

Quotation for Support Renewal for Randy Deaton Boone County Schools

Issued on: 4/1/2020 – Expires on: 6/30/2020

Item	Product	Support Dates	Platinum Support
1	User Management Resource Administrator Automation, Web, & Office 365 Connector 23,000 Users	7/1/20 – 6/30/21	\$6,698.00
		Total	\$6,698.00

Terms and Conditions

- Support hours are: Monday – Friday; 9:00AM to 5:00PM EST.
- Consulting services are not included in support and are sold separately.
- In most cases, consulting services are defined as:
 - Creating New projects
 - Adding functionality to existing projects
 - Modifying projects due to source data or network changes.
 - Any work required as a result of server / disk failure and /or lack of backup.
- In most cases, support is defined as;
 - General question about product functionality
 - Error resolution
 - Basic assistance with user created projects.
- Customer understands and agrees the back up of the software and data is their responsibility and is of critical importance. Under no circumstances will Tools4ever be responsible for loss of data or cost of consulting time incurred due to client's lack of a viable backup.

- **Platinum Support**

- All standard upgrades within the product
- Phone / email / CITRIX GoTo Assist support
 - Five free support incidents
 - Additional incidents or client requested CITRIX GoTo Assist are \$186.00
- Average response time of 4 hours
- Bug tracking / escalation reporting
- 10% discount on additional products or pre-paid consulting
- Maximum annual increase of 3% over previous year.

Initial

To Order: Fax this form or your PO to 516-825-3018			
Billing Address	Purchase Order #:		PO Total \$
	Credit Card Type/No.:		Exp Date & V-Code
	Cardholder Name:		CH Phone #:
	Cardholder's Email:		
	End User Name/Email:		

Agreed and Accepted by:

Customer Signature

Title

Print Name

Date