



Kronos Incorporated
297 Billerica Road
Chelmsford, MA 01824

31-OCT-2013
SCOTT MARBURGER
COLUMBUS DIV OF FIRE
Solution ID: 6105395

Subject: Kronos Support Services Quote for COLUMBUS DIV OF FIRE
Contract #: 1189171 R31-OCT-13

Dear SCOTT,

The support services and benefits provided under your existing maintenance services terms are due to expire. In order to continue to receive support services and benefits for your Kronos products, you will need to renew the maintenance support for another year. Please review the attached quote so that we can ensure that the upcoming invoice we send to your Accounts Payable organization accurately reflects your Kronos investment. (Please be aware that per the terms of your agreement Kronos will send an invoice 60 days prior to the start of your contract.) **If the attached quote matches your records, please sign the quote and return a copy to me within 10 business days.**

If your organization requires a Purchase Order for payment, please forward me a copy at this time so I can make sure it is referenced on the invoice.

When the invoice is paid, your organization is acknowledging that they are renewing the maintenance support services for another year under the existing terms and conditions with Kronos. If the invoice is not paid, your support services for the products will be cancelled and Kronos will require you to sign a new support services contract, with applicable charges, in order to reactivate your service.

I encourage you to visit the Kronos Customer Portal at <http://customer.kronos.com> for access to SuperSearch, eCase management, Customer Forums, Product Documentation, Training tips and so much more! Experience the array of services Kronos offers.

Please contact me at the email address or telephone number provided below if you have any questions regarding your renewal.

Thank you for your business.

Regards,

Sheryl Moore
Contract Administrator

tel: 978-947-6717
fax: 978-947-2801
email: sheryl.moore@kronos.com



Support Services Quote

Page 2 of 2

Payment Terms: Net 30 Days
Currency: USD
Customer PO Number:

Quote Type: Renewal
Customer: COLUMBUS DIV OF FIRE
Solution ID: 6105395
Contract #: 1189171 R31-OCT-13
Date: 31-OCT-2013
Prepared by: Sheryl Moore / Central6

Bill To: COLUMBUS DIV OF FIRE
3675 PARSONS AVE
COLUMBUS OH 43207
UNITED STATES

Ship To: COLUMBUS DIV OF FIRE
3675 PARSONS AVE
COLUMBUS OH 43207-4054
UNITED STATES

Contact: SCOTT MARBURGER
Email: smmarburger@columbus.gov

SOFTWARE SUPPORT SERVICES

| Line | Support Service Level | Covered Product | License Count | Start Date | End Date | Duration (days) |
|------|-----------------------|--------------------------------------|---------------|-------------|-------------|-----------------|
| 1 | Platinum | TELESTAFF ENTERPRISE V2 | 1,700 | 01-MAR-2014 | 28-FEB-2015 | 365 |
| 2 | Platinum | TELESTAFF GATEWAY MANAGER V2 | | 01-MAR-2014 | 28-FEB-2015 | 365 |
| 3 | Platinum | TELESTAFF REPORTING V2 | | 01-MAR-2014 | 28-FEB-2015 | 365 |
| 4 | Web Access | TELESTAFF WEB ACCESS V2 - TSG HOSTED | 1,700 | 01-MAR-2014 | 28-FEB-2015 | 365 |

| | Support Services | Estimated Tax | Subtotal |
|---------------------------|------------------|---------------|--------------|
| Software Support Services | \$118,752.66 | \$0.00 | \$118,752.66 |



Support Services Quote

Page 1 of 2

Payment Terms: Net 30 Days
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Contact: SCOTT MARBURGER
Email: smmarburger@columbus.gov

CONTRACT SUMMARY

Contract Period: 01-MAR-2014 - 28-FEB-2015

| Description | Support Services | Estimated Tax | Subtotal |
|---------------------------|------------------|---------------|--------------|
| Software Support Services | \$118,752.66 | \$0.00 | \$118,752.66 |
| Total | \$118,752.66 | \$0.00 | \$118,752.66 |

Annualized Contract Value: \$118,752.66

The Annualized Contract Value is the value of the contract if all services are priced for 365 days. The Annualized Contract Value does not include estimated tax. Please note that this quote may include services priced for prorated periods.

IMPORTANT NOTES

Support Services are subject to applicable taxes. The tax amount shown on this quote is only an estimate. The actual tax due will be reflected on the invoice.

| | |
|-----------------------------|----------------------------|
| COLUMBUS DIV OF FIRE | KRONOS INCORPORATED |
| Signature: | Signature: _____ |
| Name: GREGORY A. PAXTON | Name: _____ |
| Title: FIRE CHIEF | Title: _____ |
| Date: 12/6/13 | Date: _____ |