted remotely.
- All services will be conducted between 7am to 5pm PST, Monday-Friday, excluding North American holidays.
- All functionality not expressly documented in this SOW is out of scope.
- All report modifications not expressly documented in this SOW are out of scope.
- All hardware not expressly documented in this SOW are out of scope and unsupported.

APPENDIX A: ACCEPTANCE CERTIFICATE

Active will use the following acceptance certificate to confirm acceptance of each project milestone.

Acceptance Certificate

Client: _____

Project Name: _____

Milestone/Deliverable: _____

Submitted By: _____

Submission Date: _____

Acceptance Date: _____

Acceptance Signature: _____

☐ **Accept**

☐ **Reject for Cause**

Reason for Rejection, if Applicable

Comments

Acceptance Management

Per the Statement of Work, the milestone/deliverable listed above will be considered accepted if the CLIENT approver does not accept or reject the deliverable or service within three (3) business days.

Authorizations

By signing below, I acknowledge that the above referenced deliverable and/or milestone has been reviewed and passes the acceptance criteria.

INCLINE VILLAGE GENERAL IMPROVEMENT DISTRICT

By: _____

Name: _____

Title: _____

Date: _____

ACTIVE NETWORK, LLC

By: _____

Name: _____

Title: _____

Date: _____

AMENDMENT #1
TO THE AGREEMENT

This Amendment No. 1 (this "**Amendment**") is made effective as of _____ (the "**Amendment 1 Effective Date**") by and between Incline Village General Improvement District ("**Client**") and Active Network, LLC ("**Active**") and amends that certain Technology Point of Sale License Agreement, dated as of April 30, 2015, (the "**Agreement**") entered into by the Parties. Client and Active are also individually referenced herein as a "Party" and collectively as the "Parties." Capitalized terms used but not defined herein shall have the meanings ascribed to such terms in the Agreement.

        NOW THEREFORE in consideration of the mutual covenants, recitals and promises contained in this Amendment and for other good and valuable consideration, the receipt and sufficiency of which is hereby acknowledged by each Party, the Parties hereto hereby agree as follows:

1.   **Changes to the Agreement.**

    A.   Schedule 00060193 to the Agreement will be deleted in its entirety and replaced with Schedule 00114619 attached hereto.

2.   **Full Force and Effect.** Except as expressly modified herein, the Agreement remains in full force and effect. All references in the Agreement to "this Agreement," "hereto," "hereof," "hereunder" or words of like import referring to the Agreement shall mean the Agreement as amended by this Amendment. In the event any of the terms and conditions of the Agreement conflict with the terms and conditions of this Amendment, the terms and conditions of this Amendment shall prevail only as to the subject matter expressly stated herein.

3.   **Counterparts.** This Amendment may be executed in several counterparts, each of which shall be deemed an original, but all of which together shall constitute one and the same document, binding against each of the Parties. To the maximum extent permitted by law or by any applicable governmental authority, this Amendment may be transmitted by facsimile, electronic mail (including pdf) or other transmission method with the same validity as if it were an ink-signed document and any counterpart so delivered shall be deemed to have been duly and validly delivered and be valid and effective for all purposes.

        IN WITNESS WHEREOF, the Parties hereto have executed this Amendment 1 as of the Amendment 1 Effective Date.

Active Network, LLC
by its authorized signatory

By: _____

Name: _____

Title: _____

Date: _____

Incline Village General Improvement District
by its authorized signatory

By: _____

Name: _____

Title: _____

Date: _____

1

Schedule

ACTIVE network.

Company Address	717 North Harwood Drive, Suite 2500 Dallas, TX 75201 US	Created Date	3/13/2020
		Quote Number	00114618
		Currency	USD

Prepared By	Andy Vanica	Contact Name	Mike Gove
Email	andy.vanica@activenetwork.com	Phone	(775) 832-1217
		Email	mag@ivgid.org

Bill To Name	Incline Village General Improvement District	Ship To Contact	Mike Gove
Bill To Contact	Mike Gove	Ship To Address	893 Southwood Blvd
Bill To Address	893 Southwood Blvd Incline Village, NV 89451 United States		Incline Village, NV 89451 United States

Product	Product Type	Quantity	Sales Price	Total Price
ACTIVE Services - Custom Development – Capstone Integration	Service	1	24,000.00	24,000.00
ACTIVE Development – Maintenance for Capstone Integration	Maintenance	1	6,000.00	6.000.00
RTP|ONE - Professional Services – Implementation ACM Store	Service	1	10,000.00	10,000.00
Payment terms – as detailed in Payment Terms of SOW #1				

Total Price	USD 40,000.00

Service Total	USD 34.000.00	Annual Projected Contract Value	USD 6,000.00

All fees described herein are in consideration of the Software and Services that Active provides. Active and Client acknowledge that certain credit card network rules and laws prohibit imposing a surcharge that is based on the type of payment method used (e.g.. having a different fee for the use of a credit card vs. debit card), and therefore, each agree not to impose such a surcharge on any End User. The payment options we offer may include MasterCard, Visa. American Express and Discover.

*Sales tax and shipping not included in total price. Sales tax and shipping. where applicable, will be added to your invoice.

Quote Acceptance Information

Signature: _____

Printed Name: _____

Title: _____

Date: _____

PO# (if applicable): _____

ACTIVE network

Schedule

Company Address	717 North Harwood Drive, Suite 2500 Dallas, TX 75201 US	

Created Date	3/13/2020
Quote Number	00114619
Currency	USD

Prepared By	Andy Vanica
Email	andy.vanica@activenetwork.com

Contact Name	Mike Gove
Phone	(775) 832-1217
Email	mag@ivgid.org

Bill To Name	Incline Village General Improvement District
Bill To Contact	Mike Gove
Bill To Address	893 Southwood Blvd Incline Village, NV 89451 United States

Ship To Contact	Mike Gove
Ship To Address	893 Southwood Blvd Incline Village, NV 89451 United States

Product	Product Type	Description	Quantity	Sales Price	Total Price
ACM One Store	Software	Enables commerce transactions in RTP	1	50,000.00	50,000.00
Active Gateway Services	Software	API locally installed on RTP database to enable ACM One Store	1	50,000.00	50,000.00
ACM One Store – Maintenance	Maintenance	Annual maintenance for One store	1	10,000.00	10,000.00
Active Gateway Services – Maintenance	Maintenance	Annual maintenance for AGS	1	10,000.00	10,000.00
Payment Terms		100% of software will be invoiced on September 1, 2020 100% of the maintenance will be invoiced on September 1, 2020			

Total Price	USD 120,000.00

Software Total	100,000.00	Maintenance Total	20,000.00
		Annual Projected Contract Value	USD 20,000.00

All fees described herein are in consideration of the Software and Services that Active provides. Active and Client acknowledge that certain credit card network rules and laws prohibit imposing a surcharge that is based on the type of payment method used (e.g., having a different fee for the use of a credit card vs. debit card), and therefore, each agree not to impose such a surcharge on any End User. The payment options we offer may include MasterCard, Visa, American Express and Discover.

*Sales tax and shipping not included in total price. Sales tax and shipping, where applicable, will be added to your invoice.

Quote Acceptance Information

Signature: _____

Printed Name: _____

Title: _____

24

Schedule

Date: _____

PO# (if applicable): _____