

**OFFICE OF HEALTH & HUMAN SERVICES**

**PURCHASE OF SERVICE CONTRACT  
WITH  
BOWMAN SYSTEMS L.L.C.**

**AMENDMENT**

**IN CONSIDERATION** of the mutual promises contained in the Contract Agreement by and between the County of Cuyahoga, Ohio (the "County") and Bowman Systems L.L.C., with principal offices located at 333 Texas Street, Suite 300, Shreveport, Louisiana, (the Provider"), Provider to provide Service Point software for the Homeless Management Information System, effective January 1, 2012, Cuyahoga County Contract No. CE - 1200732-01.

**WITNESSETH:**

**WHEREAS**, in order to continue to provide Service Point software, server access and technical assistance for Homeless Management Information System, an amendment to the aforementioned Contract Agreement is necessary:

**NOW, THEREFORE**, the following amendments to the aforementioned Contract Agreement are agreed to by and between the parties hereto, as follows:

1. Except as herein specifically amended, all terms and provisions contained in the parent Contract are hereby ratified, confirmed, and said Contract is hereby incorporated to the same extent as if fully rewritten herein.

2. The term of the contract is to be extended to December 31, 2013.

3. The amount of the contract is to be increased by \$27,845.00.

4. By entering into this Contract, I agree on behalf of the Provider, it's Officers, Employees, Subcontractors, Subgrantees, Agents or Assigns, to conduct this transaction by electronic means by agreeing that all documents requiring County signatures may be executed by electronic means, and that the electronic signatures affixed by the county to said documents shall have the same legal effect as if that signature was manually affixed to a paper version of the document. I also agree on behalf of the aforementioned entities and persons, to be bound by the provisions of chapters 304 and 1306 of the Ohio Revised Code as they pertain to electronic transactions, and to comply with the electronic signature policy of Cuyahoga County.

IN WITNESS WHEREOF, the County and the Provider have executed this Agreement.

Bowman Systems L.L.C.

BY: Ill. P. Z.

County of Cuyahoga, Ohio

Edward FitzGerald, County Executive

BY: Ed FitzGerald  
Edward FitzGerald, County Executive

## ServicePoint Revised Pricing Table

Cuyahoga County, Ohio

Amendment Period: January 1, 2013 through December 31, 2013

NOTES: Renewal based on current number of licenses (122 as of 01/01/2012). Contracted amounts listed below will be affected by any purchases of additional licenses (see \* below).

ServicePoint User License *		
	122	Number of ServicePoint User Licenses on the ServicePoint Site.
ServicePoint Software Maintenance, Enhancement, & Customer Support \$90/license/year less \$20/license/year discount Minimum Fee: \$3,000/year	\$8,540.00	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 20 hours Customer Support per year. Additional support available at \$125.00 per hour)
Bowman Premium Shared Hosting Service \$180/license/year less \$84/license/year discount Minimum Fee: \$3,600/year	\$11,712.00	Bowman Systems Premium Shared Hosting Service provides a shared hosting environment on servers located in the Bowman Systems datacenter, but with server resources dedicated specifically to the customer. This provides specific, dedicated server resources not shared with other customers. An added advantage is enhanced performance visibility to enable our IT department an instant view on performance and allocate additional server resources as needed, in house, with little or no downtime.
Database Encryption Annual Maintenance \$14/license/year	\$1,708.00	Database Encryption provides an additional level of security for ServicePoint. Key elements of data that can be tied to an individual are encrypted, providing a balance between security and overall application performance.
** Report Gallery Access With Report Creation Ability \$160/license/year	\$2,080.00	Provides access to Web Intelligence Panel within Reporting Tool; Allows 13 users to create and store reports. One license with access to Web Intelligence Panel is provided to each site automatically. For each 100 ServicePoint User Licenses in excess of the one, an additional license will be given access to the Web Intelligence Panel.
Report Gallery Access Bandwidth Fee \$10/license/year	\$130.00	Bandwidth fee per named user with Report Gallery access.
Total Fees Billed On a Per License Basis	\$12,460.00	

AIRS Taxonomy License, Integration & Update Fee \$450/year less \$50/year discount	\$400.00	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 \$400/year less \$200/year discount	\$200.00	This certificate ensures secure transmission of data over the internet. (Required)
ServicePoint Training Site Annual License & Maintenance \$3,000/year less \$1,425/year discount	\$1,575.00	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.
XML Import Tool License & Maintenance \$2,000/year less \$500/year discount	\$1,500.00	XML Import Tool is a programmer's utility that provides format information, scripts, and error flagging for data conversion and integration. (Includes 8 hours customer support per year.)
Virtual Private Network (VPN) Maintenance & Support \$340/year [Fee Waived]	\$0.00	Virtual Private Network (VPN) is a Bowman premium service for clients seeking a secured connection to their database for sophisticated reporting purposes. (Includes 4 hours customer support per year.)
Total Fees	\$3,675.00	

### Grand Total:

\* Unlimited additional user licenses may be added to the system. For additional licenses, the following fees apply:

**One-time Fees**  
ServicePoint User License: \$225/license  
Database Encryption User License: \$36/license

**Recurring Fees:**  
ServicePoint Software Maintenance, Enhancement, & Customer Support: \$70/license/year  
Bowman Shared Hosting Service: \$96/license/year  
Database Encryption Annual Maintenance: \$14/license/year  
Regular Report Gallery Access Fee: \$80/license/year