PerkinElmer
For the Better

Support ID#: L693

Subject: LABWORKS LIMS Software Support Plan Renewal

TO: John Carter   02/22/2012
         City of Columbus Ohio
         910 Dublin Rd
         Columbus, OH   43215

DESCRIPTION	PRICE
Software Support for LABWORKS LIMS System TOTAL: *EFFECTIVE DATES:* 06/01/2012 - 06/01/2013	**$45,510/Year**

Current Labworks Options:
- Labworks LIMS v6.0 SQL System
- Labworks v6.0 Single User License
- Labworks Explorer Concurrent/Web License
- Labworks Report Designer w/Crystal Reports XI
- Chemical Inventory Manager
- Laser Barcode Suite
- RS-232 Interface Software for Balances
- INTF - LABWORKS INSTRUMENT
- OPS SOFTWARE AND SERVICES

LABWORKS Assist - LABWORKS Assist provides a fundamental level of
support services for LABWORKS. The plan includes the following:
- **License Software and Documentation Updates**
- **800 Support Number**
- **Telephone Help Desk**
- **Email Support**
- **Remote Support Sessions**
- **Escalation Process**
- **Written Resolution Acknowledgement** (Emailed to designated System Manager upon inquiry resolution)
- **Access to LABWORKS User Site**

> *The policy for LABWORKS support is: **A client must maintain LABWORKS support in order to receive Technical support, email support, phone support, updates and documentation and access to the LABWORKS User Site. If a client discontinues support and/or support lapses, the client will be responsible to pay the back support, plus the year of upcoming support**.*

Please reference your Support ID# on Purchase Orders and mail to the following:

Attn: Accounts Recievable / LABWORKS   Phone #: (800)762-4060
PerkinElmer Health Sciences   Fax #: (203)944-2513
710 Bridgeport Ave   Quotation Validity: 30 Days

Shelton, CT 06484-4794   Payment Term: Due Upon Receipt