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Renewal

PREPARED FOR:

Department for Work and Pensions

[Redacted]

Redacted

DWP Reference: CVID 0015

PREPARED BY:

[Redacted]

Redacted

SUBMISSION DATE:

12/10/2018

EXPIRATION DATE:

12/11/2018

Proposal-Order Form

EOS.Web Enterprise Cloud Subscription Renewal Includes:

SUBSCRIPTION	Products:	EOS.Web Enterprise Cloud product suite plus Indexer, SSL, IP Authentication, and Web Services modules	£	20,130
		Up to 12 concurrent staff users Unlimited OPAC users 60GB of linked media storage		
		Term of agreement: 1 April 2019 - 31 March 2022 Year 2, April 2020 - March 2021 - £20,130 Year 3, April 2021 - March 2022 - £20,130		
		PERIOD-1 SUBSCRIPTION SUBTOTAL:	£	20,130
SERVICES	Professional Services:		£	0
	System Setup:			0
TOTAL		SERVICES SUBTOTAL:	£	0
		Cloud Subscription:		20,130
		Professional Services:		0
		PERIOD-1 GRAND TOTAL:	£	20,130

As indicated above in the pricing table, the full rate for Year 1 is £20,130. This amount, however, will be pro-rated for Year 1 and the total amount due will actually be £19,295.42. Years 2 and 3 will remain as shown above in the pricing table.

Clarification regarding what is considered Help Desk support and what would be a paid Professional Service.

The annual EOS.Web subscription fee includes the software licence for the year, hosting services for the EOS.Web system, full support, and all software updates.

By "support" we mean questions and requests sent in to our EOS.Web Help Desk (via phone, email, chat, etc.). Typically:

- Questions about program operation, features, or settings
- Minor data import or manipulation requests
- Requests for specific forms of output

Data manipulation and output requests are typically handled using SQL scripts against the database. If someone on Help Desk is able to write a script to achieve the desired result then there is no cost for that service. In the unusual case of a request being complex enough that the Product Development team would need to be involved – that's a point where the request may be moved from a "support" request to a request for "Professional Services". A quote would be provided for the cost of that Professional Service, then if there was agreement (commonly indicated by some form of paperwork), then Product Development team would perform that service.

Typical Professional Services include:

- Onsite or online training sessions
- Formal non-MARC to MARC data conversion (sometimes this can be handled by Help Desk as a normal support process; if complex, this would be handled as a Professional Service)
- Providing backups of the SQL Server database
- The setup of certain utilities by our IT/SaaS team (such as one to move uploaded files into EOS.Web's secure storage areas)



Terms and Conditions

Terms and conditions applicable to this quotation are identical to that of the terms and conditions in the EOS Master Subscription Agreement dated 17/02/2015.

The respective initial term of Subscriptions as applicable, is specified in the Quote ("Initial Term"). The Initial Term and any renewal term shall automatically renew for the same length as the Initial Term unless either party gives written notice 60 days prior to the end of any previous Term of its intention to terminate the Subscription. The Initial Term and renewal terms are referred to as the "Term".

Both parties agree to a bi-annual performance review of the products and services provided herein either onsite or remotely via online capabilities.

Payment terms net thirty (30) days from date of signed quotation. All amounts are payable in GBP (£) and do not include sales tax or VAT, where applicable.

Signatures

Please initial and sign where indicated.
Send to EOS International via:

Scan and Email: [Redacted]

SUBMITTED BY:

APPROVED AND ACCEPTED BY & FOR:

Electronic Online Systems International Limited

Department for Work and Pensions

[Redacted]

[Redacted]

[Redacted]

[Redacted]

Name

[Redacted]

Name

[Redacted]

Title

[Redacted]

Title

DocuSigned by:
[Redacted]

Signature ID: BDB59EFD34CE...

[Redacted]

Signature

Oct-22-2018 | 08:19 MDT

Date

15th October 2018

Date

