

Labworks LLC

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 CITY OF COLUMBUS OHIO
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 COLUMBUS, OH 43206
 LABWORKS Support ID: L693

Prepared By: CLAUDIA LUKAC
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 Finance Email: finance@labworks.com
 Quote Date: February 13, 2024
 Quote #: 00002745
 Quote Expires: May 24, 2024

Software Maintenance and Support

Part#	Description	Quantity	Units of Measure	Unit Price	Subtotal	Total Price
LB-2017	LABWORKS Assist Support Plan Renewal 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 and access to LABWORKS webinars and workshops. (See comment section)	1.00	Annual	\$63,774.00	\$63,774.00	\$63,774.00

Comments	Quote Summary - Price Shown in USD(\$)	Gross Price	Net Price
LABWORKS System: SQL Database Support Term: June 1, 2024- May 31, 2025 LABWORKS Report Designer: B6W60-01CS200-000XT72-0AA1	Support/Maintenance	\$63,774.00	\$63,774.00
Interface: PerkinElmer Nexlon 350 ICP-MS (12/16) Interface: (2) PerkinElmer Clarus SQ8T (03/17) Bartender 3 Printer Edition (03/17) Interface: (3) RS232 INSTRUMENT - YSI MultiLab 4010 (2018)	Total	\$63,774.00	\$63,774.00

- Customer elects electronic delivery ONLY of software products to the designated contact listed above. If included in this quote, Maintenance Fees are payable in advance, with payment due Net 30 days from date of invoice/delivery.
- Please submit your purchase order to finance@labworks.com and to the account representative at the top of the quote.

LABWORKS Maintenance and Support Policy: Clients must maintain LABWORKS maintenance/support in order to receive technical support, email support, phone support, software updates, documentation and access to the LABWORKS user site. If a client elects to discontinue support, they must notify Labworks LLC in writing 60 days prior to the expiration of their last paid maintenance period. Renewal of discontinued support is subject to back support fees. By creating a purchase order based on this quote, you are accepting this Maintenance and Support Policy.

Approved by: *Claudia Ann Lukac Nye*
 Claudia Ann Lukac Nye/Director of Client Services