

**Schedule A**

Quote Number: 44255
Date: 12/08/2014
Account Manager: Robbie Carlson
Email: robbie.carlson@milsoft.com
Phone: 800.344.5647
Valid Until: 03/31/2015

Bill To	Ship To
Chad Lynch City of Ocala Utility Services 1805 NE 30th Ave., Bldg. 400 Ocala, FL 34470-4877 USA	Chad Lynch City of Ocala Utility Services 1805 NE 30th Ave., Bldg. 400 Ocala, FL 34470-4877 USA

Milsoft Communications

Quantity	Product	List Price	Ext. Price
1	IVR Hosted System 48 Lines Dedicated 48 Port Solution that includes: Caller ID, Second Language, Text-to-Speech, Voice Recognition, Milsoft Outage Call Handling, Milsoft TeleLink Suite, and CrewCall. Outage overflow calls will be handled by Milsoft's pooled service solution (included).	\$62,306.00	\$46,735.00
1	IVR Hosted Monthly 48 Lines Monthly subscription fee for a 48 Line Hosted Dedicated IVR System. Long distance charges billed as actual. Support is included. Three (3) year initial term	\$3,215.00	\$3,215.00

NOTE: The Milsoft Cloud Infrastructure and associated services are designed to be secure, stable, reliable, and redundant. Our service level goal is the industry standard 99.9% uptime. However, due to the complex nature of cloud services and the multiple provider networks and infrastructure(s) involved which are not within the direct control or purview of Milsoft, we do not provide any SLA model. Instead, Milsoft offers our Customers a termination-at-will contract, without any cancellation penalties, should our services ever fail to deliver satisfactory performance.

Subtotal: \$49,950.00

Total: \$49,950.00

Grand Total

Subtotal: \$49,950.00

Total: \$49,950.00

ACCEPTED BY CITY COUNCIL

March 3, 2015
DATE

OFFICE OF THE CITY CLERK

Approved as to form and legality


Patrick G. Gilligan, City Attorney

Terms and Conditions

All payment must be made in U.S. Dollars.

Milsoft products are MultiSpeak compliant, and interfaces with other MultiSpeak compliant products are provided at no charge. Unless otherwise indicated in this quotation, development by Milsoft of any custom interfaces to non-MultiSpeak compliant products may be provided only under Milsoft's specific and prior evaluation, and will be quoted at additional cost. No other interface policy is expressed or implied.

Interactive Voice Response

Milsoft IVR - Call Center

Price Inclusions & Exclusions:

Total price includes all hardware (except remote hardware) and software, software support, testing, and documentation.

Not included are associated travel expenses, pre-installation meeting expenses, applicable taxes, insurance, freight, telephone lines, or telephone system equipment.

NOTE: Milsoft is PCI compliant with a variety of payment gateway providers. If, however, the utility's gateway provider is not yet audited / included on Milsoft's approved vendor list, a **\$3,500** fee will apply to audit and gain compliance.

Terms:

- (3) Year Initial Term ~~with automatic renewal for (1) year terms unless cancelled in writing.~~
- ~~100% of setup fee due upon quote acceptance.~~
- Monthly subscription fee due upon receipt of invoice
- Call handling fees, as quoted, will be invoiced monthly and are due upon receipt of invoice

Installation & Training:

Installation and/or training will be provided upon the Customer's request at a rate of Two Thousand U.S. Dollars (\$2,000.00) per day, plus all travel and out-of-pocket expenses. Additionally, the customer will be invoiced in the amount of Five Hundred U.S. Dollars (\$500.00) per day for required travel days. Travel and related expenses are not included and will be billed additionally, as incurred. In the event that the customer requires a quotation change in training or travel plans, any resulting change fees or other additional costs will be the responsibility of the customer and billed as actually incurred. For Milsoft training via the web (Webinar), the customer is responsible for registration and tuition, if applicable, for all customer personnel attending the Milsoft training Webinar. Web training will be available at the rate of Two Hundred U.S. Dollars (\$200.00) per hour with a one (1) hour minimum. Each hour after the first will be charged at a fractional rate.

Quote Acceptance:

This quote constitutes the entire understanding and agreement between the parties and supersedes any and all prior and contemporaneous, oral or written representations, communications, understandings, and agreement between the parties with respect to the subject matter herein.

Account Name: City of Ocala
Accepted By: * J. A. Master
Printed Name: JAY A. Master
Date: 3/17/15
PO# (if applicable): _____

Choose (1) option for submission:

Email: quotes@milsoft.com

Fax: 325-690-0338

Mail:

Milsoft Utility Solutions, Inc.
4400 Buffalo Gap Road, Ste 5150
Abilene, TX 79606