



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

January 31, 2025

Dear CD-Plus Customer:

As we normally do, we are publishing our rates for the upcoming maintenance period - effective October 1, 2025 (FY) or January 1, 2026 (CY). As always we strive to keep our maintenance plans affordable and of value to customers who continually renew their contracts. Despite inflation remaining high and increases from our 3rd party vendors, we have worked hard to keep increases minimal. The updated pricing structure is below:

<u>Plan</u>	<u># of hours / month</u>	<u>Annual Cost</u>
Diamond	160	\$186,000
Platinum	80	\$93,000
Titanium	50	\$77,000
Gold*	35	\$63,500
Silver	20	\$46,000

* Gold is the minimum support level required for customers with web applications.

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.

We are also bringing back the Diamond maintenance plan this year for customers that would like to add upgrades and new features to their CD Plus system. It will include development of new responsive (mobile and desktop friendly) and accessible (following WAI-ARIA guidelines) web applications. Enhancements to any other parts of your existing CD-Plus system are also included.

Platinum and Diamond maintenance plans include the following benefits:

- Diamond only - equivalent of a full time developer dedicated to your projects
- Diamond only - all new feature development included in maintenance costs (while Diamond maintenance is active, subject to the 160 hours per month limit for implementation, integration, installation etc).
- NEW - Web based access to CD Plus up to 5 concurrent users (20 concurrent users included in Diamond), more users can be added for additional cost. Contact us for server requirements, additional details and a demo. This feature is especially useful for remote use and supporting work from home.
- NEW - pro-active monitoring of web applications - we receive a mobile notification if any of your web applications are unresponsive and initiate support without any action on your part. This has already been implemented for most of our current Platinum customers.
- 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, bots, suspicious behavior etc.)
- Ability to allocate a portion of hours towards enhancements (based on availability and requires prior approval from PDS)

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 1st for fiscal year (FY) clients and December 1st for calendar year (CY) clients.

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

Sincerely,

Bucky Jordan

Bucky Jordan

President, Bluewater Systems, Inc
DBA Perconti Data Systems