



August 29, 2013

Mr. Mark Freeman
Assistant Director
City of Columbus DoT
50 W. Gay Street
Columbus, Ohio 43215

**Subject: iPACS Implementation Project (Contract File#: 2544-2012), Annual Maintenance
12/11/2013 – 12/10/2014**

Dear Mr. Freeman:

We thank you and the City of Columbus for using the iPACS software to manage your industrial pretreatment compliance information. This is a proposal for the City to subscribe to an iPACS annual system maintenance and support program.

(I) Cost

Cost shall be a flat rate at \$16,592 for the period from December 11, 2013 through December 10, 2014

(II) Services

Services included in the annual technical support and product maintenance includes:

- (1) **Issue tracking and resolution:** enfoTech provides an issue tracking procedure and offers 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. The Help Desk will provide the 1st line of technical support for the end users. When needed, WebEx conference calls will be used to streamline our technical support service.
 - Help Desk:
 - Voice technical support, Monday through Friday, 9:00 AM to 6:00 PM EST.
 - Email support
 - enfoTech will respond to support requests within eight hours. If a solution cannot be provided within eight hours, enfoTech will provide:
 - Explanation of technical nature of the issue
 - Current status of resolving the issue
 - Estimated timeline to resolve the issue
 - Secured FTP support. All software releases will be provided to the City via a secured FTP site.

- (3) Software updates: enfoTech will continue enhancing iPACS and all of the modules delivered to the City and 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.
- (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.

(III) Payment

Fee shall be paid in full prior to 12/11/2013.

If you have any questions, or need additional information, please do not hesitate to give me a call. We look forward to continuing to serve the City of Columbus.

Sincerely,



Tony C. Jeng
Executive Vice President

Enclosures

cc: File – City of Columbus, Deric Long, Brian Smith