



**OFFICE OF THE PURCHASING AGENT
COUNTY OF COOK**

118 NORTH CLARK ST. ROOM 1018
CHICAGO, ILLINOIS 60602-1375
(312) 603-5370

THIS PURCHASE ORDER NUMBER
MUST APPEAR ON ALL PACKAGES,
INVOICES, SHIPPING PAPERS AND
DROP SHIPMENTS.

DATE
7/20/2012
F.O.B. POINT

PURCHASE ORDER NO.
182226 - 000- OP
REQUISITION NO.
00103814 OR

PURCHASE ORDERED ISSUED TO
780257

WebTrends Inc
4504 Solutions Ctr
Chicago IL 60677-4005

COOK COUNTY FEIN: 36-6006541
ILLINOIS SALES TAX EXEMPT: E-9998-2013-04
FEDERAL EXCISE TAX EXEMPT CERT: 36-75-D038K

SHIP TO Treasurer - Chicago Downtown Branch
Cook County Building
118 N. Clark Street RM 112
Chicago IL 60602-1304

DELIVERY INSTRUCTIONS
Andy Waclaw Treasurer's Office 118 N.
Clark Street Rm. 212

DEPT NO	Page 1 of 1
5341897	

LINE	FURNISH THE FOLLOWING SUPPLIES AND/OR SERVICE	QUANTITY/ UOM	UNIT PRICE	EXTENDED PRICE	ACCOUNT NUMBER
1.00	Webtrends Analytics 8 MNT-ESSN-V8-0105 Essent Care CONTRACT NO. 12-90-291 UNLIMITED USE OF SOFTWARE AND TECHNICAL SUPPORT TERM: AUGUST 24, 2012 THROUGH AUGUST 23, 2013	1.00 EA	6,167.0000	6,167.00	5341897.540180
2.00	Commerce Module Essential Care MNT-ESSN-V8-0394	1.00 EA	888.0000	888.00	5341897.540180
***** Total Order *****				7,055.00	

NOTE: VENDOR AGREES NOT TO EXCEED THE QUANTITY OR DOLLAR AMOUNT OF THIS ORDER WITHOUT WRITTEN AUTHORIZATION FROM THE PURCHASING AGENT

RECEIPT CERTIFICATION (FOR DEPARTMENT USE ONLY)

I hereby certify that I have received the goods/services reflected above and that the items referenced are in full conformity with the purchase order/contract.

Authorized Signature: _____

Date: _____

I hereby certify that this purchase is in agreement with the requisition on file authorizing the expenditure and is properly approved. 8/23/12
PURCHASING AGENT Date:
Maria de la Cruz
 g

Purchase Requisition

Office of the Purchasing Agent
Cook County of Illinois

Purchase Order Number
182226

90 BE New

Requisition # **OR 103814**

Contract # **12-90-291**

Open Date

Ship To: 8001073 Treasurer - Chicago Branch
Cook County Building
118 N. Clark Street RM
Chicago IL 60602-1304

Delivery Instructions:
Andy Weclaw Treasurer's Office
118 N. Clark Street Rm. 212

Supplier: 780257 WebTrends Inc
4504 Solutions Ctr
Chicago IL 60677-4005

Buyer Number 372902 DE PINO, JAMES A
Bid/Sole Src Code
Business Unit 5341897
Internal Req Number 25340011
Board Apr Date & Item Sole Source
Requisition Date 5/18/2012
Date Needed 5/18/2012

One Time Purchase Yes No Covers Need for _____ months. Specific Period of time _____ thru _____ Prior Contract No. _____ Expiration Date _____ Emergency No. _____

Line #	Commodity Description	Bal. on Hand	Quantity	UOM	Est. Unit Cost	Extended Cost	Business Unit and Object Account
1.000	209 Webtrends Analytics 8	<	1.00	EA	6,167.0000	6,167.00	5341897.540180
2.000	209 Commerce Module Essential Care	<	1.00	EA	888.0000	888.00	5341897.540180
Sole Source - Renewal of Maintenance from August 24, 2012 through August 23, 2013.							
Total of Items Ordered						7,055.00	

PROCUREMENT

CCA APPROVED BUDGET **244481 YW 2102** PURCHASING USE ONLY

CERTIFICATION
I hereby certify that the items and/or services above are necessary to this department (or institution) and that the dept. no., account & activity numbers indicated above accurately reflect the specific line item budget appropriation approved by the Board of County Commissioners and there is a sufficient unencumbered balance in the account to grant same.

REQUISITIONER  FOREMAN or DEPARTMENT HEAD

ACCT # _____
DATE _____
BY _____
RECEIVED
THE OFFICE OF THE PURCHASING AGENT

**THE BOARD OF COMMISSIONERS
TONI PRECKWINKLE, PRESIDENT**

Earlean Collins	1 st Dist.	Bridget Gainer	10 th Dist.
Robert Steele	2 nd Dist.	John P. Daley	11 th Dist.
Jerry Butler	3 rd Dist.	John A. Fritchey	12 th Dist.
William M. Beavers	4 th Dist.	Lawrence Suffredin	13 th Dist.
Deborah Sims	5 th Dist.	Gregg Goslin	14 th Dist.
Joan P. Murphy	6 th Dist.	Timothy O. Schneider	15 th Dist.
Jesus G. Garcia	7 th Dist.	Jeffrey R. Tobolski	16 th Dist.
Edwin Reyes	8 th Dist.	Elizabeth Ann Doody Gorman	17 th Dist.
Peter N. Silvestri	9 th Dist.		



**COUNTY OF COOK
BUREAU OF FINANCE
OFFICE OF THE CHIEF PROCUREMENT OFFICER**

**MARIA DE LOURDES COSS
CHIEF PROCUREMENT OFFICER**

County Building
118 North Clark Street, Room 1018
Chicago, Illinois 60602-1304
TEL: (312) 603-5370

MEMO

Date: July 19, 2012

To: Brandie Knazze, Deputy Procurement Officer

From: Tangela Malloy (Purchasing)
Office of the Chief Procurement Officer

RE: WebTrends Analytic Software

The County purchased the WebTrends Analytic Software Perpetual Licensing and Support. The renewal is to give the user department unlimited use of the software that was previously purchased and the ability to call or e-mail if technical support is needed. Therefore, a term contract is not conducive for this type of service and a Purchase Order will satisfy this request.

Thanks,
Tangela



MAINTENANCE RENEWAL INVOICE

Company	Ref #	Date	Page
01	9014987	9-May-08	1 of 1

Bill To: Cook County Treasurer Office
 118 North Clark St Rm 112
 CHICAGO, IL 60602-1304

Ship To: Cook County Treasurer Office
 118 North Clark St Rm 112
 CHICAGO, IL 60602-1304

Attn: Steve Mannina
 smannina@cookcountytreasu

Attn: Steve Mannina

Customer Grp/No	Customer PO#	Payment Terms	Currency Code	Ship Via
1 21821		Net 30	USD	ELEC

No. Item/ Description/ Comments	Drop Ship	Units	U/M	Total Cost
Location No: 21821				
1 Renewal: LIC-ADDN-V8-1224 Commerce Reports Add-On for Marketing Package. Used for exi Maintenance Plan: ESSENTIAL; Start: 24/Aug/2008, End: 23/Aug/2010	N	1	EA	0.00
2 Renewal: LIC-PACK-V8-0101 WebTrends Analytics 8, Marketing Package Maintenance Plan: ESSENTIAL; Start: 24/Aug/2008, End: 23/Aug/2010	N	60	PVMIL	6,400.20

WebTrends Contact:
 Name: Amanda Phelps
 Phone # 503-553-2391
 Fax # 503-265-4551
 Email: amanda.phelps@webtrends.com

Subtotal	6,400.20
Sales Tax	0.00
Total	6,400.20

Comments: Purchase orders are accepted only for orders greater than \$1,000.00. All amounts less than \$1,000.00 must be prepaid via credit card, check or wire. Provide tax exemption certificate, if applicable.

Remit to: WebTrends Inc.
 Unit 06
 P.O. Box 5000
 Portland, OR 97208-5000

Fax credit card information to: 503.265.4551
 Name: _____
 Type: _____
 Card #: _____
 Exp. Date: _____



Renewal Proforma

Renewal Proforma ID: WTQ120323-4955

Date Created: 2012.03.23

Valid Through: 2012.08.23

PREPARED FOR:

Office of The Purchasing Agent
Cook County Treasurer Office
ramelio@cookcountytreasurer.com

WEBTRENDS CONTACT:

Betty Bloom
betty.bloom@webtrends.com

For Renewal Assistance

Contact:

supportrenewalna@webtrends.com
(503) 553 2507

Total Existing Page Views: 130,000,000

Maintenance Ending: 23-Aug-2013

ANALYTICS	QTY	TOTAL
Webtrends Analytics 8, Marketing Package - Essential Care MNT-ESSN-V8-0105 Essential Care for Webtrends Analytics 8, Marketing Package **Perpetual License**	1 Each	\$ 6,167.00
Add Commerce Module - Essential Care MNT-ESSN-V8-0394 Essential Care for Commerce Module Add-on	1 Each	\$ 888.00

Total: USD \$ 7,055.00*

** Exclusive of tax*

CUSTOMER ADDRESS INFORMATION:

Billing Contact & Address

Office of The Purchasing Agent
Cook County Treasurer Office
118 North Clark Street Rm 1018
CHICAGO,
IL 60602 United States
(312) 603-5370
ramelio@cookcountytreasurer.com

Shipping Contact & Address

Ralph Amelio
Cook County Treasurer Office
118 North Clark Street Rm 112
CHICAGO,
IL 60602 United States
(312) 603-4765
ramelio@cookcountytreasurer.com

Webtrends Guide to Technical Support Processes

The Webtrends Technical Support department is dedicated to providing you with responsive, high quality assistance so you can install Webtrends products smoothly and keep them running effectively. Please see below for instructions on how to obtain technical support and for descriptions our support features, processes and procedures.

Scope of Support

Technical Support is intended to assist Webtrends customers troubleshoot and resolve specific issues resulting from use of Webtrends products on supported platforms. Webtrends Technical Support and its customers are partners in the troubleshooting and resolution of issues. Customers are expected to fulfill reasonable troubleshooting tasks as recommended by Webtrends support staff. Issues arising from a need for training, implementation services, and customization (scripting) may be referred to our Professional Services organizations to contract for the services appropriate to the need.

Technical Support for Webtrends products is available in multiple ways, including a product knowledge base, online support request and telephone support during scheduled support hours for current software versions to customers with a current maintenance agreement. Current versions are listed in the Knowledge Base and can be found by searching for the phrase "current version" for each product. Technical Support reserves the right to request a customer to upgrade to the current version in order to resolve a known problem or technical issue.

The following is an outline of the types of services that are typically supported:

- Help upgrading license for new features and bug fixes
- Guidance in the setup of datasources, including fine-tuning options
- Help in understanding specific features in the Webtrends application
- Help creating basic profiles
- Clarification of material covered in Help files
- Clarification of apparent discrepancies in data displayed in reports
- Addressing apparent bugs in the application
- Requests for features

The following items are not generally supported:

- Operating systems and third party applications.
- Alterations or revisions to the Webtrends software made by the customer.
- Continued support for issues, which Webtrends has provided a solution not implemented by the customer or data requested from the customer but not provided.

Named Support Contacts

Each Webtrends Support customer is required to furnish a list of support contacts, for the purpose of identifying the customer's Named Support Contacts. This list helps both us and our customers by ensuring continuance of communications for each case, as well as an increase in shared knowledge between each customer and the support team.

- Essential Care support contracts include four (4) Named Support Contacts.
- Premium Care support contracts include ten (10) Named Support Contacts.
- On Demand accounts include an Essential Care support plan; therefore they include four (4) Named Support Contacts.

Webtrends also requests that each customer identify a Support Contact Administrator, so that we may contact that individual in the event that one of the other Named Support Contacts becomes unavailable after opening a case. The Support Contact Administrator will be able to directly update (add/change/remove) the Named Support Contacts for their organization. The Support Contact Administrator may be one of the Named Support Contacts for the organization, but this is not required.

It is the customer's responsibility to keep contact information for all Named Support Contacts up to date. Webtrends cannot accept responsibility for a failure to respond to a new support case in a timely fashion if the contact information provided by the customer to Webtrends for the Named Support Contact is inaccurate.

New support cases will only be accepted from Named Support Contacts. Follow-up communications may include additional representatives from the Customer at the sole discretion of Webtrends, and subject to the terms of the Webtrends Support contract. When receiving support requests from non-Named Support Contacts, Webtrends will redirect those support requests to the Named Support Contacts for the organization.

A customer may request to change a Named Support Contact at any time, however, please be aware that requests sent via e-mail may take up to 5 business days to complete. If the change request is completed online the change should take effect immediately.

While it is not required at this time, it is strongly recommended that the Named Support Contacts be trained in using and administering the Webtrends products being used.

Product Life Cycle

All products go through different phases during their lifecycle; the length of each phase may vary according to the actual product. These phases include:

- Beta code available (Supported)
- General availability (Supported) - Current product version, software updates may be made available
- Continued Support (Supported) – Supported, software updates only for high severity defects
- Sunset Period (Scheduled for Withdrawal) – Supported, no software updates
- End of Life – No Support

Supported Products

The level of technical support available during a product lifecycle varies depending upon the lifecycle phase that the product is in. The current support status information for each Webtrends product can be found online at http://webtrends.com/shared/support/webtrends_supported_products.pdf

- **Beta** - During a product Beta Webtrends will provide support, during normal working hours, for the product. Beta code is only available to customers with a current support plan agreement who have been accepted into a Beta program.
- **General Availability** - During the first year of a product's lifecycle Webtrends will provide support and maintenance offerings, which will allow you to choose the most appropriate level of support for your organization. Maintenance offerings will consist of maintenance releases, service packs and/or hot fixes. Hot fixes and service packs are not available for all products. Support services include, but not limited to Knowledge Base, Online support, and Phone support during business hours. 24x7 phone support is also available to Premium support plan customers.
- **Continued Support** – During the second year of a product's life, when a replacing version is released, Webtrends may offer limited support on the prior versions answering usage questions only. Defects considered high severity (see Severity 1 and 2 in Severity Levels section below) may be fixed during this stage. No other defects or feature requests will be considered while the product is in this phase of the life cycle. Technical Support reserves the right to request the customer to upgrade to the current version, only available with a current support plan agreement.
- **Sunset Period** – In the third and final year of a product's lifecycle Webtrends will continue to provide support for the product. Providing technical support does not imply that Webtrends will fix software defects

or make changes to the software. Webtrends will continue to make Knowledge Base articles available for a further period beyond this end date. Webtrends will not accept support requests for versions after they have been in the sunset period for more than 12 months or for products available at no charge.

- **End of Life** – After the third year of a product's lifecycle, 12 months after entering the Sunset Period, the product is End of Life and no longer supported. Customers *can* purchase up to an additional 12 months to extend the Sunset period for some products. Please contact your account manager for details.

Example*:

- 9.0 released Summer 2010
- 10.0 released Summer 2011 – 9.0 enters Continued Support phase
- 11.0 released Summer 2012 – 9.0 enters Sunset period and 11.0 enters Continued Support
- 12.0 released Summer 2013 – 9.0 enters End of Life, 10.0 enters Sunset Period, and 11.0 enters Continued Support.

**This example does not reflect the lifecycle for any Webtrends product line. It is provided as an example only.*

- All products will be Supported for three years; one year in each of the General Availability, Continued Support, and Sunset Period of the product lifecycle.
- With the release of Webtrends Analytics 9.x in Summer 2010 this is the new lifecycle policy for Webtrends on-premise software.
- With the release of 9.x in Summer 2010, version 8.7x will enter Continued Support, all other 8.x software versions will enter a 12-month Sunset Period as indicated in the previous policy.

Webtrends Product Customer Center – In-Product/Service Support

The Webtrends Customer Center is available to all Webtrends product users. The Customer Center brings together a wide variety of materials to help you learn how to use Webtrends more effectively, including white papers, interactive training modules, documentation, and business case studies. To access the Customer Center, click **Customer Center** in the left pane of the Admin Console.

Online Support Center and Knowledge Base

Webtrends Online Support Center is available to customers with a current support maintenance plan, partners and resellers. Online Support Center allows access to support case management as well as information regarding your account with Webtrends. For non-urgent issues, we recommend you submit your technical support requests via the Online Support Center by following the Online Support Center Link at www.Webtrends.com/Support/.

Request Online Support Center Access:

Webtrends customers with a current support maintenance plan, partners and resellers may request access to Online Support Center by selecting the "Request Access" link under the Online Support Center logo at <http://www.Webtrends.com/Support>.

- **Online Support Center Username:** Your corporate email address will be your Online Support Center Username
- **Online Support Center Password:** Once your request has been received Webtrends technical support will email you a temporary password. You will be asked to change this password the first time you logon. If you lose or forget your password, follow the "Forgot Your Password?" link provided on the Online Support Center login page.

Telephone Support

Telephone Support is available to customers with a current support plan or in the product's trial evaluation period. If you purchased your product from a Webtrends distributor, you may be asked to provide proof of purchase such as a copy of the purchase invoice or packing slip. Webtrends offers 24x7 pager support for high severity issues to customers with a Premium Care plan.

Contact numbers for Webtrends Essential Care and Trial support may be found at <http://webtrends.com/support/contact-support/>

**North and South
Americas Support**
1-503-223-3023
Monday – Friday
8 a.m. to 8 p.m. Eastern
Time, USA
5 a.m. to 5 p.m. Pacific
Time, USA

**Europe, Middle East,
and Africa**
+44 (0) 1784 463 555
Monday – Friday
London 9 a.m. to 5pm GMT
Munich 10 a.m. to 6 pm CET

**Australia, New
Zealand, and Asia**
+1 503-553-2231
Monday – Friday
Melbourne 9:00am to
5:00pm Australian
Eastern Time (GMT+10)

Premium Care Customers should refer to their Premium Support Welcome E-mail for information on Premium contact numbers.

Note: To receive technical support by phone, you must either:

- Have a current Maintenance Plan.
- Have registered your trial product and currently be in your evaluation period.

To ensure that we can address your issue quickly and efficiently, make sure to:

- Have your Webtrends product registration numbers.

- Have your support service request number if you are calling about an existing case.
- Be at the computer where the affected product is running and have a copy of the product documentation at hand.

Email Support

Trial and Premium Support customers are offered email support options on the Webtrends.com support website.

How Requests are Logged and Tracked

For each specific support request, Webtrends Technical Support creates a case and assigns it a case number. If you call or email with several different issues, we may create different case numbers to track each individual issue. Be sure to make a note of the case number, and provide it with any subsequent contacts regarding that issue.

Response Times

A response means that we answer your call or web request and acknowledge your issue, then assign the issue a service request number. In some cases, we may need to obtain additional information from you in order to resolve the issue. Response times depend on the severity level of the issue. The support technician will determine your problem's severity level based on guidelines listed below. If you have a Premium Care Support Plan, you will receive priority routing regardless of your level of severity.

- **During Regular Business Hours:**
Calls and emails will be routed directly to the Technical Support Engineers on duty.
- **Outside of Regular Business Hours:**
 - **Essential Care Support** customers may call Technical Support and leave a voicemail message. Your call will be returned on the next business day.
 - **Premium Care Support** customers may contact Technical Support after regular business hours for support issues with Severity level 1 (system down) or level 2 (critical). For contact information, please refer to the Premium Care website. When calling after regular business hours, your initial call will be answered by our answering service. You will need to provide your contact information and the product you are calling about; the appropriate support technician for that product line will then be paged. You can expect a return call within 60 minutes.

Required information for Logging a Support Request

When submitting a case, please provide the following information:

- Company name
- Contact's name, phone number (including extension), and email address
- Brief description of the problem (in the email subject line)
- Case number if this is a continuation of an existing request (in the email subject line)
- Webtrends product name and product version number
- Detailed description of the problem, including any steps required to reproduce the problem
- For any ongoing communication with technical support about an active case, please include the case number. Include it in the web form, your voice mail message, or have it ready to provide the support engineer.

If you purchased your product from a Webtrends distributor, you may be asked to provide proof of purchase such as a copy of the purchase invoice or packing slip.

Severity Levels

The table below outlines the different severity levels of cases, the recommended method of contact for each severity level and the associated targeted response time. These are targeted case response times and not resolution times. Targeted response times apply only to cases submitted during posted support hours. Customers with a Premium Care Support Plan may report severity 1 (system down) and severity 2 (critical) issues outside of regular business hours.

IMPORTANT: For severity levels 1 and 2, it is strongly recommended that you phone technical support. For issues submitted to technical support via the website or e-mail, we will respond either by email or phone within the timeframes designated for Severity 3 or 4 issues.

Severity Level	Description	Contact Method	Response Times
1) System Down	System is inoperable, not functioning; data is lost.	Phone	Premium Care = Immediate to 30 minutes Essential Care = Immediate to 1 hour
2) Critical	Business outage or significant impact threatening future productivity. Very difficult to work around; system is somewhat usable	Phone	Premium Care = Immediate to 1 hour Essential Care = 2-3 hours
3) Work-Around	Issue impact is high; production is proceeding but in an impaired fashion. Workarounds are available.	Phone or Online Support Center	Phone = Immediate to 1 hour Online Support Center = 4 to 48 hours
4) Minor	Issue does not have significant current productivity impact. Examples, product enhancements, usage questions, and cosmetic problems.	Phone or Online Support Center	Phone = Immediate to 1 hour Online Support Center = 4 to 48 hours

Product Updates

Fixes and patches may be made available through the following methods: Website download, Email from a support engineer, FTP site (client-assigned password protected), or CD (upon request).

Product Version Upgrades

Upgrades are available to customers with a current support plan; provided that Webtrends reserves the right to change the terms and conditions of such upgrade license. Version updates are issued, upon request, to the person who was identified as the technical contact in your organization's support contract. Technical support on non-current versions varies depending upon the lifecycle phase that the product is in. Product lifecycle information for all Webtrends Products is available online at http://webtrends.com/shared/support/webtrends_supported_products.pdf

For more information about product updates please visit the Upgrade Center:

<http://webtrends.com/support/software-center/>

Escalation Procedures

The Webtrends escalation procedures raise the visibility and importance of your problem within the Webtrends Corporation. Webtrends may, at its discretion, pass any case into the escalation process.

In general, if you are not satisfied with a response from the technical support staff, you may request that the issue be escalated to a Senior Technical Support Engineer, Support Manager, or your local Territory Sales Manager.

Maintenance Renewals and Guidelines

Webtrends Account Management department is dedicated to providing responsive, high-quality assistance with your maintenance agreement renewals and related inquiries. This ensures continued access to technical support and product updates.

Please contact your account manager for more information about product updates.

Termination & Cancellation of Maintenance

You may cancel maintenance at any time. If maintenance is cancelled prior to the Expiration Date, you still qualify for all terms under maintenance until the Expiration Date. At that time, the maintenance on the licenses will be canceled and subject to the then current Webtrends Re-instatement policy. In-term cancellations will not result in a refund.

Non-Payment

- If no payment or purchase order is received by the Expiration Date, access to authenticated online support areas will automatically expire and cannot be reinstated until a renewal order has been completed.
- If no payment or purchase order is received following the Expiration Date, Webtrends will send a notification stating either must be received or the maintenance on the licenses will be terminated.
- If no payment or purchase order is received within 30 days of the Expiration Date, Webtrends will terminate the maintenance and send a Termination Notice. Once Webtrends sends a Termination Notice, your organization will be subject to the then current Webtrends Re-instatement policy.

Re-instatement Policy

You may re-instate a Webtrends Maintenance Agreement within 60 days of the Expiration Date with the following considerations:

- All backdated maintenance must be paid for in full. The term of backdated maintenance is from the
- Expiration Date to the current date.
- 12 months of maintenance going forward is required on all licenses being re-instated.

If a maintenance agreement has been expired for 60-days or longer you will then be required to purchase new Webtrends licenses before obtaining a new maintenance agreement. Special pricing is available for the licenses purchase and can be obtained from the Webtrends Account Management department.

Webtrends Support Plan, Services and Offerings

Webtrends reserves the right to alter its Technical Support Plans, Services and Offerings without prior notice.

webtrends

March 23, 2012

Cook County Treasurer's Office
118 N Clark St., Room 112
Chicago, IL 60602-1304

Re: Webtrends' Analytics Software

Dear Sir or Madam:

This letter is in response to your request to receive information regarding Webtrends' Analytics software ("Software"). Webtrends Inc. has proprietary rights in the Software and is the sole licensor of the Software in North America.

Sincerely,

A handwritten signature in black ink, appearing to read 'Bonnie Page', with a long horizontal line extending to the right.

Bonnie Page
Corporate Counsel
Oregon House Counsel Admission Applicant

TERMS AND CONDITIONS:

Webtrends provides maintenance and support services in accordance with Webtrends current policy located at <http://webtrends.com/support/support-plans>

Sales and use tax, VAT or GST are the sole responsibility of Client, and Client agrees that the fees set forth herein are exclusive of such taxes. Webtrends may charge a late fee on past due amounts at the maximum rate allowed by applicable law. Client shall pay all of Webtrends' reasonable costs and expenses (including reasonable attorneys' fees) if legal action is required to collect undisputed outstanding balances. All fees are payable in the currency specified herein. Fees are non-refundable and non-cancelable. Webtrends reserves the right to suspend or terminate Client's access to the support services, if Client fails to remit payment when due, and such failure continues for more than seven (7) days. Webtrends will not be responsible for any damages resulting from such suspension or termination of Client's access to such support services, whether direct or indirect, incidental, consequential or otherwise.

Upon the expiration of the support services term specified above, the term for the support services will automatically renew for successive twelve (12) month terms, unless either party provides the other party with at least thirty (30) days' prior written notice of its decision not to renew, before the expiration of the then current term. This automatic renewal of the support services will be for the same package, capacity and functionality levels purchased for the then current term, including any additional purchases made during such term. Webtrends shall invoice Client for the fee for support services for such renewal term based on the payment and billing terms included in the renewal invoice or quote, and shall provide prior written notice of any increase in the support services fee applicable to such renewal term.

Please Note: As of July 31, 2012, Webtrends will no longer be supporting Webtrends Analytics version 8.5a and older. Please contact your Sales Representative for upgrade information.

BILLING AND PAYMENT TERMS:

PAYMENT TERMS: NET 30

Payment Options: By initialing one of the following options, customer agrees to the current maintenance policy located at <http://www.webtrends.com/Support/SupportPlans.aspx>

_____ Bill Me Now

_____ Attached is a Purchase Order:

Please reference Renewal Invoice ID: WTQ120323-4955. The Purchase Order must include the following information:

- Renewal Invoice ID and Date
- Bill-To Name and Full Address
- Webtrends Product Description and/or SKU
- Total Value of PO and Payment Terms
- Ship-To (End User) Name, Full Address, and Email Address
- PageView Entitlement, Dates of Service and Line Item Price

_____ Pay by Credit Card:

Name: _____ Type (Visa, MC, Amex): _____

Card #: _____ Exp. Date: _____

Send Receipt to (email address): _____

COOK COUNTY PROCUREMENT REQUEST

Please read and follow the instructions for completing the project checklist. All information should be completed. Attached all required materials and submit for handling to the Office of the Chief Procurement Officer, Room 1018, 118 N. Clark Street, Chicago, IL 60602

FUNDING:

- | | | |
|--------------------------------------------|---------------------------------------|-------------------------------------|
| <input checked="" type="checkbox"/> County | <input type="checkbox"/> General Fund | <input type="checkbox"/> Capital |
| <input type="checkbox"/> State | <input type="checkbox"/> IDOT | <input type="checkbox"/> MFT |
| <input type="checkbox"/> Federal | <input type="checkbox"/> Grant* | *Attach copy of the approved grant. |

FUND NO. 5341897.540180

SCOPE OF SERVICES OR DETAILED SPECIFICATIONS

- A copy of the scope of services or detailed specifications is attached.

IMPORTANT: This is a critical portion of your request. The OCPO will not be able to develop the solicitation document or a schedule for the procurement without scope or specifications. Please refer to the "Quick Reference Guide for Scope of Services and Detailed Specifications".

The Scope of Services or Specification shall include: A clear description of all anticipated services and products, including the time frame for completion, special qualifications of prospective vendors, special requirements or needs of the project, locations, anticipated participating user departments, citation of any applicable County ordinance or state/federal regulation or statute.

TYPE OF PROCUREMENT REQUESTED (check all that apply):

New Request

- Term Agreement
- One-time Purchase
- Small Order
- Sole Source
- Emergency

Change to Existing Contract

- Time Extension
- Vendor Limit Increase
- Scope Change
- Price Increase
- Additional Line Items

FORMS: Requisition Sole Source Emergency Special Approvals

Contract Period: Number of Months **12**

Desired start date: 08-24-12

PRE-BID/SUBMITTAL REQUIREMENTS:

Pre-Bid/Proposal/Submittal Conference: Yes No Site Visit: Yes No

(Please refer to the appropriate section of the Procurement Request Checklist for additional information.)



Cook County
Office of the Chief Procurement Officer

Sole Source Justification

General Information	Date: 5-07-12
Unit/Department: Treasurer	Phone No. 312-603-4765
Contact Name: Andy Waclaw	Email: awaclaw@cookcountytreasurer.com

Vendor Information	Requisition No. OR 103814
Name: Webtrends	Purchase Order No.
Address: 851 SW 6 th Ave. Suite 1600 Portland, OR 97204	Contract No. Kirk McAfee Kirk.McAfee@webtrends.com 503-553-2804

Description. Please provide a description of the goods or services required, the duration or frequency of the requirement, and where will the services or goods be delivered.
Renewal of maintenance and support for Webtrends Analytics Software. Provides analytics, visitor data mart, data collection technology, and marketing intelligence. Services are to be provided at the CCTO 118 N. Clark St. Chicago, IL Duration: 12 months.

Type. Please select one of the options and explain below.
<input checked="" type="checkbox"/> Single Source <input checked="" type="checkbox"/> Proprietary/Copyright Restrictions <input checked="" type="checkbox"/> Equipment Compatibility <input type="checkbox"/> Patented Product <input checked="" type="checkbox"/> Exclusive or Unique Capability <input type="checkbox"/> Other, please explain
Explanation: Why is this product or service the only one that would satisfy the requirement(s)? Webtrends Analytics Software has proprietary rights in the Software and is the sole licensor of the Software in North America.

Due Diligence. Describe the due diligence performed that led to the conclusion that this is a sole source.
The CCTO has an initial investment and it would cost more to implement a new system than it does to maintain the current one.

Department Recommendation	
Requestor: Andy Waclaw	Date: 5-18-12
Department Head: Joseph Fratto	Date: 5-18-12

Chief Procurement Officer Approval	
Signature:	Date:



Maria Pappas

Cook County Treasurer

118 North Clark Street
Chicago, IL 60602

www.cookcountytreasurer.com

FAX

TO:	HEIDI PAGE	FROM:	RALPH AMELIO
FAX:	503-265-4551	FAX:	312-603-5895
PHONE:		PHONE:	312-603-4765
RE:	WEB TREND PO	PAGE(S):	(INCLUDING THIS SHEET <u>4</u>)
DATE:	JUNE 8, 2010	CC:	

Urgent For Review Please Reply Please Distribute FYI

Comments:

Attached as requested is a copy of our Purchase Order 172924-000-OP as well as the signed quote ID 0064000000EgXBF-1.

Please copy me in on the email that you will be sending Albert Suk, my email address is as follows ramelio@cookcountytreasurer.com

If you have any questions or require any further information please feel free to contact me at the above number.

The information contained in this facsimile message is intended for the use of the individual or entity named above. If the reader of this message is not the intended recipient, or the employee or agent responsible to deliver it to the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. If you have received this communication in error, please immediately notify us by telephone, and return the original message to us at the above address via the U.S. Postal Service. If you do not receive all of the pages, please call the sender at the number provided above as soon as possible. Thank you.



OFFICE OF THE PURCHASING AGENT

COUNTY OF COOK

118 NORTH CLARK ST. ROOM 1018
CHICAGO, ILLINOIS 60602-1375
(312) 603-5370

THIS PURCHASE ORDER NUMBER
MUST APPEAR ON ALL PACKAGES,
INVOICES, SHIPPING PAPERS AND
DROP SHIPMENTS

PURCHASE ORDERED ISSUED TO
780257

WebTrends Inc
Unit 06, PO Box 5000
Portland OR 97208-5000

DATE
6/3/2010
F.O.B. POINT

PURCHASE ORDER NO.
172924 - 000- OP
REQUISITION NO.
00092478 OR

COOK COUNTY FEIN: 36-6006541
ILLINOIS SALES TAX EXEMPT: E-9998-2013-04
FEDERAL EXCISE TAX EXEMPT CERT: 36-75-D038K

SHIP TO Treasurer - Chicago Downtown Branch
Cook County Building
118 N. Clark Street RM 112
Chicago IL 60602-1304

DELIVERY INSTRUCTIONS
R. Amello Treasurer's Office 118 N
Clark ST, RM 212

DEPT NO	
5341898	Page 1 of 1

LINE	FURNISH THE FOLLOWING SUPPLIES AND/OR SERVICE	QUANTITY/ UOM	UNIT PRICE	EXTENDED PRICE	ACCOUNT NUMBER
1.00	20 MPV Add-on Web Trends WEB TRENDS ADD ON OF 80,000 ADDITIONAL PAGE VIEWS/SERVER CALLS OF DATA. THE ESSN CARE MAINTENANCE STANDARD ABALYSIS OR MARK	1.00 EA	3,570.0000	3,570.00	5341897.540180
2.00	20 MPV Add-on Web Trends MNT-ESSN-v8-1863	1.00 EA	840.0000	840.00	5341897.540180
***** Total Order *****				4,410.00	

COOK COUNTY
TREASURER'S OFFICE
10 JUN -8 AM 11:00
PURCHASING DEPT.

NOTE: VENDOR AGREES NOT TO EXCEED THE QUANTITY OR DOLLAR AMOUNT OF THIS ORDER WITHOUT WRITTEN AUTHORIZATION FROM THE PURCHASING AGENT

RECEIPT CERTIFICATION (FOR DEPARTMENT USE ONLY)

I hereby certify that I have received the goods/services reflected above and that the items referenced are in full conformity with the purchase order/contract.

Authorized Signature:

Date:

I hereby certify that this purchase is in agreement with the requisition on file authorizing the expenditure and is properly approved.

PURCHASING AGENT

Date:

[Signature] 6-4-10

webtrends

Quote

Quote ID: 006400000EgXBF-1

- Date Created: 5/12/2010

- Valid Through: 6/11/2010

PREPARED FOR:	WEBTRENDS CONTACT:	Webtrends Inc.
Albert Suk Cook County Treasurer Office asuk@cookcountytreasurer.com	Heidi Page heidi.page@webtrends.com Phone: 503-553-2445 Fax:	651 SW 6th Avenue, Suite 600 Portland, Oregon 97204 USA Federal Tax ID: 47-0851792 GST: 841231274

PRODUCT	TOTAL
20MPV Add-on - Webtrends Analytics 8, Standard Analysis or Marketing Package (LIC-PVAD-v8-1791) 20MPV Add-on - Webtrends Analytics 8, Standard Analysis	\$3,570.00
20MPV Add-on - Webtrends Analytics 8 - ESN Care Maint Standard Analysis of Mark (MNT-ESSN-v8-1863) 20MPV Add-on - Webtrends Analytics 8 - Essential Care Maint Standard Analysis	\$840.00

Total: USD \$4,410.00*

* Exclusive of tax per Section 3 below

CUSTOMER ADDRESS INFORMATION:	
Billing Contact & Address Albert Suk Cook County Treasurer Office 118 N CLARK ST STE 637 CHICAGO IL 60602-1311 United States (312) 603-4914 asuk@cookcountytreasurer.com	Shipping Contact & Address Albert Suk Cook County Treasurer Office 118 N CLARK ST STE 637 CHICAGO IL 60602-1311 United States (312) 603-4914 asuk@cookcountytreasurer.com

TERMS AND CONDITIONS:

Software Quote Terms and Conditions (July 2009)

1. Validity of Quote. The pricing and terms of this Quote are effective upon signature by Customer, unless any additional comments or changes are made, in which case signature by both parties are required.
2. Licensing Terms. The Webtrends End User License Agreement (EULA) presented on-line to Customer at the time of activation of the license purchased under this Quote, shall govern Customers license of the products specified in this Quote. EULA is also located at the following weblink for review: <http://www.webtrends.com/Products/Services/Info/EndUserLicenseAgreement.aspx>.
3. Payment Terms. Unless otherwise stated in the Billing and Payment Terms section below, Customer will be invoiced for the total fees specified in this Quote upon execution of this Quote. Sales and use tax, VAT or GST are the sole responsibility of Customer, and Customer agrees that the fees set forth in this Quote are exclusive of such taxes. Webtrends may charge a late fee on past due amounts at the maximum rate allowed by applicable law. Customer shall pay all of Webtrends reasonable costs and expenses (including reasonable attorneys fees) if legal action is required to collect undisputed outstanding balances. All fees are payable in the currency specified in this Quote. Fees are non-refundable and non-cancelable. If any physical delivery is to be made under this Quote, delivery is FCA Origin (Incoterms 2000). Products and/or service ordered under this Quote, including any documentation, will be delivered to Customer in binary (electronic) format through Electronic Software Distribution.
4. Services. Webtrends maintenance and support services (Support), if any, are provided in accordance with Webtrends then prevailing policy located on Webtrends website. The term of Support commence on the date specified in this Quote, and if none are specified, then on the date that the related software key is delivered to the Customer from Webtrends. Upon the expiration of the then current term of Support, the term will automatically renew for successive 12 month terms, unless either party provides the other party with at least 30 days prior written notice of its decision not to renew, before the expiration of the then current term. The renewal term of Support will be based on the current terms support

level and the total annual Page View Entitlement for the Customer, at the then current list price for Support. Webtrends shall invoice Customer for the fee for the renewal term based on the same payment terms and billing terms as the then current term. Professional services, training, DMO retainer hours and/or EPS hours specified in the above pricing table, if any, are provided in accordance with Webtrends terms and conditions located at: <http://www.webtrends.com/Services/Info/services/termsandconditions.aspx>.

5. Webtrends Engage. If Customers order described in this Quote includes registration fee for Webtrends Engage conference, the following terms apply. Registration is not confirmed until payment is received in full. Refunds will be provided if a cancellation is made 30 days before the event start date and are subject to a 10% cancellation fee. Due to financial obligations incurred by Webtrends, no refunds will be offered after 30 days from the event start date. Webtrends reserves the right to cancel. If the conference and/or a training course are cancelled, we will contact attendees to arrange a full refund for the corresponding amount.

6. Entire Agreement. This Quote, the EULA and any applicable statement of work, constitute the entire agreement between the parties, and supersede all prior and contemporaneous agreements, proposals or representations, written or oral, concerning its subject matter. No modifications, amendment, or waiver of any provision of this Quote shall be effective unless in writing and signed by the party against whom the modification, amendment or waiver is to be asserted. Notwithstanding any language to the contrary therein, no terms or conditions stated in a Customer purchase order or in any other Customer order documentation shall be incorporated into or form any part of this Quote, and all such terms or conditions shall be null and void. Notwithstanding the foregoing, if the parties executed a master agreement with respect to the products and/or services specified in this Quote and such agreement is still current, such agreement shall supersede the terms of this Quote and the EULA.

BILLING AND PAYMENT TERMS:

Payment Terms: NET30

REVIEWED AND APPROVED:

Cook County Treasurer Office
Signature: Alex Cambas
Name: Alex Cambas
Date: 6/8/10

Webtrends Inc.
Signature: [Signature]
Name: Jonathan Cogan
Date: 5/17/2010