

**FOURTH AMENDATORY AGREEMENT**  
**To**  
**AGREEMENT TO CONTINUE SOFTWARE SUPPORT MAINTENANCE**

This **FOURTH AMENDATORY AGREEMENT** is made and entered into by and between the **CITY AND COUNTY OF DENVER**, a municipal corporation of the State of Colorado (the “City”), and **KRONOS INCORPORATED**, a corporation incorporated under the laws of the Commonwealth of Massachusetts and registered to do business in the State of Colorado, whose address is 297 Billerica Rd., Chelmsford, Massachusetts 01824 (the “Contractor) collectively, the “Parties.”

**WITNESSETH:**

**WHEREAS**, the Parties entered into an Agreement to Continue Software Support Maintenance (the “Agreement”), dated December 9, 2008 and amended the on March 26, 2009, March 20, 2010, and on January 13, 2014, relating to software support/maintenance services (the “Agreement”); and

**WHEREAS**, the Parties wish to amend the Agreement to revise the scope of work, extend the term, increase the compensation to the Contractor and include other contract language as follows; and

**NOW, THEREFORE**, in consideration of the premises and the mutual covenants and obligations herein set forth, the Parties agree as follows:

1. Article 2 of the Agreement entitled “TERM” is amended to read as follows:

“2. **TERM**: The term of the Agreement is from September 27, 2008 through December 31, 2019 unless terminated earlier pursuant to the provisions of this Agreement.”

2. Article 3(D)(i) of the Agreement entitled “**Maximum Contract Liability**” is amended to read as follows:

“3. **COMPENSATION AND PAYMENT:**

**D. Maximum Contract Liability:**

(i) Any other provision of the Agreement notwithstanding, in no event shall the City be liable to pay for the software maintenance support services rendered and expenses incurred by the Contractor under the terms of this Agreement for an amount in excess of **SIX MILLION THIRTY-EIGHT THOUSAND NINE HUNDRED FIFTY-ONE DOLLARS AND SIXTY-**

**FIVE CENTS (\$6,038,951.65)** (the “Maximum Contract Amount”). The Contractor acknowledges that the City is not obligated to execute an amendment to this Agreement for any services and that any services performed by Contractor beyond that specifically described herein are performed at Contractor’s risk and without authorization under this Agreement.”

3. Except as herein amended, the Agreement is affirmed and ratified in each and every particular.

**EXHIBIT LIST:  
EXHIBIT A-3-SUPPORT SERVICES QUOTES**

**Contract Control Number:**

IN WITNESS WHEREOF, the parties have set their hands and affixed their seals at Denver, Colorado as of

SEAL

**CITY AND COUNTY OF DENVER**

ATTEST:

By \_\_\_\_\_

\_\_\_\_\_

APPROVED AS TO FORM:

REGISTERED AND COUNTERSIGNED:

By \_\_\_\_\_

By \_\_\_\_\_

By \_\_\_\_\_



**Contract Control Number:** TECHS-CE82121-04

**Contractor Name:** KRONOS INCORPORATED

By: *Alyce Moore*

Name: Alyce Moore  
Vice President, General Counsel  
(please print)

Title: \_\_\_\_\_  
(please print)

**ATTEST: [if required]**

By: *Paula Stevens*

Name: Paula Stevens  
(please print)

Title: Legal Assistant  
(please print)





# Support Services Quote

Page 1 of 2

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

**Quote Type:** Renewal  
**Customer:** CITY AND COUNTY OF DENVER - DOIT  
**Solution ID:** 6048342  
**Contract #:** 1177577 R07-SEP-16  
**Date:** 02-FEB-2017  
**Prepared by:** Becky Mathis / US West2

**Bill To:** CITY AND COUNTY OF DENVER - DOIT  
 201 W COLFAX AVE  
 3 RDFLOOR, BOX 301  
 DENVER CO 80202  
 UNITED STATES

**Ship To:** CITY AND COUNTY OF DENVER - DOIT  
 201 W COLFAX AVE  
 3 RDFLOOR, BOX 301  
 DENVER CO 80202  
 UNITED STATES

**Contact:** DAVE HILL  
**Email:** dave.hill@denvergov.org

## CONTRACT SUMMARY

**Contract Period:** 13-AUG-2016 - 31-DEC-2019

Description	Support Services	Estimated Tax	Subtotal
Software Support Services	\$480,915.06	\$0.00	\$480,915.06
Equipment Support Services	\$58,473.51	\$0.00	\$58,473.51
<b>Total</b>	<b>\$539,388.57</b>	<b>\$0.00</b>	<b>\$539,388.57</b>

**Annualized Contract Value:** \$539,388.57

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.

<b>CITY AND COUNTY OF DENVER - DOIT</b>	<b>KRONOS INCORPORATED</b>
Signature: _____	Signature: _____
Name: _____	Name: _____
Title: _____	Title: _____
Date: _____	Date: _____

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

**Quote Type:** Renewal  
**Customer:** CITY AND COUNTY OF DENVER - DOIT  
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 DENVER CO 80202  
 UNITED STATES

**Contact:** DEFAULT EMAIL CONTACT  
**Email:** TSFinance@denvergov.org

## SOFTWARE SUPPORT SERVICES

Line	Support Service Level	Covered Product	License Count	Start Date	End Date	Duration (days)
1	Gold	TTE2000 V6 24 CH FLEX		01-JAN-2019	31-DEC-2019	365
2	Gold	WORKFORCE ACTIVITIES V7	6,000	01-JAN-2019	31-DEC-2019	365
3	Gold	WORKFORCE EMPLOYEE V7	11,000	01-JAN-2019	31-DEC-2019	365
4	Gold	WORKFORCE INTEGRATION MANAGER V7	13,500	01-JAN-2019	31-DEC-2019	365
5	Gold	WORKFORCE INTEGRATION MANAGER V8 TO TELESTAFF		01-JAN-2019	31-DEC-2019	365
6	Gold	WORKFORCE LEAVE V7	13,500	01-JAN-2019	31-DEC-2019	365
7	Gold	WORKFORCE MANAGER V7	5,000	01-JAN-2019	31-DEC-2019	365
8	Gold	WORKFORCE MOBILE EMPLOYEE V7	13,000	01-JAN-2019	31-DEC-2019	365
9	Gold	WORKFORCE MOBILE MANAGER V7	5,000	01-JAN-2019	31-DEC-2019	365
10	Gold	WORKFORCE RECORD MANAGER V7	13,500	01-JAN-2019	31-DEC-2019	365
11	Gold	WORKFORCE SCHEDULER V7	6,500	01-JAN-2019	31-DEC-2019	365
12	Gold	WORKFORCE TIMEKEEPER V7	13,500	01-JAN-2019	31-DEC-2019	365

	Support Services	Estimated Tax	Subtotal
<b>Software Support Services</b>		\$480,915.06	\$0.00
			\$480,915.06

## EQUIPMENT SUPPORT SERVICES

Line	Support Service Level	Covered Product	Quantity	Start Date	End Date	Duration (days)
1	Depot Exchange	Data Collection: 4000	149	01-JAN-2019	31-DEC-2019	365
2	Depot Exchange	Data Collection: InTouch	5	01-JAN-2019	31-DEC-2019	365
3	Depot Exchange	Options: 4000	20	01-JAN-2019	31-DEC-2019	365

	Support Services	Estimated Tax	Subtotal
<b>Equipment Support Services</b>		\$58,473.51	\$0.00
			\$58,473.51

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

**Quote Type:** Renewal  
**Customer:** CITY AND COUNTY OF DENVER - DOIT  
**Solution ID:** 6048342  
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 UNITED STATES

**Contact:** DAVE HILL  
**Email:** dave.hill@denvergov.org

## CONTRACT SUMMARY

**Contract Period:** 13-AUG-2016 - 31-DEC-2019

Description	Support Services	Estimated Tax	Subtotal
Software Support Services	\$444,633.01	\$0.00	\$444,633.01
Equipment Support Services	\$51,312.50	\$0.00	\$51,312.50
<b>Total</b>	<b>\$495,945.51</b>	<b>\$0.00</b>	<b>\$495,945.51</b>

**Annualized Contract Value:** \$0.00

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.

**CITY AND COUNTY OF DENVER - DOIT**

**KRONOS INCORPORATED**

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

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

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

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

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

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

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

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

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

**Quote Type:** Renewal  
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 UNITED STATES

**Contact:** DEFAULT EMAIL CONTACT  
**Email:** TSFinance@denvergov.org

## SOFTWARE SUPPORT SERVICES

Line	Support Service Level	Covered Product	License Count	Start Date	End Date	Duration (days)
1	Gold	WORKFORCE INTEGRATION MANAGER V8 TO TELESTAFF		13-AUG-2016	31-DEC-2017	506
2	Gold	TTE2000 V6 24 CH FLEX		01-JAN-2017	31-DEC-2017	365
3	Gold	WORKFORCE ACTIVITIES V7	6,000	01-JAN-2017	31-DEC-2017	365
4	Gold	WORKFORCE EMPLOYEE V7	11,000	01-JAN-2017	31-DEC-2017	365
5	Gold	WORKFORCE INTEGRATION MANAGER V7	13,500	01-JAN-2017	31-DEC-2017	365
6	Gold	WORKFORCE LEAVE V7	13,500	01-JAN-2017	31-DEC-2017	365
7	Gold	WORKFORCE MANAGER V7	5,000	01-JAN-2017	31-DEC-2017	365
8	Gold	WORKFORCE MOBILE EMPLOYEE V7	13,000	01-JAN-2017	31-DEC-2017	365
9	Gold	WORKFORCE MOBILE MANAGER V7	5,000	01-JAN-2017	31-DEC-2017	365
10	Gold	WORKFORCE RECORD MANAGER V7	13,500	01-JAN-2017	31-DEC-2017	365
11	Gold	WORKFORCE SCHEDULER V7	6,500	01-JAN-2017	31-DEC-2017	365
12	Gold	WORKFORCE TIMEKEEPER V7	13,500	01-JAN-2017	31-DEC-2017	365

	Support Services	Estimated Tax	Subtotal
Software Support Services		\$444,633.01	\$0.00
			\$444,633.01

## EQUIPMENT SUPPORT SERVICES

Line	Support Service Level	Covered Product	Quantity	Start Date	End Date	Duration (days)
1	Depot Exchange	Data Collection: 4000	142	01-JAN-2017	31-DEC-2017	365
2	Depot Exchange	Options: 4000	20	01-JAN-2017	31-DEC-2017	365
3	Depot Exchange	Data Collection: InTouch	5	25-AUG-2017	31-DEC-2017	129

	Support Services	Estimated Tax	Subtotal
Equipment Support Services		\$51,312.50	\$0.00
			\$51,312.50



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

**Quote Type:** Renewal  
**Customer:** CITY AND COUNTY OF DENVER - DOIT  
**Solution ID:** 6048342  
**Contract #:** 1177577 R07-SEP-16  
**Date:** 02-FEB-2017  
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 UNITED STATES

**Contact:** DAVE HILL  
**Email:** dave.hill@denvergov.org

## CONTRACT SUMMARY

**Contract Period:** 13-AUG-2016 - 31-DEC-2019

Description	Support Services	Estimated Tax	Subtotal
Software Support Services	\$462,418.31	\$0.00	\$462,418.31
Equipment Support Services	\$56,084.59	\$0.00	\$56,084.59
<b>Total</b>	<b>\$518,502.90</b>	<b>\$0.00</b>	<b>\$518,502.90</b>

**Annualized Contract Value:** \$0.00

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## 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.

**CITY AND COUNTY OF DENVER - DOIT**

**KRONOS INCORPORATED**

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

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

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

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

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

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

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

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

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

**Quote Type:** Renewal  
**Customer:** CITY AND COUNTY OF DENVER - DOIT  
**Solution ID:** 6048342  
**Contract #:** 1177577 R07-SEP-16  
**Date:**  
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**Contact:** DEFAULT EMAIL CONTACT  
**Email:** TSFinance@denvergov.org

## SOFTWARE SUPPORT SERVICES

Line	Support Service Level	Covered Product	License Count	Start Date	End Date	Duration (days)
1	Gold	TTE2000 V6 24 CH FLEX		01-JAN-2018	31-DEC-2018	365
2	Gold	WORKFORCE ACTIVITIES V7	6,000	01-JAN-2018	31-DEC-2018	365
3	Gold	WORKFORCE EMPLOYEE V7	11,000	01-JAN-2018	31-DEC-2018	365
4	Gold	WORKFORCE INTEGRATION MANAGER V7	13,500	01-JAN-2018	31-DEC-2018	365
5	Gold	WORKFORCE INTEGRATION MANAGER V8 TO TELESTAFF		01-JAN-2018	31-DEC-2018	365
6	Gold	WORKFORCE LEAVE V7	13,500	01-JAN-2018	31-DEC-2018	365
7	Gold	WORKFORCE MANAGER V7	5,000	01-JAN-2018	31-DEC-2018	365
8	Gold	WORKFORCE MOBILE EMPLOYEE V7	13,000	01-JAN-2018	31-DEC-2018	365
9	Gold	WORKFORCE MOBILE MANAGER V7	5,000	01-JAN-2018	31-DEC-2018	365
10	Gold	WORKFORCE RECORD MANAGER V7	13,500	01-JAN-2018	31-DEC-2018	365
11	Gold	WORKFORCE SCHEDULER V7	6,500	01-JAN-2018	31-DEC-2018	365
12	Gold	WORKFORCE TIMEKEEPER V7	13,500	01-JAN-2018	31-DEC-2018	365

	Support Services	Estimated Tax	Subtotal
<b>Software Support Services</b>		\$462,418.31	\$0.00
			\$462,418.31

## EQUIPMENT SUPPORT SERVICES

Line	Support Service Level	Covered Product	Quantity	Start Date	End Date	Duration (days)
1	Depot Exchange	Data Collection: 4000	142	01-JAN-2018	31-DEC-2018	365
2	Depot Exchange	Data Collection: InTouch	5	01-JAN-2018	31-DEC-2018	365
3	Depot Exchange	Options: 4000	20	01-JAN-2018	31-DEC-2018	365
4	Depot Exchange	Data Collection: 4000	7	28-JAN-2018	31-DEC-2018	338

	Support Services	Estimated Tax	Subtotal
<b>Equipment Support Services</b>		\$56,084.59	\$0.00
			\$56,084.59

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

**Quote Type:** Renewal  
**Customer:** DENVER POLICE  
**Solution ID:** 6105110  
**Contract #:** 1189125 R02-SEP-16  
**Date:** 02-FEB-2017  
**Prepared by:** Becky Mathis / US West2

**Bill To:** CITY OF DENVER TECHNOLOGY SERVICES  
 201 W COLFAX AVE DEPT 301  
 DENVER CO 80202  
 UNITED STATES

**Ship To:** DENVER POLICE  
 1331 CHEROKEE STREET ROOM 514  
 DENVER CO 80204  
 UNITED STATES

**Contact:** JAMES (JIM) LINDAUER  
**Email:** James.Lindauer@denvergov.org

## CONTRACT SUMMARY

**Contract Period:** 01-JAN-2017 - 31-DEC-2019

Description	Support Services	Estimated Tax	Subtotal
Software Support Services	\$70,473.52	\$0.00	\$70,473.52
Educational Services	\$4,901.96	\$0.00	\$4,901.96
<b>Total</b>	<b>\$75,375.48</b>	<b>\$0.00</b>	<b>\$75,375.48</b>

**Annualized Contract Value:** \$75,375.48

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.

**CITY OF DENVER TECHNOLOGY SERVICES**

**KRONOS INCORPORATED**

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

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

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

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

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

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

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

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

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

**Quote Type:** Renewal  
**Customer:** DENVER POLICE  
**Solution ID:** 6105110  
**Contract #:** 1189125 R02-SEP-16  
**Date:**  
**Prepared by:** Becky Mathis / US West2

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 DENVER CO 80202  
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**Ship To:** DENVER POLICE  
 1331 CHEROKEE STREET ROOM 514  
 DENVER CO 80204  
 UNITED STATES

**Contact:** DEFAULT EMAIL CONTACT  
**Email:** TSFinance@denvergov.org

## SOFTWARE SUPPORT SERVICES

Line	Support Service Level	Covered Product	License Count	Start Date	End Date	Duration (days)
1	Platinum	WORKFORCE TELESTAFF CONTACT MANAGER V6	2,000	01-JAN-2019	31-DEC-2019	365
2	Platinum	WORKFORCE TELESTAFF ENTERPRISE V6	2,000	01-JAN-2019	31-DEC-2019	365
3	Platinum	WORKFORCE TELESTAFF GATEWAY MANAGER V6		01-JAN-2019	31-DEC-2019	365
4	Platinum	WORKFORCE TELESTAFF GLOBAL ACCESS V6	2,000	01-JAN-2019	31-DEC-2019	365
5	Platinum	WORKFORCE TELESTAFF INSTITUTION FOCUS V6	2,000	01-JAN-2019	31-DEC-2019	365
6	Web Access	TELESTAFF WEB ACCESS V2 - TSG HOSTED	2,000	01-JAN-2019	31-DEC-2019	365

	Support Services	Estimated Tax	Subtotal
Software Support Services	\$70,473.52	\$0.00	\$70,473.52

## EDUCATIONAL SERVICES

Line	Support Service Level	Covered Product	License Count	Start Date	End Date	Duration (days)
1	Ed Services Subscription	KNOWLEDGE PASS		01-JAN-2019	31-DEC-2019	365

	Support Services	Estimated Tax	Subtotal
Educational Services	\$4,901.96	\$0.00	\$4,901.96



# Support Services Quote

Page 1 of 2

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

**Quote Type:** Renewal  
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**Solution ID:** 6105110  
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**Ship To:** DENVER POLICE  
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DENVER CO 80204  
UNITED STATES

**Contact:** JAMES (JIM) LINDAUER  
**Email:** James.Lindauer@denvergov.org

## CONTRACT SUMMARY

**Contract Period:** 01-JAN-2017 - 31-DEC-2019

Description	Support Services	Estimated Tax	Subtotal
Software Support Services	\$68,144.56	\$0.00	\$68,144.56
Educational Services	\$4,602.72	\$0.00	\$4,602.72
<b>Total</b>	<b>\$72,747.28</b>	<b>\$0.00</b>	<b>\$72,747.28</b>

**Annualized Contract Value:** \$0.00

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

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**KRONOS INCORPORATED**

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

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

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

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

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

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

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

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

**Payment Terms:** Net 30 Days  
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## SOFTWARE SUPPORT SERVICES

Line	Support Service Level	Covered Product	License Count	Start Date	End Date	Duration (days)
1	Platinum	WORKFORCE TELESTAFF CONTACT MANAGER V6	2,000	01-JAN-2018	31-DEC-2018	365
2	Platinum	WORKFORCE TELESTAFF ENTERPRISE V6	2,000	01-JAN-2018	31-DEC-2018	365
3	Platinum	WORKFORCE TELESTAFF GATEWAY MANAGER V6		01-JAN-2018	31-DEC-2018	365
4	Platinum	WORKFORCE TELESTAFF INSTITUTION FOCUS V6	2,000	01-JAN-2018	31-DEC-2018	365
5	Platinum	WORKFORCE TELESTAFF GLOBAL ACCESS V6	2,000	18-JAN-2018	31-DEC-2018	348
6	Web Access	TELESTAFF WEB ACCESS V2 - TSG HOSTED	2,000	01-JAN-2018	31-DEC-2018	365

	Support Services	Estimated Tax	Subtotal
Software Support Services		\$68,144.56	\$0.00
			\$68,144.56

## EDUCATIONAL SERVICES

Line	Support Service Level	Covered Product	License Count	Start Date	End Date	Duration (days)
1	Ed Services Subscription	KNOWLEDGE PASS		13-JAN-2018	31-DEC-2018	353

	Support Services	Estimated Tax	Subtotal
Educational Services		\$4,602.72	\$0.00
			\$4,602.72

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

**Quote Type:** Renewal  
**Customer:** DENVER POLICE  
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**Contact:** JAMES (JIM) LINDAUER  
**Email:** James.Lindauer@denvergov.org

## CONTRACT SUMMARY

**Contract Period:** 01-JAN-2017 - 31-DEC-2019

Description	Support Services	Estimated Tax	Subtotal
Software Support Services	\$56,841.20	\$0.00	\$56,841.20
<b>Total</b>	<b>\$56,841.20</b>	<b>\$0.00</b>	<b>\$56,841.20</b>

**Annualized Contract Value:** \$0.00

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

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**CITY OF DENVER TECHNOLOGY SERVICES**

**KRONOS INCORPORATED**

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

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

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

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

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

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

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

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

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**Prepared by:** Becky Mathis / US West2

**Bill To:** CITY OF DENVER TECHNOLOGY SERVICES  
 201 W COLFAX AVE DEPT 301  
 DENVER CO 80202  
 UNITED STATES

**Ship To:** DENVER POLICE  
 1331 CHEROKEE STREET ROOM 514  
 DENVER CO 80204  
 UNITED STATES

**Contact:** DEFAULT EMAIL CONTACT  
**Email:** TSFinance@denvergov.org

## SOFTWARE SUPPORT SERVICES

Line	Support Service Level	Covered Product	License Count	Start Date	End Date	Duration (days)
1	Platinum	WORKFORCE TELESTAFF CONTACT MANAGER V6	2,000	01-JAN-2017	31-DEC-2017	365
2	Platinum	WORKFORCE TELESTAFF ENTERPRISE V6	2,000	01-JAN-2017	31-DEC-2017	365
3	Platinum	WORKFORCE TELESTAFF GATEWAY MANAGER V6		01-JAN-2017	31-DEC-2017	365
4	Platinum	WORKFORCE TELESTAFF INSTITUTION FOCUS V6	2,000	01-JAN-2017	31-DEC-2017	365
5	Web Access	TELESTAFF WEB ACCESS V2 - TSG HOSTED	2,000	01-JAN-2017	31-DEC-2017	365

	Support Services	Estimated Tax	Subtotal
	Software Support Services	\$56,841.20	\$0.00
			\$56,841.20





# Support Services Quote

Page 1 of 2

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

**Quote Type:** Renewal  
**Customer:** DENVER FIRE  
**Solution ID:** 6105419  
**Contract #:** 1189120 R02-SEP-16  
**Date:** 02-FEB-2017  
**Prepared by:** Becky Mathis / US West2

**Bill To:** CITY OF DENVER TECHNOLOGY SERVICES  
201 W COLFAX AVE DEPT 301  
DENVER CO 80202  
UNITED STATES

**Ship To:** DENVER FIRE  
745 W COLFAX 3RD FLOOR  
DENVER CO 80204-2612  
UNITED STATES

**Contact:** JAMES (JIM) LINDAUER  
**Email:** James.Lindauer@denvergov.org

## CONTRACT SUMMARY

**Contract Period:** 01-JAN-2017 - 31-DEC-2019

Description	Support Services	Estimated Tax	Subtotal
Software Support Services	\$39,652.32	\$0.00	\$39,652.32
Educational Services	\$2,464.23	\$0.00	\$2,464.23
<b>Total</b>	<b>\$42,116.55</b>	<b>\$0.00</b>	<b>\$42,116.55</b>

**Annualized Contract Value:** \$42,116.55

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.

**CITY OF DENVER TECHNOLOGY SERVICES**

**KRONOS INCORPORATED**

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

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

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

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

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

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

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

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

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

**Quote Type:** Renewal  
**Customer:** DENVER FIRE  
**Solution ID:** 6105419  
**Contract #:** 1189120 R02-SEP-16  
**Date:**  
**Prepared by:** Becky Mathis / US West2

**Bill To:** CITY OF DENVER TECHNOLOGY SERVICES  
 201 W COLFAX AVE DEPT 301  
 DENVER CO 80202  
 UNITED STATES

**Ship To:** DENVER FIRE  
 745 W COLFAX 3RD FLOOR  
 DENVER CO 80204-2612  
 UNITED STATES

**Contact:** DEFAULT EMAIL CONTACT  
**Email:** TSFinance@denvergov.org

## SOFTWARE SUPPORT SERVICES

Line	Support Service Level	Covered Product	License Count	Start Date	End Date	Duration (days)
1	Platinum	WORKFORCE TELESTAFF CONTACT MANAGER V6	1,100	01-JAN-2019	31-DEC-2019	365
2	Platinum	WORKFORCE TELESTAFF ENTERPRISE V6	1,100	01-JAN-2019	31-DEC-2019	365
3	Platinum	WORKFORCE TELESTAFF GATEWAY MANAGER V6		01-JAN-2019	31-DEC-2019	365
4	Platinum	WORKFORCE TELESTAFF GLOBAL ACCESS V6	1,100	01-JAN-2019	31-DEC-2019	365
5	Web Access	TELESTAFF WEB ACCESS V2 - TSG HOSTED	1,100	01-JAN-2019	31-DEC-2019	365

	Support Services	Estimated Tax	Subtotal
	Software Support Services	\$39,652.32	\$0.00
			\$39,652.32

## EDUCATIONAL SERVICES

Line	Support Service Level	Covered Product	License Count	Start Date	End Date	Duration (days)
1	Ed Services Subscription	KNOWLEDGE PASS		01-JAN-2019	31-DEC-2019	365

	Support Services	Estimated Tax	Subtotal
	Educational Services	\$2,464.23	\$0.00
			\$2,464.23



# Support Services Quote

Page 1 of 2

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

**Quote Type:** Renewal  
**Customer:** DENVER FIRE  
**Solution ID:** 6105419  
**Contract #:** 1189120 R02-SEP-16  
**Date:** 02-FEB-2017  
**Prepared by:** Becky Mathis / US West2

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DENVER CO 80202  
UNITED STATES

**Ship To:** DENVER FIRE  
745 W COLFAX 3RD FLOOR  
DENVER CO 80204-2612  
UNITED STATES

**Contact:** JAMES (JIM) LINDAUER  
**Email:** James.Lindauer@denvergov.org

## CONTRACT SUMMARY

**Contract Period:** 01-JAN-2017 - 31-DEC-2019

Description	Support Services	Estimated Tax	Subtotal
Software Support Services	\$38,373.42	\$0.00	\$38,373.42
Educational Services	\$2,313.80	\$0.00	\$2,313.80
<b>Total</b>	<b>\$40,687.22</b>	<b>\$0.00</b>	<b>\$40,687.22</b>

**Annualized Contract Value:** \$0.00

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.

**CITY OF DENVER TECHNOLOGY SERVICES**

**KRONOS INCORPORATED**

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

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

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

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

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

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

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

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

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

**Quote Type:** Renewal  
**Customer:** DENVER FIRE  
**Solution ID:** 6105419  
**Contract #:** 1189120 R02-SEP-16  
**Date:**  
**Prepared by:** Becky Mathis / US West2

**Bill To:** CITY OF DENVER TECHNOLOGY SERVICES  
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 745 W COLFAX 3RD FLOOR  
 DENVER CO 80204-2612  
 UNITED STATES

**Contact:** DEFAULT EMAIL CONTACT  
**Email:** TSFinance@denvergov.org

## SOFTWARE SUPPORT SERVICES

Line	Support Service Level	Covered Product	License Count	Start Date	End Date	Duration (days)
1	Platinum	WORKFORCE TELESTAFF CONTACT MANAGER V6	1,100	01-JAN-2018	31-DEC-2018	365
2	Platinum	WORKFORCE TELESTAFF ENTERPRISE V6	1,100	01-JAN-2018	31-DEC-2018	365
3	Platinum	WORKFORCE TELESTAFF GATEWAY MANAGER V6		01-JAN-2018	31-DEC-2018	365
4	Platinum	WORKFORCE TELESTAFF GLOBAL ACCESS V6	1,100	18-JAN-2018	31-DEC-2018	348
5	Web Access	TELESTAFF WEB ACCESS V2 - TSG HOSTED	1,100	01-JAN-2018	31-DEC-2018	365

	Support Services	Estimated Tax	Subtotal
Software Support Services	\$38,373.42	\$0.00	\$38,373.42

## EDUCATIONAL SERVICES

Line	Support Service Level	Covered Product	License Count	Start Date	End Date	Duration (days)
1	Ed Services Subscription	KNOWLEDGE PASS		13-JAN-2018	31-DEC-2018	353

	Support Services	Estimated Tax	Subtotal
Educational Services	\$2,313.80	\$0.00	\$2,313.80



# Support Services Quote

Page 1 of 2

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

**Quote Type:** Renewal  
**Customer:** DENVER FIRE  
**Solution ID:** 6105419  
**Contract #:** 1189120 R02-SEP-16  
**Date:** 02-FEB-2017  
**Prepared by:** Becky Mathis / US West2

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UNITED STATES

**Ship To:** DENVER FIRE  
745 W COLFAX 3RD FLOOR  
DENVER CO 80204-2612  
UNITED STATES

**Contact:** JAMES (JIM) LINDAUER  
**Email:** James.Lindauer@denvergov.org

## CONTRACT SUMMARY

**Contract Period:** 01-JAN-2017 - 31-DEC-2019

Description	Support Services	Estimated Tax	Subtotal
Software Support Services	\$32,158.55	\$0.00	\$32,158.55
<b>Total</b>	<b>\$32,158.55</b>	<b>\$0.00</b>	<b>\$32,158.55</b>

**Annualized Contract Value:** \$0.00

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.

**CITY OF DENVER TECHNOLOGY SERVICES**

**KRONOS INCORPORATED**

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

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

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

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

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

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

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

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

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

**Quote Type:** Renewal  
**Customer:** DENVER FIRE  
**Solution ID:** 6105419  
**Contract #:** 1189120 R02-SEP-16  
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 DENVER CO 80204-2612  
 UNITED STATES

**Contact:** DEFAULT EMAIL CONTACT  
**Email:** TSFinance@denvergov.org

## SOFTWARE SUPPORT SERVICES

Line	Support Service Level	Covered Product	License Count	Start Date	End Date	Duration (days)
1	Platinum	WORKFORCE TELESTAFF CONTACT MANAGER V6	1,100	01-JAN-2017	31-DEC-2017	365
2	Platinum	WORKFORCE TELESTAFF ENTERPRISE V6	1,100	01-JAN-2017	31-DEC-2017	365
3	Platinum	WORKFORCE TELESTAFF GATEWAY MANAGER V6		01-JAN-2017	31-DEC-2017	365
4	Web Access	TELESTAFF WEB ACCESS V2 - TSG HOSTED	1,100	01-JAN-2017	31-DEC-2017	365

	Support Services	Estimated Tax	Subtotal
Software Support Services	\$32,158.55	\$0.00	\$32,158.55

EXHIBIT TO CONTRACT CE82121

SOFTWARE SUPPORT SERVICES

Line	Support Service Level	Covered Product	License Count	Start Date	End Date	Duration (days)
1	Gold	WORKFORCE TIMEKEEPER V7	1500	01-Jan-2018	01-Dec-2018	365
2	Gold	WORKFORCE EMPLOYEE V7	1500	01-Jan-2018	01-Dec-2018	365
3	Gold	WORKFORCE RECORD MANAGER V7	1500	01-Jan-2018	01-Dec-2018	365
4	Gold	WORKFORCE INTEGRATION MANAGER V7	1500	01-Jan-2018	01-Dec-2018	365
5	Gold	WORKFORCE MOBILE EMPLOYEE V7	1500	01-Jan-2018	01-Dec-2018	365
6	Gold	WORKFORCE LEAVE V7	1500	01-Jan-2018	01-Dec-2018	365

					Support Services Subtotal 2018	
Software Support Services					\$28,380.00	

SOFTWARE SUPPORT SERVICES

Line	Support Service Level	Covered Product	License Count	Start Date	End Date	Duration (days)
1	Gold	WORKFORCE TIMEKEEPER V7	1500	01-Jan-2019	01-Dec-2019	365
2	Gold	WORKFORCE EMPLOYEE V7	1500	01-Jan-2019	01-Dec-2019	365
3	Gold	WORKFORCE RECORD MANAGER V7	1500	01-Jan-2019	01-Dec-2019	365
4	Gold	WORKFORCE INTEGRATION MANAGER V7	1500	01-Jan-2019	01-Dec-2019	365
5	Gold	WORKFORCE MOBILE EMPLOYEE V7	1500	01-Jan-2019	01-Dec-2019	365
6	Gold	WORKFORCE LEAVE V7	1500	01-Jan-2019	01-Dec-2019	365

					Support Services Subtotal 2019	
Software Support Services					\$28,380.00	