

Quote : 50013030  
Customer:  
1st Financial Bank USA  
DAKOTA DUNES, SD  
US



06/23/2020 09:16:54  
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# Maintenance Order Form 50013030

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This Order Form is made pursuant to the terms and conditions of the Software License & Services Agreement dated 10/29/1998 ("Agreement") between Concentrix CVG Holding LLC (fka Edify LLC fka Edify Corporation) and 1st Financial Bank South Dakota.

*RCA Standard term 8-1-20 to 7-31-21*

## SUMMARY HEADER:

CATEGORY:	LIST PRICE	DISCOUNT PRICE
Maintenance	36,586.90	36,586.90
SUB TOTAL:	36,586.90	36,586.90

## CREDITS AND ADJUSTMENTS:

Annual Uplift	731.74
TOTAL MAINTENANCE BEFORE TAX:	37,318.64
Tax	1,679.34
TOTAL:	38,997.98

Quote is Valid for 90 days

Currency: USD

Signed Order Form Required  
nasales.support@concentrix.com  
Sales Contact: Carmen McGee

Terms: Due in Advance  
Remit Payment to:  
Concentrix CVG Holding LLC  
PO Box 201305  
Dallas, TX 75320-1305

This Order Form, any attachments hereto, and the Agreement governing this Order Form are the sole and exclusive agreement of the parties for the products and/or services in this Order Form. Terms and conditions that are contained in a Client purchase order, or in any other response to this Order Form, if any, that are additional to, or different from, the terms set forth herein are specifically rejected by Supplier. Changes or amendments to this Order Form must be executed by authorized representatives of each party.

This Order Form shall become effective (the "Effective Date") upon the date this Order Form is signed by both parties.

<b>Concentrix CVG Holding LLC</b> <i>Michelle Chassereau</i> By: _____ Signature <b>Michelle Chassereau</b> Name <b>Sr. Staff Counsel 07/23/2020</b> Title _____ Date _____	<b>1st Financial Bank USA</b> <i>Wayne R. Nesje</i> By: _____ Signature <b>Wayne Nesje</b> Name <b>Senior Vice President 07/21/2020</b> Title _____ Date _____
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If maintenance services are included in the above quotation, and unless otherwise agreed in the written maintenance terms between the parties, each maintenance term is 12 months. The maintenance services will automatically renew at the end of each term. Concentrix will invoice Customer for a renewal term at the end of each twelve (12) month term at the rates reflected above, exclusive of any first year only discounts. Customer may opt out of the automatic renewal of maintenance services by providing written notice to the email address above at least 90 days prior to the end of each term. Notwithstanding, if customer does not pay the renewal invoice prior to expiration of the current maintenance term, or if the parties do not enter into a maintenance renewal order prior to the expiration of the current maintenance term, then maintenance services will automatically terminate at the end of the current term. Any renewal of maintenance services thereafter will be subject to a recertification fee. Payments made after their due date will incur interest at a rate equal to one and a half percent(1.5%) per month or the highest rate permitted by applicable law, whichever is lower.



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## CONTRACT DETAIL:

SERIAL NO.	DESCRIPTION	CONTRACT START	CONTRACT END	SYSTEM VALUE	%	EXTENDED PRICE	NET PRICE
60001413 30007162	RCA STANDARD (S/W UPGRADES NOT INCLUDED)	08/01/2020	07/31/2021	159,142.00	14	22,279.88	22,279.88
60001415 30007164	RCA STANDARD (S/W UPGRADES NOT INCLUDED)	08/01/2020	07/31/2021	8,551.01	14	1,197.14	1,197.14
60001414 30007163	RCA STANDARD (S/W UPGRADES NOT INCLUDED)	08/01/2020	07/31/2021	93,642.00	14	13,109.88	13,109.88
<b>SUB TOTAL:</b>				<b>261,335.01</b>		<b>36,586.90</b>	<b>36,586.90</b>

## SYSTEM(S) VALUE:

SERIAL NO.	DESCRIPTION	QUANTITY	UNIT PRICE	EXTENDED PRICE
60001413	EVIP ALL IN ONE PORTS (PRICE PER PORT)	92	1,600.00	147,200.00
60001413	Nuance Vocalizer Std Prod (1 Port)	24	250.00	6,000.00
60001413	EVIP 2014 v13.0 NMS PSTN Media Kit	1	1.00	1.00
60001413	EVIP 2014 ODBC Media Kit	1	1.00	1.00
60001413	Nuance Vocalizer 6.0.3 & NSS 6.2.5+	1	10.00	10.00
60001413	Vocalizer 6 US Eng Samantha	1	10.00	10.00
60001413	ASR Client Integration Port Enabler	4	375.00	1,500.00
60001413	Nuance Rec. Tier 2 (1 Pt)	4	1,100.00	4,400.00
60001413	Recognizer 10 US English Language Pack	1	10.00	10.00
60001413	Nuance Recognizer 10.2.4 & NSS 6.2.5+	1	10.00	10.00
<b>TOTAL SYSTEM VALUE:</b>				<b>159,142.00</b>
60001415	Nuance Vocalizer Std Prod (1 Port)	3	250.00	750.00
60001415	EVIP 2014 v13.0 NMS PSTN Dev Toolkit	1	0.01	0.01
60001415	EWf: DEVELOPMENT KIT 5.2	1	1.00	1.00
60001415	EVIP ALL IN ONE PORTS (PRICE PER PORT)	3	1,600.00	4,800.00
60001415	Nuance Vocalizer 6.0.3 & NSS 6.2.5+	1	10.00	10.00
60001415	Vocalizer 6 US Eng Tom	1	10.00	10.00
60001415	Vocalizer 6 US Eng Samantha	1	10.00	10.00
60001415	ASR Client Integration Port Enabler	2	375.00	750.00
60001415	Nuance Rec. Tier 2 (1 Pt)	2	1,100.00	2,200.00
60001415	Recognizer 10 US English Language Pack	1	10.00	10.00
60001415	Nuance Recognizer 10.2.4 & NSS 6.2.5+	1	10.00	10.00
<b>TOTAL SYSTEM VALUE:</b>				<b>8,551.01</b>
60001414	EVIP 2014 v13.0 NMS PSTN Media Kit	1	1.00	1.00
60001414	EVIP 2014 ODBC Media Kit	1	1.00	1.00
60001414	TTS Client Backup Port Enabler	24	75.00	1,800.00
60001414	EVIP EWF BACK UP (PRICE PER PORT)	92	875.00	80,500.00



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**SYSTEM(S) VALUE:**

SERIAL NO.	DESCRIPTION	QUANTITY	UNIT PRICE	EXTENDED PRICE
60001414	Nuance Vocalizer Std Bkp (1 Port)	24	350.00	8,400.00
60001414	Nuance Vocalizer 6.0.3 & NSS 6.2.5+	1	10.00	10.00
60001414	Vocalizer 6 US Eng Samantha	1	10.00	10.00
60001414	ASR Client Backup Port Enabler	4	175.00	700.00
60001414	Nuance Rec. Tier 2 Backup (1 Pt)	4	550.00	2,200.00
60001414	Recognizer 10 US English Language Pack	1	10.00	10.00
60001414	Nuance Recognizer 10.2.4 & NSS 6.2.5+	1	10.00	10.00
<b>TOTAL SYSTEM VALUE:</b>				<b>93,642.00</b>

**Customer Address (Billing Address) :**

1st Financial Bank USA  
 363 WEST ANCHOR DRIVE  
 DAKOTA DUNES SD 57049  
 UNITED STATES OF AMERICA  
 Contact: Accounts Payable

**Shipping Address :**

1st Financial Bank USA  
 363 WEST ANCHOR DRIVE  
 DAKOTA DUNES SD 57049  
 UNITED STATES OF AMERICA  
 Contact:

**Quote Originator : CMCG4115**

**Order Notes :**

The parties acknowledge they are executing this Maintenance Order during the COVID-19 pandemic and each party wishes to preserve the Force Majeure provisions set out in the Agreement as it may pertain to unforeseen delays or inability to perform the services in this Order.

First Financial understands that the level of support does not include software upgrades and licenses will need to be repurchased/reinstated prior to any upgrades. Support is also limited to local working hours of 8:30-5:30 M-F only; after hours support can be provided at standard billable rates.

**Nuance licenses cannot be reinstated and must be repurchased.**

**LONG DESCRIPTIONS-**

**RCA STANDARD (S/W UPGRADES NOT INCLUDED):**

RCA-STANDARD (S/W UPGRADES NOT INCLUDED); RCA Standard. Includes 8:30-5:30 M-F, Telephone Support, Hardware Repair, Remote System Access, Service Level Target of 1 Hour Response, Case Creation and Tracking, Problem Investigation and Resolution.

**Service offerings are available to provide the customer with in-depth knowledge regarding your IVR and training needs. For any of the following services, please contact your Inside Sales Service Representative for further information and pricing:**

**Realcare Proactive System Performance Monitor** - RealCare System and Performance Monitor allows IVR administration personnel to be more proactive by providing an at-a-glance system monitor. The RealCare monitor tool is an application that runs under windows as a service and is used to monitor the health of your systems and can provide performance metrics on system usage. The Performance

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Monitor may also help reduce downtime for callers - and embarrassment for your business - as system issues are identified sooner and addressed, instead of being discovered and reported by callers themselves. With The RealCare Monitor tool, you can create monitors to notify you on performance and availability levels and be alerted to potential issues before they become problematic. Numerous factors can be monitored, including: CPU % usage, memory usage, page file size, disk space used, Windows Services, and critical system processes, along with system usage metrics such as current call counts and call density. Additionally, the tool can monitor connections to back-end systems, systems running on other machines, such as speech servers, Application View, databases, and anything else with which your IVR connects to or relies on for proper functionality. All monitored nodes must be accessible from a central point and SMTP access is required. Email notifications can then be generated for any monitor violating a constraint. The RealCare Proactive System Performance Monitor is not available for Partner systems.

**RealCare Remote** - is a flexible and proactive system monitoring service that goes far beyond reactive maintenance practices. Remote system surveillance enables you to more quickly identify current and potential problems before your customer experience any disruption in service. Test calls are placed through the public telephone network number, just like a typical customer call. This service includes 24x7 end to end calling that exercises all elements of your solution, detailed documentation use for problem identification and resolution focused on the IVR, voice messaging, fax-back services, CTI screen pop arrangements, and pre-paid or debit calling card systems. A 30 day free trial is available upon request.

**Stress Testing** - End-to-end stress testing verifies the performance of the entire, integrated system and creates confidence in the overall business solution. StressTest services are easily implemented as a cost effective means of validating the performance of your contact center solution. Conducted from the customer's perspective, our test procedure dials through the public network and then tests the effectiveness and overall performance of your application. Offered as a standard 30 day test package and includes test script development, detailed response and performance information, real-time feedback to tune the system in action, and complete documentation of test results to use for performance improvement or problem identification.

### Concentrix Learning Center:

The Learning Center offers instructor-led hands-on courses in Dallas or on-site at the customer's location. The VoicePortal and Interaction Composer courses are also available without practical labs via webinar. More information about the courses, training schedule, and registration can be found on our website at <https://www.concentrix.com/learning-center/>

The following courses are currently available:

- Interaction Composer Development - Fundamentals and Advanced
- InVision Studio for VoiceXML Development - Fundamentals and Advanced
- Intelligent Voice Portal Administration
- Application View for VoicePortal
- Banking Application Administration