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September 30, 2015

Ms. Sonia Krammes
IT Account Manager
City of Columbus
50 W. Gay Street
Columbus, Ohio 43215

**Subject: iPACS System Annual Maintenance Quote for services from 12/11/2015 to 12/10/2016
(*Contract File#: 2544-2012*)**

Dear Ms. Krammes:

City of Columbus uses the iPACS software to manage industrial pretreatment information and use the data to support City's effort to meet environmental compliance mandated by USEPA under the 40CFR pretreatment regulations. City's iPACS system support program will expire on 12/10/2015. This quotation is prepared for the City to renew the system maintenance and support program with enfoTech. The quotation includes the iPACS system and the FAST mobile extension, which was added in March, 2015.

(I)   Cost
Cost shall be a flat rate at $ 22,653 for the period from December 11, 2015 through December 10, 2016.

(II) Services
Services included in the annual technical support and product maintenance includes:

(1) **Issue tracking and resolution**: enfoTech provides an issue tracking procedure and offers the City a web-based project team website to report the issues. Issue resolution will also be tracked on the project web site.

(2) **Help Desk**: enfoTech will provide a Help Desk phone line to the City for reporting system-related questions and issues. The Help Desk will provide the 1st line of technical support for the end users. When needed, WebEx conference calls will be used to streamline our technical support service.

- Help Desk:
  o Voice technical support, Monday through Friday, 9:00 AM to 6:00 PM EST.
  o Email support
  o enfoTech will respond to support requests within eight hours. If a solution cannot be provided within eight hours, enfoTech will provide:
     o Explanation of technical nature of the issue
     o Current status of resolving the issue
     o Estimated timeline to resolve the issue

- o Secured FTP support. All software releases will be provided to the City via a secured FTP site.

(3) Software updates: enfoTech will continue enhancing iPACS and FAST, and will provide new updates to the City. In general, we will have two types of updates.

- Regular updates: are on a 6 month release frequency. All updates will be fully compatible with the external system interface modules developed for the City. Updates will include: (1) release notes, (2) installation instructions, (3) database change scripts, (4) system deployment files.

- Emergency Patches: provided as needed. enfoTech may issue certain emergency patches to address show-stopper and critical issues reported by the City.

(4) Secured VPN support: enfoTech will provide secured VPN support services to the City as requested. The secured VPN service will allow enfoTech to bring in the product development team and utilize our entire technical resources to address special issues reported by the City promptly from our NJ headquarters. Delivery of our technical services via a secured VPN enables enfoTech to provide services similar to those that would be performed onsite.

(III) Payment
Fee shall be paid in full prior to 12/11/2015.

If you have any questions, or need additional information, please do not hesitate to give me a call. We look forward to continuing to serve the City of Columbus.

Sincerely,

Tony C. Jeng
Executive Vice President

Enclosures
cc: File – City of Columbus, Karan Arora