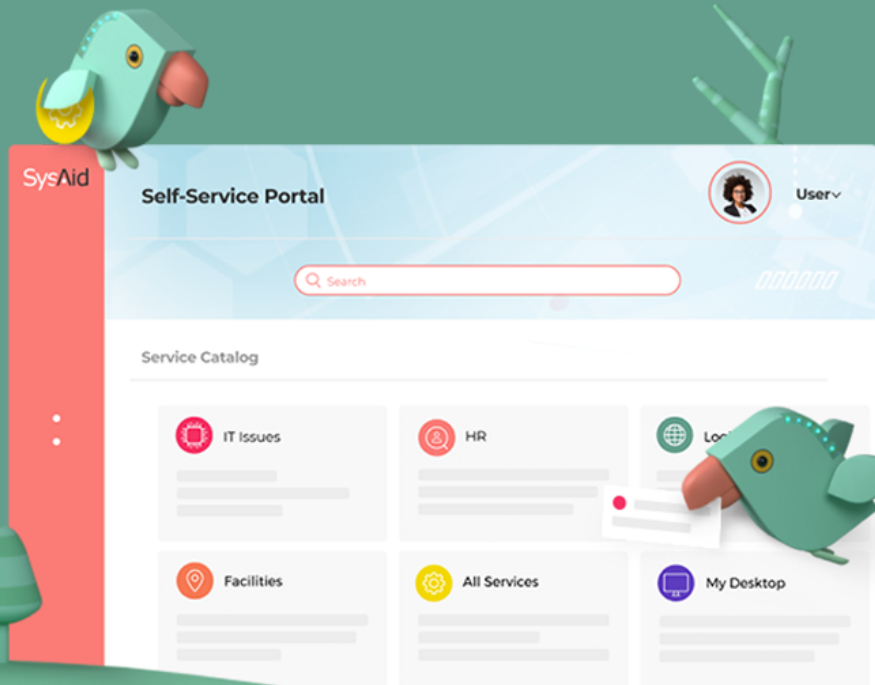


# SysAid

## Quote for City of Sheboygan For James Annis

September 05, 2024





# SysAid Subscription Agreement / Order Form

**#DH-QN-20712**

For: City of Sheboygan

[www.sysaid.com](http://www.sysaid.com)

**Quote Date: September 05, 2024**

Valid Until: September 30, 2024

## SysAid Spaces Help Desk Pricing:

#	Type	Item Details	List Price	Contract Disc.	Permanent Disc.	Unit Qty	Duration	Net Price
1	User	Administrator	\$948	22%	0%	6	1	\$4,436.64
2	Add-on	SysAid Copilot	\$492	20%	0%	6	1	\$2,361.6
3	Packs	Additional Assets (50 per unit)	\$162	22%	0%	4	1	\$505.44
4	Add-on	Team Viewer Administrators	\$1,411	100%	0%	1	1	0
5	Services	HelpDesk Implementation Package	\$2,100	50%	0%	1	1	\$1,050
6	Services	Advanced Services (hours)	\$264	100%	0%	5	1	0

Discount (USD) \$5,764.79

Subtotal (USD) \$8,353.68

**Total Price (USD) \$8,353.68**

### Annual Net Price, USD

Year 1 \$8,353.68

Year 2 \$7,303.68

Year 3 \$7,303.68

Year 4 \$7,303.68

Year 5 \$7,303.68

**Grand Total \$37,568.40**

## Order Details:

SysAid Spaces Help Desk

- ✓ 6 Administrators
- ✓ Unlimited End Users
- ✓ 450 Assets
- ✓ Asset Monitoring
- ✓ 6 Analytics Seats (Qlik)
- ✓ 6 SysAid Copilot
- ✓ AI Chatbot for End Users
- ✓ AI Insight
- ✓ AI Case Summarization
- ✓ AI Intelligent Categorization
- ✓ AI Emotion
- ✓ Unlimited SysAid for Teams
- ✓ Reporting & Analytics
- ✓ Password Services
- ✓ Tasks & Projects
- ✓ 1 My Desktop channel
- ✓ 1 Remote Control Gateway channel
- ✓ 30 Attachment Storage Size on cloud (GB)
- ✓ Bronze SLA
- ✓ Implementation: Helpdesk Package

Term	5
Billing Frequency	Annual
Currency	USD
Payment Terms	30
Total Price Payable	\$8,353.68

## Terms and Conditions:

- All prices are quoted in USD.
- The invoice must be paid within 30 days from the date of order submission.
- We accept payment by credit card, Paypal or wire.
- The Pricing offered in this Quote is only valid if You complete Your purchase by September 20, 2024.
- The services provided by SysAid under this Quote are exclusively governed by and subject to SysAid's Cloud Terms and Conditions ("Agreement") available at: <https://www.sysaid.com/support/sysaid-documentation/cloud-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.
- Multi-year contract terms:
  - In exchange for Your 5 year commitment, You have received a 20% discount.
  - Your contract with SysAid covers a period of 5 years commencing upon submitting Your Order Form. The breakdown of Your yearly charges and payment terms will be illustrated on Your Order Form.
  - Any change to Your license configuration throughout the contract period may affect the annual fee. Barring a change in Your license configuration, Your prices for the entire multi-year period will not change.
  - The above-cited discount is not applicable to upgrades throughout the contract year.

## Helpdesk Implementation Package Scope Of Work:

Phase	SysAid Responsibility	Customer Responsibility	Core Deliverables
Session 1	1 Hour session with a Dedicated Customer Care Representative	* Technical lead to meet with SysAid and provide access to domain and networking resources. * All prerequisites are met before the session	1. <u>Email integration</u> - Incoming and outgoing configured 2. <u>User Repository</u> - Configured, Users and Admins are imported into SysAid
Session 2	1 Hour session with a Dedicated Customer Care Representative	* Technical lead to meet with SysAid and provide access to domain and networking resources. * All prerequisites are met before the session	1. <u>Asset Management</u> - RDS Installed. 2. <u>Sample agents deployed</u>

Session 3	1 Hour session with a Dedicated Senior Customer Care Representative	* Technical lead to meet with SysAid and provide access to domain and networking resources. * All prerequisites are met before the session	1. <u>SSO And Licensed Addons</u>
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## SOW Terms and Conditions:

- **Period of Performance:** This Package has a 3-week performance period starting 2 weeks after the order date.

Kindly be advised that our implementation services are effective for three (3) months starting from the order placement date. In case you need to extend this period or would like to increase your involvement with our Implementation team, we have the provision to accommodate such requests for an extra charge.

- **Place Of Performance:** The project will be performed via remote sessions. A minimum of 1 weekly remote session will be pre-scheduled for the duration of the project to complete it.
- **Work Requirements:** A collaborative effort will be necessary to complete the Technical Enablement Package project. It's important to note that some stages of this project may require access to domain admin and network permissions. Understanding the responsibilities and requirements for each stage of the project is crucial to ensure that it is completed successfully and efficiently. The tasks highlighted in the "Scope of Work" section will be added to a shared Space to ensure visibility to all stakeholders.
- **Configuration Phase:** We will conduct remote sessions and potentially some offline work to configure the integrations. We will work together during these sessions to set up the necessary configurations. We will hold weekly meetings to review and test the configurations to ensure everything functions properly. If any issues arise, the Technician will perform troubleshooting as needed. The prerequisite document must be reviewed before starting the configuration phase. Having all this information at our disposal, we can ensure that the configurations are completed efficiently and effectively.
- **Project Handoff/Closure:** Before the Go-Live date, our team will ensure that all the enablement tasks are completed successfully. Our Customer Care team will be on hand to assist and answer any questions you may have post-launch. We want to ensure that the SysAid product transition is as seamless as possible for your organization.

## SOW Metrics:

The following Metrics will be defined as the success measures for this project -

- Tickets can be created from email
- Users have been imported into SysAid
- At least 1 agent was deployed
- SSO Enabled (if applicable)
- Licensed Addons turned on and working

- Usage - 1 month after completed configuration Unique user to ticket ratio 0.2

By signing, both parties agree to the terms and conditions as set forth in this agreement.

SysAid

City of Sheboygan

Name: Avi Kedmi

Name:

Title: CEO


Title:

Date: September 05, 2024

Date:

Signature:



Signature: 

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.

**We're thrilled to share our product with you!**

Please contact Kevin Payoyo at email: [kevin.payoyo@sysaid.com](mailto:kevin.payoyo@sysaid.com), or phone: +1 (800) 686-7047 Ext. 559,  
with any questions or requests