



AGENDA ITEM

January 4, 2010

34A

COUNTY OF FORT BEND-MIS  
500 LIBERTY STREET  
SUITE 212  
RICHMOND, TX 77469

Re: BEX F212

Dear Danita

This letter is to inform the County of Fort Bend-MIS, that Syncsort, Inc. is the sole manufacturer of the SyncSort for Backup Express and the only company that can provide your organization with maintenance support for the product.

Such maintenance support provided by Syncsort, Inc. includes (i) telephone, fax and e-mail support, (ii) defect corrections to bring the Product into conformity with written specifications, and, (iii) functional and performance enhancements to the Product that Syncsort may release from time to time.

Thank you.

Sincerely,

Ann Marie LaCorte  
Contract Administrator

COUNTY JUDGE  
RECEIVED

JAN 05 2009

Syncsort Incorporated • 50 Tice Boulevard • Woodcliff Lake, New Jersey 07677  
Telephone (201) 930-9700 • Facsimile (201) 930-8222 • [alacorte@syncsort.com](mailto:alacorte@syncsort.com)  
[www.syncsort.com](http://www.syncsort.com)

2-1-10 copy received



**CERTIFICATION OF REMOVAL**

This is to certify that **County of Fort Bend** (hereinafter "Customer") certifies it will no longer be using: (SEE BELOW) with the Backup Express software licensed under License Site #F212-65A on the master server whose name is: **SYNCSORT1**

- 2 Oracle Interface – Windows #3302
- 1 Netware GroupWise Interface – 1<sup>st</sup> Server #3320

Syncsort, Inc. will delete this item from the licensed configuration and the calculation of future maintenance fees will not include such items. The Silver Support Services fee upon the removal of these components for the period 1/31/2010 through 1/31/2011 is **\$32,460.00**

Customer acknowledges that in the event that the deleted items are required in the future, they will have to be repurchased. Furthermore, upon receipt of a replacement license key, Customer shall cease use of the existing key and immediately begin using the new license key.

ACCEPTED:

County of Fort Bend

BY:

Authorized Signature

Robert Hebert

Name

County Judge

Title

January 26, 2010

Date

## **Backup Express Maintenance Services**

### **BASIC Maintenance**

Telephone technical support is provided Monday through Friday from 9am to 8pm, EST, exclusive of 9 Holidays: (New Years Eve & New Years Day, Memorial Day, Independence Day, Labor Day, Thanksgiving (Thurs & Fri), Christmas Eve & Christmas Day)

Maintenance releases and included product enhancements are provided during the term of the maintenance agreement.

The annual fee for BASIC Maintenance contracts is 18%, based on the then-current list price of all licensed product components.

### **PREMIUM Maintenance**

Telephone technical support is provided 24 hours/day, 7 days/week and 365 days/year.

Maintenance releases and included product enhancements are provided during the term of the maintenance agreement.

The annual fee for PREMIUM Maintenance contracts is 24%, based on the then-current list price of all licensed product components.

### **INITIAL Maintenance**

Telephone technical support days & hours are the same as for BASIC maintenance.

INITIAL maintenance is included for 30 days beginning on the license effective date. After this period, software maintenance and technical support is contracted on an annual basis for each individual Master server.

### **Support Contacts**

For each MASTER server license, the customer may designate up to 3 individuals to act as technical support contacts. This applies to all Maintenance contracts: INITIAL, BASIC & PREMIUM.

### **Reinstating Lapsed Maintenance**

If maintenance is allowed to lapse, or was never contracted for, a reinstatement fee will be charged. The fee will be a prorated 30% for each lapsed year of the then-current list price of all licensed product components. The annual maintenance fee will then apply from the time of reinstatement.





November 19, 2009

Support Renewal - Backup Express

FEATURE LIST PRICES - F212-65A - COUNTY OF FORT BEND-MI

FEATURE	QTY	DESCRIPTION	UNIT PRICE	TOTAL PRICE
0102	1	Master License - Windows	4,750.00	4,750.00
0182	1	Base Device Server - Windows	0.00	0.00
0192-3	1	3 Base Windows Clients	0.00	0.00
0202	5	Device Server - Windows	4,500.00	22,500.00
0203	3	Device Server - Netware/OES/Linux-OES	4,500.00	13,500.00
0204	1	Device Server - Linux	4,500.00	4,500.00
0223	2	SAN Device Server - Netware/OES/Linux-OES	2,500.00	5,000.00
0302-1	2	1 Windows Clients	350.00	700.00
0302-5	13	5 Windows Clients	1,250.00	16,250.00
0303-5	4	5 Netware/OES/Linux-OES Clients	1,250.00	5,000.00
1102	3	Jukebox Support - Up to 10 Slots	2,000.00	6,000.00
1104	5	Jukebox Support - Up to 25 Slots	4,000.00	20,000.00
1106	1	Jukebox Support - Up to 50 Slots	6,500.00	6,500.00
2020	1	Multiple O/S Key - Up to 2 Add'l O/S	0.00	0.00
3303	17	SQL Server Direct Interface	1,250.00	21,250.00
3304	2	Open File Manager - Windows	650.00	1,300.00
3601	4	SAN Resource Sharing (SRS)	2,000.00	8,000.00
9900		Support Services - Silver Level	0.00	0.00
				=====
				135,250.00

----- SUPPORT SERVICES PRICES -----

	BRONZE	SILVER	GOLD	PLATINUM
1-year	25,020.00	33,360.00	41,700.00	47,260.00
2-year	48,163.50	64,218.00	80,272.50	90,975.50
3-year	69,680.70	92,907.60	116,134.50	131,619.10

The above "Support Services Prices" are prior to removal of components.  
 The total price \$135,250.00 is the value of your current configuration after removal of components as per "Certificate of Removal". The Support Service Prices are each a certain percentage off of the configuration. You are currently on a Silver Level of support which is 24%, which gives you the total of **\$32,460**.

**Ann Marie LaCorte**  
 Contracts Administrator  
**Syncsort Incorporated**  
 50 Tice Boulevard, Woodcliff Lake, NJ 07677  
[www.syncsort.com](http://www.syncsort.com)

[alacorte@syncsort.com](mailto:alacorte@syncsort.com)  
 Office: 201-930-8253  
 Fax: 201-930-8222