



VCP Customer: Yes  
VCP ID #: 0009999991  
Master Sales Agreement #: G3M1121-expired  
Master Maintenance Agreement #: G3M1121-expired

Date: 3/9/2018  
Page #: 1 of 4  
Document #: OP-000328562  
SO-000345998  
Solution Name: Division of Power Contact Center  
Customer: City of Columbus, Ohio

## Solution Summary

### Division of Power Contact Center

<b>Customer:</b> City of Columbus, Ohio	<b>Primary Contact:</b> William F. Rogers
<b>Ship To Address:</b> 1111 E Broad Street, 3rd Floor Columbus, OH 43205	<b>Email:</b> wfrogers@columbus.gov
<b>Bill To Address:</b> Dept of Technology, Fiscal Section PO Box 2949 Columbus, OH 43216-2949	<b>Phone:</b> 614.645.0776
<b>Customer ID:</b> CITCOL0004	<b>National Account Manager:</b> Angela Tucker
<b>Customer PO:</b>	<b>NAM Email:</b> ATucker@convergeone.com
	<b>NAM Phone:</b> +13178766531

Solution Summary	Current Due	Next Invoice	Due	Remaining	Total Project
Software	\$18,530.00		One-Time		\$18,530.00
Hardware	\$435.00		One-Time		\$435.00
Professional Services	\$21,400.00		One-Time		\$21,400.00
Maintenance					
C1E Maintenance	\$905.88		Annual		\$905.88
Manufacturer Support*	\$4,076.60		Prepaid		\$4,076.60
<b>Project Subtotal</b>	<b>\$45,347.48</b>				<b>\$45,347.48</b>
Estimated Tax	NOT INCLUDED				
Estimated Freight	NOT INCLUDED				
<b>Project Total</b>	<b>\$45,347.48</b>				<b>\$45,347.48</b>

This Solution Summary summarizes the Document(s) that are attached hereto and such Document(s) are incorporated into this Solution Summary by this reference. Customer's signature on this Solution Summary (or Customer's issuance of a purchase order in connection with this Solution Summary) shall represent Customer's agreement with each attached Document and acknowledgement that the attached Document(s) are represented accurately by this Solution Summary. Each Document is governed by that certain agreement as stated within that individual Document, or if no agreement is referenced, each Document shall be governed by the Online General Terms and Conditions found on the internet at <http://www.convergeone.com/online-general-terms-and-conditions>. Professional Services not specifically itemized are not provided.

The pricing on this Summary page is valid for thirty (30) days. All prices are subject to change without notice.

This order is a configured order and/or contains software.

#### Special Comment to Solution Summary:

This solution quote includes the Genesys software and hardware as well as the C1 professional services to expand the existing City of Columbus PureConnect system to support of Power contact center as defined the scope of work – Division of Power Contact Center, March 9, 2018 Version-2.

Genesys software includes 12 Months C1 24x7 Standard Maintenance with Genesys Care.

ACCEPTED BY:

BUYER: \_\_\_\_\_ DATE: \_\_\_\_\_ SELLER: \_\_\_\_\_ DATE: \_\_\_\_\_  
TITLE: \_\_\_\_\_ TITLE: \_\_\_\_\_



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## Master Agreement Rider

Description	Term	Qty	Unit Price	Extended Price
<b>Software</b>				
Contact Center Level 1		3	\$810.00	\$2,430.00
Unified Messaging add-on		3	\$35.00	\$105.00
Interaction Report Assistant		1	\$0.00	\$0.00
Interaction Supervisor add-on		1	\$625.00	\$625.00
Basic Session		23	\$150.00	\$3,450.00
Advanced Session		23	\$375.00	\$8,625.00
Media Session		23	\$85.00	\$1,955.00
Interaction Recorder add-on		3	\$380.00	\$1,140.00
Interaction SIP Proxy R2- Registration Bundle 25		1	\$200.00	\$200.00
<b>Software Subtotal:</b>				\$18,530.00
<b>Hardware</b>				
MP-114 /2FXS2FXO /AC		1	\$430.00	\$430.00
AudioCodes Media Pack 11x Power Cord - North American Plug		1	\$5.00	\$5.00
<b>Hardware Subtotal:</b>				\$435.00
<b>Professional Services</b>				
Professional Services				\$21,400.00
<b>Professional Services Subtotal:</b>				\$21,400.00
<b>Maintenance</b>				
ININ Standard Support		1	\$4,076.60	\$4,076.60
<b>Maintenance Subtotal:</b>				\$4,076.60
<b>Total:</b>				<b>\$44,441.60</b>

## Summary Maintenance Services Order Form

<b>Customer:</b> City of Columbus, Ohio	<b>Quote #:</b> SO-000345998
<b>Bill To Address:</b> Dept of Technology, Fiscal Section PO Box 2949 Columbus, OH 43216-2949	<b>Quote Date:</b> 3/9/2018
<b>Customer ID:</b> CITCOL0004	<b>Quote Valid Until:</b> 5/8/2018
<b>Contact:</b> William F. Rogers	<b>Master Maintenance Agreement #:</b> G3M1121-expired
<b>Contact Phone:</b> 614.645.0776	<b>Region:</b> Central
<b>NAM:</b> Angela Tucker	<b>Customer PO:</b>
<b>NAM Email:</b> ATucker@convergeone.com	

Supported Sites Address, City, State, Zip	Sold To	Coverage	Total Annual Price
1111 E Broad Street, 3rd Floor, , Columbus, OH, 43205		Genesys Standard - 24x7	\$905.88

The term of this contract is for 12 months.	Total Annual Payment	\$905.88
	Total Value for this MSO	\$905.88
	Quarterly Payment	\$226.47
	Prepay	\$0.00

This Summary Maintenance Services Order Form is subject to the terms and provisions of the above-mentioned Master Maintenance Services Agreement. Customer's signature of this Summary Maintenance Services Order Form shall represent Customer's agreement with the Supported Site Details Appendix which is attached hereto and hereby herein incorporated by this reference. Each Supported Site detail listed is considered a separate Order Form under the Agreement.

For Maintenance Services orders, C1 will determine the start date for the Maintenance Services upon C1's acceptance of the Order Form.

The pricing on this Order Form is based on the port and item counts provided to C1. If the actual quantities of ports that are maintained at the inception of this Order Form vary by more than five percent (5%) from the port count that had been provided to C1 and/or there is a discovery of additional items, C1 reserves the right to adjust the pricing for this Order Form to reflect the actual quantities being maintained.

\*The Maintenance Services ordered hereunder and the associated billing may commence, in some cases, during the C1 Product warranty period. C1, at its discretion, will perform a true-up on a quarterly basis to reconcile future billing on any items that have been added (activated) or removed (deactivated) during the previous period.



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## Supported Site Details Appendix

<b>Customer</b>	City of Columbus, Ohio	<b>Quote #</b>	SO-000345998
<b>Customer ID</b>	CITCOL0004	<b>Quote Date</b>	3/9/2018

This Supported Site Details Appendix provides an itemized list of the Products and Payments for each Supported Site included in the Summary Maintenance Services Order Form. Each Supported Site detail below is considered a separate Order Form under the Agreement.

Site Detail							
Address, City, State, Zip			Sold To	Address Code	Coverage	Total Annual Price	
1111 E Broad Street, 3rd Floor, , Columbus, OH, 43205				SHIP5	Genesys Standard - 24x7	\$905.88	
Qty	Product #	Description				Annual Unit Price	Total Annual Price
1	MTC-C1 MAINT ININ	C1 inhouse maintenance - ININ DS				\$905.88	\$905.88
						Total Annual Price	\$905.88
						Total Value for Site	\$905.88
						Quarterly Payment	\$226.47