

Attachment A

Original Agreement
PO 2310217

Item	Service Term	Cost
Freshservice	5/23/2023-5/22/2024	\$ 66,807.00
Unlimited Assets	5/23/2023-5/22/2024	\$ 14,035.09
Customer Engagement	5/23/2023-5/22/2024	\$ 43,750.00
Enterprise OmniChannel	11/1/23-5/24/24	\$ 15,224.70
Customer Engagement Plat	11/1/23-5/24/24	\$ 43,750.00
Enterprise Annual	5/23/2024-5/22/2025	\$ 66,807.00
Unlimited Assets	5/23/2024-5/22/2025	\$ 14,035.09
Enterprise OmniChannel	5/23/2024-5/22/2025	\$ 27,789.60
Enterprise Annual	5/23/2025-5/22/2026	\$ 66,807.00
Unlimited Assets	5/23/2025-5/22/2026	\$ 14,035.09
Enterprise OmniChannel	5/23/2025-5/22/2026	\$ 27,789.60
Enterprise Annual	5/23/2026-5/22/2027	\$ 66,807.00
Enterprise OmniChannel	5/23/2026-5/22/2027	\$ 27,789.60
Unlimited Assets	5/23/2026-5/22/2027	\$ 14,035.09
Enterprise Annual	5/23/2027-5/22/2028	\$ 66,807.00
Unlimited Assets	5/23/2027-5/22/2028	\$ 14,035.09
Enterprise OmniChannel	5/23/2027-5/22/2028	\$ 27,789.60
Subtotal		\$ 618,093.55
Sales Tax		\$ 61,009.90
TOTAL		\$ 679,103.45

New Cost	Notes	Increase
\$ 93,529.80	Quote 26252526, plus tax	\$ 26,722.80
\$ 43,192.35	Quote 26252526, plus tax	\$ 15,402.75
\$ 93,529.80	estimated based on Quote 26426552, plus tax	\$ 26,722.80
\$ 43,192.35	Quote 26252526, plus tax	\$ 15,402.75
\$ 93,529.80	estimated based on Quote 26426552, plus tax	\$ 26,722.80
\$ 43,192.35	Quote 26252526, plus tax	\$ 15,402.75
	subtotal of new costs	\$ 126,376.65
	true-up 10% years 4 & 5 combined	\$ 12,637.67
	subtotal	\$ 139,014.32
	Sales Tax	\$ 14,318.4744
	TOTAL	\$ 153,332.7894

increase request from Council for additional licenses
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