



September 30, 2010

Contact: Burell Charity  
Columbus, OH  
Dept. Public Utilities 910 Dublin  
Rd., 4th floor  
Columbus, Ohio 43215

RE: Quote Number - **SFDC-03785**      **Columbus OH\_Annual Upgrade Assistance (40hrs)**

Attached please find a quote for the services you requested.

Please refer to the Notes section for detailed information regarding this quote. It includes information on submitting a purchase order, payment terms, costs for on-site assistance, hardware, or other equipment, and requirements for developing a final Statement of Work.

If you have any questions regarding this quote, please feel free to contact me at (407) 286-6176 or via e-mail at [kfarmer@accela.com](mailto:kfarmer@accela.com).

Regards,

Kristin Farmer  
Inside Sales Representative  
Accela, Inc.



EXHIBIT A

Professional Services Summary Table

Product	Net Price
Professional Services General - Accela Automation	\$9,600.00.
<b>Total Professional Services</b>	<b>\$9,600.00</b>

Bi-annual upgrade assistance for:

- Two environments
- Accela Wireless, GIS and Citizen Access

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**NOTES:**

This quote is valid until April 31, 2012. After this date, all prices are subject to change. This quote supersedes any previous written or verbal estimate for products and installation services. In order to procure the above-mentioned services, please submit a purchase order with the following information: 1. Signature of authorized personnel (if there is a signature line on the purchase order) 2. Estimate Number 3. Date 4. Any Terms and Conditions of Purchase Order

In order to expedite the process, please submit authorization via e-mail to [contractsadmin@accela.com](mailto:contractsadmin@accela.com) and also fax to the Attn. of Contracts Administration at (925) 407-2722. Please note that if faxing a purchase order, submit both front and back and send the original purchase order in the mail to Attn: Contracts Administration, Accela, Inc. 2633 Camino Ramon, Suite 120, Bishop Ranch 3, San Ramon, CA 94583.

Payment Terms: This is a Time and Materials proposal. Accela's good faith estimate of the number of hours of effort needed to complete the work is just an estimate and is not a guarantee. All actual project hours worked will be billed on a Time and Materials basis, regardless if more or less hours are needed to complete the Services. There is no guarantee that Accela will be able to complete the work within the 40 hours allotted.

If the work cannot be completed on site by the technician in the allocated amount of time per upgrade, the remaining issues will need to be resolved via the assistance of the CRC group.

Payment obligations hereunder are non-cancelable and any sums when paid shall be non-refundable. Billing terms are Net 30 days.

These costs do not include hardware or equipment. Please contact your selected hardware vendor for additional hardware or software costs. The pricing set forth herein reflects information generally known to Accela, supplied to Accela by client, and based on Accela's interpretation of the work to be performed. Further information gathered through detailed investigation and configuration analysis by Accela is required before a final Statement of Work and pricing can be mutually agreed upon.

Prior to Contract execution, Accela may request a mutually agreed upon evaluation of the Client's business practices and operations in preparation of the final Statement of Work.

Alternate Terms Disclaimed: The parties expressly disclaim any alternate terms and conditions accompanying drafts and/or purchase orders issued by Customer.