

MEETING DATE: 03/24/08

AGENDA ITEM: Authorization to Contract with Bottomline Technologies to Upgrade the City's Check Printing Software.

ATTACHMENTS

	<u>Pages</u>
1. Bottomline's Software Life Cycle Documentation	1 - 7
2. Sales Order Quote from Bottomline Technologies	8

LifeCycle Support

Bottomline's Support Lifecycle policy provides consistent and predictable guidelines for product support availability from the time of product general availability and throughout the product life. By understanding the support phases, customers are better able to maximize the management of their IT investments and strategically plan for Bottomline support and product upgrades.

Bottomline Support Lifecycle Information

PayBase Support Lifecycle
Phases of Support
Phases of Support Matrix

Bottomline Software Support Policy for PayBase

Bottomline will offer a minimum of 8 years of support for PayBase and associated tools and utilities. Standard Support will be provided for 5 years or when the second successor version or product is released, whichever is longer. Bottomline will also provide Extended Support for the 3 years following then end of Standard Support. Following this, Bottomline will support at least 2 versions on Standard Support. PayBase will receive at least 10 years of online self-help support at the Bottomline Customer Care Portal and Knowledge Center.

PayBase Support Lifecycle

The Bottomline Support Lifecycle Support policy for PayBase takes effect on May 14, 2007 and applies to PayBase. Through this policy, Bottomline will offer a minimum of:

- 8 years support (5 years Standard Support and 3 years Extended Support)
- 10+ years of free self-help online support

1	2	3	4	5	6	7	8	9	10+
Standard Support					Extended Support			Sustaining Support	

Phases of Support

Standard Support

Standard Support is the first phase of the product support lifecycle, and includes:

- Phone support through our Customer Technical Assistance Center ¹
- Licensed software version upgrades and releases offered at no charge ²
- Product patches
- 25% discount for multiple enrollments in Bottomline training courses
- Email and FTP service for the transfer for application files and data
- Call escalation and resolution through Bottomline's Technical Support Group

- Unlimited access to Bottomline's online support, including in-depth information such as technical notes, troubleshooting techniques, specifications sheets, FAQs and updated user manuals. Online support access by product group:
 - For PayBase and WebSeries Corporate Payments: [Customer Care Portal](#)
 - For Create!Form: [Knowledgelink](#)
 - For FormScape: [Customer Central](#)

¹ Regular hours apply, see [Bottomline's web site](#)

² Requires scheduling, professional services fees and travel and expenses are additional

Additional information on Bottomline Standard Support can be found at our [web site](#).

Extended Support

Extended Support includes similar benefits to Standard Support, but with a fee of an additional 5% in annual contract maintenance over your current rate:

- Phone support through our Customer Technical Assistance Center ¹
- Licensed software version upgrades and releases offered at no charge ²
- 25% discount for multiple enrollments in Bottomline training courses
- Email and FTP service for the transfer for application files and data
- Reasonable Effort call escalation and resolution through Bottomline's Technical Support Group. This may include one-off fixes and workarounds but will not include changes to the product. In some cases, the solution may be to initiate an upgrade of the software.
- Unlimited access to Bottomline's online support, including in-depth information such as technical notes, troubleshooting techniques, specifications sheets, FAQs and updated user manuals. Online support access by product group:
 - For PayBase and WebSeries Corporate Payments: [Customer Care Portal](#)
 - For Create!Form: [Knowledgelink](#)
 - For FormScape: [Customer Central](#)

¹ Regular hours apply, see [Bottomline's web site](#)

² Requires scheduling, professional services fees and travel and expenses are additional

Sustaining Support

With Sustaining Support, you will receive technical support for as long as you operate your systems with Bottomline's online support, as well as discounts when purchasing new software versions. This support is offered to our long term Bottomline customers with licensed products version who have chosen not to upgrade, at a 50% reduction in annual contract maintenance.

Sustaining Support does *not* include:

- Phone support through our Customer Technical Assistance Center
- Free Software version upgrades and releases

Phases of Support Matrix

Type of Support	Standard Support	Extended Support	Sustaining Support
CTAC phone support ¹	✓	✓ (Reasonable Effort)	
Escalation support	✓	✓ (Reasonable Effort)	
No charge product upgrades ²	✓	✓	

Product Patches	✓		
Discounts on training	✓	✓	
Online support at the Customer Care Portal	✓	✓	✓

¹ Regular hours apply, see [Bottomline's web site](#)

² Requires scheduling, professional services fees and travel and expenses are additional

Support Lifecycle Matrix by Product and Version

PayBase

PayBase Version	General Availability Date	End Of Standard Support	End Of Extended Support
2.1	June 8, 1998	September 1, 2007	July 1, 2008
3.0	June 25, 1999	September 1, 2007	July 1, 2008
3.1	September 8, 1999	September 1, 2007	July 1, 2008
5.0	July 17, 2000	September 1, 2007	July 1, 2008
5.1	September 11, 2000	September 1, 2007	July 1, 2008
5.2	January 1, 2001	September 1, 2007	July 1, 2008
5.3	March 16, 2001	September 1, 2007	July 1, 2008
5.4	August 18, 2001	September 1, 2007	July 1, 2008
6.0	December 27, 2001	September 1, 2008	December 27, 2009
6.1	May 22, 2002	September 1, 2008	May 22, 2010
6.2	March 3, 2003	September 1, 2008	March 3, 2011
7.0	November 18, 2003	November 18, 2008	November 18, 2011
7.1	January 9, 2004	January 9, 2009	January 9, 2012
8.0	July 27, 2004	July 27, 2009	July 27, 2012
8.1	December 10, 2004	December 10, 2009	December 10, 2012
8.2	May 27, 2005	May 27, 2010	May 27, 2013
8.2b	September 9, 2005	September 9, 2010	September 9, 2013
8.2c	November 29, 2005	November 29, 2010	November 29, 2013
8.2d	April 11, 2006	April 11, 2011	April 11, 2014
8.3	July 25, 2006	July 25, 2011*	July 25, 2014*
8.4	March 6, 2007	March 6, 2012*	March 6, 2015*

* Planned, may be adjusted based on actual software release schedule of new software.

LifeCycle Support

Frequently Asked Questions - PayBase Support Lifecycle

1. What is the software support policy for Paybase?
2. What is the difference between Standard Support and Extended Support?
3. Why is Standard Support being retired on September 1, 2007 for so many Paybase versions?
4. What is the additional annual contract maintenance cost for Extended Support?
5. Will the Extended Support fee be waived in any case?
6. What support can I expect to receive for my PayBase solution after Extended is retired?
7. What is the full schedule for Paybase support?
8. What is considered a new version of a product?
9. Whom do I contact with questions or for more information about the support lifecycle schedule for my version of PayBase?
10. What are my opportunities for upgrading to a newer version of PayBase and what new features are available in the more recent versions?
11. Whom do I contact for more information about upgrading to a new version of PayBase?

1. What is the software support policy for Paybase?

Bottomline Software Support Policy for PayBase

Bottomline will offer a minimum of 8 years of support for PayBase and associated tools and utilities. Standard Support will be provided for 5 years or when the second successor version or product is released, whichever is longer. Bottomline will also provide Extended Support for the 3 years following then end of Standard Support. Following this, Bottomline will support at least 2 versions on Standard Support. PayBase will receive at least 10 years of online self-help support within the Bottomline Customer Care Portal and Knowledge Center.

The retirement of Standard Support is the initiation of a predictable and consistent schedule for the PayBase software lifecycle. This schedule will be accelerated through version 6.2 and September 1, 2008. After that, all PayBase products and associated tools and utilities will conform to the Bottomline Software Support Policy for PayBase announced on May 14, 2007.

Accelerated Extended Support Adjusted Schedule:

PayBase Version	General Availability Date	End Of Standard Support	End Of Extended Support
2.1	June 8, 1998	September 1, 2007	July 1, 2008
3.0	June 25, 1999	September 1, 2007	July 1, 2008
3.1	September 8, 1999	September 1, 2007	July 1, 2008
5.0	July 17, 2000	September 1, 2007	July 1, 2008
5.1	September 11, 2000	September 1, 2007	July 1, 2008
5.2	January 1, 2001	September 1, 2007	July 1, 2008
5.3	March 16, 2001	September 1, 2007	July 1, 2008
5.4	August 18, 2001	September 1, 2007	July 1, 2008
6.0	December 27, 2001	September 1, 2008	December 27, 2009
6.1	May 22, 2002	September 1, 2008	May 22, 2010
6.2	March 3, 2003	September 1, 2008	March 3, 2011

2. What is the difference between Standard Support and Extended Support?

There are two differences between Standard and Extended support.

- 1) Bottomline will not issue product patches, fixes or service packs after the end of Standard Support. Instead, escalations will be handled with a reasonable effort, which may include one-off fixes and workarounds but will not include changes to the product.
- 2) Extended Support incurs a fee of an additional 5% in annual contract maintenance over your current rate.

3. Why is Standard Support being retired on September 1, 2007 for so many PayBase versions?

The versions of Paybase scheduled for transition to Extended Support beginning September 1, 2007 were identified based on the age of the products, as well as the general lack of support for the operating systems (OS), databases and third party software platforms on which these versions were originally tested and certified. For example, PayBase v5.4 supports Microsoft SQL 2000. Microsoft retired mainstream support for this SQL 2000 service pack in 2003. Additionally, Oracle Premier Support for the database versions certified with v5.4 were also discontinued by Oracle in 2003.

The retirement of Standard Support is the initiation of a predictable and consistent schedule for the PayBase software lifecycle. This schedule will be accelerated through version 7.1 and January 9, 2012. After that, PayBase will conform to the Bottomline Software Support Policy for PayBase announced on May 1, 2007.

4. What is the additional annual contract maintenance cost for Extended Support?

Extended Support for PayBase will cost additional 5% in annual contract maintenance over your current rate. This additional cost covers the infrastructure to maintain versions on non-supported databases and operating systems as well as continuing training of support personnel.

5. Will the Extended Support fee be waived in any case?

Yes. The additional 5% of list price per year will be waived for all customers whom have already initiated an upgrade of PayBase to the most recent version. This is limited to when a customer has signed a sales order to purchase any services necessary for an upgrade, or has otherwise arranged for an upgrade with their Bottomline Account Representative. If the older version of the software has not been decommissioned within 180 days of the end of Standard Support, the back Extended Support fees will be charged.

6. What support can I expect to receive for my PayBase solution after Extended Support is retired?

Customers on older versions of PayBase can continued to access the Bottomline's online support even after the Extended Support term has expired. However, these products will no longer be supported through Bottomline's Customer Technical Assistance Center. Additionally, customers will no longer be entitled to no-cost software upgrades for new releases.

7. What is the full schedule for Paybase support?

PayBase Version	General Availability Date	End Of Standard Support	End Of Extended Support
2.1	June 8, 1998	September 1, 2007	July 1, 2008
3.0	June 25, 1999	September 1, 2007	July 1, 2008
3.1	September 8, 1999	September 1, 2007	July 1, 2008
5.0	July 17, 2000	September 1, 2007	July 1, 2008
5.1	September 11, 2000	September 1, 2007	July 1, 2008
5.2	January 1, 2001	September 1, 2007	July 1, 2008
5.3	March 16, 2001	September 1, 2007	July 1, 2008
5.4	August 18, 2001	September 1, 2007	July 1, 2008
6.0	December 27, 2001	September 1, 2008	December 27, 2009
6.1	May 22, 2002	September 1, 2008	May 22, 2010

6.2	March 3, 2003	September 1, 2008	March 3, 2011
7.0	November 18, 2003	November 18, 2008	November 18, 2011
7.1	January 9, 2004	January 9, 2009	January 9, 2012
8.0	July 27, 2004	July 27, 2009	July 27, 2012
8.1	December 10, 2004	December 10, 2009	December 10, 2012
8.2	May 27, 2005	May 27, 2010	May 27, 2013
8.2b	September 9, 2005	September 9, 2010	September 9, 2013
8.2c	November 29, 2005	November 29, 2010	November 29, 2013
8.2d	April 11, 2006	April 11, 2011	April 11, 2014
8.3	July 25, 2006	July 25, 2011*	July 25, 2014*
8.4	March 6, 2007	March 6, 2012*	March 6, 2015*

Planned, may be adjusted based on actual software release dates of new software.

8. What is considered a new version of a product?

Bottomline uses a common method for software versioning utilizing major version numbers, minor point releases, and patches, i.e. *major.minor/maintenance.patch*.

For example:

Paybase **8.4.1**

major version = **8**

minor or maintenance version = **4**

patch release = **1**

For the purposes of the software support schedule, a new version will be considered a minor or maintenance point release, but not a patch release.

9. Whom do I contact with questions or for more information about the support lifecycle schedule for my version of PayBase?

If you have additional questions, please contact your local Bottomline representative, or call the Bottomline Technologies' Customer Technical Support Center (CTAC), at 1-800-839-9029

10. What are my opportunities for upgrading to a newer version of PayBase, and what new features are available in the more recent versions?

Upgrading your Bottomline PayBase software is a low cost way of ensuring that support continuity is not lost. Additionally, upgrading your operating system and database platforms to the most current can reduce overall IT costs and minimize down time.

Paybase v8.4 offers many advantages over older versions, including:

- Enhancements necessary to support the upgrade paths of our third party software:
 - Microsoft SQL 2005, Oracle 10gR2, Windows XP Pro SP2, Windows 2003 Server SP1, Crystal XI R2
- Support for new printers from HP, Troy, Lexmark, Source Tech and Rosetta
- Expanded font set
- New PayBase Services for
 - Polling Mode and Disaster Recovery
 - Native PDF creation and emails capabilities
 - Data file encryption
- AES encryption, strong passwords and improved security model for SOX compliancy
- Improved Archiving
- Improved Reporting
- Improved User Interface
- Native UK BACS electronic payments

11. Whom do I contact for more information about upgrading to a new version of PayBase?

If you would like to request the newest version of PayBase or would like to schedule an onsite upgrade, please contact your Bottomline Account Executive.



**Bottomline
Technologies**

325 Corporate Drive
Portsmouth, NH 03801-6808
www.bottomline.com

Sales Order

Quote Number: **SFDC-002464-1**

Quote Date: **01-24-2008**

Expiration Date: **02-23-2008**

Ship To: City of Culver City
P.O. Box 507
Culver City, CA 90232-0507
U.S.A.

Bill To: City of Culver City
P.O. Box 507
Culver City, CA 90232-0507
U.S.A.

Contact: Michele Williams
Phone: (310) 253-5959
Fax:
Email: michele.williams@culvercity.org

Sales Rep: Julie Vasseur
Phone: (603) 501-5352
Email: jvasseur@bottomline.com
Prepared by: JV
Customer#: CULCIT001

Item Number	Description	Qty	Price	Total
SOFTWARE				
U-32ED-32E-LCP	PB32 Desktop LCP Mig w/2nd client to PB32E v.8.5 Upgrades existing LCP and CFA modules, Includes 2 nd software client	1	\$15,000.00	\$15,000.00
U-PB32-PRNT-S	PayBase Printer License Upgrade	1	included	included
Subtotal For SOFTWARE				\$15,000.00
SERVICES				
SER-DES-PB32-REV-LEV1	PB32 Rev V8X Onsite Upg. (test up to 5 Int.), Exp. Add'l	1	\$5,995.00	\$5,995.00
SER-SWS-32ED-32E-LCP	Upgrade Support - U-32ED-32E-LCP Additional annual maintenance.	1	\$3,000.00	\$3,000.00
Subtotal For SERVICES				\$5,995.00
Order Total				\$20,995.00
Notes or Changes: Upgrades LCP and CFA from Desktop to Enterprise.				

This sales order is an offer valid for 30 days from the date of proposal. Customer agrees to reimburse Bottomline Technologies, Inc. for all reasonable expenses including, but not limited to, travel, meals, transportation and telephone calls. These expenses are in addition to training, implementation, and/or consulting services and will be billed separately. The customer is also responsible for additional charges (freight, taxes, customs, duties, F.O.B. Origin, etc.). Fees for Software, Support, Equipment, and Supplies will be invoiced upon shipment. Fees for Services will be invoiced as Services are performed. All Prices are in U.S. Dollars.

PURCHASE PAYMENT TERMS - Invoices will be submitted, periodically, which shall reflect products and services delivered to the client. If delivery of any product or service is delayed more than 180 days following the date of this sales order due to delays caused by the client, the client agrees to pay the remaining balance of this order at such time. The net amount owed on each invoice will be due within 30 days from the date of invoice. For follow up orders, payment terms are Net 30 from date of invoice. All sales are FOB Bottomline shipping point.