



Quotation for Annual Software Maintenance with Gold Maintenance Membership

Request Date:	June 5th, 2017	Change #:	Annual Gold Maintenance Membership Renewal
Customer:	Village of Oak Park	Valid Until:	July 6 th , 2017
Requestor:	Tammie Grossman	Created By	Dale Peters
Purpose of this Quotation: Annual Software Maintenance with Gold Maintenance Membership			
4	User conference registrations included per year*		
2	Health(s) Check per year to review your CityView usage and configuration and provide report		
Up to 4	Upgrades per year performed by Support		
Up to 24	Hours of remote (webex) training per year, specific to the City of Yellowknife's environment†		
Up to 48	Hours of other services (configuration, reports, customizations, etc.) per year†		
Up to 16	Hours of Scheduled Process Support per year†		
Unlimited	Standard Service Level Agreement Software Maintenance		
*Exclusive of travel and expenses. Non-transferable, no redeemable value if the Village of Oak Park 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 Annual Software Maintenance: \$51,960.48 USD Gold Maintenance Membership: \$30.992.00 USD			
Total Estimated Cost:	\$82,952.48 USD	Planned Delivery Date:	Needed ASAP. Renewal month was May.
Payment Terms:	<i>Village of Oak Park</i> maintenance renews on <i>May 1st</i> each year. Maintenance is due annually and is 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 end of the initial term or any subsequent anniversary of such date.		
CHANGE ORDER APPROVAL			
	PRINT NAME	SIGNATURE	DATE
For the Village of Oak Park:			
For CityView:	Dale Peters		