

Denovo is providing the following quote to renew support services currently being provided to City of Rochester Hills, as well as added services related to Functional Support and Application Lifecycle Management.

Denovo support services include:

- Denovo Private Cloud Managed Application Services - These Services include access to compute services, system software, communications, network services, and data storage such that Customer may perform their business operations using service resources.
 - Denovo Private Cloud
 - Infrastructure Management
 - Disaster Recovery
 - Operations Services
 - Database Support Services
 - Monitoring
 - Patching
 - Operating System Upgrades
 - Network Management
 - Storage Management
 - Security Management
 - Managed and Protected Storage

- Enhancement Support - Enhancement Services consist of assisting Customer with the implementation or use of functionality, application development, consulting services, and technology services for the Applications
 - 24 hours per Quarter

- Functional Support Services enable our customers to reduce end user transaction friction through the ability to access expert functional resources at the point of application use. The service consists of responding to Customer requests and questions generally framed as “How Do I”, “Help Me”, and “Show Me” with respect to business processes enabled by those Oracle Applications.
 - Unlimited entitlement to support JDE E1 Financials, Procurement, and Human Resources

- Application Lifecycle Management - Application Lifecycle Management Services consist of applying Technical Upgrades and Application Upgrades including database and operating system updates as required for the Applications
 - Unlimited Product Updates and Tools Releases

Service fees based on 3 year term

Description	Term (Years)	Monthly Fees	Discount	Net Fees	Notes
Renewal Cost for Current Services	3 Year	\$16,000	\$3,359	\$12,641	
Functional Support	3 Year	\$4,000	\$500	\$3,500	
Application Lifecycle Management	3 Year	\$4,600	\$600	\$4,000	Onetime Onboarding Fee of \$9,000
Total		\$24,600	\$4,459	\$20,141	