

THIRD AMENDATORY AGREEMENT

THIS THIRD AMENDATORY AGREEMENT (“Agreement”) is made between the **CITY AND COUNTY OF DENVER**, a municipal corporation of the State of Colorado (the “City” or “Customer”), 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 900 Chelmsford Street, Lowell, Massachusetts 01851 (the “Consultant or Kronos”).

RECITALS:

WHEREAS, the City and the Consultant entered into an Agreement dated August 10, 2015, and an Amendatory Agreement dated October 6, 2016, and September 25, 2018 relating to software services, training and implementation (the “Agreement”); and

WHEREAS, the parties wish to extend the term and increase the contract maximum amount;

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

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

“1. **TERM**: The term of the Agreement is from August 1, 2015 through December 31, 2024.”

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

“5. COMPENSATION AND PAYMENT”

D. Maximum Contract Liability:

(i) (i) Notwithstanding any other provision of the Agreement, the City’s maximum payment obligation if all Renewal Terms are effected will not exceed **ONE MILLION ONE HUNDRED FORTY-FOUR THOUSAND NINE HUNDRED FIFTY-THREE DOLLARS AND SEVENTY-THREE CENTS (\$1,144,953.73)** (the “Maximum Contract Amount”). The City is not obligated to execute an Agreement or any amendments for any further services, including any services performed by the Contractor beyond that specifically described in the mutually executed Order Forms. Any services performed beyond those described in the Order Forms are performed at Contractor’s risk and without authorization under the Agreement.”

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

4. This Third Amendatory Agreement will not be effective or binding on the City until

it has been fully executed by all required signatories of the City and County of Denver, and if required by Charter, approved by the City Council.

5. Kronos Support Services Quote and Support Services Detail Report are attached and incorporated herein.

[SIGNATURE PAGE FOLLOWS]

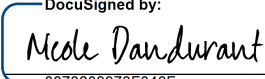
KRONOS INCORPORATED

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

By:

Contract Control Number:
Contractor Name:

TECHS-202053260-03 (TECHS-201523625-03)
KRONOS INCORPORATED

By: 
8873203973F046F...

Name: Nicole Dandurant
(please print)

Title: Order Processing Analyst
(please print)

ATTEST: [if required]

By: _____

Name: _____
(please print)

Title: _____
(please print)

**Support Services Detail Report**

Page 1 of 5

Report Type: Renewal
Customer: DENVER SHERIFF DEPARTMENT
Solution ID: 6122324
Contract Number: 1195937 R02-SEP-19
Date: 08-NOV-2019
Prepared by: Deborah Murphy / US PublicSector3

Bill To: DENVER SHERIFF DEPARTMENT
201 W. COLFAX AVE
DENVER CO 80201
UNITED STATES

Ship To: DENVER SHERIFF DEPARTMENT
201 W. COLFAX AVE
DENVER CO 80201
UNITED STATES

Contact: STEPHEN AUBERGER
Email: stephen.auberger@denvergov.org

CONTRACT SOFTWARE SUMMARY

Line	Product Category	Product Number	Product Name	License Count
1	Software	8604488-000	WORKFORCE TELESTAFF ENTERPRISE V6	965
2	Software	8604489-000	WORKFORCE TELESTAFF BIDDING V6	965
3	Software	8604495-000	WORKFORCE TELESTAFF GLOBAL ACCESS V6	965
4	Software	8604496-000	WORKFORCE TELESTAFF INSTITUTION FOCUS V6	965
5	Software	8604497-001	WORKFORCE TELESTAFF GATEWAY MANAGER V6	
6	Software	8604500-001	WORKFORCE TELESTAFF GATEWAY MGR V6 I/F TO WFC	
7	Software	8604501-000	WORKFORCE TELESTAFF CONTACT MANAGER V6	965



Support Services Detail Report

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Report Type: Renewal
Customer: DENVER SHERIFF DEPARTMENT
Solution ID: 6122324
Contract Number: 1195937 R02-SEP-19
Date: 08-NOV-2019
Prepared by: Deborah Murphy / US PublicSector3

Currency: USD

Bill To: DENVER SHERIFF DEPARTMENT
 201 W. COLFAX AVE
 DENVER CO 80201
 UNITED STATES

Ship To: DENVER SHERIFF DEPARTMENT
 201 W. COLFAX AVE
 DENVER CO 80201
 UNITED STATES

Contact: DEFAULT EMAIL CONTACT
Email: tsfinance@denvergov.org

SOFTWARE SUPPORT SERVICES DETAIL

Line	Product Category	Kronos Sub #	Product Number	Product Name	License Count	Start Date	End Date	Days	Price
Platinum Support Service									
1	Software	1.1	8604488-000	WORKFORCE TELESTAFF ENTERPRISE V6	965	01-JAN-2020	31-DEC-2020	366	24,869.17
2	Software	2.1	8604488-000	WORKFORCE TELESTAFF ENTERPRISE V6	965	01-JAN-2021	31-DEC-2021	365	25,793.27
3	Software	3.1	8604488-000	WORKFORCE TELESTAFF ENTERPRISE V6	965	01-JAN-2022	31-DEC-2022	365	26,825.00
4	Software	4.1	8604488-000	WORKFORCE TELESTAFF ENTERPRISE V6	965	01-JAN-2023	31-DEC-2023	365	27,898.00
5	Software	5.1	8604488-000	WORKFORCE TELESTAFF ENTERPRISE V6	965	01-JAN-2024	31-DEC-2024	366	29,096.48
6	Software	1.2	8604489-000	WORKFORCE TELESTAFF BIDDING V6	965	01-JAN-2020	31-DEC-2020	366	9,210.97
7	Software	2.2	8604489-000	WORKFORCE TELESTAFF BIDDING V6	965	01-JAN-2021	31-DEC-2021	365	9,553.24
8	Software	3.2	8604489-000	WORKFORCE TELESTAFF BIDDING V6	965	01-JAN-2022	31-DEC-2022	365	9,935.37
9	Software	4.2	8604489-000	WORKFORCE TELESTAFF BIDDING V6	965	01-JAN-2023	31-DEC-2023	365	10,332.78
10	Software	5.2	8604489-000	WORKFORCE TELESTAFF BIDDING V6	965	01-JAN-2024	31-DEC-2024	366	10,776.67
11	Software	1.5	8604495-000	WORKFORCE TELESTAFF GLOBAL ACCESS V6	965	01-JAN-2020	31-DEC-2020	366	4,605.47
12	Software	2.5	8604495-000	WORKFORCE TELESTAFF GLOBAL ACCESS V6	965	01-JAN-2021	31-DEC-2021	365	4,776.60
13	Software	3.5	8604495-000	WORKFORCE TELESTAFF GLOBAL ACCESS V6	965	01-JAN-2022	31-DEC-2022	365	4,967.67



Support Services Detail Report

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Line	Product Category	Kronos Sub #	Product Number	Product Name	License Count	Start Date	End Date	Days	Price
14	Software	4.5	8604495-000	WORKFORCE TELESTAFF GLOBAL ACCESS V6	965	01-JAN-2023	31-DEC-2023	365	5,166.37
15	Software	5.5	8604495-000	WORKFORCE TELESTAFF GLOBAL ACCESS V6	965	01-JAN-2024	31-DEC-2024	366	5,388.31
16	Software	1.6	8604496-000	WORKFORCE TELESTAFF INSTITUTION FOCUS V6	965	01-JAN-2020	31-DEC-2020	366	3,684.34
17	Software	2.6	8604496-000	WORKFORCE TELESTAFF INSTITUTION FOCUS V6	965	01-JAN-2021	31-DEC-2021	365	3,821.24
18	Software	3.6	8604496-000	WORKFORCE TELESTAFF INSTITUTION FOCUS V6	965	01-JAN-2022	31-DEC-2022	365	3,974.09
19	Software	4.6	8604496-000	WORKFORCE TELESTAFF INSTITUTION FOCUS V6	965	01-JAN-2023	31-DEC-2023	365	4,133.05
20	Software	5.6	8604496-000	WORKFORCE TELESTAFF INSTITUTION FOCUS V6	965	01-JAN-2024	31-DEC-2024	366	4,310.60
21	Software	1.4	8604497-001	WORKFORCE TELESTAFF GATEWAY MANAGER V6		01-JAN-2020	31-DEC-2020	366	956.62
22	Software	2.4	8604497-001	WORKFORCE TELESTAFF GATEWAY MANAGER V6		01-JAN-2021	31-DEC-2021	365	992.17
23	Software	3.4	8604497-001	WORKFORCE TELESTAFF GATEWAY MANAGER V6		01-JAN-2022	31-DEC-2022	365	1,031.85
24	Software	4.4	8604497-001	WORKFORCE TELESTAFF GATEWAY MANAGER V6		01-JAN-2023	31-DEC-2023	365	1,073.13
25	Software	5.4	8604497-001	WORKFORCE TELESTAFF GATEWAY MANAGER V6		01-JAN-2024	31-DEC-2024	366	1,119.23
26	Software	1.7	8604500-001	WORKFORCE TELESTAFF GATEWAY MGR V6 I/F TO WFC		01-JAN-2020	31-DEC-2020	366	0.00
27	Software	2.7	8604500-001	WORKFORCE TELESTAFF GATEWAY MGR V6 I/F TO WFC		01-JAN-2021	31-DEC-2021	365	0.00
28	Software	3.7	8604500-001	WORKFORCE TELESTAFF GATEWAY MGR V6 I/F TO WFC		01-JAN-2022	31-DEC-2022	365	0.00
29	Software	4.7	8604500-001	WORKFORCE TELESTAFF GATEWAY MGR V6 I/F TO WFC		01-JAN-2023	31-DEC-2023	365	0.00



Support Services Detail Report

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Line	Product Category	Kronos Sub #	Product Number	Product Name	License Count	Start Date	End Date	Days	Price
30	Software	5.7	8604500-001	WORKFORCE TELESTAFF GATEWAY MGR V6 I/F TO WFC		01-JAN-2024	31-DEC-2024	366	0.00
31	Software	1.3	8604501-000	WORKFORCE TELESTAFF CONTACT MANAGER V6	965	01-JAN-2020	31-DEC-2020	366	2,763.25
32	Software	2.3	8604501-000	WORKFORCE TELESTAFF CONTACT MANAGER V6	965	01-JAN-2021	31-DEC-2021	365	2,865.93
33	Software	3.3	8604501-000	WORKFORCE TELESTAFF CONTACT MANAGER V6	965	01-JAN-2022	31-DEC-2022	365	2,980.57
34	Software	4.3	8604501-000	WORKFORCE TELESTAFF CONTACT MANAGER V6	965	01-JAN-2023	31-DEC-2023	365	3,099.79
35	Software	5.3	8604501-000	WORKFORCE TELESTAFF CONTACT MANAGER V6	965	01-JAN-2024	31-DEC-2024	366	3,232.95

	Subtotal
Software Support Services	249,234.18



Support Services Detail Report

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Platinum Support Service Annual Summary									
Line	Product Category	Kronos Sub #	Product Number	Product Name	License Count	Start Date	End Date	Days	Price
1	Software	1.1	8604488-000	WORKFORCE TELESTAFF ENTERPRISE V6	965	1-Jan-20	31-Dec-20	366	\$ 24,869.17
6	Software	1.2	8604489-000	WORKFORCE TELESTAFF BIDDING V6	965	1-Jan-20	31-Dec-20	366	\$ 9,210.97
11	Software	1.5	8604495-000	WORKFORCE TELESTAFF GLOBAL ACCESS V6	965	1-Jan-20	31-Dec-20	366	\$ 4,605.47
16	Software	1.6	8604496-000	WORKFORCE TELESTAFF INSTITUTION FOCUS V6	965	1-Jan-20	31-Dec-20	366	\$ 3,684.34
21	Software	1.4	8604497-001	WORKFORCE TELESTAFF GATEWAY MANAGER V6		1-Jan-20	31-Dec-20	366	\$ 956.62
26	Software	1.7	8604500-001	WORKFORCE TELESTAFF GATEWAY MGR V6 I/F TO WFC		1-Jan-20	31-Dec-20	366	\$ -
31	Software	1.3	8604501-000	WORKFORCE TELESTAFF CONTACT MANAGER V6	965	1-Jan-20	31-Dec-20	366	\$ 2,763.25
Subtotal									\$ 46,089.82
2	Software	2.1	8604488-000	WORKFORCE TELESTAFF ENTERPRISE V6	965	1-Jan-21	31-Dec-21	365	\$ 25,793.27
7	Software	2.2	8604489-000	WORKFORCE TELESTAFF BIDDING V6	965	1-Jan-21	31-Dec-21	365	\$ 9,553.24
12	Software	2.5	8604495-000	WORKFORCE TELESTAFF GLOBAL ACCESS V6	965	1-Jan-21	31-Dec-21	365	\$ 4,776.60
17	Software	2.6	8604496-000	WORKFORCE TELESTAFF INSTITUTION FOCUS V6	965	1-Jan-21	31-Dec-21	365	\$ 3,821.24
22	Software	2.4	8604497-001	WORKFORCE TELESTAFF GATEWAY MANAGER V6		1-Jan-21	31-Dec-21	365	\$ 992.17
27	Software	2.7	8604500-001	WORKFORCE TELESTAFF GATEWAY MGR V6 I/F TO WFC		1-Jan-21	31-Dec-21	365	\$ -
32	Software	2.3	8604501-000	WORKFORCE TELESTAFF CONTACT MANAGER V6	965	1-Jan-21	31-Dec-21	365	\$ 2,865.93
Subtotal									\$ 47,802.45
3	Software	3.1	8604488-000	WORKFORCE TELESTAFF ENTERPRISE V6	965	1-Jan-22	31-Dec-22	365	\$ 26,825.00
8	Software	3.2	8604489-000	WORKFORCE TELESTAFF BIDDING V6	965	1-Jan-22	31-Dec-22	365	\$ 9,935.37
13	Software	3.5	8604495-000	WORKFORCE TELESTAFF GLOBAL ACCESS V6	965	1-Jan-22	31-Dec-22	365	\$ 4,967.67
18	Software	3.6	8604496-000	WORKFORCE TELESTAFF INSTITUTION FOCUS V6	965	1-Jan-22	31-Dec-22	365	\$ 3,974.09
23	Software	3.4	8604497-001	WORKFORCE TELESTAFF GATEWAY MANAGER V6		1-Jan-22	31-Dec-22	365	\$ 1,031.85
28	Software	3.7	8604500-001	WORKFORCE TELESTAFF GATEWAY MGR V6 I/F TO WFC		1-Jan-22	31-Dec-22	365	\$ -
33	Software	3.3	8604501-000	WORKFORCE TELESTAFF CONTACT MANAGER V6	965	1-Jan-22	31-Dec-22	365	\$ 2,980.57
Subtotal									\$ 49,714.55
4	Software	4.1	8604488-000	WORKFORCE TELESTAFF ENTERPRISE V6	965	1-Jan-23	31-Dec-23	365	\$ 27,898.00
9	Software	4.2	8604489-000	WORKFORCE TELESTAFF BIDDING V6	965	1-Jan-23	31-Dec-23	365	\$ 10,332.78
14	Software	4.5	8604495-000	WORKFORCE TELESTAFF GLOBAL ACCESS V6	965	1-Jan-23	31-Dec-23	365	\$ 5,166.37
19	Software	4.6	8604496-000	WORKFORCE TELESTAFF INSTITUTION FOCUS V6	965	1-Jan-23	31-Dec-23	365	\$ 4,133.05
24	Software	4.4	8604497-001	WORKFORCE TELESTAFF GATEWAY MANAGER V6		1-Jan-23	31-Dec-23	365	\$ 1,073.13
29	Software	4.7	8604500-001	WORKFORCE TELESTAFF GATEWAY MGR V6 I/F TO WFC		1-Jan-23	31-Dec-23	365	\$ -
34	Software	4.3	8604501-000	WORKFORCE TELESTAFF CONTACT MANAGER V6	965	1-Jan-23	31-Dec-23	365	\$ 3,099.79
Subtotal									\$ 51,703.12
5	Software	5.1	8604488-000	WORKFORCE TELESTAFF ENTERPRISE V6	965	1-Jan-24	31-Dec-24	366	\$ 29,096.48
10	Software	5.2	8604489-000	WORKFORCE TELESTAFF BIDDING V6	965	1-Jan-24	31-Dec-24	366	\$ 10,776.67
15	Software	5.5	8604495-000	WORKFORCE TELESTAFF GLOBAL ACCESS V6	965	1-Jan-24	31-Dec-24	366	\$ 5,388.31
20	Software	5.6	8604496-000	WORKFORCE TELESTAFF INSTITUTION FOCUS V6	965	1-Jan-24	31-Dec-24	366	\$ 4,310.60
25	Software	5.4	8604497-001	WORKFORCE TELESTAFF GATEWAY MANAGER V6		1-Jan-24	31-Dec-24	366	\$ 1,119.23
30	Software	5.7	8604500-001	WORKFORCE TELESTAFF GATEWAY MGR V6 I/F TO WFC		1-Jan-24	31-Dec-24	366	\$ -
35	Software	5.3	8604501-000	WORKFORCE TELESTAFF CONTACT MANAGER V6	965	1-Jan-24	31-Dec-24	366	\$ 3,232.95
Subtotal									\$ 53,924.24
Total									\$ 249,234.18

**Support Services Quote**

Page 1 of 8

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

Quote Type: Subscription
Customer: DENVER SHERIFF DEPARTMENT
Solution ID: 6122324
Contract #: 1195937 S01-AUG-20
Date: 09-DEC-2019
Prepared by: Nicholas Quinn / US Hosting

Bill To: DENVER SHERIFF DEPARTMENT
201 W. COLFAX AVE
DENVER CO 80201
UNITED STATES

Ship To: DENVER SHERIFF DEPARTMENT
201 W. COLFAX AVE
DENVER CO 80201
UNITED STATES

Contact: STEPHEN AUBERGER
Email: stephen.auberger@denvergov.org

CONTRACT SUMMARY

Contract Period: 14-AUG-2020 - 13-AUG-2025

Description	Support Services	Estimated Tax	Subtotal
Software Support Services	126,912.23	0.00	126,912.23
Total	126,912.23	0.00	126,912.23

Annualized Contract Value: \$25,382.45

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.

DENVER SHERIFF DEPARTMENT**KRONOS INCORPORATED**

Signature: _____

Signature: _____

Name: _____

Name: _____

Title: _____

Title: _____

Date: _____

Date: _____



Support Services Quote

Page 2 of 8

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

Quote Type: Subscription
Customer: DENVER SHERIFF DEPARTMENT
Solution ID: 6122324
Contract #: 1195937 S01-AUG-20
Date:
Prepared by: Nicholas Quinn / US Hosting

Bill To: DENVER SHERIFF DEPARTMENT
 201 W. COLFAX AVE
 DENVER CO 80201
 UNITED STATES

Ship To: DENVER SHERIFF DEPARTMENT
 201 W. COLFAX AVE
 DENVER CO 80201
 UNITED STATES

Contact: STEPHEN AUBERGER
Email: stephen.auberger@denvergov.org

SOFTWARE SUPPORT SERVICES

Line	Support Service Level	Covered Product	License Count	Start Date	End Date	Duration (days)
1	Cloud Hosting Workforce TeleStaff Enterprise Base Fee Per Month	WORKFORCE TELESTAFF BIDDING V6	965	14-AUG-2020	13-AUG-2021	365
2	Cloud Hosting Workforce TeleStaff Enterprise Base Fee Per Month	WORKFORCE TELESTAFF CONTACT MANAGER V6	965	14-AUG-2020	13-AUG-2021	365
3	Cloud Hosting Workforce TeleStaff Enterprise Base Fee Per Month	WORKFORCE TELESTAFF ENTERPRISE V6	965	14-AUG-2020	13-AUG-2021	365
4	Cloud Hosting Workforce TeleStaff Enterprise Base Fee Per Month	WORKFORCE TELESTAFF GATEWAY MANAGER V6		14-AUG-2020	13-AUG-2021	365
5	Cloud Hosting Workforce TeleStaff Enterprise Base Fee Per Month	WORKFORCE TELESTAFF GATEWAY MGR V6 I/F TO WFC		14-AUG-2020	13-AUG-2021	365
6	Cloud Hosting Workforce TeleStaff Enterprise Base Fee Per Month	WORKFORCE TELESTAFF GLOBAL ACCESS V6	965	14-AUG-2020	13-AUG-2021	365
7	Cloud Hosting Workforce TeleStaff Enterprise Base Fee Per Month	WORKFORCE TELESTAFF INSTITUTION FOCUS V6	965	14-AUG-2020	13-AUG-2021	365
8	Cloud Hosting Workforce TeleStaff Enterprise Base Fee Per Month	WORKFORCE TELESTAFF BIDDING V6	965	14-AUG-2021	13-AUG-2022	365
9	Cloud Hosting Workforce TeleStaff Enterprise Base Fee Per Month	WORKFORCE TELESTAFF CONTACT MANAGER V6	965	14-AUG-2021	13-AUG-2022	365



Support Services Quote

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Line	Support Service Level	Covered Product	License Count	Start Date	End Date	Duration (days)
10	Cloud Hosting Workforce TeleStaff Enterprise Base Fee Per Month	WORKFORCE TELESTAFF ENTERPRISE V6	965	14-AUG-2021	13-AUG-2022	365
11	Cloud Hosting Workforce TeleStaff Enterprise Base Fee Per Month	WORKFORCE TELESTAFF GATEWAY MANAGER V6		14-AUG-2021	13-AUG-2022	365
12	Cloud Hosting Workforce TeleStaff Enterprise Base Fee Per Month	WORKFORCE TELESTAFF GATEWAY MGR V6 I/F TO WFC		14-AUG-2021	13-AUG-2022	365
13	Cloud Hosting Workforce TeleStaff Enterprise Base Fee Per Month	WORKFORCE TELESTAFF GLOBAL ACCESS V6	965	14-AUG-2021	13-AUG-2022	365
14	Cloud Hosting Workforce TeleStaff Enterprise Base Fee Per Month	WORKFORCE TELESTAFF INSTITUTION FOCUS V6	965	14-AUG-2021	13-AUG-2022	365
15	Cloud Hosting Workforce TeleStaff Enterprise Base Fee Per Month	WORKFORCE TELESTAFF BIDDING V6	965	14-AUG-2022	13-AUG-2023	365
16	Cloud Hosting Workforce TeleStaff Enterprise Base Fee Per Month	WORKFORCE TELESTAFF CONTACT MANAGER V6	965	14-AUG-2022	13-AUG-2023	365
17	Cloud Hosting Workforce TeleStaff Enterprise Base Fee Per Month	WORKFORCE TELESTAFF ENTERPRISE V6	965	14-AUG-2022	13-AUG-2023	365
18	Cloud Hosting Workforce TeleStaff Enterprise Base Fee Per Month	WORKFORCE TELESTAFF GATEWAY MANAGER V6		14-AUG-2022	13-AUG-2023	365
19	Cloud Hosting Workforce TeleStaff Enterprise Base Fee Per Month	WORKFORCE TELESTAFF GATEWAY MGR V6 I/F TO WFC		14-AUG-2022	13-AUG-2023	365
20	Cloud Hosting Workforce TeleStaff Enterprise Base Fee Per Month	WORKFORCE TELESTAFF GLOBAL ACCESS V6	965	14-AUG-2022	13-AUG-2023	365
21	Cloud Hosting Workforce TeleStaff Enterprise Base Fee Per Month	WORKFORCE TELESTAFF INSTITUTION FOCUS V6	965	14-AUG-2022	13-AUG-2023	365
22	Cloud Hosting Workforce TeleStaff Enterprise Base Fee Per Month	WORKFORCE TELESTAFF BIDDING V6	965	14-AUG-2023	13-AUG-2024	366
23	Cloud Hosting Workforce TeleStaff Enterprise Base Fee Per Month	WORKFORCE TELESTAFF CONTACT MANAGER V6	965	14-AUG-2023	13-AUG-2024	366
24	Cloud Hosting Workforce TeleStaff Enterprise Base Fee Per Month	WORKFORCE TELESTAFF ENTERPRISE V6	965	14-AUG-2023	13-AUG-2024	366
25	Cloud Hosting Workforce TeleStaff Enterprise Base Fee Per Month	WORKFORCE TELESTAFF GATEWAY MANAGER V6		14-AUG-2023	13-AUG-2024	366



Support Services Quote

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Line	Support Service Level	Covered Product	License Count	Start Date	End Date	Duration (days)
26	Cloud Hosting Workforce TeleStaff Enterprise Base Fee Per Month	WORKFORCE TELESTAFF GATEWAY MGR V6 I/F TO WFC		14-AUG-2023	13-AUG-2024	366
27	Cloud Hosting Workforce TeleStaff Enterprise Base Fee Per Month	WORKFORCE TELESTAFF GLOBAL ACCESS V6	965	14-AUG-2023	13-AUG-2024	366
28	Cloud Hosting Workforce TeleStaff Enterprise Base Fee Per Month	WORKFORCE TELESTAFF INSTITUTION FOCUS V6	965	14-AUG-2023	13-AUG-2024	366
29	Cloud Hosting Workforce TeleStaff Enterprise Base Fee Per Month	WORKFORCE TELESTAFF BIDDING V6	965	14-AUG-2024	13-AUG-2025	365
30	Cloud Hosting Workforce TeleStaff Enterprise Base Fee Per Month	WORKFORCE TELESTAFF CONTACT MANAGER V6	965	14-AUG-2024	13-AUG-2025	365
31	Cloud Hosting Workforce TeleStaff Enterprise Base Fee Per Month	WORKFORCE TELESTAFF ENTERPRISE V6	965	14-AUG-2024	13-AUG-2025	365
32	Cloud Hosting Workforce TeleStaff Enterprise Base Fee Per Month	WORKFORCE TELESTAFF GATEWAY MANAGER V6		14-AUG-2024	13-AUG-2025	365
33	Cloud Hosting Workforce TeleStaff Enterprise Base Fee Per Month	WORKFORCE TELESTAFF GATEWAY MGR V6 I/F TO WFC		14-AUG-2024	13-AUG-2025	365
34	Cloud Hosting Workforce TeleStaff Enterprise Base Fee Per Month	WORKFORCE TELESTAFF GLOBAL ACCESS V6	965	14-AUG-2024	13-AUG-2025	365
35	Cloud Hosting Workforce TeleStaff Enterprise Base Fee Per Month	WORKFORCE TELESTAFF INSTITUTION FOCUS V6	965	14-AUG-2024	13-AUG-2025	365
36	Cloud Hosting Workforce TeleStaff Enterprise Per Employee Per Month	WORKFORCE TELESTAFF BIDDING V6	965	14-AUG-2020	13-AUG-2021	365
37	Cloud Hosting Workforce TeleStaff Enterprise Per Employee Per Month	WORKFORCE TELESTAFF CONTACT MANAGER V6	965	14-AUG-2020	13-AUG-2021	365
38	Cloud Hosting Workforce TeleStaff Enterprise Per Employee Per Month	WORKFORCE TELESTAFF ENTERPRISE V6	965	14-AUG-2020	13-AUG-2021	365
39	Cloud Hosting Workforce TeleStaff Enterprise Per Employee Per Month	WORKFORCE TELESTAFF GATEWAY MANAGER V6		14-AUG-2020	13-AUG-2021	365



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Line	Support Service Level	Covered Product	License Count	Start Date	End Date	Duration (days)
40	Cloud Hosting Workforce TeleStaff Enterprise Per Employee Per Month	WORKFORCE TELESTAFF GATEWAY MGR V6 I/F TO WFC		14-AUG-2020	13-AUG-2021	365
41	Cloud Hosting Workforce TeleStaff Enterprise Per Employee Per Month	WORKFORCE TELESTAFF GLOBAL ACCESS V6	965	14-AUG-2020	13-AUG-2021	365
42	Cloud Hosting Workforce TeleStaff Enterprise Per Employee Per Month	WORKFORCE TELESTAFF INSTITUTION FOCUS V6	965	14-AUG-2020	13-AUG-2021	365
43	Cloud Hosting Workforce TeleStaff Enterprise Per Employee Per Month	WORKFORCE TELESTAFF BIDDING V6	965	14-AUG-2021	13-AUG-2022	365
44	Cloud Hosting Workforce TeleStaff Enterprise Per Employee Per Month	WORKFORCE TELESTAFF CONTACT MANAGER V6	965	14-AUG-2021	13-AUG-2022	365
45	Cloud Hosting Workforce TeleStaff Enterprise Per Employee Per Month	WORKFORCE TELESTAFF ENTERPRISE V6	965	14-AUG-2021	13-AUG-2022	365
46	Cloud Hosting Workforce TeleStaff Enterprise Per Employee Per Month	WORKFORCE TELESTAFF GATEWAY MANAGER V6		14-AUG-2021	13-AUG-2022	365
47	Cloud Hosting Workforce TeleStaff Enterprise Per Employee Per Month	WORKFORCE TELESTAFF GATEWAY MGR V6 I/F TO WFC		14-AUG-2021	13-AUG-2022	365
48	Cloud Hosting Workforce TeleStaff Enterprise Per Employee Per Month	WORKFORCE TELESTAFF GLOBAL ACCESS V6	965	14-AUG-2021	13-AUG-2022	365
49	Cloud Hosting Workforce TeleStaff Enterprise Per Employee Per Month	WORKFORCE TELESTAFF INSTITUTION FOCUS V6	965	14-AUG-2021	13-AUG-2022	365
50	Cloud Hosting Workforce TeleStaff Enterprise Per Employee Per Month	WORKFORCE TELESTAFF BIDDING V6	965	14-AUG-2022	13-AUG-2023	365
51	Cloud Hosting Workforce TeleStaff Enterprise Per Employee Per Month	WORKFORCE TELESTAFF CONTACT MANAGER V6	965	14-AUG-2022	13-AUG-2023	365
52	Cloud Hosting Workforce TeleStaff Enterprise Per Employee Per Month	WORKFORCE TELESTAFF ENTERPRISE V6	965	14-AUG-2022	13-AUG-2023	365



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Line	Support Service Level	Covered Product	License Count	Start Date	End Date	Duration (days)
53	Cloud Hosting Workforce TeleStaff Enterprise Per Employee Per Month	WORKFORCE TELESTAFF GATEWAY MANAGER V6		14-AUG-2022	13-AUG-2023	365
54	Cloud Hosting Workforce TeleStaff Enterprise Per Employee Per Month	WORKFORCE TELESTAFF GATEWAY MGR V6 I/F TO WFC		14-AUG-2022	13-AUG-2023	365
55	Cloud Hosting Workforce TeleStaff Enterprise Per Employee Per Month	WORKFORCE TELESTAFF GLOBAL ACCESS V6	965	14-AUG-2022	13-AUG-2023	365
56	Cloud Hosting Workforce TeleStaff Enterprise Per Employee Per Month	WORKFORCE TELESTAFF INSTITUTION FOCUS V6	965	14-AUG-2022	13-AUG-2023	365
57	Cloud Hosting Workforce TeleStaff Enterprise Per Employee Per Month	WORKFORCE TELESTAFF BIDDING V6	965	14-AUG-2023	13-AUG-2024	366
58	Cloud Hosting Workforce TeleStaff Enterprise Per Employee Per Month	WORKFORCE TELESTAFF CONTACT MANAGER V6	965	14-AUG-2023	13-AUG-2024	366
59	Cloud Hosting Workforce TeleStaff Enterprise Per Employee Per Month	WORKFORCE TELESTAFF ENTERPRISE V6	965	14-AUG-2023	13-AUG-2024	366
60	Cloud Hosting Workforce TeleStaff Enterprise Per Employee Per Month	WORKFORCE TELESTAFF GATEWAY MANAGER V6		14-AUG-2023	13-AUG-2024	366
61	Cloud Hosting Workforce TeleStaff Enterprise Per Employee Per Month	WORKFORCE TELESTAFF GATEWAY MGR V6 I/F TO WFC		14-AUG-2023	13-AUG-2024	366
62	Cloud Hosting Workforce TeleStaff Enterprise Per Employee Per Month	WORKFORCE TELESTAFF GLOBAL ACCESS V6	965	14-AUG-2023	13-AUG-2024	366
63	Cloud Hosting Workforce TeleStaff Enterprise Per Employee Per Month	WORKFORCE TELESTAFF INSTITUTION FOCUS V6	965	14-AUG-2023	13-AUG-2024	366
64	Cloud Hosting Workforce TeleStaff Enterprise Per Employee Per Month	WORKFORCE TELESTAFF BIDDING V6	965	14-AUG-2024	13-AUG-2025	365
65	Cloud Hosting Workforce TeleStaff Enterprise Per Employee Per Month	WORKFORCE TELESTAFF CONTACT MANAGER V6	965	14-AUG-2024	13-AUG-2025	365



Support Services Quote

Line	Support Service Level	Covered Product	License Count	Start Date	End Date	Duration (days)
66	Cloud Hosting Workforce TeleStaff Enterprise Per Employee Per Month	WORKFORCE TELESTAFF ENTERPRISE V6	965	14-AUG-2024	13-AUG-2025	365
67	Cloud Hosting Workforce TeleStaff Enterprise Per Employee Per Month	WORKFORCE TELESTAFF GATEWAY MANAGER V6		14-AUG-2024	13-AUG-2025	365
68	Cloud Hosting Workforce TeleStaff Enterprise Per Employee Per Month	WORKFORCE TELESTAFF GATEWAY MGR V6 I/F TO WFC		14-AUG-2024	13-AUG-2025	365
69	Cloud Hosting Workforce TeleStaff Enterprise Per Employee Per Month	WORKFORCE TELESTAFF GLOBAL ACCESS V6	965	14-AUG-2024	13-AUG-2025	365
70	Cloud Hosting Workforce TeleStaff Enterprise Per Employee Per Month	WORKFORCE TELESTAFF INSTITUTION FOCUS V6	965	14-AUG-2024	13-AUG-2025	365

	Support Services	Estimated Tax	Subtotal
Software Support Services	126,912.23	0.00	126,912.23



Support Services Quote

Hosting Support Summary						
		2020-2021	2021-2022	2022-2023	2023-2024	2024-2025
Service Item	License Count	Budget Estimate Year 1	Budget Estimate Year 2	Budget Estimate Year 3	Budget Estimate Year 4	Budget Estimate Year 5
HOST-MGD-SERVICE-117	965	\$ 16,905.53	\$ 17,581.75	\$ 18,285.02	\$ 19,016.43	\$ 19,777.08
HOST-MGD-SERVICE-118	965	\$ 6,525.91	\$ 6,786.94	\$ 7,058.42	\$ 7,340.76	\$ 7,634.39
HOST-MGD-SERVICE-117	965	0	0	0	0	
HOST-MGD-SERVICE-118	965	0	0	0	0	
HOST-MGD-SERVICE-117	965	0	0	0	0	
HOST-MGD-SERVICE-118	965	0	0	0	0	
HOST-MGD-SERVICE-117	0	0	0	0	0	
HOST-MGD-SERVICE-118	0	0	0	0	0	
HOST-MGD-SERVICE-117	0	0	0	0	0	
HOST-MGD-SERVICE-118	0	0	0	0	0	
HOST-MGD-SERVICE-117	965	0	0	0	0	
HOST-MGD-SERVICE-118	965	0	0	0	0	
HOST-MGD-SERVICE-117	965	0	0	0	0	
HOST-MGD-SERVICE-118	965	0	0	0	0	
		\$ 23,431.44	\$ 24,368.70	\$ 25,343.44	\$ 26,357.18	\$ 27,411.47
					Five Year Total	\$ 126,912.23