



July 12, 2010

Ms. Loling Sawyer
City of Columbus, OH
240 Parsons Avenue Room 122
Columbus, OH 43215

Dear Ms. Sawyer:

Ventyx is pleased to present to City of Columbus, OH a quote for the extension of your maintenance agreement on your TCP+, Customer Suite, Service Suite, Advantage and MicroFocus software for the term of October 1, 2010 through September 30, 2011.

The annual maintenance fee includes an escalation of 2.31% over the prior year's fee, which is the amount equal to CPI All Urban Consumers, All Items, Not Seasonally Adjusted for the 12 month period ending at the time of the escalation calculation.

Coverage Period	Associated Fee	Software
10/1/10-9/30/11	\$33,639.00	TCP+
10/1/10-9/30/11	\$245,570.00	Customer Suite, Service Suite & Advantage
10/1/10-9/30/11	\$2,616.00 (\$2,854 - \$238 credit for Oct 2010)	MicroFocus
Total Fee	\$281,825.00	

Please let me know if a Purchase Order is required for this renewal. If required, we request that one be faxed to my attention at fax # (770) 818-4824 or emailed as soon as possible.

We thank you for your continued business and please do not hesitate to contact me at (770) 989-4480 or michele.jacobs@ventyx.com with any questions regarding this renewal agreement.

Sincerely,

Michele Jacobs
Contract Revenue Analyst
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Fax: 770-818-4824
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www.ventyx.com