

07-DEC-2016  
SCOTT MARBURGER  
COLUMBUS DIV OF FIRE  
Solution ID: 6105395

**Subject: Kronos Support Services Quote for COLUMBUS DIV OF FIRE**  
**Contract #: 1189171 R31-OCT-16**

Dear SCOTT,

The support services and benefits provided under your existing maintenance services terms are due to expire. In order to continue to receive support services and benefits for your Kronos products, you will need to renew the maintenance support for another year. Please review the attached quote so that we can ensure that the upcoming invoice we send to your Accounts Payable organization accurately reflects your Kronos investment. (Please be aware that per the terms of your agreement Kronos will send an invoice 60 days prior to the start of your contract.) **If the attached quote matches your records, please sign the quote and return a copy to me within 10 business days.**

If your organization requires a Purchase Order for payment, please forward me a copy at this time so I can make sure it is referenced on the invoice.

When the invoice is paid, your organization is acknowledging that they are renewing the maintenance support services for another year under the existing terms and conditions with Kronos. If the invoice is not paid, your support services for the products will be cancelled and Kronos will require you to sign a new support services contract, with applicable charges, in order to reactivate your service.

I encourage you to visit the Kronos Customer Portal at <http://customer.kronos.com> for access to SuperSearch, eCase management, Customer Forums, Product Documentation, Training tips and so much more! Experience the array of services Kronos offers.

Please contact me at the email address or telephone number provided below if you have any questions regarding your renewal.

Thank you for your business.

Regards,

**Kim Surprenant**  
Contract Administrator

tel: 978-947-4060  
fax: 978-947-2801  
email: [kim.surprenant@kronos.com](mailto:kim.surprenant@kronos.com)

**Payment Terms:** Net 30 Days  
**Currency:** USD  
**Customer PO Number:**

**Quote Type:** Renewal  
**Customer:** COLUMBUS DIV OF FIRE  
**Solution ID:** 6105395  
**Contract #:** 1189171 R31-OCT-16  
**Date:** 07-DEC-2016  
**Prepared by:** Kim Surprenant / US Central6

**Bill To:** COLUMBUS DIV OF FIRE  
3675 PARSONS AVE  
COLUMBUS OH 43207  
UNITED STATES

**Ship To:** COLUMBUS DIV OF FIRE  
3675 PARSONS AVE  
COLUMBUS OH 43207-4054  
UNITED STATES

**Contact:** SCOTT MARBURGER  
**Email:** smmarburger@columbus.gov

## CONTRACT SUMMARY

**Contract Period:** 01-MAR-2017 - 28-FEB-2018

Description	Support Services	Estimated Tax	Subtotal
Software Support Services	\$128,532.87	\$0.00	\$128,532.87
<b>Total</b>	<b>\$128,532.87</b>	<b>\$0.00</b>	<b>\$128,532.87</b>

**Annualized Contract Value:** \$128,532.87

The Annualized Contract Value is the value of the contract if all services are priced for 365 days. The Annualized Contract Value does not include estimated tax. Please note that this quote may include services priced for prorated periods.

## IMPORTANT NOTES

Support Services are subject to applicable taxes. The tax amount shown on this quote is only an estimate. The actual tax due will be reflected on the invoice.

### COLUMBUS DIV OF FIRE

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

### KRONOS INCORPORATED

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

**Payment Terms:** Net 30 Days  
**Currency:** USD  
**Customer PO Number:**

**Quote Type:** Renewal  
**Customer:** COLUMBUS DIV OF FIRE  
**Solution ID:** 6105395  
**Contract #:** 1189171 R31-OCT-16  
**Date:**  
**Prepared by:** Kim Surprenant / US Central6

**Bill To:** COLUMBUS DIV OF FIRE  
3675 PARSONS AVE  
COLUMBUS OH 43207  
UNITED STATES

**Ship To:** COLUMBUS DIV OF FIRE  
3675 PARSONS AVE  
COLUMBUS OH 43207-4054  
UNITED STATES

**Contact:** SCOTT MARBURGER  
**Email:** smmarburger@columbus.gov

## SOFTWARE SUPPORT SERVICES

Line	Support Service Level	Covered Product	License Count	Start Date	End Date	Duration (days)
1	Platinum	TELESTAFF ENTERPRISE V2	1,700	01-MAR-2017	28-FEB-2018	365
2	Platinum	TELESTAFF GATEWAY MANAGER V2		01-MAR-2017	28-FEB-2018	365
3	Platinum	TELESTAFF REPORTING V2		01-MAR-2017	28-FEB-2018	365
4	Web Access	TELESTAFF WEB ACCESS V2 - TSG HOSTED	1,700	01-MAR-2017	28-FEB-2018	365

	Support Services	Estimated Tax	Subtotal
Software Support Services	\$128,532.87	\$0.00	\$128,532.87