



641 Avenue of the Americas  
New York, NY 10011  
800-260-2640  
infor.com

November 23, 2015

City of Orlando  
Procurement and Contracts Division  
Attention: Tisa Mitchell  
400 South Orange Avenue, Fourth Floor Orlando, Florida 32801

Re: Amendment

Dear Tisa:

On behalf of Infor Public Sector, I am pleased to submit Infor's Amendment/Addendum to the City of Orlando Infor Public Sector Community Development and Regulation (IPS CDR) 8.4 Project. We are committed to and appreciate the City extending our technology solutions. Our solution includes both the software and services to make this important project a success

Amendment to Services Work Order:

Adding additional scope changes to implement three additional Data Conversions, the Infor Cashiering System, and Configure for Concurrency and the City of Orlando Fire Department.

Order Form Addendum to License Agreement:

Software licensing and first year support required for the Amendment to the Scope of Services.

Amendment to Services Work Order	\$1,488,068.00
Order Form Addendum to License Agreement	\$ 380,344.20
Total	<u>\$1,868,412.20</u>

We greatly appreciate our partnership with the City. We welcome any questions you have regarding our proposal and are eager to expand our already strong business relationship with City of Orlando.

Sincerely,

Glen Krapf  
Client Partner  
Infor Public Sector  
Cell: (404) 512-9687  
Glen.Krapf@Infor.com

## AMENDMENT TO SERVICES WORK ORDER

### INTRODUCTION

This Amendment ("Amendment") modifies the Services Work Order ("Work Order" or "SWO") entered into between Infor Public Sector, Inc. ("Infor") and the City of Orlando ("Licensee") on July 9, 2015 and is effective as of December \_\_, 2015. This Amendment is subject to the terms and conditions of the Software Services Agreement between Infor and Licensee with an Effective Date of July 9, 2015 ("Agreement"). All terms of the Services Agreement and Work Order are incorporated herein by reference. All of the capitalized terms not otherwise defined in this Amendment have the same respective meanings as contained in the Agreement or Work Order. The sections of the Work Order that are not expressly modified or replaced by this Amendment shall remain in effect pursuant to their terms.

### 1.0 AMENDMENT INFORMATION

<b>Licensee (customer)</b>	City of Orlando
<b>Project Name</b>	City of Orlando- CDR Implementation
<b>Project Number</b>	32425086
<b>Project Manager</b>	Johna Youlio
<b>Project Phase</b>	Inception
<b>Product(s)</b>	Infor Public Sector Community Development and Regulation (IPS CDR) 8.4 Implementation,

<b>Work Order Number</b>	0001
<b>Addendum Number</b>	01
<b>Issue Number</b>	01
<b>Description</b>	City of Orlando – Amendment
<b>Requestor</b>	City of Orlando Project Manager
<b>Identified Date</b>	11/4/2015
<b>Prepared By</b>	Johna Youlio

### 1.1 Preliminary identification and assessment

Describe the change in detail



## Describe the change in detail

Infor to provide additional consulting assistance over and above the original Work Order to include the following work tasks:

1. Concurrency Design, Build and Workflow Integration
  - Design, Object Build, Custom lookup/infoview, detail page build, workflow integration, unit testing, documentation/training, UAT and Contingency
2. Concurrency Conversion
  - Design/database matching, Build, Test, Documentation and contingency
3. Sewer Benefits, Design, Build and Workflow Integrator
  - Design, Object Build, Custom lookup/infoview, detail page build, workflow integration, unit testing, documentation/training, UAT and Contingency
4. Sewer Benefits Conversion
  - Design/database matching, Build, Test, Documentation and Contingency
5. Service Contract Module Configuration
  - Design, Build and Training hours
6. My Gov/Special Assessment Conversion
  - Design/database matching, Build, Test, Documentation and Contingency
7. Fire Permit Configuration
  - Detail Page Build for DP, Unit Testing, Documentation, Training, Contingency, Checklist Build, False Alarm AP Type
8. Customer Service Module Configuration
  - Design/Back office, Anonymous Call in User, SR Type Creation for Citizen Call, Unit Testing, Documentation, Training Contingency, Damage Report creation as SR type
9. Change Management
  - Design OCM Strategy Document and Dept Readiness Report, work with Infor resources to validate business drivers, documentation and review sessions
10. Core Training
  - Additional core training hours for dual trainer week onsite
11. Cashiering
  - Design/Back office, External Charge Build, Payment Outbound API, Unit Testing, Documentation/Training, Contingency, BTR Batching, Email Notification – BTR Based, BTR DP Extension, External Charge Build, and Custom Processing
12. Dynamic Portal
  - Design, Attachment Configuration, Payment Configuration, Unit Testing, Documentation and Training, Unit Testing, GIS Integration for Service Request
13. EPak Training
  - Includes Train the Trainer, Change Readiness Review, Test and Train Scenarios, Contingency

#### Describe the change in detail

#### Reason for the change

Licensee identified additional work outside of the scope of the original RFP and Work Order that is requested to be included in the overall IPS CDR Project.

#### High level impact assessment

Critical. These work tasks must be taken into account when rebaselining the project plan.

### 1.2 Detailed impact analysis

#### Impact on project plan (including estimated timelines)

**Phase 1 Project remains on schedule on or around 9/30/2016**

**Phase 2 Sewer Benefit Fee Conversion is currently estimated to be implemented by 3/1/2017**

**Deliverables 32 through 35 of Section 5.0 of the Work Order (Project Deliverables and Activities required for Acceptance), are hereby modified or added to the Work Order as follows:**

OPTIMIZE PHASE		
RELATED TASKS	WORK PRODUCTS	DELIVERABLE #
Monitor and Respond - Production Issues	Production Environment	32
Phase 2 - Sewer Benefit Conversion Planning	Conversion Design	33
Phase 2 - Cashiering External Spec	Conversion Design	34
Project Closure		35

#### Target date (for implementation)

See section 1.2.





**Additional risk**

**N/A**

**Impact on project cost**

**The changes set forth in this Amendment increase project costs and fees due to Infor in the amount of \$1,488,068, inclusive of additional estimated travel expenses of \$133,335 (an additional 74 consultant trips). Total travel expenses for the Project are now \$241,335 for 134 consultant trips.**

**Milestone payments below include travel.**



The Milestone Payment Schedule in Section 7.0 of the Work Order is deleted in its entirety and replaced with the following:

Mile- stone #	Milestone Description	Required Activity or Deliverable Required for Milestone Completion	Original Milestone	Revised Milestone Amount	Change in Value	Estimated Milestone Completion Date
<b>Inception</b>						
1	Project Initiation	1	\$118,952.00	\$118,952	\$0	Complete
2	Project Planning Complete	2,3,4,5,6,7	\$118,952.00	\$118,952	\$0	Complete
3	Technical Architecture Strategy Complete	8	\$118,952.00	\$118,952	\$0	11/30/2015
<b>Elaboration</b>						
4	Project Strategy Complete	9,10,11	\$41,476.00	\$41,476	\$0	11/30/2015
5	Technical Infrastructure Complete	12	\$82,952.00	\$82,952	\$0	11/30/2015
6	System Test Planning Complete	13,14	\$82,952.00	\$175,956	\$93,004	12/30/2015
7	GAP Analysis Complete	15,16,17	\$124,428.00	\$217,432	\$93,004	1/8/2016
8	Data Conversion Preparation Complete	18	\$124,428.00	\$217,432	\$93,004	2/9/2016
<b>Construction</b>						
9	Application Definition Complete	19,20	\$82,952.00	\$175,956	\$93,004	3/11/2016
10	System Testing Complete	21,22,23	\$124,428.00	\$217,432	\$93,004	4/15/2016
11	Data Conversion #1, #2 Complete	24,25	\$124,428.00	\$217,432	\$93,004	5/13/2016
12	Cutover Preparation Complete	26	\$41,476.00	\$134,480	\$93,004	6/24/2016
13	End User Training Materials Complete	27	\$41,476.00	\$134,480	\$93,004	7/15/2016
<b>Transition</b>						
14	Support User Acceptance Test	28	\$124,428.00	\$217,432	\$93,004	7/30/2016
15	Mock Conversion Run	29	\$124,428.00	\$217,432	\$93,004	8/30/2016
16	Final Cutover Plan Complete	30	\$82,952.00	\$175,956	\$93,004	9/15/2016
17	Final Cutover to Production	31	\$82,952.00	\$175,956	\$93,004	9/30/2016
<b>Optimize</b>						
18	Monitor and Respond to Production Issues and Project Closure	32	\$82,952.00	\$175,962	\$93,010	10/31/2016
19	Sewer Benefit Conversion Planning	33	N/A	\$93,004	\$93,004	1/31/2017
20	Cashiering Extenal Spec	34	N/A	\$93,004	\$93,004	2/28/2017
21	Project Closure	35	\$41,476.00	\$134,480	\$93,004	3/31/2017
<b>Totals:</b>			<u>\$ 1,767,040</u>	<u>\$3,255,108</u>	<u>\$ 1,488,068</u>	



**Other Projects Affected**

None.

**Who needs to be notified of the change**

City of Orlando Project Manager

**Comments**

None.

**Amendment Assumptions:**

- 1) Infor will be configuring at one of the five locations (Parking, Code Enforcement, Fire Station, Greenwood Cemetery and Orlando PD).
- 2) Travel has been updated to include an additional 74 consultant trips for \$133,335 bringing total project consultant trips to 134 consultant trips for \$241,335 which is included in fixed fee milestone payments.
- 3) Concurrency Build and Conversion assumptions: Detail pages in CDR module will hold all information needed to calculate concurrency.
- 4) All updated scope items around conversions assume that all data is available and accessible in the client DataBase environment.
- 5) Service Contracts under the Customer Service Module will be required to be licensed by licensee in order to configure and convert the Sewer Benefit Fee data.
- 6) Sewer Benefit Data - all fee data for conversion must reside in the current AS400 system.
- 7) Licensee will use a Third Party vendor for the EPak initial training. Third Party vendor will be utilized by Licensee for further train the trainer classes as Licensee determines appropriate.
- 8) Licensee's Fire Department's current RMS system is out of Project scope.
- 9) Infor is not responsible for the purchase of cashier boxes for Licensee. Infor has provided Licensee with the details of supported cashiering hardware components.

By signing below, Licensee authorizes Infor to proceed with the work set forth in this Amendment and bill Licensee per the payment terms set forth in the Work Order for any additional Services fees. Please return a signed copy of this Amendment to Infor PSO.

THE PARTIES have executed this Amendment through the signatures of their respective authorized representatives.



**INFOR:**

Signature:

Printed Name:

Title:

Address:

Address:

Signature Date:

**LICENSEE:**

Signature:

Printed Name:

Title:

Address:

Address:

Signature Date:





	Functionality	Activity	Hours	Average Hourly Rate/HR	Total
1	Concurrency	Design	156		
		Object build	130		
		Custom look up/infoviewer	78		
		Detail page build	52		
		Workflow integration	234		
		Unit testing	52		
		Documentation/Training	65		
		UAT	52		
		QA	104		
		Total	923	\$202.52	\$186,925
2	Concurrency Conversion	Design/database matching	234		
		build	208		
		test	104		
		Documentation	39		
		QA	104		
		Total	689	\$202.52	\$139,536
3	Sewer benefits	Design	104		
		Object build	52		
		Detail page build	104		
		Workflow integration	78		
		Unit testing	78		
		Documentation/Training	52		
		UAT	52		
		QA	104		
		Total	624	\$202.52	\$126,372
4	Sewer Benefits Conversion	Design/database matching	260		
		build	312		
		Unit Testing	104		
		Documentation/	52		
		QA	52		
		Total	780	\$202.52	\$157,965
5	Service Contract Module	Training and configuration	208	\$202.52	\$42,124
6	MyGov/Special Assess	Design/DB Matching	130		
		Unit Testing	208		
		Documentation/Training	26		
		QA	52		
		Total	416	\$202.52	\$84,248
7	Fire	Design Back office	156		
		Detail Page Build for DP	65		
		Unit testing	104		
		Documentation/Training	52		
		Checklist Build	26		
		False Alarm - AP Type	26		
		Total	429	\$202.52	\$86,881
8	Customer Service	Design/Back Office	78		
	Citizen Call in	Anonymous/SR creation process	52		
		Unit Testing	52		
		Documentation/Training	52		
	Damage Reports	Access Control	52		
		GIS Feasibility	156		
		Total	395.2	\$202.52	\$80,036
9	Additional Training	Additional Core Training Hours	104		
		for additional groups	104		
		Total	208	\$202.52	\$42,124
10	Epak Training	Train the Trainer	104		
		Change Readiness	163.8		
		Test and Train Scenarios	156		
		Total	423.8	\$202.52	\$85,828
11	Cashiering	Design/Back office	260		
		External Charge Build	258.7		
		Payment Outbound - API	39		
		Unit Testing	104		
		Documentation/Training	104		
		BTR Batching	78		
		Email Notification - BTR Based	20.8		
		BTR DP Extension	78		
		Custom Processing	130		
		Total	1072.5	\$202.52	\$217,202
12	Dynamic Portal	Design	52		
		Attachment configuration	52		
		Payment Configuration	104		
		Unit Testing	52		
		Documentation/Training	52		
		QA	104		
		GIS Integration	104.9		
		Total	520.9	\$202.52	\$105,492
		Total Increase of Hours/\$s	6889.4		\$1,354,733
		Travel			\$133,335
		Total Project Increase with Travel			\$1,488,068



## Order Form – Addendum to License Agreement

As it relates to the Component Systems specified herein, this Order Form is subject to the terms of the Software License Agreement between Infor Public Sector, Inc ("Infor") and City of Orlando ("Licensee") with an effective date of July 6, 2015 (the "License Agreement"). As it relates to Support for the Component Systems, this Order Form is subject to the applicable terms of the License Agreement (to the extent it concerns Support) or, if Support is the subject of a separate Support agreement related to the License Agreement, the terms of such Support Agreement (the "Support Agreement"). The License Agreement and related Support Agreement (if any) are referred to herein as the "Agreement". All terms of the Agreement are incorporated herein by reference. Capitalized terms not defined in this Order Form are defined in the Agreement. In the event of a conflict, the terms of this Order Form control over the terms of the Agreement.

In the event the capitalized terms in this Order Form differ from the terminology used in the Agreement, references herein to: "Component Systems" means the software products that are being licensed (and may be referred to in the Agreement as Products, Software Products, Software, Programs or Licensed Programs); "Support" means Infor's current standard maintenance and support services (and may be referred to in the Agreement as Maintenance and Support, Annual Support, Support Services, On-Going Support or One Point Support); "Order Form" means a mutually agreed upon ordering document (and may be referred to in the Agreement as Schedule, Supplement or Supplemental Schedule); "User Restriction" means the license restriction applicable to the Component System in addition to any license restrictions in the Agreement; "Annual Escalation Percentage Cap" means the maximum percentage increase in the annual Support Fee on an annual basis. In addition, based on the applicable Agreement, listed Component Systems herein owned by a third party may also be referred to in the Agreement as "Additional Software" or "Third Party Software".

### I. Component Systems:

#### I.(a.) Newly Licensed Component Systems: **Production and Non-Production Use as Set Forth Herein**

	Part # (if applicable)	Component System	User Restriction*		Support Level**
			Quantity	Type	
1	H8CS	Hansen 8 - Customer Service	100	NU	XT
2	H8WM	Hansen 8 - Work Management	40	NU	XT
3	H8GGS	Hansen 8 - GeoAdministrator	2	NU	XT
4	ORC-EPAK-USER	EPAK User - Application Specific	40	EPAKNU	XT
5	ORC-EPAK-DEV	EPAK Developer - Application Specific	1	EPAKNU	XT
6	EPAK-HNCDCN	EPAK Content for Hansen8 CDR	1	EPAKET	XT

#### I.(b.) Additional Quantities of Previously Licensed Component Systems: **Production and Non-Production Use as Set Forth Herein**

	Part # (if applicable)	Component System	User Restriction*		Support Level**
			Quantity	Type	
1	H8CDR	Hansen 8 - CDR Bundle	15	NU	XT
2	H8CM	Hansen 8 - Cashiering	21	NU	XT

			<b>Total License Fee: \$316,953.50</b>		
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\*If specified in the User Restriction field:

- NU = "Named Users" - Allows access to the Component System up to the stated maximum number of individual named users, irrespective as to whether any such user is actively logged on to the Component Systems at a given point in time; The Licensee agrees to assign to each Named User a unique identification profile, it being agreed that to the extent Licensee uses generic user profiles as a means to access the Component System, each separate log-on accessing the Component System will be counted as a separate user.
- EPAKET = "EPAK Enterprise" – "Licensee and any legal entity (such as a corporation) that is majority owned or majority controlled, directly or indirectly, by Licensee. EPAK Named User are required to access or use the EPAK



Component System or to view, access or use for any reason any output or content generated from the EPAK Component System.

Where "EPAK Named User" = Quantity represents the maximum number of individuals that are authorized to access or use the EPAK Component System and not only does each such Named User that is granted a login ID require a license, but also any individuals that may view, access or use for any reason any content or output generated from the EPAK Component Systems also require a license and are subject to the Quantity. Customer may not utilize any method or program to automatically reassign any Named User login ID from any one user to another."

- EPAKNU = "EPAK Named User" - Quantity represents the maximum number of individuals that are authorized to access or use the EPAK Component System and not only does each such Named User that is granted a login ID require a license, but also any individuals that may view, access or use for any reason any content or output generated from the EPAK Component Systems also require a license and are subject to the Quantity. Customer may not utilize any method or program to automatically reassign any Named User login ID from any one user to another.

\*\*Support Level: Infor Xtreme ("XT") Support unless otherwise indicated. Descriptions of the Support levels can be found at <http://www.infor.com/content/brochures/inforxtremesupportplanfeatures.pdf>.

If Applicable, "XTP" = Infor Xtreme Premium (24x7) and "XTE" = Infor Xtreme Elite (24x7) Plus

## II. Support Services

<b>Additional Annual Support Fee: \$63,390.70</b>	
<b>Annual Escalation Percentage Cap:</b> 3% until the period ending five (5) years from Order Form Date; thereafter, 6% or the then-current year-over-year increase in the Consumer Price Index (CPI-U), whichever is greater.	
<b>Initial Term of Support:</b> Order Form Date through one year from Order Form Date	
<b>Fee for Initial Term of Support:</b>	
	<b>\$63,390.70</b>
<b>Committed Term of Support:</b> Order Form Date through five (5) years from Order Form Date	
<b>Total Amount Due (before applicable taxes):</b>	
	<b>\$380,344.20</b>

<b>Payment Terms:</b>	All amounts are in US Dollars unless otherwise specified.
Payment is due within 30 days of Order Form Date.	<b>Currency: United States Dollars</b>

<b>Equipment (on which Component Systems will be installed):</b>	Licensee Account ID: 37518
Computer Platform: _____ Model: _____	Infor GL ID: US06A
Operating System: _____ DBMS: _____	Account Executive Name: Rick Johnston/ Matt Dey
Serial Number: _____	
Location: <u>Same as Delivery Address</u>	

<b>Delivery Address:</b>	<b>Invoice Address:</b>
City of Orlando 400 South Orange Ave, 5 <sup>th</sup> Floor Orlando, FL 32801	City of Orlando 400 South Orange Ave., <b>6th Floor</b> Orlando, FL 32801
Contact Name: Marsha Tim	Contact Name: Tisa Mitchell
Contact Title: IT Manager	Contact Title: EDIS Administrator
Contact Phone: 407-246-3041	Contact Phone: 407-246-3041
Contact email: <a href="mailto:marsha.tim@cityoforlando.net">marsha.tim@cityoforlando.net</a>	Contact email: <a href="mailto:tisa.mitchell@cityoforlando.net">tisa.mitchell@cityoforlando.net</a>

## III. Additional Terms

Delivery is FOB Shipping Point.

Licensee's purchase of the licenses specified herein is not contingent or dependent upon the provision of any consulting services Licensee may choose to purchase from Infor contemporaneously with this Order Form or in the future.

**Active Disaster Recovery License:**

The Component Systems herein licensed may be used on an Active Disaster Recovery server subject to the following additional terms and conditions:

1. Licensee may install one copy of the Component Systems on a single, non-production server solely for disaster recovery (failover) purposes. At no time may the disaster recovery server be used in a production environment except (i) to provide temporary backup during planned or unplanned outages of the production server, or (ii) to permanently replace the production server. The disaster recovery server may only be used in a production environment if the production server is not then in use; and, if so used in a production environment, the disaster recovery server shall be subject to the same User Restrictions as would apply to the production server. Data on the production server may be replicated in real time or periodically to the disaster recovery server. Licensee agrees to promptly notify Infor once the disaster recovery server has been used in a production environment thirty (30) consecutive days.

2. In the case of tier-based, model-based or processor-based licenses, the disaster recovery server must be on the same type of hardware as the production server.

3. If Licensee maintains Support for the disaster recovery server, Licensee must subscribe to the same level of Support for the disaster recovery server as it does for the production server: provided, however, Critical Incident Support will be provided only for either the production server or the disaster recovery server when used in a production environment.

4. This Active Disaster Recovery License is limited to the Component Systems and User Restrictions set forth on this Order Form.

5. This Active Disaster Recovery License will remain valid for so long as Licensee maintains a separate production license for the Component System. In the event the production license terminates, this Active Disaster Recovery License shall also terminate.

**Development Server License:**

The Component Systems herein licensed may be used on a Development server subject to the following additional terms and conditions:

1. Licensee may install one copy of the Component Systems on a single, non-production server solely for development purposes. At no time may the development server be used in a production environment. For the avoidance of doubt, this Development Server License does not include a license to the source code for the Component System.

2. Only users with a valid license for the production server may access the development server, and the combined number of users accessing the production server and the development server at any one time may not exceed the total number licensed. The same User Restrictions shall apply to the development server as apply to the production server.

3. If Licensee maintains Support for the production server, Licensee must subscribe to the same level of Support for the development server as it does for the production server.

4. This development server license is contingent upon Licensee maintaining a separate production license for the Component System. In the event the production license terminates, this Development Server License shall also terminate.

**Test Server License:**

The Component Systems herein licensed may be used on a Test server subject to the following additional terms and conditions:

1. Licensee may install one copy of the Component Systems specified above on a single, non-production server solely for testing purposes. At no time may the test server be used in a production environment.

2. Only users with a valid license for the production server may access the Test server, and the combined number of users accessing the production server and the Test server at any one time may not exceed the total number licensed. The same User Restrictions shall apply to the Test server as apply to the production server.



3. If Licensee maintains Support for the production server, Licensee must subscribe to the same level of Support for the Test server as it does for the production server.

4. This Test server license is contingent upon Licensee maintaining a separate production license for the Component System. In the event the production license terminates, this Test Server License shall also terminate.

#### **Training Server License:**

The Component Systems herein licensed may be used on a Training server subject to the following additional terms and conditions:

1. Licensee may install one copy of the Component Systems specified above on a single, non-production server solely for Training purposes. At no time may the Training server be used in a production environment.

2. Only users with a valid license for the production server may access the training server, and the combined number of users accessing the production server and the training server at any one time may not exceed the total number licensed. The same User Restrictions shall apply to the training server as apply to the production server.

3. If Licensee maintains Support for the production server, Licensee must subscribe to the same level of Support for the Training server as it does for the production server.

4. This Training Server License will remain valid for so long as Licensee maintains a separate production license for the Component Systems. In the event the production license terminates, this Training Server License shall also terminate.

#### **COMMITTED SUPPORT TERMS**

i. The Support Fee and Annual Escalation Percentage Cap set forth above shall apply only to the Component Systems and number and types of users set forth above. If during the Initial Term of Support, or at any time during the remainder of the commitment period, Licensee licenses additional Component Systems and/or users, or reinstates Support for any previously licensed Component Systems and/or users, the Support Fee will increase according to Infor's then-current applicable rates and policies.

ii. The parties agree the Support Fee and Annual Escalation Percentage Cap specified above is offered by Infor solely in reliance upon Licensee's commitment to renew annual Support through the Committed Term of Support which will be invoiced in advance of each annual support renewal period. The support period specified herein is a binding term, and Support may not be canceled during this time. If Licensee fails to pay Infor any portion of the Support Fee when due for any reason whatsoever, then, in addition to other remedies Infor may exercise, Licensee shall be immediately invoiced for, and shall be obligated to pay to Infor the Support Fee for the entire commitment period, with Infor-standard annual increases applied, as liquidated damages and not as penalty, less any amounts previously paid by Licensee for the Support fees due hereunder. The parties agree this amount is a fair and reasonable estimation of Infor's damages in the event Licensee breaches its obligation to maintain Support through the commitment period.

iii. Licensee warrants, represents and agrees that the prices, terms, and conditions contained in this Order Form shall not be disclosed by Licensee to any third party and are to be maintained as Infor "Confidential Information" pursuant to the terms of the Agreement.

Infor warrants that each Component System licensed to Licensee under this Order Form will operate without a Documented Defect for a period of thirty (30) months from the Delivery Date of such Component System. Infor warrants that the media on which such Component System(s) are delivered will be free of material defects in material and workmanship for a period of thirty (30) month from the Delivery Date of such Component System.

This extended warranty remains subject to the terms, conditions, and limitations set forth in the Software License Agreement and applies solely to the initial delivery of the Component Systems licensed under this Order Form. This warranty will be valid only so long as Licensee renews Support for the entire extended warranty period. Should Licensee fail to renew Support for any period during which the extended warranty applies, the warranty will expire and terminate as of the last date for which Licensee paid Infor for Support.

No changes or modifications of any kind to this Order Form shall be accepted after execution unless signed in writing by both parties

Any purchase order or similar document (other than a mutually executed and delivered Order Form) that may be issued by the undersigned Licensee in connection with this Order Form does not modify this Order Form or the Agreement to which it pertains. No such modification will be effective unless it is in writing, is signed by each party, and expressly provides that it amends this Order Form (or as applicable, the Agreement).

For U.S. Government entities, the following restricted rights clause applies: This Component System is a "commercial component," as this term is defined in 48 C.F.R. 2.101, consisting of "commercial computer software" and "computer software documentation," as such terms are defined in 48 C.F.R. 252.227-7014(a)(1) and 48 C.F.R. 252.227-7014(a)(5), respectively, and used in 48 C.F.R. 12.212 and 48 C.F.R. 227.2702, as applicable, and all as amended from time to time. Consistent with 48 C.F.R. 12.212 and 48 C.F.R. 227.2702, and other relevant sections of the Code of Federal Regulations, as applicable, and all as amended from time to time, all U.S. Government entities acquire this Component System only with those rights set forth in the license agreement accompanying this Component System. Use, duplication, reproduction, or transfer of this commercial software and accompanying documentation is restricted in accordance with FAR 12.212 and DFARS 227.2702 and by a license agreement.

By signing this Order Form, Licensee represents and warrants that it has obtained all necessary authorizations and approvals to execute this Order Form.

Effective date of this Order Form: \_\_\_\_\_ (the "Order Form Date")

THE PARTIES have executed this Order Form through the signatures of their respective authorized representatives.

For: <b>Infor Public Sector, Inc.</b>	For: <b>City of Orlando</b>
	(Legal Name of Licensee)
Signature	Signature
Typed or Printed Name	Typed or Printed Name
Title	Title
Date	Date



# Price Quote



Quotation valid until: December 30, 2015

**Price Quote For:**

Tisa Mitchell  
Project Manager, Information Technology  
400 South Orange Avenue  
P.O. Box 4990  
Orlando, FL 32802-4990

**Price Quote prepared by:**

Matt Dey  
Infor Public Sector  
(864) 546-5050  
[matt.dey@infor.com](mailto:matt.dey@infor.com)

Infor Sales Rep	F.O.B Point	Currency	Payment Terms		
Matt Dey	Shipping	USD	Net 30 Days		

Part #	Component System	User Restriction Quantity	Type	Per Unit	List Price License Total	Discounted	Support
H8CS	Hansen 8 - Customer Service	100.00	Named	1,000.00	100,000.00	77,780.00	15,556.00
H8CDR	Hansen 8 - CDR Bundle	15.00	Named	3,000.00	45,000.00	35,001.00	7,000.20
H8GGS	Hansen 8 - Geo Administrator	2.00	Named	20,000.00	40,000.00	31,112.00	6,222.40
H8CM	Hansen 8 - Cashiering	21.00	Named	3,500.00	73,500.00	57,168.30	11,433.66
H8WM	Hansen 8 Work Management	40.00	Named	2,000.00	80,000.00	62,224.00	12,444.80
ORC-EPAK-USER	EPAK User - Application Specific	40	EPAK Named User	100.00	4,000.00	3,111.20	622.24
ORC-EPAK-DEV	EPAK Developer - Application Specific	1	EPAK Named User	15,000.00	15,000.00	11,667.00	2,333.40
EPAK-HNCDN	EPAK Content for Hansen8 CDR	1	EPAK Enterprise	50,000.00	50,000.00	38,890.00	7,778.00
<b>Software and Technical Support</b>					407,500.00	316,953.50	63,390.70
<b>Total</b>							380,344.20

**Additional Terms**

As it relates to the Component Systems specified herein, this Quote is subject to the terms of Order Form 23NOV2015v9, subject to the terms of the Software License Agreement between Infor Public Sector, Inc ("Infor") and City of Orlando ("Licensee") with an effective date of July 6, 2015 (the "License Agreement").