



## Annual Software Maintenance with PLATINUM Maintenance

<b>Request Date:</b>	April 3, 2018	<b>Change #:</b>	Annual Maintenance Renewal with Platinum Membership
<b>Customer:</b>	Village of Oak Park, IL	<b>Valid Until:</b>	April 30, 2018
<b>Requestor:</b>	Tammie Grossman	<b>Created By</b>	Susan McCormick

### Purpose of this Quotation:

To move to the Platinum Maintenance Membership, which includes the following:

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 40	Hours of remote (webex) training per year, specific to the Village's environment†
Up to 32	Hours of Scheduled Process Support per year†
Up to 32	Hours for Fee Schedule Updates††
Up to 40	Hours for Custom Documentation†
Up to 120	Hours of other services (configuration, reports, customizations, etc.) per year†
2 x 2 day	Onsite Support Visits (not including travel and expenses, estimated at \$2,000/trip)
	A Project Manager will be assigned to your account.
	Proactive Monitoring of your onsite environment will be setup through Technical Support. This will allow event log messages to be visible remotely by CityView so that we can find issues even before they have been reported by the Village. CityView will provide monthly reports summarizing the issues found through this monitoring. Any problems with obvious resolutions that are covered under the standard SLA will be undertaken by Support as if they had been reported by the Village. All issues will be reported to the Village in the monthly report and recommendations will be given for issues that were not already resolved. The monitoring tool will capture data during regular support hours, Monday through Friday.

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

†Services cannot be exchanged for product. 25% of unused services hours can be carried into subsequent maintenance year for up to 2 months. A 45-day grace period will be applied, but otherwise the unused hours will disappear.

††Fee changes require time to implement, test, and deliver into Production. We require that approved fee schedules be submitted to us a minimum of 60 days before becoming effective in order to ensure they can be delivered by their effective date.

### Attachments:

None

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

Annual Software Maintenance: \$54,038.90

Platinum Maintenance Membership: \$92,232.00

Travel will be reimbursed at cost, as incurred (**not included in the Total Amount, below**).

PROPRIETARY AND CONFIDENTIAL

<b>Total Estimated Cost:</b>	\$146,270.90 <b>USD</b>	<b>Planned Delivery Date:</b>	May 1, 2018
<b>Payment Terms:</b>	<p>\$116,270.90 due on execution of change order.</p> <p>\$30,000 invoiced on January 1<sup>st</sup>, 2019 and due net 30 days.</p> <p>Village of Oak Park maintenance renews on May 1<sup>st</sup> 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.</p> <p>Travel and expenses to be invoiced as incurred and payable on a cost recovery basis, plus a travel time rate of \$75/h, net 30 days.</p>		
CHANGE ORDER APPROVAL			
	<b>PRINT NAME</b>	<b>SIGNATURE</b>	<b>DATE</b>
<b>Client Signatory:</b>			
<b>CityView Signatory:</b>	<b>Susan McCormick</b>		