

February 6, 2020

Steven Neal
Transit Manager
City of Ocala (SunTran)
1805 NE 30th Avenue, Building 900
Ocala, FL 34470

Re: Extension of ITS System Maintenance and Support Offer

Dear Mr. Neal,

Avail Technologies, Inc. is pleased to provide City of Ocala (SunTran) with this offer to extend the system maintenance and support for your Avail ITS system.

Your current plan expired on November 30, 2019. As your partner, we continue to support you outside of this contract. For your convenience, we have included a pricing table that offers significant savings for agreeing to sign up for multiple years and different payment plans.

These tables compare the costs based on the following contract plans:

- ❖ 1-year commitment with annual payment at start of each plan year (*renewal cost will be evaluated annually if this option is selected, all additional pricing is estimated*)
- ❖ 3-year commitment with annual payment at start of each plan year
- ❖ 3-year commitment with single payment at start of plan
- ❖ 5-year commitment with annual payment at the start of each plan year
- ❖ 5-year commitment with single payment at the start of the plan

Notes on changes from previous contract:

- Addition of licensing for GTFS Real-Time
- Hardware & Software management fees for Mobile Gateway Routers

The following table outlines the costs for each plan and the savings being offered in each plan.

COPY

Period of Support	Annual Price with Year-to-Year Contract	Annual Price with Three-Year Contract	Single Purchase of Three-Year Contract	Annual Price with Five-Year Contract	Single Purchase of Five-Year Contract
December 1, 2019 - November 30, 2020	\$ 39,246	\$ 39,246	\$ 38,853	\$ 38,461	\$ 38,076
December 1, 2020 - November 30, 2021	\$ 40,423	\$ 39,817	\$ 39,615	\$ 39,020	\$ 38,630
December 1, 2021 - November 30, 2022	\$ 41,636	\$ 41,011	\$ 40,803	\$ 40,191	\$ 39,789
December 1, 2022 - November 30, 2023	\$ 42,885	N/A	N/A	\$ 41,598	\$ 41,182
December 1, 2023 - November 30, 2024	\$ 44,171	N/A	N/A	\$ 42,846	\$ 42,418
Total Price	\$ 208,361	\$ 120,074	\$ 119,271	\$ 202,117	\$ 200,096
Savings Compared to Annual Contract	\$ -	\$ 1,231	\$ 2,034	\$ 6,244	\$ 8,265
Discount	0.0%	1%	2%	3%	4%

If you are acceptant of the plan, please make your election as indicated below. Single year, 3-year with annual payment, 3-year single payment option, 5-year with annual payment, or 5-year single purchase option, then sign below and return to Avail for counter signature. Please e-mail or FAX the page to contracts@availtec.com or FAX to 814.234.3393. We will include the invoice with the return countersigned page.

In closing, we hope you find the information we have provided here helpful and that it demonstrates the level of commitment that Avail provides to City of Ocala (SunTran) and the strong value that we offer. If you have any questions, please do not hesitate to contact Amanda Hinchberger at 814.234.3394 x1066 or via e-mail at ahinchberger@availtec.com.

Sincerely,



Kerry Couch
Chief Financial Officer

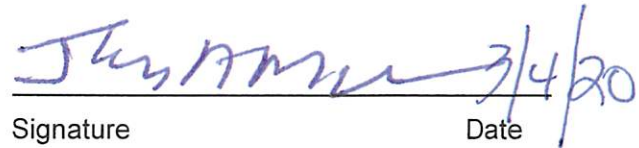
MAINTENANCE & SUPPORT PLAN

Endorsement – City of Ocala (SunTran) accepts the offer of;

- Single Year Offer - \$39,246
- 3-Year Offer (Annual Payment) - \$120,074 First Year Payment - \$39,246
- 3-Year Offer (Single Payment) - \$119,271
- 5-Year Offer (Annual Payment) - \$202,117 First Year Payment - \$38,461
- 5-Year Offer (Single Payment) - \$200,096

Avail Technologies

City of Ocala (SunTran)

 Kerry Couch
 Chief Financial Officer
 Avail Technologies, Inc.
 Date 2/6/20

 Signature Date 3/4/20

Jay A. Musleh, Council President

Print Name and Title



ATTEST:

Angel B. Jacobs
 Angel B. Jacobs, City Clerk

ACCEPTED BY CITY COUNCIL
February 18, 2020
 DATE
 OFFICE OF THE CITY CLERK

Approved as to form and legality

Patrick G. Gilligan
 Patrick G. Gilligan, City Attorney



ITS SYSTEM MAINTENANCE & SOFTWARE UPGRADE PLAN

Avail offers a comprehensive Maintenance & Software Upgrade plan designed to protect your Intelligent Transportation System (ITS) technology solution investment. Today's modern Public Transportation Agency relies on these technologies to help them provide the most safe, efficient, and reliable service to their clients that depend on them. Following the latest FTA best-practices, our plan ensures that through continued maintenance your ITS investment will not only serve you and your passengers reliably for many years to come, but that it will be the only ITS system you will ever need to invest in.

Our plan is comprised of 3 key components, each with numerous benefits:

1. **Traditional & Extended Warranty & Support** plan to ensure the reliability of your system
 - ☑ *Includes standard phone, email, and remote debugging support;*
 - ☑ *Includes 24/7 Support*
 - ☑ *Includes software bug fixes and hardware RMA return & repair*
2. **Software Upgrades** to keep your software current with the latest features
 - ☑ *Includes software update to latest release of your software*
 - ☑ *Includes training on new features and reports*
3. And finally, our exclusive **Follow-on Adoption Support Training (FAST)** to ensure your technologies are fully adopted for maximum return on your technology investment
 - ☑ *Includes creation and maintenance of a long-term technology plan to ensure your technologies will continue to support you as your operational needs change*
 - ☑ *Includes unlimited remote training sessions*
 - ☑ *Includes invitation to Annual FAST user conference*

Please refer to your Maintenance & Support Agreement for details on terms of your specific coverage and a detailed listing of your software & hardware that is covered.