

**FIRST AMENDMENT  
TO  
MASTER SERVICES AGREEMENT  
BETWEEN  
QUICKET SOLUTIONS, INC.  
AND  
THE CITY OF AURORA, ILLINOIS**

This First Amendment to the Master Services Agreement (“First Amendment”), dated and effective as of April 28, 2026 (the “Amendment Effective Date”), amends the Master Software and Service Agreement, dated March 15, 2022 (the “Agreement”) by and between **QUICKET SOLUTIONS, INC.** (hereinafter “Quicket”) and the **CITY OF AURORA, ILLINOIS**. (hereinafter “Customer”; and together Customer and Quicket may be referred to singularly as a “party” or together as the “parties”). Capitalized terms appearing but not defined in this Amendment shall have the meanings assigned in the Agreement.

**WHEREAS**, the parties contemplated a five (5) year relationship, commencing at the Effective Date, at the time of the execution of, respectively, the Agreement and the Statement of Work, dated March 15, 2022 (the “SOW”), as incorporated in the Agreement;

**WHEREAS**, the parties desire to amend certain parts of the SOW and to extend the Term until April 27, 2031.

**WHEREFORE, IN CONSIDERATION** of the mutual covenants and agreements set forth herein and for other good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, the parties intending to be legally bound, hereby covenant and agree as follows:

**A. Period of Performance & Pricing.** The tables set forth in Section 2 “Period of Performance & Pricing” of the SOW are hereby amended as set forth below.

**.NET Mobile Software**

- Traffic, criminal, and overweight Citations
- Local ordinance Citations for police, parking, and property standards
- Written Warning
- Tow Reports
- Traffic/Pedestrian Stop data sheet w/ receipt
- eCitation history query, including boot eligibility
- Custom LPR data ingestion user interface to initiate parking citation

**Tow Company Module**

- Secure portal for designated tow companies to manage inventory
- Vehicle hold and chain of custody tracking
- Vehicle seizure and impoundment notice generation
- Impound synopsis on-demand generation
- Certificate of purchase tracking
- Plea generation and tracking
- Tow receipt with release authorization code

**Quicket Cloud Infrastructure**

- Web-based Data Management Portal
- Cloud Server

- LEADS Server
- Cloud Data Storage
- Cloud Backup Server
- Maintenance & Support
- Ongoing maintenance of Cloud and integrations
- Server health checks

Compliance management

24/7 support

Updates/upgrades

### **Reporting Package**

- Standard report export tool in Excel/csv formats
- Citation History Audit
- IDOT stat analysis

### **Adjudication/Administrative Hearings for Legal/Property Standards**

- Multi-department access with configurable user permissions
- Automated roll call generation for retrieving case files including eCitations and digital evidence
- Case file interface to view prior offenses and enter judgement for offense
- Quick entry Decision screen for Legal
- Secondary Custom Docket for Legal

### **Online Payments & Finance Portal**

- Management of current (open status) citations including:
  - PCI-compliant online payment processing with branded website
  - Direct URL for Aurora PayQuicket.com
  - Point-of-Sale (POS) Reader for in-person credit/debit card transactions
  - Payment management for credit card, check, money order, bond, etc.
- Cash out and audit reports
- Receipt generation
- Automatic deposit to client-specified account on weekly or monthly basis

### **Integration**

- County eCitation transmittals to DuPage/Will via IUCS/LEADER and Kane/Kendall (as permitted by Circuit Court Clerk's Office of each County)
- LEADS/NCIC
- IDOT export file for traffic/pedestrian stop
- Custom local ordinance citation and payment export file for Revenue & Collections Central Square Naviline ERP after status change from "open" based on time-based or user-driven triggers
  - City responsible for retrieving file from AWS GovCloud S3 Bucket or sent via SFTP on a daily basis
  - Quicket to utilize agreed-upon import file as standard template
  - Payment details including amount and method of payment
  - Itemized for Legal and Property Standards cases
  - GL codes associated with all local ordinance statutes
  - After export, payments no longer accepted by Quicket
- TRAKiT Ingestion Process
- Custom Genetec LPR Ingestion of license plate, chalk time, and other details for issuance of parking citations

**Payment Plan:**

<b>Payment</b>	<b>Invoice Date</b>
Year 1 Software Subscription: \$72,000.00	April 28, 2022
Training: \$8,400.00	April 28, 2022
Year 2 Software Subscription: \$72,000.00	April 28, 2023
Year 3 Software Subscription: \$72,000.00	April 28, 2024
Year 4 Software Subscription: \$72,000.00	April 28, 2025
Year 5 Software Subscription: \$92,000.00	April 28, 2026
Professional Services: \$18,000.00	April 28, 2026
Professional Services: \$18,000.00	At completion of Custom Development
Year 6 Software Subscription: \$94,760.00	April 28, 2027
Year 7 Software Subscription: \$97,603.00	April 28, 2028
Year 8 Software Subscription: \$100,530.00	April 28, 2029
Year 9 Software Subscription: \$103,547.00	April 28, 2030

The Fees set forth above and in the SOW assume that Customer maintains the status quo for such years and that no change in the deliverables occur.

**B. Conflict.** Any conflict between any term or provision contained in this First Amendment with any term or provision contained in the Agreement or First Amendment shall be resolved in favor of this First Amendment.

**C. Counterparts; Facsimile.** This Amendment may be executed in counterparts, each of which shall be deemed an original part and all of which together shall constitute a single document. Each party hereto shall be authorized to rely upon the signatures of all other parties hereto on this Amendment which is or are delivered by facsimile or other electronic means as constituting a duly authorized, irrevocable, actual, current delivery of this Amendment with original ink signatures of each person and entity.

**D.** Except as specifically and expressly amended, modified or supplemented as provided for in this First Amendment, all other terms of the Agreement shall remain in full force and effect, and the Agreement, as herein amended and modified, is hereby ratified and confirmed.

**E. Choice of Law/Venue.** The Agreement and First Amendment shall be interpreted under the laws of the State of Illinois. Venue for any litigation arising in connection with the Agreement or First Amendment shall be in the Circuit Court of Kane County, Illinois.

*[Signature Page Follows]*

\* \* \* \* \*

**IN WITNESS, WHEREOF**, the parties warrant and represent that they have the full power and authority to execute this Amendment on behalf of the respective parties and have caused this Agreement to be executed by persons authorized as of the Effective Date hereof.

**QUICKET SOLUTIONS, INC.**

**CITY OF AURORA, ILLINOIS**

By: 

By: \_\_\_\_\_

Name: Christiaan Burner

Name: \_\_\_\_\_

Title: CEO

Title: \_\_\_\_\_

Date: 5/26/26

Date: \_\_\_\_\_

*Signature Page – First Amendment to Master Software and Service Agreement*