

**"EXHIBIT D" TO AGREEMENT**

**DATE OF THIS "EXHIBIT D": January 1, 2011**

This "Exhibit D" is a part of the Agreement between CalTech and Client and is incorporated into the Agreement.

**CALTECH STREAMLINE IT SERVICE DESCRIPTION**

**Scope of Services:** Streamline IT is a cloud based service that provides a customizable helpdesk platform to the client.

**Issue Tracking and Tickets:** Tickets are handled in a Service Board concept to facilitate effective communication, sort by priority, and provide a "to do" list. Tickets can be submitted manually, via email, or the web portal.

**Project Management:** Projects are managed via a project board that contains a workplan made up of phases, sub phases and tickets.

**Knowledge Base:** A searchable knowledge base is included that contains the summary, description, and resolution of all service tickets

**Reports:** CalTech will make available service data reporting to client in an Excel Pivot Table format. Custom reports can be developed but may require a onetime development charge.

**Support:** All support related to Streamline IT, including training, is provided by CalTech at no additional charge to the client.

I.  
SERVICE PLANS

CalTech provides Streamline IT as set forth in "Exhibit D" at the Fees below.

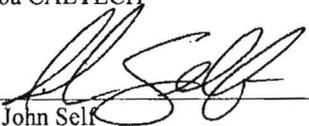
Streamline IT One Time Setup and Installation Fee - waived

Streamline IT -

One Time Installation and Setup Fee waived  
Total Cost /User/ Month \$120

Total Cost/Month for 6 users \$720

CALTECH SOFTWARE SYSTEMS,  
INC. dba CALTECH

By:   
Name: John Self  
Position: Account Manager

Tom Green County

By:   
Name: Mike Brown  
Position: Tom Green County Judge