

DRAFT

**THIRD AMENDMENT TO THE AGREEMENT BETWEEN
CITY AND COUNTY OF SAN FRANCISCO,
SAN FRANCISCO HEALTH SERVICE SYSTEM
AND
HYLAND SOFTWARE, INC.**

MONTH DD, 2025

[SOFTWARE AND SUPPORT SERVICES]

**City and County of San Francisco
San Francisco Health Service System
1145 Market Street, Suite 300
San Francisco, California 94103**

Third Amendment

THIS THIRD AMENDMENT (“Amendment”) is made as of **Month DD, 2025**, in San Francisco, California, by and between **HYLAND SOFTWARE, INC.** (“Contractor”), and the City and County of San Francisco, a municipal corporation (“City”), acting by and through its Director of the San Francisco Health Service System.

Recitals

WHEREAS, City and Contractor have entered into the Agreement (as defined below); and

WHEREAS, City and Contractor desire to modify the Agreement on the terms and conditions set forth herein to extend the term of the Agreement; and

WHEREAS, Initial approval for the agreement was obtained when the Civil Service Commission approved Contract number 36600 – 15/16 on August 12, 2015, and was subsequently extended by the approval for the First Amendment which was obtained when the Civil Service Commission approved contract number 45188 - 18/19 on August 5, 2019;

WHEREAS, **<insert BOS resolution approving File No. _____>**; and

Now, THEREFORE, the parties agree as follows:

Article 1 Definitions

The following definitions shall apply to this Amendment:

1.1 Agreement. The term “Agreement” shall mean the Agreement dated January 4th, 2016 between Contractor and City, novated on May 15, 2018 and as amended by the:

First Amendment, dated May 30, 2019, and

Second Amendment, dated September 1, 2023.

1.2 San Francisco Labor and Employment Code. As of January 4, 2024, San Francisco Administrative Code Chapters 21C (Miscellaneous Prevailing Wage Requirements), 12B (Nondiscrimination in Contracts), 12C (Nondiscrimination in Property Contracts), 12K (Salary History), 12P (Minimum Compensation), 12Q (Health Care Accountability), 12T (City Contractor/Subcontractor Consideration of Criminal History in Hiring and Employment Decisions), and 12U (Sweatfree Contracting) are redesignated as Articles 102 (Miscellaneous

Prevailing Wage Requirements), 131 (Nondiscrimination in Contracts), 132 (Nondiscrimination in Property Contracts), 141 (Salary History), 111 (Minimum Compensation), 121 (Health Care Accountability), 142 (City Contractor/Subcontractor Consideration of Criminal History in Hiring and Employment Decisions), and 151 (Sweatfree Contracting) of the San Francisco Labor and Employment Code, respectively. Wherever this Agreement refers to San Francisco Administrative Code Chapters 21C, 12B, 12C, 12K, 12P, 12Q, 12T, and 12U, it shall be construed to mean San Francisco Labor and Employment Code Articles 102, 131, 132, 141, 111, 121, 142, and 151, respectively.

1.3 Other Terms. Terms used and not defined in this Amendment shall have the meanings assigned to such terms in the Agreement.

Article 2 Modifications of Scope to the Agreement

The Agreement is hereby modified as follows:

2.1 Section 22. Section 22 (Payment) of the Agreement currently reads as follows:

22. Payment. Compensation shall be due and payable within thirty (30) days of the date of invoice. In no event shall the amount of this Agreement exceed **Three Hundred Eighty-Two Thousand and Sixty-Four Dollars (\$382,064.00)**. The breakdown of costs associated with this Agreement is provided for in Appendix B. No charges shall be incurred under this Agreement nor shall any payments become due to Contractor until Licensed Software and services required under this Agreement are received from Contractor and approved by the Health Service System, City and County of San Francisco, as being in accordance with this Agreement.

Such section is hereby amended in its entirety to read as follows:

22. Payment. Compensation shall be due and payable within thirty (30) days of the date of invoice. In no event shall the amount of this Agreement exceed **Five Hundred Seventy-Four Thousand Dollars (\$574,000.00)**. The breakdown of costs associated with this Agreement is provided for in Appendix B. No charges shall be incurred under this Agreement nor shall any payments become due to Contractor until Licensed Software and services required under this Agreement are received from Contractor and approved by the Health Service System, City and County of San Francisco, as being in accordance with this Agreement.

2.2 Appendix B Section I (Software Product and Service Costs and Terms), Subsection C Section (Software Maintenance and Support (Five-year Term) Recurring Expense). Appendix B Section I (Software Product and Service Costs and Terms), Subsection C Section (Software Maintenance and Support (Five-year Term) Recurring Expense) of the Agreement currently reads as follows:

C. Software Maintenance and Support Recurring Expense

1. Software Maintenance and Support for the Licensed Software is provided as illustrated in the Software Maintenance and Support Agreement attached as Appendix A1 to the Agreement.
2. Software Maintenance and Support is activated and available immediately upon the Effective Date, and the Software Maintenance and Support Fees for the first year of the initial Software Maintenance and Support Term will be paid in accordance with Section II, of this Appendix B.
3. The once annual Software Maintenance and Support fees indicated in Table C1 will be for a period commencing on April 1, 2016 and ending on March 31, 2020.
4. The one-time additional Software Maintenance and Support fees for the additional Licensed Software listed in Table A2 are indicated in Table C2 and will be for a period of eight (8) months commencing August 1, 2019 and ending on March 31, 2020.
5. The once annual Software Maintenance and Support fees indicated in Table C3 will be for a period of twelve (12) months commencing April 1, 2020 and ending on March 31, 2021.
6. The once annual Software Maintenance and Support fees indicated in Table C4 will be for a period of twelve (12) months commencing April 1, 2021 and ending on March 31, 2022.
7. The once annual Software Maintenance and Support fees indicated in Table C5 will be for a period of twelve (12) months commencing April 1, 2022 and ending on March 31, 2023.
8. The once annual Software Maintenance and Support fees indicated in Table C6 will be for a period of twelve (12) months commencing April 1, 2023 and ending on March 31, 2024.
9. The once annual Software Maintenance and Support fees indicated in Table C7 will be for a period of twelve (12) months commencing April 1, 2024 and ending on March 31, 2025. Hyland will provide Customer, by e-mail or USPS mail, a renewal notice and invoice for the Software Maintenance and Support Fees for the next successive Renewal Software Maintenance and Support Term not less than thirty (30) days prior to the expiration of the then current Software Maintenance and Support Term.
10. Licensed Software support services outside the scope provided in the Software Maintenance and Support Agreement are provided at Supplier's then-current Hyland Enterprise Software Pricing Book: USA rates for such services, such rates which Lexmark may increase from time to time following the Effective Date.
11. Software Maintenance and Support may not extend to any third party software licenses re-sold by Hyland to Customer.

Table C1 (April 1, 2016 to March 31, 2020)

Annual Recurring Software Maintenance and Support Expense	
Supported Software	Cost
SMSA-CaptureNow TWAIN	\$ 924.00
SMSA-ImageNow Mail Agent	\$ 412.00
SMSA-Single Doc Filter for ContentOutput	\$ 618.00
SMSA-Recognition Agent Barcode/Forms ID	\$ 2,060.00
SMSA-Image Now Client/WebNow Combo	\$ 11,125.00
SMSA-ImageNow Fax Agent 3-8p	\$ 1,236.00
SMSA-ImageNow Content Server	\$ 1,648.00
SMSA-ImageNow Enterprise Server	\$ 3,190.00
SMSA-Interact for Salesforce for the Enterprise	\$ 625.00
Annual Recurring Software Maintenance and Support Subtotal:	\$ 21,838.00
Discounts:	\$ (4,548.23)
Total:	\$ 17,289.77

Table C2. (August 1, 2019 to March 31, 2020)

One-time Additional Software Maintenance and Support Expense (August 1, 2019 to March 31, 2020)			
Software Description	Units	Unit Cost	Extended Cost
CaptureNow TWAIN-0001	4	\$69.69	\$278.76
Perceptive Business Insight	1	\$1,339.00	\$1,339.00
One-time Additional Software Maintenance and Support Total			\$1,617.76

Table C3. (April 1, 2020 to March 31, 2021)

Annual Recurring Software Maintenance and Support Expense (April 1, 2020 to March 31, 2021)			
Software Description	Units	Unit Cost	Extended Cost
Perceptive Interact for Salesforce for the Enterprise-0025	1	\$663.06	\$663.06
CaptureNow TWAIN-0001	7	\$71.78	\$502.46
Perceptive Email Agent (Maintenance)	1	\$327.09	\$327.09
Perceptive Content Client/WebNow Combo-0025	1	\$9,812.53	\$9,812.53
Perceptive Content Enterprise Server-Upto-0099	1	\$3,052.91	\$3,052.91
Perceptive Full Text Agent-Up to-0099	1	\$817.72	\$817.72
Perceptive Fax Agent 3-8 P	1	\$981.27	\$981.27
Recognition Agent-Barcodes/Forms ID	1	\$1,817.17	\$1,817.17
Single Doc Filter for Content Output	1	\$655.64	\$655.64
Perceptive Business Insight	1	\$1,379.17	\$1,379.17
Annual Recurring Software Maintenance and Support Total (April 1, 2020 to March 31, 2021)			\$20,009.02

Table C4. (April 1, 2021 to March 31, 2022)

Annual Recurring Software Maintenance and Support Expense (April 1, 2021 to March 31, 2022)			
Software Description	Units	Unit Cost	Extended Cost
Perceptive Interact for Salesforce for the Enterprise-0025	1	\$682.95	\$682.95
CaptureNow TWAIN-0001	7	\$73.93	\$517.54
Perceptive Email Agent (Maintenance)	1	\$336.90	\$336.90
Perceptive Content Client/WebNow Combo-0025	1	\$10,106.91	\$10,106.91
Perceptive Content Enterprise Server-Upto-0099	1	\$3,144.50	\$3,144.50
Perceptive Full Text Agent-Up to-0099	1	\$842.25	\$842.25
Perceptive Fax Agent 3-8 P	1	\$1,010.71	\$1,010.71
Recognition Agent-Barcodes/Forms ID	1	\$1,871.68	\$1,871.68
Single Doc Filter for Content Output	1	\$675.31	\$675.31
Perceptive Business Insight	1	\$1,420.55	\$1,420.55
Annual Recurring Software Maintenance and Support Total (April 1, 2021 to March 31, 2022)			\$20,609.29

Table C5. (April 1, 2022 to March 31, 2023)

Annual Recurring Software Maintenance and Support Expense (April 1, 2022 to March 31, 2023)			
Software Description	Units	Unit Cost	Extended Cost
Perceptive Interact for Salesforce for the Enterprise-0025	1	\$703.44	\$703.44
CaptureNow TWAIN-0001	7	\$76.15	\$533.07
Perceptive Email Agent (Maintenance)	1	\$347.01	\$347.01
Perceptive Content Client/WebNow Combo-0025	1	\$10,410.12	\$10,410.12
Perceptive Content Enterprise Server-Upto-0099	1	\$3,238.83	\$3,238.83
Perceptive Full Text Agent-Up to-0099	1	\$867.52	\$867.52
Perceptive Fax Agent 3-8 P	1	\$1,041.03	\$1,041.03
Recognition Agent-Barcodes/Forms ID	1	\$1,927.83	\$1,927.83
Single Doc Filter for Content Output	1	\$695.56	\$695.56
Perceptive Business Insight	1	\$1,463.16	\$1,463.16
Annual Recurring Software Maintenance and Support Total (April 1, 2022 to March 31, 2023)			\$21,227.57

Table C6. (April 1, 2023 to March 31, 2024)

Annual Recurring Software Maintenance and Support Expense (April 1, 2023 to March 31, 2024)			
Software Description	Units	Unit Cost	Extended Cost
Perceptive Interact for Salesforce for the Enterprise-0025	1	\$724.55	\$724.55
CaptureNow TWAIN-0001	7	\$78.44	\$549.06
Perceptive Email Agent (Maintenance)	1	\$357.42	\$357.42
Perceptive Content Client/WebNow Combo-0025	1	\$10,722.42	\$10,722.42
Perceptive Content Enterprise Server-Upto-0099	1	\$3,336.00	\$3,336.00
Perceptive Enterprise Search	1	\$893.54	\$893.54
Perceptive Fax Agent 3-8 P	1	\$1,072.26	\$1,072.26
Recognition Agent-Barcodes/Forms ID	1	\$1,985.67	\$1,985.67
Single Doc Filter for Content Output	1	\$716.43	\$716.43
Perceptive Business Insight	1	\$1,507.06	\$1,507.06
Annual Recurring Software Maintenance and Support Total (April 1, 2023 to March 31, 2024)			\$21,864.40

Table C7. (April 1, 2024 to March 31, 2025)

Annual Recurring Software Maintenance and Support Expense (April 1, 2024 to March 31, 2025)			
Software Description	Units	Unit Cost	Extended Cost
Perceptive Interact for Salesforce for the Enterprise-0025	1	\$746.28	\$746.28
CaptureNow TWAIN-0001	7	\$80.79	\$565.53
Perceptive Email Agent (Maintenance)	1	\$368.14	\$368.14
Perceptive Content Client/WebNow Combo-0025	1	\$11,044.09	\$11,044.09
Perceptive Content Enterprise Server-Upto-0099	1	\$ 3,436.08	\$3,436.08
Perceptive Enterprise Search	1	\$920.35	\$920.35
Perceptive Fax Agent 3-8 P	1	\$1,104.43	\$1,104.43
Recognition Agent-Barcodes/Forms ID	1	\$2,045.24	\$2,045.24
Single Doc Filter for Content Output	1	\$737.92	\$737.92
Perceptive Business Insight	1	\$1,552.27	\$1,552.27
Annual Recurring Software Maintenance and Support Total (April 1, 2024 to March 31, 2025)			\$22,520.33

Table C8. (October 1, 2023 to March 31, 2024)

One-time Upgrade Expense (October 1, 2023 to March 31, 2024)			
Software Description	Units	Unit Cost	Extended Cost
Perceptive Content Upgrade			
Milestone 1 of 3: Contract Support, Administration and Project Planning	1	\$15,330	\$15,330.00
Milestone 2 of 3: Completion of the Non-Production Environment	1	\$15,330	\$15,330.00
Milestone 3 of 3: Completion of the Production Environment Upgrade	1	\$15,330	\$15,330.00
One-time Upgrade Expense Total			\$45,990.00

Table C9. (October 1, 2023 to March 31, 2024)

Annual Recurring Software Maintenance and Support Expense (October 1, 2023 to March 31, 2024)			
Software Description	Units	Unit Cost	Extended Cost
Perceptive Enterprise Search (Limited) PES-PER-0002	1	\$0	\$0

Such section is hereby amended in its entirety to read as follows:

D. Software Maintenance and Support Recurring Expense

12. Software Maintenance and Support for the Licensed Software is provided as illustrated in the Software Maintenance and Support Agreement attached as Appendix A1 to the Agreement.
13. Software Maintenance and Support is activated and available immediately upon the Effective Date, and the Software Maintenance and Support Fees for the first year of the initial Software Maintenance and Support Term will be paid in accordance with Section II, of this Appendix B.
14. The once annual Software Maintenance and Support fees indicated in Table C1 will be for a period commencing on April 1, 2016 and ending on March 31, 2020.
15. The one-time additional Software Maintenance and Support fees for the additional Licensed Software listed in Table A2 are indicated in Table C2 and will be for a period of eight (8) months commencing August 1, 2019 and ending on March 31, 2020.
16. The once annual Software Maintenance and Support fees indicated in Table C3 will be for a period of twelve (12) months commencing April 1, 2020 and ending on March 31, 2021.

17. The once annual Software Maintenance and Support fees indicated in Table C4 will be for a period of twelve (12) months commencing April 1, 2021 and ending on March 31, 2022.
18. The once annual Software Maintenance and Support fees indicated in Table C5 will be for a period of twelve (12) months commencing April 1, 2022 and ending on March 31, 2023.
19. The once annual Software Maintenance and Support fees indicated in Table C6 will be for a period of twelve (12) months commencing April 1, 2023 and ending on March 31, 2024.
20. The once annual Software Maintenance and Support fees indicated in Table C7 will be for a period of twelve (12) months commencing April 1, 2024 and ending on March 31, 2025.
21. The once annual Software Maintenance and Support fees indicated in Table C8 will be for a period of twelve (12) months commencing April 1, 2025 and ending on March 31, 2026.
22. The once annual Software Maintenance and Support fees indicated in Table C8 will be for a period of twelve (12) months commencing April 1, 2026 and ending on March 31, 2027.
23. The once annual Software Maintenance and Support fees indicated in Table C8 will be for a period of twelve (12) months commencing April 1, 2027 and ending on March 31, 2028.
24. The once annual Software Maintenance and Support fees indicated in Table C8 will be for a period of twelve (12) months commencing April 1, 2028 and ending on March 31, 2029.
25. The once annual Software Maintenance and Support fees indicated in Table C8 will be for a period of twelve (12) months commencing April 1, 2029 and ending on March 31, 2030. Hyland will provide Customer, by e-mail or USPS mail, a renewal notice and invoice for the Software Maintenance and Support Fees for the next successive Renewal Software Maintenance and Support Term not less than thirty (30) days prior to the expiration of the then current Software Maintenance and Support Term.
26. Licensed Software support services outside the scope provided in the Software Maintenance and Support Agreement are provided at Supplier's then-current Hyland Enterprise Software Pricing Book: USA rates for such services, such rates which Lexmark may increase from time to time following the Effective Date.
27. Software Maintenance and Support may not extend to any third party software licenses re-sold by Hyland to Customer.

Table C1 (April 1, 2016 to March 31, 2020)

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SMSA-ImageNow Content Server	\$ 1,648.00
SMSA-ImageNow Enterprise Server	\$ 3,190.00
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Annual Recurring Software Maintenance and Support Subtotal:	\$ 21,838.00
Discounts:	\$ (4,548.23)
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Perceptive Business Insight	1	\$1,339.00	\$1,339.00
One-time Additional Software Maintenance and Support Total			\$1,617.76

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Annual Recurring Software Maintenance and Support Expense (April 1, 2020 to March 31, 2021)			
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Perceptive Full Text Agent-Up to-0099	1	\$817.72	\$817.72
Perceptive Fax Agent 3-8 P	1	\$981.27	\$981.27
Recognition Agent-Barcodes/Forms ID	1	\$1,817.17	\$1,817.17
Single Doc Filter for Content Output	1	\$655.64	\$655.64
Perceptive Business Insight	1	\$1,379.17	\$1,379.17
Annual Recurring Software Maintenance and Support Total (April 1, 2020 to March 31, 2021)			\$20,009.02

Table C4. (April 1, 2021 to March 31, 2022)

Annual Recurring Software Maintenance and Support Expense (April 1, 2021 to March 31, 2022)			
Software Description	Units	Unit Cost	Extended Cost
Perceptive Interact for Salesforce for the Enterprise-0025	1	\$682.95	\$682.95
CaptureNow TWAIN-0001	7	\$73.93	\$517.54
Perceptive Email Agent (Maintenance)	1	\$336.90	\$336.90
Perceptive Content Client/WebNow Combo-0025	1	\$10,106.91	\$10,106.91
Perceptive Content Enterprise Server-Upto-0099	1	\$3,144.50	\$3,144.50
Perceptive Full Text Agent-Up to-0099	1	\$842.25	\$842.25
Perceptive Fax Agent 3-8 P	1	\$1,010.71	\$1,010.71
Recognition Agent-Barcodes/Forms ID	1	\$1,871.68	\$1,871.68
Single Doc Filter for Content Output	1	\$675.31	\$675.31
Perceptive Business Insight	1	\$1,420.55	\$1,420.55
Annual Recurring Software Maintenance and Support Total (April 1, 2021 to March 31, 2022)			\$20,609.29

Table C5. (April 1, 2022 to March 31, 2023)

Annual Recurring Software Maintenance and Support Expense (April 1, 2022 to March 31, 2023)			
Software Description	Units	Unit Cost	Extended Cost
Perceptive Interact for Salesforce for the Enterprise-0025	1	\$703.44	\$703.44
CaptureNow TWAIN-0001	7	\$76.15	\$533.07
Perceptive Email Agent (Maintenance)	1	\$347.01	\$347.01
Perceptive Content Client/WebNow Combo-0025	1	\$10,410.12	\$10,410.12
Perceptive Content Enterprise Server-Upto-0099	1	\$3,238.83	\$3,238.83
Perceptive Full Text Agent-Up to-0099	1	\$867.52	\$867.52
Perceptive Fax Agent 3-8 P	1	\$1,041.03	\$1,041.03
Recognition Agent-Barcodes/Forms ID	1	\$1,927.83	\$1,927.83
Single Doc Filter for Content Output	1	\$695.56	\$695.56
Perceptive Business Insight	1	\$1,463.16	\$1,463.16
Annual Recurring Software Maintenance and Support Total (April 1, 2022 to March 31, 2023)			\$21,227.57

Table C6. (April 1, 2023 to March 31, 2024)

Annual Recurring Software Maintenance and Support Expense (April 1, 2023 to March 31, 2024)			
Software Description	Units	Unit Cost	Extended Cost
Perceptive Interact for Salesforce for the Enterprise-0025	1	\$724.55	\$724.55
CaptureNow TWAIN-0001	7	\$78.44	\$549.06
Perceptive Email Agent (Maintenance)	1	\$357.42	\$357.42
Perceptive Content Client/WebNow Combo-0025	1	\$10,722.42	\$10,722.42
Perceptive Content Enterprise Server-Upto-0099	1	\$3,336.00	\$3,336.00
Perceptive Enterprise Search	1	\$893.54	\$893.54
Perceptive Fax Agent 3-8 P	1	\$1,072.26	\$1,072.26
Recognition Agent-Barcodes/Forms ID	1	\$1,985.67	\$1,985.67
Single Doc Filter for Content Output	1	\$716.43	\$716.43
Perceptive Business Insight	1	\$1,507.06	\$1,507.06
Annual Recurring Software Maintenance and Support Total (April 1, 2023 to March 31, 2024)			\$21,864.40

Table C7. (April 1, 2024 to March 31, 2025)

Annual Recurring Software Maintenance and Support Expense (April 1, 2024 to March 31, 2025)			
Software Description	Units	Unit Cost	Extended Cost
Perceptive Interact for Salesforce for the Enterprise-0025	1	\$746.28	\$746.28
CaptureNow TWAIN-0001	7	\$80.79	\$565.53
Perceptive Email Agent (Maintenance)	1	\$368.14	\$368.14
Perceptive Content Client/WebNow Combo-0025	1	\$11,044.09	\$11,044.09
Perceptive Content Enterprise Server-Upto-0099	1	\$ 3,436.08	\$3,436.08
Perceptive Enterprise Search	1	\$920.35	\$920.35
Perceptive Fax Agent 3-8 P	1	\$1,104.43	\$1,104.43
Recognition Agent-Barcodes/Forms ID	1	\$2,045.24	\$2,045.24
Single Doc Filter for Content Output	1	\$737.92	\$737.92
Perceptive Business Insight	1	\$1,552.27	\$1,552.27
Annual Recurring Software Maintenance and Support Total (April 1, 2024 to March 31, 2025)			\$22,520.33

Table C8. (April 1, 2025 to March 31, 2026)

Annual Recurring Software Maintenance and Support Expense (April 1, 2024 to March 31, 2025)			
Software Description	Units	Unit Cost	Extended Cost
Perceptive Interact for Salesforce for the Enterprise-0025	1	\$746.28	\$746.28
CaptureNow TWAIN-0001	7	\$80.79	\$565.53
Perceptive Email Agent (Maintenance)	1	\$368.14	\$368.14
Perceptive Content Client/WebNow Combo-0025	1	\$11,044.09	\$11,044.09
Perceptive Content Enterprise Server-Upto-0099	1	\$ 3,436.08	\$3,436.08
Perceptive Enterprise Search	1	\$920.35	\$920.35
Perceptive Fax Agent 3-8 P	1	\$1,104.43	\$1,104.43
Recognition Agent-Barcodes/Forms ID	1	\$2,045.24	\$2,045.24
Single Doc Filter for Content Output	1	\$737.92	\$737.92
Perceptive Business Insight	1	\$1,552.27	\$1,552.27
Annual Recurring Software Maintenance and Support Total (April 1, 2024 to March 31, 2025)			\$22,520.33

Table C9. (April 1, 2026 to March 31, 2027)

Annual Recurring Software Maintenance and Support Expense (April 1, 2024 to March 31, 2025)			
Software Description	Units	Unit Cost	Extended Cost
Perceptive Interact for Salesforce for the Enterprise-0025	1	\$746.28	\$746.28
CaptureNow TWAIN-0001	7	\$80.79	\$565.53
Perceptive Email Agent (Maintenance)	1	\$368.14	\$368.14
Perceptive Content Client/WebNow Combo-0025	1	\$11,044.09	\$11,044.09
Perceptive Content Enterprise Server-Upto-0099	1	\$ 3,436.08	\$3,436.08
Perceptive Enterprise Search	1	\$920.35	\$920.35
Perceptive Fax Agent 3-8 P	1	\$1,104.43	\$1,104.43
Recognition Agent-Barcodes/Forms ID	1	\$2,045.24	\$2,045.24
Single Doc Filter for Content Output	1	\$737.92	\$737.92
Perceptive Business Insight	1	\$1,552.27	\$1,552.27
Annual Recurring Software Maintenance and Support Total (April 1, 2024 to March 31, 2025)			\$22,520.33

Table C10. (April 1, 2027 to March 31, 2028)

Annual Recurring Software Maintenance and Support Expense (April 1, 2024 to March 31, 2025)			
Software Description	Units	Unit Cost	Extended Cost
Perceptive Interact for Salesforce for the Enterprise-0025	1	\$746.28	\$746.28
CaptureNow TWAIN-0001	7	\$80.79	\$565.53
Perceptive Email Agent (Maintenance)	1	\$368.14	\$368.14
Perceptive Content Client/WebNow Combo-0025	1	\$11,044.09	\$11,044.09
Perceptive Content Enterprise Server-Upto-0099	1	\$ 3,436.08	\$3,436.08
Perceptive Enterprise Search	1	\$920.35	\$920.35
Perceptive Fax Agent 3-8 P	1	\$1,104.43	\$1,104.43
Recognition Agent-Barcodes/Forms ID	1	\$2,045.24	\$2,045.24
Single Doc Filter for Content Output	1	\$737.92	\$737.92
Perceptive Business Insight	1	\$1,552.27	\$1,552.27
Annual Recurring Software Maintenance and Support Total (April 1, 2024 to March 31, 2025)			\$22,520.33

Table C11. (April 1, 2028 to March 31, 2029)

Annual Recurring Software Maintenance and Support Expense (April 1, 2024 to March 31, 2025)			
Software Description	Units	Unit Cost	Extended Cost
Perceptive Interact for Salesforce for the Enterprise-0025	1	\$746.28	\$746.28
CaptureNow TWAIN-0001	7	\$80.79	\$565.53
Perceptive Email Agent (Maintenance)	1	\$368.14	\$368.14
Perceptive Content Client/WebNow Combo-0025	1	\$11,044.09	\$11,044.09
Perceptive Content Enterprise Server-Upto-0099	1	\$ 3,436.08	\$3,436.08
Perceptive Enterprise Search	1	\$920.35	\$920.35
Perceptive Fax Agent 3-8 P	1	\$1,104.43	\$1,104.43
Recognition Agent-Barcodes/Forms ID	1	\$2,045.24	\$2,045.24
Single Doc Filter for Content Output	1	\$737.92	\$737.92
Perceptive Business Insight	1	\$1,552.27	\$1,552.27
Annual Recurring Software Maintenance and Support Total (April 1, 2024 to March 31, 2025)			\$22,520.33

Table C12. (April 1, 2029 to March 31, 2030)

Annual Recurring Software Maintenance and Support Expense (April 1, 2024 to March 31, 2025)			
Software Description	Units	Unit Cost	Extended Cost
Perceptive Interact for Salesforce for the Enterprise-0025	1	\$746.28	\$746.28
CaptureNow TWAIN-0001	7	\$80.79	\$565.53
Perceptive Email Agent (Maintenance)	1	\$368.14	\$368.14
Perceptive Content Client/WebNow Combo-0025	1	\$11,044.09	\$11,044.09
Perceptive Content Enterprise Server-Upto-0099	1	\$ 3,436.08	\$3,436.08
Perceptive Enterprise Search	1	\$920.35	\$920.35
Perceptive Fax Agent 3-8 P	1	\$1,104.43	\$1,104.43
Recognition Agent-Barcodes/Forms ID	1	\$2,045.24	\$2,045.24
Single Doc Filter for Content Output	1	\$737.92	\$737.92
Perceptive Business Insight	1	\$1,552.27	\$1,552.27
Annual Recurring Software Maintenance and Support Total (April 1, 2024 to March 31, 2025)			\$22,520.33

Table C13. (October 1, 2023 to March 31, 2024)

One-time Upgrade Expense (October 1, 2023 to March 31, 2024)			
Software Description	Units	Unit Cost	Extended Cost
Perceptive Content Upgrade			
Milestone 1 of 3: Contract Support, Administration and Project Planning	1	\$15,330	\$15,330.00
Milestone 2 of 3: Completion of the Non-Production Environment	1	\$15,330	\$15,330.00
Milestone 3 of 3: Completion of the Production Environment Upgrade	1	\$15,330	\$15,330.00
One-time Upgrade Expense Total			\$45,990.00

Article 3 Reserved (Updates of Standard Terms to the Agreement)

Article 4 Effective Date

Each of the modifications set forth in Articles 2 and 3 shall be effective on and after **Month DD**, 2025.

Article 5 Legal Effect

Except as expressly modified by this Amendment, all of the terms and conditions of the Agreement shall remain unchanged and in full force and effect.

[SIGNATURES ON FOLLOWING PAGE]

DRAFT

IN WITNESS WHEREOF, Contractor and City have executed this Amendment as of the date first referenced above.

CITY

CONTRACTOR

Recommended by:

Hyland Software, Inc.

ABBIE YANT, RN, MA
Executive Director
San Francisco Health Service System

NOREEN B. KILBANE
Chief Administrative Officer
City Supplier ID number: 0000028292

Approved as to Form:

Hyland Legal
Approved By:
Date:

David Chiu
City Attorney

By: _____
GUSTIN R. GUIBERT
Deputy City Attorney

Approved:

SAILAJA KURELLA
Director of Office of Contract
Administration/ Purchaser