



**City of Columbus OH
Annual Upgrade Assistance (40hrs)**

February 7, 2013

Quote Number - SFDC-06917

Contact: Mark Freeman
Columbus, OH
Technology
1111 E. Broad Street
Columbus, Ohio 43205

Attached please find a quote for the services you requested.

Please refer to the Notes section for detailed information regarding this quote. It includes information on submitting a purchase order, payment terms, costs for on-site assistance, hardware, or other equipment, and requirements for developing a final Statement of Work.

If you have any questions regarding this quote, please feel free to contact me at (407) 286-6176 or via e-mail at kfarmer@accela.com.

Regards,

Kristin Farmer
Inside Sales Representative
Accela, Inc.



City of Columbus OH
Twice Annual Upgrade Assistance

Professional Services Summary Table

Quote Number - SFDC-06917

Product	Net Price
Professional Services General - Accela Automation	\$9,600.00
Total Professional Services	\$9,600.00

Bi-annual upgrade assistance for:

- Two environments
- Accela Wireless, GIS and Citizen Access

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NOTES:

This quote is valid until May 31st, 2013. After this date, all prices are subject to change. This quote supersedes any previous written or verbal estimate for products and installation services. In order to procure the above-mentioned services, please submit a purchase order with the following information:

1. Signature of authorized personnel (if there is a signature line on the purchase order)
2. Estimate Number
3. Date

In order to expedite the process, please submit authorization via e-mail to contractsadmin@accela.com and also fax to the Attn. of Contracts Administration at (925) 407-2722. Please note that if faxing a purchase order, submit the front page of the original purchase order in the mail to Attn: Contracts Administration, Accela, Inc. 2633 Camino Ramon, Suite 120, Bishop Ranch 3, San Ramon, CA 94583.

Payment Terms: Professional Services are proposed on a Time and Materials basis. Accela's good faith estimate of the number of hours of effort needed to complete the work is provided for your budgeting convenience and is not a guarantee. You are responsible to pay all actual project hours worked, which will be billed on a Time and Materials basis, regardless whether more or fewer hours are needed to complete the Services. In addition to such amounts, Travel time and expenses will be billed as incurred. Billing terms for professional services, travel time and expenses are Net 30, unless otherwise agreed upon in a SOW. Payment obligations hereunder are non-cancelable and any sums when paid shall be non-refundable.

If the work cannot be completed on site by the technician in the allocated amount of time per upgrade, the remaining issues will need to be resolved via the assistance of the CRC group.

Agency will be responsible for payment or reimbursement to Accela, Inc. of any and all federal, state, provincial and local taxes and duties that are applicable, except those based on Accela's net income. If Agency is exempt from certain taxes, Agency will provide Accela with an appropriate certificate of exemption.

If the Agency requires additional on-site assistance, a separate estimate will be provided.

These costs do not include hardware or equipment. Please contact your selected hardware vendor for additional hardware or software costs.

The pricing set forth herein reflects information generally known to Accela, supplied to Accela by client, and based on Accela's interpretation of the work to be performed. Further information gathered through detailed investigation and configuration analysis by Accela is required before a final Statement of Work and pricing can be mutually agreed upon.

Prior to Contract execution, Accela may request a mutually agreed upon evaluation of the Client's business practices and operations in preparation of the final Statement of Work.

Alternate Terms Disclaimed: The parties expressly disclaim any alternate terms and conditions accompanying drafts and/or purchase orders issued by Customer.

Signature _____ Date _____

Name _____ Title _____