

ANNUAL SUPPORT RENEWAL NOTICE

Quote ID: 37377

PLEASE DELIVER TO: Yenko D. Jimenez

End User Sold-to Information:

Webb County
1110 Washington St., Laredo,
TX, 78040
United States
Tel: (609) 235-6865

Ship-to Information:

Webb County
1110 Washington St., Laredo,
TX, 78040
United States
Tel: (609) 235-6865

Thank you for using solutions from Avotus. We're pleased to be working with you to help your organization cut the cost of communicating.

Our records indicate that your previous Software Maintenance Agreement expires on 10-31-2014. Below are just a few valuable benefits you will receive with Avotus Support and instructions on how to renew.

With the purchase of an Annual Support Agreement, you will continue to benefit from

- ☞ **Access to the experts** through live, telephone Technical support to ensure that you are always getting the most out of your Avotus products. Telephone support is available from Monday to Friday 8:30 a.m. to 5:00 p.m. local time.
- ☞ **Delivery of software updates** to make sure you have the best possible communication solution. *
* Available for following product lines only: **Avotus Professional, ICM, Intelcontrol, ICM Hosted, OTM/TM (upon request)**
- ☞ **Repairs and ROM Chip upgrades** to MDR-2000 & MDR-2000e buffer boxes if listed as line item below.
- ☞ **Privileged access to on-line support** at www.avotus.com which includes technical tips, FAQs, and online documentation.
- ☞ **The opportunity to influence** future product enhancements.

Product Code	Product Description
ACMHTAP-02	Avotus ICM Application Server/Month/Employee/Up to 2K Employees
ICMDATACOL - IP	ICM Unity Data Collection - Additional Site Monthly Fee - IP Collection
ICMHTECA-02	Avotus ICM Enhanced Call Accounting/Month/Employee/Up to 2K Employees

<input type="checkbox"/> Term of Agreement:	New Contract Start Date	New Contract End Date
	11-1-2014	10-31-2015
Annual maintenance fee:	USD 14,782.32	* plus applicable taxes
3% increase applied if renewed after the expiry date	USD 443.47	
	USD 15,225.79	* plus applicable taxes

Multiyear Maintenance fee with additional discount for multiyear renewal (Pre Pay)

<input type="checkbox"/> Term of Agreement:	New Contract Start Date	New Contract End Date
	11-1-2014	10-31-2016
2 Year maintenance fee (10% Discount):	USD 26,608.18	* plus applicable taxes
3% increase applied if renewed after the expiry date	USD 798.25	
	USD 27,406.42	* plus applicable taxes

<input type="checkbox"/>	Term of Agreement:	New Contract Start Date 11-1-2014	New Contract End Date 10-31-2017
3 Year maintenance fee (15% Discount):		USD 37,694.92	* plus applicable taxes
3% increase applied if renewed after the expiry date		USD 1,130.85	
		USD 38,825.76	* plus applicable taxes

<input type="checkbox"/>	Term of Agreement:	New Contract Start Date 11-1-2014	New Contract End Date 10-31-2018
4 Year maintenance fee (20% Discount):		USD 47,303.42	* plus applicable taxes
3% increase applied if renewed after the expiry date		USD 1,419.10	
		USD 48,722.52	* plus applicable taxes

If your company is Tax exempt, please provide us with your certificate number: _____

- Operating System Support for SCO UNIX, and or Windows (service will be provided by a third party company)**
Please call for details and pricing information

RENEWING IS EASY

Simply sign this form and choose your method of payment, if your total payment exceeds USD 4000.00 a purchase order is required. We are pleased to be a part of your communications

Please select a method of payment

<input type="checkbox"/> Fax us a Purchase Order:	1-866-836-9723
Attention:	Contracts

Please review the information on this form carefully and note any changes directly on the sheet before returning it to us. Sign this form indicating your acceptance of the terms and conditions and selecting a payment option.

If you have any questions or concerns, please call (905) 890-3925.

Signature: _____
 Printed Name: _____
 Title: _____
 Date: _____

CONDITIONS

Avotus will provide maintenance and support services only if: (i) The Software is used in the form in which it was supplied and/or updated and/or upgraded by Avotus; (ii) The Software is and has been at all times used in a proper manner and in accordance with the instructions and manuals supplied by Avotus; (iii) The Software has not been altered, modified, or tampered with by the End User without Avotus' written consent; (iv) The End User has agreed to and is in compliance with Avotus' License that accompanied the Software; (v) The Maintenance Fee has been paid in Full

TERM AND RENEWAL

The term of this agreement shall be the term set forth above beginning on the Start Date. Prior to the End Date of the term the End User shall be provided an opportunity to obtain a new maintenance agreement. Avotus reserves the right to change the service levels provided and establish a new Annual Maintenance Fee from time to time at its discretion. No change in the service levels or Annual Maintenance Fee established by Avotus during the term of this Agreement shall effect the service provided or the fees due under this Agreement. Payment terms are NET 30 from invoice date.

Webb County – Additional Site Configuration

Quote ID: 37723
Quote Create Date: 10-6-2014

Customer Information:
 Name: Yenko D. Jimenez
 Email: yjimenez@webbcountytexas.gov
 Phone: (956)523-4883

Customer Sold-to Information:
 Webb County
 1110 Washington St,
 Laredo, TX - 78040
 United States

Avotus Contact:
 Name: Dharmesh Raghav
 Email: dharmesh.raghav@avotus.com
 Phone: 905-890-3925 Ext:61803

Main Site:

Product Code	Product Description	Unit Price	Quantity	Discount	Total Price
Professional Services					
ICMASCER	ICM Additional Site Configuration	1,440.00	1	15%	1,224.00
Total USD					1,224.00

Total: USD 1,224.00

TERMS and CONDITIONS

1. This quote is valid for 45 days from the quotation date, unless otherwise stated.
2. Standard terms are net 30 days from date of invoice.
3. Overdue accounts are subject to an interest charge penalty of 18% annually (1.5% per month).
4. All Avotus software add-ons include maintenance until the renewal date for maintenance on the existing Avotus system.
5. Quotation does not include the computer equipment or operating system(s) required to operate the Avotus software.
6. A 1,000 fee is charged for scheduled services cancelled less than 10 days prior to arrival of Avotus staff onsite.
7. Cancellation of scheduled services after the arrival of Avotus technical staff onsite are charged at full service rates.
8. A 25% restocking fee will be charged for all software returned in original packaging within 90 days of shipment.
9. Travel and Lodging is billed as incurred for onsite services.
10. Professional Services and Implementation fees are invoiced as delivered or per the terms in the statement of work (if applicable).
11. TM software Orders cannot be refunded or cancelled once ordered.
12. Quote is exclusive of tax. Customer is responsible for any and all applicable taxes.

Leticia Gutierrez

From: Cyndi Rodriguez
Sent: Friday, October 10, 2014 10:14 AM
To: Leticia Gutierrez
Attachments: Avotus-Additional Site Configuration_Revised.pdf

Sorry forgot this other page for Avotus.



*Cyndi Rodriguez
Webb County IT Department
1110 Washington Suite 304
Laredo, Texas 78040
(956) 523-4069 Tel
(956) 523-5007 Fax*