



**SYSTEMS & SOFTWARE**

November 10<sup>th</sup>, 2025

**Augusta Utilities Department**

452 Walker St. Suite 200

Augusta, GA 30901

Attn: Mayor, Garnett L. Johnson

**RE: 2026 Maintenance Quote – enQuesta**

Dear Mayor, Garnett L. Johnson,

We truly value your partnership and appreciate the trust you place in us. Your annual maintenance renewal helps ensure you continue receiving the support and resources that keep your business running smoothly. With your renewal, you'll have:

- Direct access to our knowledgeable support staff, available weekdays 8:00 AM – 6:00 PM ET, plus after-hours on-call support
- Defined support levels to prioritize your business needs
- Access to training opportunities designed to help your team succeed
- Regular updates and enhancements to system functionality
- An invitation to our annual HCTC conference, taking place in Denver, CO in December 2026

At S&S, we are continually enhancing our product, with a strong focus on security over the past year. As part of your maintenance, we've introduced new features and modules designed to deliver even greater value to you and your team:

- **Flexible Billing Options** – Now you can bill for additional services on a daily or as-needed basis, giving you more control outside of standard cycle billing.
- **Smarter Customer Billing API** – Expanded functionality opens the door to more use cases, making it easier to streamline your processes.
- **Seamless Questline Digital Integration** – Automatically send Welcome Packets and other communications to keep your customers engaged from day one.
- **Connected with Salesforce** – Direct integration ensures your teams have the data they need, right where they work.
- **Flexible Due Dates for Notices** – Notice Due Dates no longer have to be the same as the Billing Due Date.

Contact your Account Manager if you are interested in more information on the extended services described above.

As a valued partner, we are offering multi-year renewals at a discounted annual increase percent.

- **1 Year Maintenance Renewal - annual increase of 5%:**

<b>1-YR PRICING WITH CONTRACT</b>		<b>2026</b>
enQuesta Support		\$199,890.10
Third Party Maintenance		\$27,103.76
Stormwater Support		\$34,922.14
Report Modification (CQ-134) Support		\$418.44
enQuesta Cityworks integration Support (PO 19UTI757)		\$10,058.35
Microfocus Support		\$8,819.11
Cloud Hosting		\$96,841.84
Capricorn Maintenance		\$25,602.92
Added Cognos License Support		\$3,139.50
Oracle Enterprise Edition License Support		\$13,104.00
Added Cognos Licenses		\$787.50
Cloud Hosting - New Test Environment		\$18,522.00
AMI Support and extended infrastructure		\$40,807.20
MDM SaaS (Year 1)		\$94,445.00
One Time Credit for 2026	\$	(15,990.00)
<b>TOTAL</b>		<b>\$558,471.86</b>

**S&S Terms and Conditions:**

1. This quote is valid for all current services as of January 1, 2026, through December 31, 2026, and subject to change based on future services or change orders offered after the effective date.
2. Except as otherwise set forth herein, this maintenance renewal will be subject to the terms and conditions of the existing support and maintenance agreement between you and S&S. Any changes to support maintenance will be contained in separate quotes related to modifications or enhancements that you request.
3. Please provide an authorized signature indicating your acceptance of this quote for 2026 Maintenance Services.

Systems & Software appreciates the opportunity to be of continued service and values your business. If there are any questions about this quote, please do not hesitate to reach out to your Account Executive.

**IN WITNESS WHEREOF**, the undersigned have executed this AGREEMENT on the dates listed below: Customer/Organization: **Augusta Utilities Department**

Date: \_\_\_\_\_

\_\_\_\_\_  
**Mayor, Garnett L. Johnson, Augusta Utilities Department**

Date: \_\_\_\_\_

\_\_\_\_\_  
**Adam Smith, EVP of Systems & Software**



## SYSTEMS & SOFTWARE

**Each individual** signing this agreement directly and expressly warrants that they have been given and has received and accepted authority to sign and execute the agreement on behalf of the party for whom it is indicated. They have further been expressly given and received and accepted authority to enter into a binding agreement on behalf of such party concerning the matters contained herein and as stated herein.