

**Computer Sciences Corporation**  
**Addendum**  
**March 28, 2025– Prices Valid Until April 25, 2025**

**Addendum No. 11**

This addendum no 11 (“**Addendum**”) is effective **March 28, 2025**, and is by and between **Computer Sciences Corporation**, a wholly owned subsidiary of **DXC Technology Company** (“**CSC**” or “**DXC**”) and **City of Fresno** (“**Customer**”) located at 2600 Fresno Street, Room 1070, Fresno, CA 93721-3612 and is hereby made a part of and incorporated into the Master License Agreement No. OI-MGH-0070 dated September 27, 2001 (“**Agreement**”) and any addendums to the Agreement by and between CSC and Customer. In the event that any provision of this Addendum and any provision of the Agreement are inconsistent or conflicting, the inconsistent or conflicting provision of this Addendum shall be and constitute an amendment of the Agreement and shall control, but only to the extent that such provision is inconsistent or conflicting with the Agreement.

CSC and Customer hereby agree as follows:

1. Customer desires to license the following Software pursuant to the terms and conditions of the Agreement:

<u>Software</u>	<u>Software Fee</u>
Assure Insights Reporting (Sisense) Tool	\$8,000USD Annually
2 Admins, 2 Designers, 20 viewers	

2. Notwithstanding anything to the contrary in the Agreement, CSC and Customer agree that for Customer's authorization to license such Software, Customer promises and agrees to pay CSC as follows upon execution hereof.

<b>Total Software Amount:</b>	<b>\$ 8,000 USD/per year.</b>
<b>Prorated Fee:</b>	<b>\$ 6,666.67 (May 1, 2025- February 28, 2026)</b>
<b>Total Due on Execution:</b>	<b>\$ 6,666.67</b>

<b>Additional Annual Fee:</b>	<b>\$ 8,000</b>	<b>(See Note 1)</b>
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3. All other terms and conditions of the **Agreement** shall remain in full force and effect.

Note 1: The above fees are in addition to the current MESA / Support Services Plan fees. The amount due is prorated in accordance with the anniversary/renewal date of the Agreement. Customer's support plan runs March, to February. Customer's current support plan expires February 28, 2026. A fee in the amount of \$8,000 (USD) annually will be added to each remaining support year starting March 01, 2026, and invoiced in accordance with the Agreement. Upon expiration of the current support plan, subject to mutual agreement the support term for this Addendum may be extended for an additional term at the rate in effect for the immediately preceding support year at the time of renewal subject to a maximum increase equal to the percentage increase in the Consumer Price Index for all Urban Consumers (Professional Services) ("CPI"), published by the United States Bureau of Labor Statistics, from the immediately preceding anniversary date at the time of renewal as adjusted annually for CPI.

Note 2: Authorized location: 2600 Fresno Street, Room 1070, Fresno, CA 93721-3612

Note 3: Customer acknowledges that the Software licensed pursuant to this Addendum is for use with the Assure Claims System only

Note 4: In the event Customer requires purchase orders, a copy must be provided at the time the contract is executed in order to include the associated purchase order number on each Customer invoice.

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Note 5: In the event Customer is tax exempt, a copy of Customer tax exemption certificate may be required to ensure that taxes are not applied to certain services.

CSC and Customer certify by their undersigned authorized agents that they have read this Addendum and the Agreement and agree to be bound by their terms and conditions.

**CSC**

**Customer**

**Computer Sciences Corporation**

City of Fresno \_\_\_\_\_

By: Joseph Benson  
(Authorized Signature)  
(in non-black ink, please)

By: \_\_\_\_\_  
(Authorized Signature)  
(in non-black ink, please)

Joseph Benson  
(Name)

\_\_\_\_\_  
(Name)

Claims General Manager  
(Title)

\_\_\_\_\_  
(Title)

04/15/25  
(Execution Date)

\_\_\_\_\_  
(Execution Date)



**Computer Sciences Corporation**  
**Addendum**  
**March 1, 2025 - Prices Valid through April 25, 2025.**

**Addendum No. 10**

This **Addendum No. 10** ("Addendum") is effective **March 1, 2025** and is hereby made a part of and incorporated into the Master License Agreement No. 01-MGH-0070 (the "Agreement") and any Addenda to the Agreement by and between **Computer Sciences Corporation**, a wholly owned subsidiary of DXC Technology Company ("CSC") and **City of Fresno** ("Customer") located at 2600 Fresno Street, Room 1070, Fresno, CA 93721-3612. In the event that any provision of this Addendum and any provision of the Agreement are inconsistent or conflicting, the inconsistent or conflicting provision of this Addendum shall be and constitute an amendment of the Agreement and shall control, but only to the extent that such provision is inconsistent or conflicting with the Agreement.

CSC and Customer hereby agree as follows:

1. Customer desires to renew the license of Assure Claims MESA under the terms of the of the Agreement for an additional period in accordance with the following (the "Term"):
  - 1 Year (March 1, 2025 to February 28, 2026)
2. The annual fee per year is \$29,914 USD.

Beginning from **March 1, 2026**, on each anniversary of the effective date of Addendum the annual fee shall increase each year to account for cost-of-living increases measured by the Inflation Factor. The "Inflation Factor" to be applied on a given date is equal to the percentage increase between (i) the value of the Applicable Index for the month most recently published and (ii) the value of the Applicable Index for the corresponding month of the immediately previous year. The "Applicable Index" means the Consumer Price Index for all Urban Consumers as published by United States Bureau of Labor Statistics, all items. If a preliminary CPI-U is published, only the final published CPI-U shall be utilized for calculating the applicable annual fee.
3. For Year 1, CSC shall invoice Customer upon the later of the commencement of the first annual term or the execution of this Addendum and, thereafter, annually at the commencement of each annual term. Customer acknowledges that at the end of the Term, MESA can be renewed for an additional term equal to the term set forth in Section 1, or for any other mutually agreed term at the rate in effect for the immediately preceding support year at the time of renewal subject to a maximum increase equal to the percentage increase in the Consumer Price Index for all Urban Consumers (Professional Services) ("CPI"), published by the United States Bureau of Labor Statistics.
4. CSC shall provide telephone and internet support and/or technical assistance as defined in the "Agreement" ("Scope of Services") as set forth in the Agreement or Schedule of Charges, or as outlined below. Such support and assistance will be provided by telephone or internet at or from CSC's product center offices during the following hours: Monday through Friday 8:00 a.m. to 8:30 p.m., Eastern Time excluding CSC holidays.
  - i. The "Scope of Services" under this addendum shall be for telephone and internet support.
  - ii. The following activities are not included in the scope of Maintenance services: (i) hardware support, (ii) operating system support, (iii) custom programming or custom report creation, (iv) report creation, (v) general systems management, (vi) data validation or clean up, (vii) moving Customer data, (viii) moving, relocating or reinstalling software programs or printers, (ix) verification or correction of errors that result from data entry or procedural errors, (x) unauthorized third party report writers, (xi) on or off site training or (xii) other services more properly covered under a separate agreement or work order at the applicable hourly rate.
5. CSC reserves the right to immediately increase the MESA annual fee if Customer increases the number of workstations and/or licenses additional software.
6. All other terms and conditions of the "Agreement" as previously amended by the parties, remain unchanged and shall be in full force and effect.

**Computer Sciences Corporation  
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March 1, 2025 - Prices Valid through April 25, 2025.**

**Addendum No. 10**

Note 1: Authorized location: 2600 Fresno Street, Room 1070, Fresno, CA 93721-3612. Notwithstanding the foregoing, Customer can access the Assure Claims software from any location.

Note 2: Customer acknowledges that the above MESA fee reflects only software licensed through **March 1, 2025**. Software licensed after **March 1, 2025**, will be subject to additional MESA and invoiced separately until the completion of the current renewal term.

Note 3: In the event Customer requires purchase orders, a copy must be provided at the time the contract is executed in order to include the associated purchase order number on each Customer invoice.

Note 4: In the event Customer is tax exempt, a copy of Customer tax exemption certificate/ direct pay certificate will be required to ensure that taxes are not applied.

CSC and customer certify by their undersigned authorized agents that they have read this Addendum and the Agreement and agree to be bound by their terms and conditions.

**CSC**

**Computer Sciences Corporation**

By: \_\_\_\_\_

*Joseph Benson*  
(Authorized Signature)

(in non-black ink, please)

**Joseph Benson**

(Name)

**Claims General Manager**

(Title)

**04/15/25**

(Execution Date)

**Customer**

**City of Fresno**

By: \_\_\_\_\_

(Authorized Signature)

(in non-black ink, please)

(Name)

(Title)

(Execution Date)

**Computer Sciences Corporation  
Addendum  
March 1, 2025 - Prices Valid through April 25, 2025.**

**Addendum No. 10**

Note 1: Authorized location: 2600 Fresno Street, Room 1070, Fresno, CA 93721-3612. Notwithstanding the foregoing, Customer can access the Assure Claims software from any location.

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Note 4: In the event Customer is tax exempt, a copy of Customer tax exemption certificate/ direct pay certificate will be required to ensure that taxes are not applied.

CSC and customer certify by their undersigned authorized agents that they have read this Addendum and the Agreement and agree to be bound by their terms and conditions.

**CSC**  
**Computer Sciences Corporation**

**Customer**  
**City of Fresno**

By: \_\_\_\_\_  
(Authorized Signature)  
(in non-black ink, please)

\_\_\_\_\_  
(Name)

\_\_\_\_\_  
(Title)

\_\_\_\_\_  
(Execution Date)

By: \_\_\_\_\_  
(Authorized Signature)  
(in non-black ink, please)

\_\_\_\_\_  
(Name)

\_\_\_\_\_  
(Title)

\_\_\_\_\_  
(Execution Date)

APPROVED AS TO FORM:

ANDREW JANZ

City Attorney

By: Christine C. Charitar 4/30/25

Christine C. Charitar Date

Deputy City Attorney

ATTEST:

TODD STERMER, MMC

City Clerk

By: \_\_\_\_\_

Deputy Date

**Computer Sciences Corporation**  
**Work Order**  
**March 28, 2025 – Quote Valid for 30 Days**

**Work Order No. 16**

This Work Order is effective **March 28, 2025**, and is by and between **Computer Sciences Corporation**, a wholly owned subsidiary of DXC Technology Company (“CSC” or “DXC”) and **City of Fresno** (“Customer”) located at **2600 Fresno Street, Room 1070, Fresno, CA 93721-3612** and is hereby made a part of and incorporated into the **Master License Agreement No. OI-MGH-0070** dated **September 27, 2001** (“Agreement”) and any addendums to the Agreement. In the event that any provision of this Work Order and any provision of the Agreement are inconsistent or conflicting, the inconsistent or conflicting provision of this Work Order shall be and constitute an amendment of the Agreement and shall control, but only to the extent that such provision is inconsistent or conflicting with the Agreement.

CSC and Customer hereby agree as follows:

**Assure Insights Reporting Services**

**Description**

- Assure Insights Installation in 1 Environment
- Assure Insights Report End User Training
- Dashboard/Report Consulting
- Associated Project Management

**Total Estimated Services: 4 days and 35 hours**

**Rates: \$2200/day and \$178/hr.**

**General Training Assumptions**

- Training estimates are for a maximum of 12 participants per class except where noted otherwise.
- A day of training consists of 6 hours of training regardless of whether training is conducted at a client's site or remote via webinar.
- Training participants are employees of the customer's organization. Should customer desire to include any non-employees, such as contractors or consultants, customer will notify CSC of this at least two weeks prior to the scheduled start of the first training session. This will allow time to prepare a non-disclosure agreement (NDA) with any contractors or consultants.
- Customer daily-rate training includes pre- and post-training activities and associated project management.
- All training classes are quoted using a train-the-trainer approach: CSC trainers will train selected customer team members who will then train the remaining customer staff. Should customer decide to have CSC train all personnel directly and there are more than 12 participants, additional charges will apply.

**Assure Insights Assumptions**

- Assure Insights End User training includes training for those who will be creating and modifying dashboards.
- Assure Insights Basic System Admin training is for those who will be administering the Assure Insights system. It covers topics such as adding and managing users and maintaining elasticubes. This is only offered for on premise customers as approximately 1-hour of the 2-day End User training.
- Assure Insights Advanced System Admin training caters to customers tasked with troubleshooting and reporting error logs to Sisense. Proficiency in Linux and Kubernetes is essential for the participants, making it suitable for customers with expertise in these areas. This training is exclusively available for on-premises customers and can be provided through project change control.
- To allow for an integration of Assure Insights dashboard within the UX version of Assure Claims, the customer must PURCHASE and enable single sign-on (SSO) which works fine for CSC hosted single-tenant and client on premise environments.
- Single sign-on (SSO) is required if the customer wants to see a Assure Insights Dashboard within Assure Claims. If they do not, SSO is not required.
- CSC is researching the solution for implementing Single sign-on (SSO) for multi-tenant hosted customers. Currently it is not an option for multi-tenant hosted customers.

Assure Claims – OPX ID- 0021449344 / Kathy Rhodes

SR- 0020165239 – GDC (HS)

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**Computer Sciences Corporation**  
**Work Order**  
**March 28, 2025 – Quote Valid for 30 Days**

**Work Order No. 16**

- On premise customers moving to Assure Insights require Linux servers running ubuntu.
- Customers will be creating their own dashboards and will inform CSC if any base fields are missing for CSC to add to their Elasticube.
- Customers should rethink their current reports in terms of dashboards and their business needs. Assure Insights is an analytical tool that is different from Business Intelligence (BI). It is best not to assume migrating existing reports from BI to Assure Insights as the dashboards will often not have the same look and feel as BI.
- CSC can offer additional consulting through change control as a billable activity to help with either designing or creating dashboards on the customer's behalf.
- CSC can also provide consulting through change control in the form of a billable gap analysis to review current customer reports and offer recommendations on how best to build dashboards in Assure Insights to capture the required information.

Note 1: Customer acknowledges that the above amounts are good faith estimates based upon the information known to CSC. Estimates are not intended as price or performance guarantee. Estimates are for budgetary purposes only. The estimate should not be deemed an absolute cap nor does it transform this scope of work into a fixed fee agreement.

Note 2: In the event Customer cancels or reschedules a services appointment (e.g. including but not limited to training or installation) with CSC, within fourteen days (14) of the scheduled date, Customer shall pay CSC a cancellation / rescheduling charge equal to eight (8) hours of services at \$178 per hour, plus any non-refundable expenses (including but not limited to airfare, hotel, car rental etc.) incurred by CSC.

Note 3: Training classes are limited to 12 participants. Class sizes over 12 require pre-approval by the Project Manager and may incur additional costs.

Note 4: Authorized location: 2600 Fresno Street, Room 1070, Fresno, CA 93721-3612 .

Note 5: In the event Customer requires purchase orders, a copy must be provided at the time the contract is executed in order to include the associated purchase order number on each Customer invoice.

Note 6: In the event Customer is tax exempt, a copy of Customer tax exemption certificate may be required to ensure that taxes are not applied to certain services.

Note 7: In the case installation or training days are required, contracted hourly rates(s) can be repurposed at agreed upon daily rate, or vice versa contracted daily rate can be repurposed at agreed upon hourly rate or T&M hours repurposed from one task to another during the project implementation without change control upon mutual agreement.

**Computer Sciences Corporation**  
**Work Order**  
**March 28, 2025 – Quote Valid for 30 Days**

**Work Order No. 16**

Customer and CSC certify by the signature of their authorized agent that they have read this Work Order and Agreement and accept the terms and conditions.

**CSC**

**CUSTOMER**

**Computer Sciences Corporation**

**City of Fresno**

By: Joseph Benson  
(Authorized Signature)  
(in non-black ink, please)

By: \_\_\_\_\_  
(Authorized Signature)  
(in non-black ink, please)

Joseph Benson  
(Name)

\_\_\_\_\_  
(Name)

Claims General Manager  
(Title)

\_\_\_\_\_  
(Title)

04/29/2025  
(Execution Date)

\_\_\_\_\_  
(Execution Date)

