CONTRACT ROUTING FORM

1. **Complete the information below BEFORE printing and completing items 2 through 7.** Items in red are required.

   Department: MIS

   Department contract file name (use effective date): SYSAID_MIS_20240226

   Project Code: Click here to enter text.

   Contract type: Agreement

   Contracted Services/Goods: Helpdesk Software Renewal

   Contract Component: Master

   Change Order Number/Addendum Number: Click here to enter text.

   Vendor Name: SySAid

   Effective Date: 03/16/2024

   Approved by: County Manager

   Date approved by the BOC: Click here to enter text.

   Ending Date: Click here to enter a date.

   Total Amount: $7181.00

Please Return Contract to:
Name:_Carla Daniel_____
Email:_carla.daniel@chathamcounty
nc.gov_____
Special Instructions for Clerks
Office:

2. Department Head or his/her designee has read the contract in its entirety.

   By: _____(Department Head signature required)

3. County Attorney has reviewed and approved the contract ☒

   County Attorney has reviewed and rejects the contract ☐ Reason:_____

   _____

   _____

   This is an automatic renewal and does not require approval from the County Attorney: Yes☐   No☐

⚠	If this box is checked the County Attorney's Office has reviewed the contract but has not made needed changes to protect the County because the contract is a sole source contract and the services required by the County are not available from another vendor.

4. Technical/MIS Advisor has reviewed the contract if applicable.   Yes☒   No☐

5. Vendor has signed the contract.   Yes☐   No☒

6. A budget amendment is necessary before approval.   Yes☐   No☐

   If budget amendment is necessary, please attach to this form.

7. Approval

   ☐ Requires approval by the BOC - contracts over $100,000.00. Follow Board submission guidelines.

   ☒ Requires approval by the Manager – contracts $100,000 or less.

8. Submit to Clerk.

Clerk's Office Only
☐ Finance Officer has signed the contract ☐ The Finance Officer is not required to sign the contract

SysAid.

Quote

 # QN-01213306
For: Chatham County MIS
Account Name: chathamcounty

www.sysaid.com
Thursday, February 22, 2024

Order includes:

SysAid (On-Premise, Fusion) Help Desk

- ✓ 17 Administrators
- ✓ 150000 End Users
- ✓ 1000 Assets
- ✓ 50 Patch Management Assets
- ✓ Advanced Reporting
- ✓ Password Services
- ✓ 1 Remote Control Gateway channel
- ✓ 1 My Desktop channel
- ✓ Advanced Services (hours)

TOTAL COST

$7,181 (USD)

Proceed Now

Your SysAid license for account name "chathamcounty" will be renewed from March 16, 2024 until March 15, 2025.

#	Item Details	Unit Cost	Units	Duration	Cost
1	Maintenance Fee		1	12	$5,245
	Advanced Services (hours)		10		
2	Additional Assets (50 per unit)	$140/year	12	13	$1,824
3	Patch Management Assets (50 per unit)	$103/year	1	13	$112
				Subtotal:	$7,181
				Total (USD):	$7,181

Upon clicking 'Proceed Now' on this Quote, You will reach Your custom Order Form summarizing the contents of Your Order as enumerated on this Quote. After verifying the information thereon and inputting Your billing details, You must click the 'Submit' button on Your Order Form to complete Your purchase.

Your Quote's Terms and Conditions

1. All prices are quoted in USD.
2. As SysAid is an international company, we do not charge VAT on our software. Depending on your chosen payment method, VAT may be applied by the payment processor as required by local law; please note that if you pay your invoice by credit card it will incur a VAT fee, if applicable.
3. The invoice must be paid within 30 days from your current contract end date.
4. We accept payment by credit card, paypal, check or wire.
5. This offer is valid until March 22, 2024.
6. SysAid's pricing has increased beginning January 1, 2024.
7. The services provided by SysAid under this Quote are exclusively governed by and subject to SysAid's End User License Agreement ("Agreement") available at: https://www.sysaid.com/support/sysaid-documentation/on-premises-terms-and-conditions, unless You signed a custom Agreement with SysAid; by accepting this Quote, You agree to the Agreement. By clicking 'Submit' on Your Order Form, You agree that You have read it and agree to its Terms.

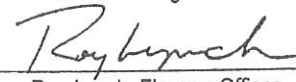### For payment options and submission of your PO (if relevant):

Proceed Now

SysAid's Service Automation is the upgrade IT badly needed -- allowing IT experts to be effortlessly in control of all aspects of IT service management. SysAid -- Get IT Done.

Signature _____

Date 2/27/2024

This instrument has been pre-audited in the manner required by the Local Government Budget and Fiscal Control Act.

_____
Roy Lynch, Finance Officer