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June 20, 2016

BY EMAIL

Mr. Thomas Diamond
 City of Columbus
 Assistant Director, Department of Technology
 1111 East Broad Street
 Columbus, OH 43205
 United States

Subject: Software Support Agreement (Evergreen) - Notice Letter 2016-2017

Dear Mr. Diamond:

This letter is to inform you that the upcoming anniversary date of the current Software Support Agreement (the "Agreement") is **December 18, 2016**. The next period, December 18, 2016 to December 17, 2017 corresponds to the second year of the 3-year Initial Term.

The terms and conditions of the current Agreement remain unchanged. However, Appendix A (Designated System – "Production" Environment) and Appendix E (Authorized Customer Representatives) require your review to reflect the latest changes, if applicable, and have been attached in the accompanying email.

The 2016-2017 Annual Support Fees

The support fees covering the support services for the year 2015-2016 amounted to \$41,895.00 USD. This amount is subject to an annual increase due to changes in the Canadian Consumer Price Index (CCPI) of April 2016.

The resulting total of \$42,607.00 USD represents the Evergreen Support Plan fees that cover the period of December 18, 2016 to December 17, 2017 as detailed in the table below.

The following table details the annual support fees for 2016-2017:

Support fees Year 2015-2016:	\$41,895.00
Annual increase based on the CCPI (April 2016 rate) at 1.7%:	\$ 712.00
Total Year 2016-2017:	\$42,607.00 USD

We look forward to receiving City of Columbus Purchase Order. Please ensure that the following statement "*the terms and conditions of City of Columbus Purchase Order shall be governed by the Software Support Agreement executed on November 16, 2011*", appears on the Purchase Order.



Should you require additional information, please do not hesitate to contact us.

Sincerely,

A handwritten signature in black ink, appearing to read "David Hotte", with a long horizontal flourish extending to the right.

David Hotte
Vice-President, Consulting Services
Utility Solutions & IP

CC: Craig Naha, Director, Consulting Services
Tom Somers, Director, Consulting
Martine Colle, Customer Service/Contract Support Coordinator

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