

City of Columbus
 Christopher Jackson
 CLJackson@columbus.gov

Prepared by: Claudia Lukac
Email: clukac@labworks.com
Finance Email: finance@labworks.com
Quote Name: 2016 Maintenance Renewal
Quote #: LW-COC-03282016
Quote Date: 03/28/2016
Quote Expires: 5/31/2016

Licenses & Maintenance					
Part #	Description	Qty	Unit of Measure	Term	Net Price
M2016	LABWORKS Assist Support Plan Renewal provides a fundamental level of support services for LABWORKS. The plan includes the following: License Software and Documentation Updates (excluding Bartender & Crystal Reports Software); 800 Support Number; Telephone Help Desk; Email Support; Remote Support Sessions; Escalation Process and access to LABWORKS User Site.	1	Annual	06/01/2016 – 05/31/2017	\$49,371.00

Comments:	Quote Summary – Prices shown in USD (\$)								
	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">Licenses</td> <td style="text-align: right;">NA</td> </tr> <tr> <td>Support/Maintenance</td> <td style="text-align: right;">\$ 49,371.00</td> </tr> <tr> <td>Services</td> <td style="text-align: right;">NA</td> </tr> <tr> <td>Total</td> <td style="text-align: right; border-top: 1px solid black;">\$ 49,371.00</td> </tr> </table>	Licenses	NA	Support/Maintenance	\$ 49,371.00	Services	NA	Total	\$ 49,371.00
Licenses	NA								
Support/Maintenance	\$ 49,371.00								
Services	NA								
Total	\$ 49,371.00								

- Software License and Maintenance Services - Customer elects electronic delivery ONLY of software products to the designated contact listed above. If included in this quote, Maintenance Fees are payable in advance, with payment due Net 30 days from date of invoice/delivery.
- Please submit your purchase order to finance@labworks.com and to clukac@labworks.com

LABWORKS Maintenance and Support Policy: Clients must maintain LABWORKS maintenance/support in order to receive technical support, email support, phone support, software updates, documentation and access to the LABWORKS user site. If a client elects to discontinue support, they must notify Labworks LLC 60 days prior to the expiration of their last paid maintenance period. Renewal of discontinued support is subject to back support fees. By creating a purchase order based on this quote, you are accepting this Maintenance and Support Policy.