Budget Revision # _____

Item No. _____

Date: _____

Caldwell County Board of Commissioners

BUDGET REVISION

Subject:

Background and explanation for the Budget Revision:

This budget revision allows the water department to purchase a new ticketing system to help them keep up with their tasks

The Budget Ordinance is hereby amended by making a Supplemental Appropriation with appropriations and revenues being adjusted as follows:

SUPPLEMENTAL APPROPRIATION

Line Item #	Title	I/D		Amount
60.3000.397000	Fund Balance App	I	$	9,780.00
Total				**9,780.00**

Line Item #	Title	I/D		Amount
60.7120.451000	Equipment	I	$	9,780.00
Total				**9,780.00**

Attachments (Yes or No): No

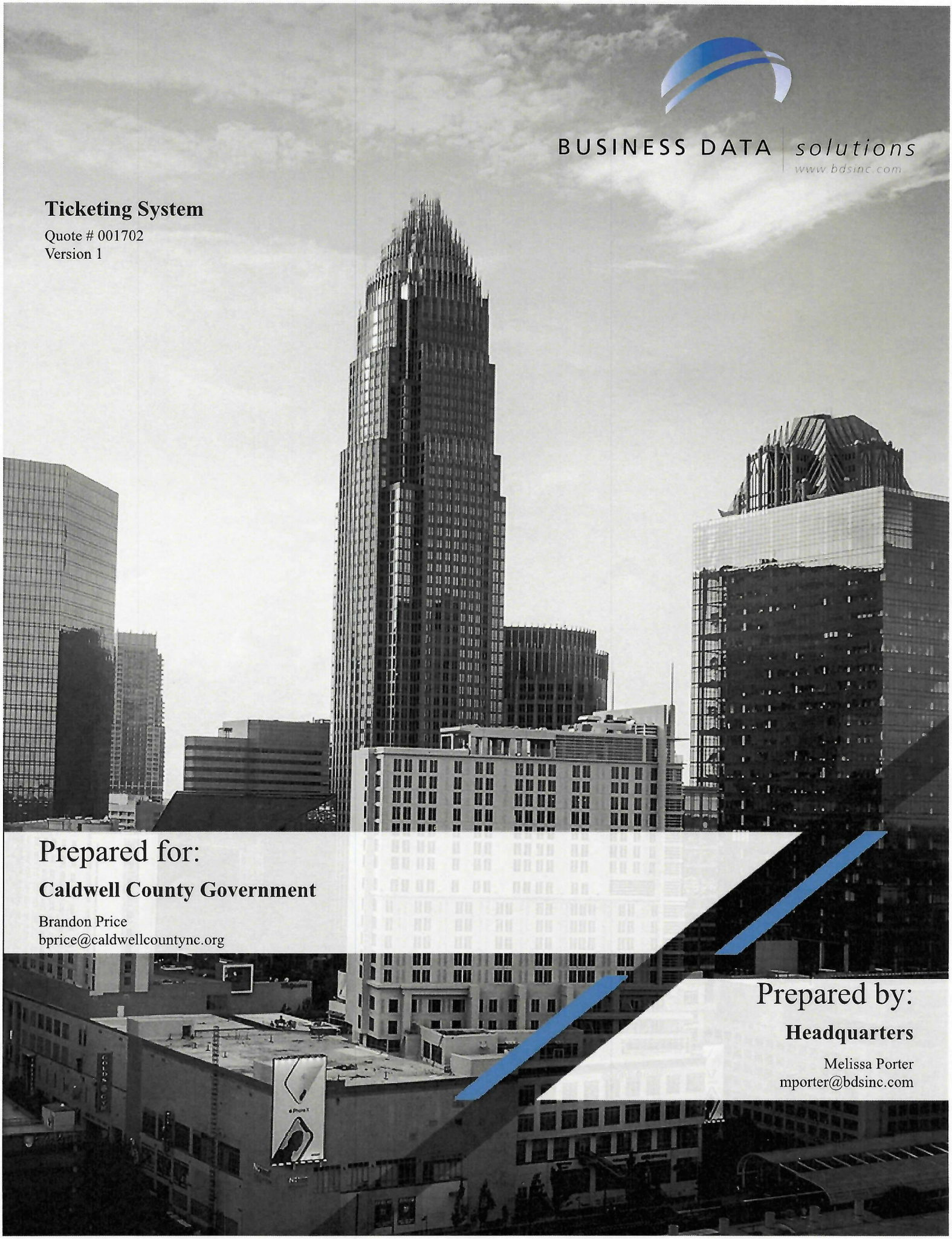
Public Hearing (Yes or No):

Distribution:
Original - Finance Office
Duplicate - Clerk to the Board
Triplicate - Department Head

Staff Recommendation:

Board Action:

Department Head	Date	Finance Director	Date	County Manager	Date
			10/16/25		



BUSINESS DATA solutions
www.bdsinc.com

Ticketing System

Quote # 001702
Version 1

Prepared for:

Caldwell County Government

Brandon Price
bprice@caldwellcountync.org

Prepared by:

Headquarters

Melissa Porter
mporter@bdsinc.com

Terms

This proposal is incorporated by reference into and governed under the Master Services Agreement (the "Agreement") between Business Data Solutions and you. The Agreement may be reviewed at https://bdsinc.com/MSA. If you do not agree with the terms of the Agreement, you should not sign this order for the current proposal.

Products

Description	Price	Qty	Ext. Price
Ticketing System **Ticketing System – 1-Year Subscription** • Centralized tracking for all issues, requests, and service needs • Improves internal efficiency and resource utilization • Enhances communication and collaboration across team members • Supports up to 15 users	$9,180.00	1	$9,180.00
		Subtotal:	$9,180.00

Services

Description	Price	Qty	Ext. Price
Setup and implementation • Includes 1 hour of training for users	$600.00	1	$600.00
		Subtotal:	$600.00

BUSINESS DATA solutions
www.bdsinc.com

1260 Hidden Cove Lane
Lenoir, NC 28645
www.bdsinc.com

Ticketing System

Quote Information:

Quote #: 001702

Version: 1
Delivery Date: 10/10/2025
Expiration Date: 10/17/2025

Prepared for:

Caldwell County Government

905 West Ave NW
Lenoir, NC 28645
Brandon Price
(828) 757-1330
bprice@caldwellcountync.org

Prepared by:

Headquarters

Melissa Porter
(828) 475-8554
mporter@bdsinc.com

Quote Summary

Description	Amount
Products	$9,180.00
Services	$600.00

Subtotal:	$9,780.00
Estimated Tax:	$660.15
Total:	$10,440.15

Your approval to order, whether by signature, verbal, or email, constitutes acceptance of our terms and conditions. Any product returns should be requested within 15 days of the order date. If a return is requested, refunds must be approved by manufacturing and a restocking fee may apply. In the event of an open package, additional restocking fees will be assessed. Any additional costs incurred due to circumstances beyond our control will be invoiced as "additional work" on a time and materials basis, as defined in our Master Services Agreement, located at www.bdsinc.com/MSA or can be provided at your request. A complete listing of our Terms and conditions can be found on our MSA. We reserve the right to cancel orders arising from pricing or other errors. A 50% deposit is required on all orders exceeding $2,500 with the remainder due when product is delivered.

Taxes, shipping, handling and other fees may apply.

DISCLOSURE TO THIRD PARTIES IS PROHIBITED!

Headquarters

Signature: _____

Name: Melissa Porter

Title: Business Development

Date: 10/10/2025

Caldwell County Government

Signature: _____

Name: Brandon Price

Date: _____