



32443

August 1, 2014

City of Long Beach  
Department of Health and Human Services  
2525 Grand Avenue  
Long Beach, CA 90815

Attention: Patrick H. West

Re: Bowman Systems L.L.C.  
ServicePoint Service Agreement  
Contract Renewal and Extension

Dear Mr. West:

The purpose of this letter is to provide for the renewal and extension of that certain ServicePoint™ License and Service Agreement executed by and between Bowman Systems L.L.C., formerly known as Bowman Internet Systems, L.L.C., ("Bowman") and City of Long Beach ("CLIENT") dated as of August 1, 2011 (the "Agreement") pursuant to which Bowman provides to CLIENT certain intranet, programming, and implementation services as provided therein. Bowman and CLIENT have agreed to renew, extend and modify the Service Agreement as provided in this letter agreement. Unless otherwise defined in this letter, any terms defined in the Agreement, when used in this letter, shall have the same meaning as are assigned to such terms in the Agreement.

The parties agree that the Agreement remains in full force and effect in accordance with its terms except as modified by this letter. If there is any conflict between this letter and the Agreement, the terms of this letter shall prevail. Our further agreements are as follows:

1. Section (1) of the Agreement is modified and revised to state:

"(1) Term. CLIENT agrees that the current term of the Agreement, which is effective at the present time by agreement of the parties, runs for 36 months from August 1, 2014 through and until midnight of July 31, 2017. This agreement will automatically renew for successive 12-month terms, unless cancelled or modified within thirty (30) days of the end of the term. Pricing indicated in the ServicePoint Revised Pricing Table shall be in effect beginning


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toll-free: 888.580.3831 voice: 318.213.8780 fax: 318.213.8784  
website: [www.bowmansystems.com](http://www.bowmansystems.com)

August 1, 2014. This agreement may only be modified by written agreement executed by both parties.”

- 2. The “Pricing Table” of proposal and referenced, among other places, in Section (3) of the Agreement is deleted in its entirety and replaced with that certain ServicePoint Revised Pricing Table attached to this letter. The undersigned parties agree to the prices, fees, and other provisions set forth in ServicePoint Revised Pricing Table attached hereto.

The execution of this letter by the parties shall constitute approval, acceptance, renewal, and extension of the Agreement and the terms stated herein. Please evidence your agreement that the foregoing accurately reflects our agreement to extend and modify the Agreement by having an authorized representative of CLIENT execute and return the enclosed duplicate original of this letter.

Very Truly Yours,

  
 J. Philip Stephens, CFO  
 Bowman Systems L.L.C.

Accepted and agreed to this 15<sup>th</sup> day of October, 2014.


**City of Long Beach**

By:  Assistant City Manager

Title: City Manager EXECUTED PURSUANT TO SECTION 301 OF THE CITY CHARTER.

Attachments:

- ServicePoint Revised Pricing Table

APPROVED AS TO FORM  
10/20, 2014  
 CHARLES PARKIN, City Attorney  
 By   
 LINDA T. VU  
 DEPUTY CITY ATTORNEY

## ServicePoint Pricing Table

City of Long Beach, California

Renewal Period: August 1, 2014 - July 31, 2017

NOTE: Renewal based on current number of licenses (131 as of 03/03/2014). Contracted amounts listed below will be affected by any purchases of additional licenses (see \* below).

ServicePoint License Count		
Item	Quantity	Description
ServicePoint User License *	131	Number of ServicePoint User Licenses on the ServicePoint Site.
ART AdHoc User License *	5	Number of ART AdHoc Users on the ServicePoint Site.
ART Report Viewer User License *	41	Number of ART Report Viewer Users on the ServicePoint Site.

Fees Billed On a Per License Basis		
Item	Annual	Description
ServicePoint Software Maintenance, Enhancement, & Customer Support \$95/license/year	\$12,445.00	ServicePoint Software Maintenance, Enhancement, & Customer Support includes bug fixes, license maintenance, product enhancements, version upgrades, ongoing global system additions, and telephone, e-mail and self-service portal support of system administrators. (Includes <u>50</u> hours Customer Support per year. Additional support available at \$125.00 per hour.)
Bowman Shared Hosting Service \$190/license/year	\$24,890.00	Bowman Shared Hosting Service provides shared hosting, maintenance, monitoring, and administration for Bowman leased servers located in the Bowman datacenter. The customer's ServicePoint application and databases are placed on servers supporting other clients.
** Report Gallery Access With Report Creation Ability \$165/license/year	\$825.00	Provides access to Web Intelligence Panel within Reporting Tool; Allows <u>5</u> users to create and store reports. One license with access to Web Intelligence Panel is provided to each site automatically.
** Regular Report Gallery Access \$85/license/year	\$3,485.00	Provides <u>41</u> users access to view reports previously created by users with access to Web Intelligence.
Report Gallery Access Bandwidth Fee \$11/license/year	\$506.00	Bandwidth fee per named user with Report Gallery access.
<b>Total Fees Billed On a Per License Basis</b>	<b>\$42,151.00</b>	

Flat Fees		
Item	Annual	Description
AIRS Taxonomy License, Integration & Update Fee	\$450.00	AIRS Taxonomy is a national standard classification and requires an InfoLine (AIRS copyright holder) License Fee and a Bowman Integration & Update Fee. (Required)
SSL Certificate	\$420.00	This certificate ensures secure transmission of data over the internet. (Required)
ServicePoint Training Site Annual License & Maintenance	\$3,150.00	A ServicePoint Training Web Site provides an implementation specific site for training purposes and is an important part of any ServicePoint installation. This service provides optional ongoing training site operation, including software updates in concert with the production site.
Public Key Infrastructure (PKI) Solution Maintenance \$1,600/year	\$1,600.00	Bowman's Private Key Infrastructure (PKI) Solution is available for those needing additional security frameworks beyond that already afforded with Bowman products such as ServicePoint. Maintenance includes renewal of client and server certificates each year. Support can be provided as needed at \$125.00 per hour.
ServicePoint Source Code Escrow	\$1,360.00	ServicePoint Source Code Escrow service provides conditional access to ServicePoint programming code.
<b>Total Flat Fees</b>	<b>\$6,980.00</b>	

<b>Grand Total</b>	<b>\$49,131.00</b>
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* Unlimited additional user licenses may be added to the system. For additional licenses, the following fees apply:	
<b>One-time Fees:</b>	<b>Recurring Fees:</b>
ServicePoint User License: \$225/license	ServicePoint Software Maintenance, Enhancement, & Customer Support: \$95./license/year
	Bowman Shared Hosting Service: \$190/license/year
	Report Gallery Access With Report Creation Ability : \$165/license/year
	Regular Report Gallery Access Fee: \$85/license/year
	Report Gallery Access Bandwidth Fee: \$11/license/year

**Professional Services (Optional)**

<p><b>Consulting Services</b>                  Services per Hour: \$125                  Services per Day (Minimum Purchase of 3 Days): \$1,650 (inclusive of expenses)</p> <p><b>Training Services</b>                  On Site Training per Day for ServicePoint (Minimum Purchase of 3 Days): \$1,650 (inclusive of expenses)                  On Site Training per Day for Basic Report Gallery (Minimum Purchase of 3 Days): \$1,650 (inclusive of expenses)                  On Site Training per Day for Advanced Report Gallery (Minimum Purchase of 3 Days): \$2,500 (inclusive of expenses)                  Webinar Training: \$200/hour</p> <p><b>Data Conversion, Custom Reports, &amp; Custom Programming</b>                  Statement of Analysis: \$1,875                  Statement of Work: \$125/hour for actual time expended on the project (\$150/hour will be charged for expedited services.)                  (The cost of the Statement of Analysis will be applied to the final Statement of Work billing upon completion of the project.)</p>
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