



November 1, 2019

From: Ray Laigo
McCain Inc.
2365 Oak Ridge Way
Vista, CA 92081

Attn: Dennis Ralls
City of Corona
400 S. Vicentia Avenue
Corona, CA 92882

Reference: Quote #RL080119-2 - Corona, CA - 1 Yr. Software Maintenance Contract (2019-20) revA (revised 11-1-2019)

Dear Mr. Ralls

McCain is pleased to provide this quotation on the following item(s):

Item	Qty	Unit	Description	Unit Cost	Ext. Cost
1	1	Yr.	Software Maintenance Renewal for a system with 208 local controllers*	\$8,500.00	\$8,500.00
Total				\$8,500.00	\$8,500.00

* Previous pricing has been applied for the City. The 1 Yr. Support & Maintenance Agreement covers **a total of sixteen (16)** hours that includes telephone, email or remote support and **four (4)** remote maintenance sessions. Support hours may be applied as additional training or other specific tasks identified in the agreement. The Support & Maintenance Agreement also covers minor version updates/upgrades to Transparency TMS while the Agreement is in effect.

SMA Period from: 11-1-2019 to 10-31-2020

Notes:

1. All prices are in US Dollars. All payments to be made in US Dollars
2. Purchase orders are required to be broken out by line item
3. Prices firm for 30 days. **Tax and freight are not included (as applicable).**
4. Sale is subject to McCain's standard terms and conditions
5. Software made available through download only.

Quotation prepared by:

Ray Laigo
ITS Project Manager
McCain, Inc.

cc: Amber Rowe, Riverside/San Bernardino County Area Sales, McCain Inc.
cc: Fedrico Hormozi, Director of ITS, McCain Inc.
cc: Lori Tackett, Senior Project Manager, McCain Inc.

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From: Laigo, Ray
Sent: Thursday, August 1, 2019 2:27 PM
To: Dennis Ralls <Dennis.Ralls@CoronaCA.gov>
Subject: Corona, CA - Maintenance Renewal

Dennis,

Good afternoon.

Just an FYI – I'm working with Gil to address what you're experiencing at Lincoln/Highgrove, have there been any other locations where you have observed this?

Also, our records show that your current maintenance expired on 6/30/19. I've attached a quote for the renewal. You might notice a price increase on your maintenance.

This is because we have recently started tiers based on an agency's # of locations, which is more per the industry norm.

We didn't have such a price structure in place before.

That said, the price increase isn't merely a change in cost. We are also increasing the amount of tech support hours (more than 50% increase) and maintenance sessions for the agency.

The premise is that larger agencies would have more to manage and thus require more support. The additional maintenance sessions also ensure that your server and comms are being checked for optimum performance more frequently.

Please review the attached and do let me know if you have any questions.

If the price increase is not something that can be done in bulk at one time, we can also explore a more phased increase. For example:

Total % increase is 55%

Year 1 – increase of 27.5% = \$10,838

Year 2 – increase of next 27.5% = **\$13,175**

SMA PERIOD 11-1-2020 TO 10-31-2021

SMA PERIOD 11-1-2021 TO 10-31-2022

Thanks Dennis and please do let me know your thoughts.

Have a great day!

Ray Laigo
Project Manager, ITS Solutions Group



E. rlaigo@mccain-inc.com

T. +1-760-734-5044

M. +1-760-535-1204

www.mccain-inc.com

