

Quotation for Support Renewal for Randy Deaton Boone County Schools

Issued on: 1/14/2021 – Expires on: 6/30/2021

Item	Product	Support Dates	Platinum Support
1	User Management Resource Administrator Automation, Web, & Office 365 Connector 25,500 Users	7/1/21 – 6/30/22	\$7,769.00
Total			\$7,769.00

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	
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Agreed and Accepted by:

Customer Signature

Title

Print Name

Date

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Tools4ever

Terms of Use

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About Tools4ever

Tools4ever is one of the largest vendors in Identity Governance & Administration (also known as Identity & Access Management) with more than 10 million managed user accounts.

Since 1999 Tools4ever has developed and delivered several software solutions and consultancy services such as User Provisioning, Downstream Provisioning, Workflow Management, Employee Self-Service and Access Governance (RBAC). In the area of Password Management, Tools4ever offers Single Sign-On and Self-Service Password Reset among others.

Tools4ever's Identity Governance & Administration (IGA) solutions are installed in organizations from various sectors ranging in size from 300 to over 200,000 user accounts.

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