



Bluewater Systems, Inc DBA  
**PERCONTI DATA SYSTEMS , INC.**  
*Software Design and Data Systems Consulting*

January 17, 2024

Dear CD-Plus Customer:

As we normally do, we are publishing our rates for the upcoming maintenance period - effective October 1, 2024 (FY) or January 1, 2025 (CY). We strive to be able to keep our costs down and to be able to pass this on to you by keeping the maintenance rates low and it has been several years since our last major price increase.

We are continually working to meet and exceed the demands of our customers, while keeping maintenance reliable, affordable, and a value to those who continually renew their contracts. Unfortunately factors outside of our control such as the overall economic conditions, supplier cost increases and inflation have resulted in substantial cost increases. While we have tried to mitigate these when possible, we are unable to absorb all of these costs and therefore reluctantly must also increase our prices. The updated pricing structure is below:

<u>Plan</u>	<u># of hours (per month)</u>	<u>Annual Cost</u>
Platinum	80	\$91,200
Titanium	50	\$75,250
Gold	35	\$62,000
Silver	20	\$45,000

These monthly hours will be averaged using a rolling average over the course of the year but they cannot be saved up and redeemed in a single month. You may also notice a reduction in the number of hours for each of the plans. Based on our analysis of support issues in 2023, we believe this will have minimal if any impact on existing maintenance customers. It will allow us to invest in improvements that will benefit all customers. One example is improved logging, monitoring, and other tools that will help to root cause and resolve issues faster.

Platinum maintenance plans also include the following additional benefits:

- Proactive monitoring of all nightly jobs (e.g. GL / Fee extract, certificate and permit updates, etc) and historical job logging
- Enhanced web application support including detailed log file analysis (e.g. identifying problematic traffic such as screen scraping and bots)
- Ability to allocate a portion of hours towards enhancements (based on availability and requires prior approval from PDS)

Also new for this year is an Enterprise option which can be added to any maintenance plan at the Gold level or higher with the following benefits:

- Support for Single Sign-On (Azure AD and OAuth 2.0)
- Additional monitoring of citizen facing web applications
- Annual independent 3<sup>rd</sup> party audits of PDS security and processes

The cost of the Enterprise option is \$14,500 per year in addition to the base maintenance plan cost. Customers may upgrade at any time during the year, however due to the underlying costs and complexity involved we are not able to pro-rate the price.

We would recommend choosing a plan that suits your anticipated needs over the year as well as fits your budget. All CD-Plus customers using the OPRS modules or Permit or Code Mobile must have at least the GOLD maintenance plan. For recommendations on which plan would be best for you, please call and we can discuss your options. Keep in mind that there are many things that can be done with your maintenance hours – **training, custom changes, and reports are all things that can alleviate the strain of reduced staff levels.**

Perconti Data Systems, Inc. reserves the right to not offer maintenance or limit the plan offerings for customers based upon, but not limited to; past usage, modules, number of users, system environment, customer support staff or transition requirements.

Invoices will be going out in September 1<sup>st</sup> for fiscal year (FY) clients and December 1<sup>st</sup> for calendar year (CY) clients.

If you have any questions regarding your options, please contact me.

Sincerely,

A handwritten signature in black ink that reads "Bucky Jordan". The signature is written in a cursive, flowing style.

Bucky Jordan

President, Bluewater Systems, Inc  
DBA Perconti Data Systems