



October 18th, 2019

City of Greensboro
300 W. Washington St.
Greensboro, NC
27401-1170

Dear Jeff Kimel,

This quotation is for a one-year Support and Maintenance Agreement between Systems and Software and the City of Greensboro, as defined description below.

Systems & Software (S&S) is pleased to present this quotation to the City of Greensboro

Terms of the agreement:

- Third-party licenses related to enQuesta: Systems and Software reserves the right to bill an additional fee should our end vendors include an annual escalator that exceeds 7.5%. We do not have exact pricing for the future agreement years but have included a best estimate in the terms provided in this agreement.
- The numbers represent modules/environments implemented as of 10/18/2019. For any new modules/environments additional maintenance charges will apply and will be prorated at time of signing

The yearly maintenance amount from Jan 1st, 2020 to December 30th, 2020 has been revised to the following:

Proprietary – enQuesta	January 1,2020 to December 31 st , 2020	\$ 383,126.00
CD - Cust Prepayment	January 1,2020 to December 31 st , 2020	\$ 34,000.00
TPM	January 1,2020 to December 31 st , 2020	\$ 55,892.46
Proprietary - Upgrade	January 1,2020 to December 31 st , 2020	\$ 10,675.95
enQuesta Link	January 1,2020 to December 31 st , 2020	\$ 32,027.85
Total		\$515,722.26

Your invoice will be prepared and sent 30 days prior to the due date of January 1st, 2020.



Acceptance may be indicated by signing as shown below:

City of Greensboro

Accepted by: _____

Date: _____

Systems & Software appreciates the opportunity to be of continued service.

Please sign, date, and return a copy of this document, to Systems & Software, Attention:
Linda Perna

Sincerely,

A handwritten signature in dark ink that reads "Linda Perna". The signature is written in a cursive, flowing style.

Linda Perna
Director, Support