



**City of Columbus**

**Support Agreement**

All support plans are renewed annually and may be changed upon renewal. The plan outlined below is for technical support only (training excluded) to commence on two preexisting contracts February 4, 2012 and April 1, 2012 and both ending at the same time March 31, 2013. Going forward there will be the same start date and the same end date for both formally existing contracts.

**IntellivueSupport Agreement for City of Columbus**

Software Support is calculated on a basis of 15% of software license fees. A summary of the license fees is presented below:

Intellinetics Software Description	License Fee	Standard Support Fee
Intellivue v.6, 50 concurrent user <i>for the period February 4, 2012 through March 31, 2013</i>	\$37,500	\$6,488.01
Intellivue v.6, 10 concurrent user license in HR <i>For the period April 1, 2012 through March 31, 2013</i>	\$10,000	\$1,500.00
Intellivue one additional scan module in HR <i>For the period April 1, 2012 through March 31, 2013</i>	\$2,000	\$300.00
<b>TOTAL</b>		<b>\$8,288.01</b>

TERMS: All invoices payable net 30 days.

The Intellinetics Software Support Plan covers all areas of use and administration of Intellivue. The Standard Support Plan is for Intellivue. The support plan does not include database support and disaster recovery support.

Support Plan Components include:

- Access to Intellinetics Help Desk 921-8170 Monday – Friday 8:00am – 5:00pm
- Intellivue point releases
- Maximum four-hour response time

**EFFECTIVE DATE: February 4, 2012 through March 31, 2013**

City of Columbus

Intellinetics

Signature

  
William J. Santiago, President

Print Name, Title

Date

Date



Mark A. Freeman  
Assistant Director  
City of Columbus DoT

5 October 2011

Dear Mark,

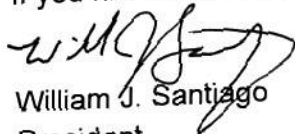
Sincerely,

This letter is written to clarify the sole source status of the licensed Intellinetics Product, "Intellivue" and the associated maintenance services sold to the City of Columbus, Ohio.

Intellinetics is the sole manufacturer of Intellivue. It is to be noted that Intellinetics has channel Resellers, however, all such 3<sup>rd</sup> Party entities are prohibited from selling or supporting Intellinetics Product sold directly by Intellinetics to End User clients.

Therefore, inasmuch as the City of Columbus, Ohio is an existing client of Intellinetics, no other entity can sell or support the Intellivue application. This policy ensures that the City of Columbus will derive maximum benefit from its investment.

If you have additional questions, do not hesitate to let me know.

  
William J. Santiago  
President