

October 3, 2025

Ms. Smita Tripathy
Information Technology Account Manager
Department of Technology
City of Columbus
1111 East Broad Street
Columbus, OH 43205

Subject: iPACS/GovOnline System Annual Maintenance Quote for services from 12/11/2025 to 12/10/2026 (City Ordinance #: 0373-2023)

Dear Ms. Tripathy:

City of Columbus licenses iPACS/GovOnline software from enfoTech to manage industrial pretreatment information and use the data to support City's effort to meet environmental compliance requirements mandated by USEPA under the 40CFR pretreatment regulations. iPACS/GovOnline will require system maintenance, update and technical support to allow the City to continue using the system.

City's system support program will expire on 12/10/2025. This quotation is prepared for the City to renew the system maintenance and support services with enfoTech. The quotation includes the iPACS/GovOnline version 5 systems.

(A) Systems, Service Period, Cost:

- System: iPACS 5 and GovOnline 5
- Period: 12/11/2025 to 12/10/2026
- Cost: \$ 36,000
- Payment Due: due in full before 12/11/2025

(B) System Maintenance & Support Services

Services under the annual technical support and system maintenance program shall include the following:

- (1) **Issue tracking and resolution:** enfoTech will provide an issue tracking procedure and offer the City a web-based project team website to report the issues. Issue resolution will also be tracked on the project web site.
- (2) **Help Desk:** enfoTech will provide a Help Desk phone line to the City for reporting system-related questions and issues. When needed, web conference calls will be used to streamline our technical support service.
 - Voice technical support, Monday through Friday, 9:00 AM to 6:00 PM EST.
 - Email support

- (3) **Software updates:** enfoTech will continue maintaining iPACS/GovOnline, and will provide new updates to the City. In general, we will have two types of updates.
- Regular updates: are on a 6 month release frequency. All updates will be fully compatible with the external system interface modules developed for the City. Updates will include: (1) release notes, (2) installation instructions, (3) database change scripts, (4) system deployment files.
 - Emergency Patches: provided as needed. enfoTech may issue certain emergency patches to address show-stopper and critical issues reported by the City.
 - All software releases will be provided to the City via a secured FTP site.
- (4) **Secured VPN support:** enfoTech will provide secured VPN support services to the City as requested. The secured VPN service will allow enfoTech to bring in the product development team and utilize our entire technical resources to address special issues reported by the City promptly from our NJ headquarters. Delivery of our technical services via a secured VPN enables enfoTech to provide services similar to those that would be performed onsite.

(C) Sole Source Justification for Selecting enfoTech for Services

The iPACS and GovOnline systems are developed by enfoTech. enfoTech owns the iPACS and GovOnline Titles and is the only entity that is authorized to license the software systems and to provide technical services. We do not have any local distributor or service agent for the sale or support of the software.

Thank you for the opportunity to submit this quotation. If you have any questions, or need additional information, please do not hesitate to email me at Tony_Jeng@enfoTech.com or call my office at 732-839-1688 Ext. 107. We look forward to continue serving the City of Columbus.

Sincerely,



Tony C. Jeng
Executive Vice President

Enclosure
cc: File – City of Columbus