



Friday, April 17, 2026

NEVADA COUNTY DEPT. OF SANITATION  
Chad McBride  
SUITE 170 PO BOX 599002  
NEVADA CITY, CA 95959  
Chad.McBride@nevadacountyca.gov

Dear Chad,

Thank you for being an InSource software maintenance subscriber! The top four reasons that clients continue to renew their subscriptions are:

- Reinvestment in our software. Approximately 70% of Customer First maintenance revenue is invested in Research and Development
- Data Security. AVEVA addresses cyber-security threats in real-time, keeping your data and operations safe and preventing costly downtime.
- Compatibility. Changes to the underlying Microsoft operating systems are rapidly addressed so your systems easily work with each other.
- We're here to help. During business hours, most calls are answered within 90 seconds and most issues resolved the same day. Online Tips and Tech notes are available anytime, and after-hours support is available at an added cost. Clients like you give us a 95% satisfactory rating.

Important sites where you can get self-service information are:

[Aveva Customer First Client Brochure](#)

[InSource Knowledge Center](#)

[AVEVA Knowledge & Support Center](#)

Taxes, shipping, handling and other fees may apply.

Please contact me if I can be of further assistance on this or other matters.

Israel Rivas  
Inside Sales  
InSource Solutions Group  
707.324.2327



## AVEVA Flex, TopView and VMware Renewal

### Quote Information:

Quote #: 036337  
 Version: 1  
 Friday, April 17, 2026  
 Expiration Date: 05/17/2026

### Prepared for:

NEVADA COUNTY DEPT. OF  
 SANITATION  
 Chad McBride  
 SUITE 170 PO BOX 599002  
 NEVADA CITY, CA 95959  
 Chad.McBride@nevadacountyca.gov  
 (530) 432-3767

### Account Executive:

Sherri Lewis  
 707.324.2345  
 salewis@insourcess.com

### Prepared by:

Israel Rivas  
 707.324.2327  
 irivas@insourcess.com

### Annual Software Subscription Renewal

Part #	Description	Maintenance Site	Agreement	Start Date	End Date	Price
FLEX-St -1-R	AVEVA Flex-Customer FIRST Standard 1 Yr Renew - Exp 12/30/26	950 MAIDA AVE	50549	12/31/2025	12/30/2026	\$23,640.00
FLEX-St -1-R	AVEVA Flex-Customer FIRST Standard 1 Yr Renew - Exp 12/30/27	950 MAIDA AVE	50549	12/31/2026	12/30/2027	\$24,820.00
FLEX-St -1-R	AVEVA Flex-Customer FIRST Standard 1 Yr Renew - Exp 12/30/28	950 MAIDA AVE	50549	12/31/2027	12/30/2028	\$26,060.00

Thank you for the opportunity to serve your industrial automation needs. At our core, we are dedicated to providing innovative solutions that not only resolve challenges but also enhance profitability and operational efficiency. I'm pleased to inform you that the requested quote is enclosed.

We are excited to introduce you to Aveva Flex, a subscription model designed to cater to your organization's specific needs. AVEVA Flex offers a consumption-based approach, providing personalized, adaptable, and streamlined access to the entire AVEVA software portfolio. It provides complete flexibility in how you purchase, design, manage and use your industrial software. Here are some key points about how Aveva Flex operates:

- **Flex Credits:** You acquire Flex Credits, a flexible currency that can be redeemed for any product or solution within AVEVA's comprehensive portfolio. We work closely with you to determine the number of credits required based on your usage and the number of users. Your existing AVEVA licenses can either be exchanged for Flex Credits or retained for ongoing use.
- **Streamlined Procurement:** The Flex Credit model simplifies the procurement process by consolidating multiple individual product transactions into holistic solutions that align with your specific business objectives. This approach not only streamlines the process but also expedites your digital transformation journey. Additionally, it allows you to interchange products, enabling you to scale back underutilized Aveva software while ramping up alternative solutions. eliminates the need to make multiple discrete transactions of individual products and allows the purchase of holistic solutions that are packaged and built on business value, simplifying and accelerating digital transformations. The credit mechanism allows for the interchange of products, providing the ability to scale back underutilized AVEVA software you own and in exchange ramp up on alternative products.
- **Versatile Deployment:** AVEVA Flex supports various architectures, including on-premises, cloud and hybrid deployment, all within a subscription-based licensing framework. This ensures you're your organization enjoys complete investment security. under subscription licensing terms, delivering complete investment security to your organization.



## Annual Software Subscription Renewal

Part #	Description	Maintenance Site	Agreement	Start Date	End Date	Price
<p>We are enthusiastic about the potential of Aveva Flex to enhance your industrial automation capabilities. If you have any questions or would like to discuss this further, please do not hesitate to reach out to us. We look forward to the opportunity to partner with you and tailor our solutions to your unique needs.</p>						
TV-SSA	Pines TopView Software support renewal - Exp. 2/28/27					\$580.00
TV-SSA	WildwoodTopView Software support renewal - Exp. 2/28/27					\$580.00
VCF-VSP-FND-1Y	Pines VMWARE VSPHERE FOUNDATION 1-YEAR (Term: 2/24/2026 - 2/23/2027)					\$17,695.00
VCF-VSP-FND-1Y	Wildwood VMWARE VSPHERE FOUNDATION 1-YEAR (Term: 2/24/2026 - 2/23/2027)					\$17,695.00

Subtotal: **\$111,070.00**

## Quote Summary

Description	Amount
Annual Software Subscription Renewal	\$111,070.00
<b>Total:</b>	<b>\$111,070.00</b>

Your order is ready to be processed after we receive your purchase order at [orderentry@insourcess.com](mailto:orderentry@insourcess.com) or by fax at 804.378.8970.

Taxes, Shipping, handling and other fees may apply. We reserve the right to cancel orders arising from pricing or other errors.

In certain circumstances, tariffs may impact the pricing of products and services relied upon by ISS from its vendors. In such a case where a Quotation is affected by a tariff after its issuance, ISS reserves the right to withdraw its Quotation and offer a new Quotation based upon pertinent impacts of tariffs.

Effective 7/1/24: Where applicable by law, a 2% surcharge will be assessed when paying by credit card. This surcharge is not greater than our cost of acceptance. To avoid the fee please remit payment via ACH (InSource preferred method), debit card, or check.

**Payment Terms:** Net 30



## Additional Information About Order

---

**\*A list of supported licenses is available upon request from your Customer First Representative\***

[Customer First Program](#)

[Customer First Center](#)

[InSource Training Center](#)

### **Important Note Regarding Expiration:**

Customer First Maintenance Agreements do not include a grace period beyond the expiration date. If an agreement is allowed to lapse, the client has 60 days from the expiration date to renew, subject to a mandatory 10% penalty fee. Beyond 60 days, renewal requires version upgrades, and the agreement will lose its license volume-based discount.

### **How to Order:**

- Taxes, shipping, handling, and other fees may apply.
- Purchase orders must reference the quote number shown above and specify the preferred delivery method (email, physical, or both).
- If you are not tax exempt, please include applicable state and county taxes on your purchase order.
- Please submit the following to [orderentry@insourcess.com](mailto:orderentry@insourcess.com)
  1. Purchase order:
  2. Tax exemption certificate (if applicable)
  3. Credit application (if applicable)

This email address is monitored by multiple team members to ensure the fastest response. Orders sent to individual contacts may be delayed if that person is out of the office. InSource reserves the right to cancel orders resulting from pricing or other errors.

**Phone:** (877) 467-6872 **FAX:** (804) 378-8648

**Remit-To Address:** InSource Solutions - PO Box 72804, Richmond, VA 23235

### **After You Order:**

After purchase order acceptance, order processing typically takes 3–5 business days. The first portion of the order will be delivered via email directly from Aveva, containing activation links and codes. The second portion will be delivered via email from InSource and will include a download link (if applicable) along with a ZIP file containing license files, license certificates, and the maintenance agreement. Invoicing occurs within 48 hours of delivery of the InSource email. Physical delivery of product is available upon request at the time of order. Freight, if required, is FOB shipping point—freight is prepaid and added to the invoice.

### **Customer FIRST – Technical Support:**

With an active Customer FIRST maintenance agreement, technical support is available through InSource for your AVEVA products, including access to expert assistance and software updates. For additional details, please refer to the Customer FIRST Program brochure.

#### **How to Request Technical Support:**

Log in to the InSource Solutions customer portal to submit a support ticket or start a live chat with our technical support team:

**Customer Portal:** <https://portal.insource.solutions/>

**Technical Support Phone:** 1-888-691-3858

ISS Standard Terms and Conditions apply and can be viewed [here](#)



## Delivery & Payment Terms

---

### General Delivery Terms

Software/Maintenance:	5-7 Business Days for Electronic Delivery.  <i>*Requests for physical delivery of software (when available) must be made at time of order.</i>
Subscriptions:	Subscriptions start within 3 business days of purchase order receipt. Subscriptions renew based on the initial term (1 year, 3 years, or other).
Hardware:	2-3 weeks for pre-built/off-the-shelf hardware 3-8 weeks for customer/build-to-order hardware 4-8 weeks after drawing approval for Strongarm build to order enclosures
Services:	Per Contract Agreement
Onsite Training:	Date to be negotiated after receipt of order, but generally no sooner than 30 days from date of order receipt
FOB:	Shipping Point – Freight is prepaid and added to invoice

### Standard Payment Terms

**NOTE: You may receive separate invoices for individual Products, Maintenance, Training, and/or Services. Effective 7/1/24: Where applicable by law, a 2% surcharge will be assessed when paying by credit card. This surcharge is not greater than our cost of acceptance. To avoid the fee please remit payment via ACH (InSource preferred method), debit card, or check.**

Products/Maintenance:	Net 30 Days from date of invoice with approved credit/credit limit
Training:	Pre-pay or payment of invoice prior to class attendance
Services:	Net 30 Days from date of invoice with approved credit/credit limit Time & Expense Services invoiced weekly as consumed Fixed Cost Services (including Ready to Go Services) invoiced 50% at time of order and 50% upon project completion Travel and Living Expenses billed separately and at cost

**Remit to Address** InSource Solutions  
PO Box 72804  
Richmond, VA 23235