



Support ID#: L693

Subject: LABWORKS LIMS Software Support Plan Renewal

TO: Patrick Jones 07/13/2010
City of Columbus Ohio
910 Dublin Rd
Columbus, OH 43215

DESCRIPTION	Yearly Price
Software Support for LABWORKS LIMS System EFFECTIVE DATES: 06/01/2010 - 05/31/2011	
Total:	\$52,782

Current Customer 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
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LABWORKS Premier Special Support Service - This annual support plan includes the following:

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- **Includes 5 days Project Management Services (Maximum 2 Visits). For off site / on site consulting.**
- **Two (2) System Manager Training Class at a PerkinElmer Training Facility (Travel Expenses not included)**
- **License Software and Documentation Updates**
- **800 Support Number**
- **Telephone Help Desk**
- **Email Support**
- **Remote Assistance (Go To Assist) Scheduled with LABWORKS Technical Support**
- **Escalation Process (For support requiring LABOWRKS Engineering Assistance).**
- **Written Resolution Acknowledgement (Emailed to designated System Manager upon inquiry resolution)**
- **Access to LABWORKS Support Portal**
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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 Ship To and Bill To information along with your LABWORKS Customer ID # on your purchase order and mail or fax to the following:

Attn: Accounts Receivable / LABWORKS
(800)762-4060 x 3186

PerkinElmer Health Sciences
710 Bridgeport Ave
Shelton, CT 06484-4794

Phone #:

Fax #: (201) 358-1992
Quotation Validity: 90 Days
Payment Term: Due Upon Receipt

Approved by:



Claudia Lukac Nye
Client Account Manager