September 11, 2020

Attn: City of Madison IT Department

Re: ProviderGateway Renewal Proposal

This proposal highlights changes to our ProviderGateway Contract Management Software (CSM) service, with key differences summarized in the sections attached to this letter. Powered by our *ContractURL™* cloud-based platform, we expect to release this new service in November 2020 in time for the renewal of our current contract with you. We expect this change to result in higher user satisfaction, greater utility, and savings to the city in this upgraded arrangement.

The cost of the new service will be $65,000.00 per year (5% escalations in out years). This fee contributes to the upgrade costs, covers current base of users at the Community Development Department (CDD), plus a complimentary account for one additional department in the city at <u>no</u> additional charge. We are also ready to provide a bulk discount to the City of Madison for multiple departments throughout the city - our service integrates with the city's Munis accounting system, a value that will be realized by new departments immediately.

As usual we will work with CDD staff in the transition from the prior system to new. We will take care of the data migration from the prior system to assure seamless onboarding and continuity from the prior system, retrain your internal staff to use the service, train new staff and develop material for easy dissemination to the users on the service. Already we have been in discussion with the CDD point person (Jennifer Stoiber) to ensure that the transition is undertaken with minimal disruption.

At your earliest convenience, we would like to discuss this new arrangement with you, clarify the implications for currently licensed software and how we will transition to the new software platform.

We appreciate the continuing opportunities to serve the city of Madison as we have for over 10 years, and this proposal reflects our response to staying current and responsive to today's software service expectations.

Thank you very much for your consideration of this proposal. I can be reached at (216) 978-2345 or via email at demo.solaru@parthenonglobal.com.

Regards;

Demo Solaru

Demo Solaru
CEO

CSM vs ContractURL | SERVICE STRUCTURE DIFFERENCES

Key Feature	CSM	ContractURL	NEW BENEFITS
Installation	On Premise Software	Cloud Based Service	ProviderGateway powered by our "ContractURL" platform is a cloud installation which frees Madison servers and associated maintenance costs. This is a significant savings to the city, including server costs, software license costs, and whatever apportioned overhead cost of City support personnel for managing the software installation on Madison servers. Maintenance risk is now fully absorbed in the Parthenon/ ProviderGateway fee.
Implementation	Single Department	Multiple Departments / Unlimited	Current system would require a new installation to extend to another city department. Cloud service allows extensions to multiple subscribed departments *with zero time-delay.* Multiple departments would be able to use the service with minimal notice (enterprise accounts may be purchased in bulk for multiple department coverage).
Support	City Support	Cloud Service Support	City personnel will not be required to support cloud servers; city guidelines will still be adhered to and service and account data will be provided to city on demand. Also, users will be able to manage their own accounts (adding users, retiring users, password resets (etc).
User Capabilities	Single Sided	Multi-Sided	Current capabilities allow only outbound contracts to be tracked (City) or inbound (Providers). New capabilities allow both, compartmentalized within the same account. Providers can use the service to track subcontracted services in detail and report back through to City contracts.
Account Management	Individual Account	Enterprise Account / Subscription	Currently each access point into the service is a single, independent account. The enterprise account features allow the same user, to belong to more than one entity on the system – e.g., to be able to sign on to different related accounts (e.g., multiple departments) with the same sign on.
Sustainability Strategy	Single Purpose	Platform	New system is developed to ensure that extensions to the service are more easily accommodated without disruption to current software and functions as a platform of services.

CSM vs ContractURL | USER EXPERIENCE DIFFERENCES

Key Feature	CSM	ContractURL	NEW BENEFITS
Sharing	Single Sided View	Double Sided View	Information sharing has been extended to allow both sides to see more detail - documents, contracts, and payment authorizations (etc.). Advantage is early agreement, transparency, and error reduction.
Contract Tracking Options	Progress Only	Progress, Milestone Payments	System will now additionally allow for milestone payments, enabling the mirroring of contracts paid by milestone. Benefit is increased tracking capability and range of contracts supported.
Fund Management	Fund Accounts Annual Setup (one time)	Renewable Fund Accounts Setup	Funds previously set up on an annual basis now have an additional option of being renewable. This eliminates the need for setup of funding source accounts every year from scratch.
Fund Tracking	Static GL Entry	Formatted, Dynamic GL entries	System allows GL accounts fields to be formatted to eliminate the potential for error when multiple GL structures are used, or when GL structures change in City nomenclature.
Contract Setup	Contract set up initiated from scratch each time	Copy Contract structure from prior year(s)	Contract administrators now have the option of copying contract structures previously established, not having to start from scratch each time. This saves a significant amount of work where prior structures are proven and have not substantially changed from year to year.
Reviewer Controls	Ad-Hoc Assignments Only	Program; and Provider Assignable	Invoice reviewers can be selected at set-up, auto assigned to contract manager, or assigned to pre-developed reviewer groups.
Authorized Services	Initiated Internally	Provider Initiated	Providers can now request service authorizations. Approval control still rest with City contract administrators.
Application Processing	(Not Used)	(Discontinued)	Application processing was eliminated in current setup. Modules are obsolete and unused since inception.
Provider Reporting	Manual Report Management	Auto Report Management	Expense reports (charge reporting and invoicing) are now automatically controlled by activation or closure of contracts without provider need for manual set ups.