



## Quotation for GOLD Maintenance

<b>Request Date:</b>	4 March 2026	<b>Valid until:</b>	4 April 2026
<b>Customer:</b>	Oak Park, Ill.		
<b>Requestor:</b>	Noemy Diaz	<b>Created By</b>	Liam Collins

**Description of the Requested License/Services:**

To add the Gold Maintenance Membership to the scope of supply:

3	Premium Online Learning Content access (named user)
4	Customer Conference registrations included per year*
Up to 2	Additional Upgrades per year performed by Support
2	Environment Health Checks per year to review your CityView usage and configuration and provide report
Up to 24	Hours of Custom Remote Training per year, specific to the Village's environment†
Up to 16	Hours of Hands-on Scheduled Process Support per year†
Up to 48	Hours of Other Services (configuration, reports, customizations, etc.) per year†

\*Exclusive of travel and expenses. Non-transferable, no redeemable value if the Village decides not to attend conference.

†Services cannot be exchanged for product. No carryover of unused services hours into subsequent maintenance years.

**Attachments:**

None

**Impact Assessment:** Estimated impact to budget, work effort and schedule

N/A

<b>Total Estimated Cost:</b>	\$82,146.07 (USD)	<b>Planned Delivery Date:</b>	1 May 2026
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**Payment Terms:** The Village's maintenance renews on May 1<sup>st</sup> each year. The first payment for this maintenance membership will be invoiced along with the Village's ASM (~90 days ahead of renewal) for payment by the renewal date. The Village currently has a Platinum Maintenance membership, and this quote is being provided so the Village can review pricing to move to Gold.

Maintenance will be due annually thereafter and will be subject to routine increases unless terminated by either party upon giving to the other not less than 90 days' notice in writing prior to the initial term or any subsequent anniversary of such date.

**QUOTATION APPROVAL**

	<b>PRINT NAME</b>	<b>SIGNATURE</b>	<b>DATE</b>
<b>Client Signatory:</b>			
<b>CityView Signatory:</b>	Susan McCormick		



