

Quote : 50012848
Customer:
1st Source Bank
South Bend, IN
US



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Maintenance Order Form 50012848

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This Order Form is made pursuant to the terms and conditions of the Sales Agreement dated 6/19/2012 ("Agreement") between Concentrix CVG Customer Management Group Inc (fka Convergys Customer Management Group Inc) and 1st Source Bank.

RCA Support term 7-1-19 to 12-31-19

SUMMARY HEADER:

CATEGORY:	LIST PRICE	PREV. YRS. ADJUSTMENT	DISCOUNT PRICE
Maintenance	15,364.20	1,599.12	16,963.32
SUB TOTAL:	15,364.20	1,599.12	16,963.32

CREDITS AND ADJUSTMENTS:

Annual Uplift	339.26
TOTAL MAINTENANCE BEFORE TAX:	17,302.59
Tax	0.00
TOTAL:	17,302.59

Quote is Valid for 90 days

Currency: USD

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

Terms: Due in Advance
Remit Payment to:
Concentrix CVG Customer Management Group Inc.
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.

Concentrix CVG Customer Management Group Inc.		1st Source Bank	
By: <u>Stephen C Turley</u>		By: <u>[Signature]</u>	
Signature <u>Stephen C. Turley</u>		Signature <u>Kevin P. Morphy</u>	
Name <u>Corporate Counsel - Senior Director</u>	<u>09/09/2019</u>	Name <u>CIO</u>	<u>9/4/19</u>
Title	Date	Title	Date

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	NET PRICE
60000660 30005169	RCA PREMIER	07/01/2019	12/31/2019	16,963.32
SUB TOTAL:				16,963.32

Customer Address (Billing Address) :

1st Source Bank
PO Box 1602
SOUTH BEND IN 46634
UNITED STATES OF AMERICA
Contact:

Shipping Address :

First Source Bank
1704 Commerce Dr
SOUTH BEND IN 46628
UNITED STATES OF AMERICA
Contact:

Quote Originator : CMCG4115**Order Notes :****LONG DESCRIPTIONS-****RCA PREMIER:**

RCA-PREMIER;RCA Premier. Includes 24X7 Telephone Support, Hardware Repair, Remote System Access, Service Level Target of 15 Minutes Response, Case Creation and Tracking, Problem Investigation and Resolution, Onsite Equipment Maintenance, Email Support, Assigned Support Team, Software Maintenance and Major Upgrades, Project Management, RealCare Remote Monitoring of One Application, Root Cause Analysis, Bi-Annual Remote System Health Checks, and 10 Incidents of Application Development Consulting.

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 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.



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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