



**GSA SCHEDULE 70
SPECIAL ITEM NUMBER 132-34
MAINTENANCE OF SOFTWARE**

**PREPARED BY
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1.0 INTRODUCTION TO MAINTENANCE OF SOFTWARE

Probaris is pleased to offer our maintenance of software under the GSA Schedule 70, Special Item Number 132-34. This document provides a description of Probaris items available on SIN 132-34.

1.1 ANNUAL MAINTENANCE-SP APPLICATION SOFTWARE

Annual maintenance of 20% of the SP/Application Software is required to receive upgrades, updates and patches/fixes for SP/Application Software. Annual Maintenance will automatically become effective 60 days after installation unless cancelled by the user or user's employer in writing prior to the end of the 60 day period following installation. Annual Maintenance will automatically renew from year to year unless cancelled by the user or user's employer in writing prior to the end of the previous year's maintenance. This maintenance includes:

- Upgrades
- Updates
- Patches/fixes

1.2 ANNUAL MAINTENANCE-BUSINESS PROCESS PACKAGE LICENSE

Annual maintenance of 20% of the Business Process Package License is required to receive upgrades, updates and patches/fixes for SP/Application Software. Annual Maintenance will automatically become effective 60 days after installation unless cancelled by the user or user's employer in writing prior to the end of the 60 day period following installation. Annual Maintenance will automatically renew from year to year unless cancelled by the user or user's employer in writing prior to the end of the previous year's maintenance. This maintenance includes:

- Upgrades
- Updates
- Patches/fixes