



Subject: LABWORKS LIMS Software Support Plan Renewal

TO: John Carter
 Watershed Manager
 City of Columbus Ohio
 910 Dublin Rd
 Columbus, OH 43215

Support ID#: L693

DESCRIPTION	PRICE
Software Support for LABWORKS LIMS System TOTAL: EFFECTIVE DATES: 06/01/2015 - 06/01/2016	\$49,731/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 (excluding Bartender & Crystal Reports Software)**
- **800 Support Number**
- **Telephone Help Desk**
- **Email Support, Remote Support Sessions, Escalation Process**
- **Access to LABWORKS User Site**

Note: 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.

This Quote is governed by the License Agreement between City of Columbus Ohio and PerkinElmer Health Sciences. Licensor's acceptance of Customer's purchase order (which Licensor may communicate via electronic notification to Customer) is expressly conditioned on Customer's assent to these terms and conditions.

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

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