



## F A X C O V E R S H E E T

DATE: *Friday, March 27, 2009*

TO: *Ibu Sri Redjeki*  
*Yayasa Kelola*

PHONE: *+62 (21) 739-9311*

FAX: *-*

FROM: *Adrian Soerjana*

RE: *SAGE ACCPAC Software cost estimation*

Number of pages including cover sheet: *2*

### **Message**

Dear Ibu Sri,

We are pleased to submit this estimation for ACCPAC software cost.

### **Software Cost Estimation**

#### **SAGE ACCPAC Advantage Series version 5.5 (Pervasive-SQL database)**

<b>Modules</b>	<b>ERP 100 Price (US\$)</b>
System Manager	825
Lanpak (2 concurrent users)	1,650
General Ledger	825
Pervasive SQL Server NT/2000 (max 10 concurrent users)	1,500
<b>TOTAL</b>	<b>US\$ 4,800</b>

- All prices are subjected to change without prior notice and subjected to 10% PPN/VAT
- Payment Method: Prepayment
- Price includes 1 (one) year Support Plus/Software subscription except Pervasive SQL Software
- Installation using Master CD
- Software manual is provided in electronics form.
- Software support & maintenance is not included in the software costs.

**Professional Fees**

Implementation Assistance

US\$ 1,500

The implementation project is estimated to take 2-3 weeks to complete. Project duration depends on availability of data and readiness of user.

Implementation assistance includes:

- Software Installation;
- modules configuration;
- users training for 2 days (GL module and Accpac Financial Reporter feature);
- guide data import process—assisting users to migrate balance data to new system.
- Post implementation assistance for 1 visit for half-day.  
After the system is initially implemented—which is when user starts entering transaction data—we will provide supervision assistance. If users need further assistance after the post implementation visit has been used, we would be pleased to provide such service with additional agreement.
- Manual data entry work is not included in this assignment.
- Development of reports other than mentioned in Software Configuration is not included. We will provide estimate for additional reports needed.

Should you agree with this document, please let us know and we will proceed with user requirements survey and a formal proposal. If you have further questions, please feel free to contact us. We will be happy to discuss further details with you.

Again, we thank you for the opportunity to submit this estimation and look forward to working with you, soon.

Best regards,



Adrian Soerjana

# ACCPAC Support Agreement

IT-xx/xx/xxx

This software support agreement describes the ACCPAC support services provided by **PT. BSC Indonesia** ("CONSULTANT") for **PT. ...** ("CLIENT").

## Terms and Conditions

### 1. Term of Service:

This software support agreement is valid for one (1) year from the date this agreement is signed with automatic renewal for one (1) year at the end of the term and every term after that.

### 2. Scope of Service:

a. CLIENT can contact the CONSULTANT during normal operating hours (between 8:00am to 5:00pm), excluding holidays, to consult with our CONSULTANT regarding problem resolution, bug reporting, and general technical guidance.

b. Methods for contacting CONSULTANT can be via:

- Email – [helpdesk@bsc.co.id](mailto:helpdesk@bsc.co.id)
- Phone – support line +62 (21) xxxx-xxxx

c. Support will be given through phone, email, fax, or remote connections. If on-site visit is required, we will do our best to arrange a visit by the next available consultant. There will be additional charges for on-site visit as described in the Cost and Fees section.

d. CONSULTANT will make one regular visit per month to CLIENT's office to perform regular check on ACCPAC with maximum of three hour per visit.

e. CONSULTANT shall treat all information, data files, and access as CLIENT confidential material.

### 3. Confidentiality:

Any information received during the course of the engagement, with the exception of information publicly known, is treated as confidential.

### 4. Problem handling:

a. Level One - client's ability to conduct business or service has stopped

*Actions:*

Helpdesk operator will route the issue to a consultant immediately. The consultant will try to solve the problem in 4 hours. If resolution is not reached, project manager will be contacted and a course of action will be agreed with the client.

b. Level Two - business operation is degraded but can continue. Issue is considered important but not urgent

*Actions:*

Helpdesk operator will route the issue to the next available consultant. The consultant will try to solve the problem within 1 day. If resolution is not reached, a senior consultant will be assigned to own the problem and will liaise with the client to ensure necessary actions are taken to resolve the problem

c. Level Three - issue is not important, only one or two users affected.

*Actions:*

Helpdesk operator will route the issue to the next available consultant. The consultant will try to solve the problem and liaise with client when needed.

### 5. CLIENT Responsibilities:

a. CLIENT shall provide CONSULTANT with adequate information as required for a service request.

b. CLIENT shall provide data and program files to be analyzed, if needed to solve the problem.

c. CLIENT shall provide dial-in modem access for remote access to the PC where the ACCPAC is installed, in order to solve problems that cannot be solved by phone or email.

**6. Software Upgrade Maintenance:**

- a. When new software patches are released, CONSULTANT shall notify and provide them to CLIENT. Clients who are under Sage Cover will receive product upgrade free of charge.

**7. Termination:**

- a. CLIENT may cancel this agreement by sending a thirty day written notice prior to the end of the agreement term to CONSULTANT.

**8. Limitation of Liability; Warranty of Service:**

- a. CONSULTANT shall not be held liable for any damage, loss of income, or loss of life resulting from a software defect or delay of service.
- b. The support does not cover problems related to any hardware or software other than the ACCPAC described in this agreement.
- c. CONSULTANT warrants that it will use its best efforts in providing support, however, CONSULTANT does not warrant that all problems can be resolved.

**9. Cost and Fees:**

- a. Annual support cost is US\$ 1,500 per year. The cost is payable when this agreement is signed and yearly afterwards. The above cost does not include out of pocket expenses such as accommodation and transportation when occurred.
- b. Local on-site visit in addition to the regular monthly visit would be charged at a discounted rate of US\$ 25 per hour. There is no minimum hour per visit. Transportation cost will be reimbursed based on return taxi fare to your office.
- c. On-site visit for areas outside Jakarta in addition to the regular monthly visit will be charged at US\$ 450 per day. Billable time includes transportation time to and from the site.
- d. Software modifications and reports development fee is US\$ 250 per man day.

Authorized representative signatures:

PT. BSC Indonesia

PT. ...

Name: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Date: \_\_\_\_\_



# Supported Platform Matrix

## Sage Accpac ERP 5.5

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The information in this document applies to Sage Accpac 5.5 versions 500, 200, and 100 only. Sage Software always supports the current and the previous version. For more information, please refer to the Compatibility Notes section in this document. Alternative support options may be available through your Value Added Reseller. Program fixes will continue to be made available on the current version of the software as needed, and according to a planned release schedule.

The Supported Platform Matrix is intended to cover all information, as of July 1, 2008, regarding the compatibility of various operating systems with Sage Accpac. Any operating system not listed should be assumed to be incompatible. If your platform is not listed, the Sage Software Customer Support Services Department cannot provide support for you on that platform. Requests to support additional operating systems can be submitted to [Ideascope](#).

### **Important**

*It is critical that before an installation, this document be thoroughly reviewed. This is in addition to the Sage Accpac System Administrator's Guide, Quick Start Guide, and User Guide. It is also recommended that only the current release levels of the product be run. If you are using a third party product, options product or when customizations or modifications have been made to your Sage Accpac software, coordinate with your Reseller before installing Sage Accpac.*

Web site content can change at any time. Sage Software has no control over, and cannot be responsible for, the content of other companies' web sites.

## Compatibility Notes

The following are points of note for all configurations:

- Support for Novell Netware has been discontinued for Sage Accpac ERP 5.5
- Windows 2000 and 2003 Small Business server are supported but remain untested. Due to the number of features included in Windows Small Business servers, it is recommended that for optimal performance, Sage Accpac ERP be installed on a separate machine. Please refer to Knowledgebase article number [21764](#) for more details.
- Actual requirements will vary based on your system configuration and the applications and features you choose to install. Additional available hard-disk space may be required. The configuration information provided is meant to be used as a guideline.
- Verify that all hardware involved in running Sage Accpac is on your operating system vendor's Hardware Compatibility List. Incompatible hardware can cause problems such as data corruption. For more information, refer to the Microsoft Hardware Compatibility List at <http://www.microsoft.com/whdc/hcl/search.msp>.
- Nitix for Sage Accpac ERP system comes preconfigured with compatible hardware. For more information, refer to <http://www.nitix.com/accpac>.
- Install the latest service packs for Sage Accpac once program installation is complete. All the latest service packs are available for download from our website at [http://support.accpac.com/techsupport/Service\\_Packs/a4w/](http://support.accpac.com/techsupport/Service_Packs/a4w/). If third-party applications or enhancements are present, always contact the developer of the third-party product to verify compatibility before installing any service packs. Also note that some program fixes are only available as Hot Fixes and should be installed only if you are experiencing the problem they specifically address.
- Sage Software is committed to supporting future Microsoft, Nitix for Sage Accpac ERP, and Linux operating systems as they are released to market for all Sage Accpac applications. However, this does not include beta- or pre-beta-level operating systems. As new operating systems are scheduled for final general release, Sage Software will evaluate their compatibility and this document will be updated based on the findings of those evaluations.
- Support for Sage Accpac ERP will not be provided on operating systems and database engines which are no longer supported by their respective vendors.
- Sage Accpac ERP is not currently supported in a virtual environment. This includes but is not isolated to the following environments: VMWare ESX Server, Microsoft Virtual PC and Citrix XenServer

## Databases and Operating System Compatibility

### Server Operating Systems

	Pervasive.SQL				Microsoft SQL				Oracle				IBM DB2			
	9.6		10		2000 (SP4)		2005 (SP2)		10g R2		11g		9.1 FP2		9.5 FP0	
<b>OS Architecture</b>	32	64	32	64	32	64	32	64	32	64	32	64	32	64	32	64
<b>Microsoft Windows</b>																
2008 Server			●	○			●	●			○	○	○	○	○	○
2003 Server (SP2)	●	○	●	○	●		●	●	●	○	●	○	●	●	●	●
2003 Terminal Services	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○
2000 Server (SP4)	●		●		●		●		●		●		●		●	
<b>Linux</b>																
Nitix for Sage Accpac ERP	○												○			
RedHat Enterprise 4 or 5	○	○	○	○					○	○	○	○	○	○	○	○
SuSE Enterprise 9 or 10	○	○	○	○					○	○	○	○	○	○	○	○
<b>Citrix</b>																

● - supported and tested

○ - supported

Blank - unsupported configuration

### Additional Notes

- The minimum FixPak version for IBM DB2 9.1 is FP2, and for IBM DB2 9.5 is FP0.
- Microsoft SQL Server Enterprise, Standard, Workgroup, and Express Editions are supported.
- IBM DB2 Enterprise, Workgroup, and Express Editions are supported. Note that Express-C is not supported.
- Oracle Enterprise, Standard, and Standard Edition One are supported.
- Refer to the respective database vendors websites for limitations of the various database editions
- Microsoft SQL 2008 have not yet been tested. Once compatibility testing is complete, this document will be updated.

## Workstation Operating Systems

	Pervasive.SQL				Microsoft SQL				Oracle				IBM DB2			
	9.6		10		2000		2005		10g		11g		8.x		9.x	
<b>OS Architecture</b>	32	64	32	64	32	64	32	64	32	64	32	64	32	64	32	64
<b>Microsoft Windows</b>																
Windows Vista	●	○	●	○			●	○	●	○	●	○			●	○
Windows XP (SP2)	●	○	●	○	○		●	○	●	○	●	○	●	○	●	○
Windows 2000 (SP4)	●		●		●				●		●		●			

● - supported and tested

○ - supported

Blank - unsupported configuration

### Additional Notes

- Windows Vista Enterprise, Ultimate, Business, and Home Premium are supported
- Windows XP Professional and Media Center Edition are supported
- The minimum FixPak version for IBM DB2 9.1 is FP2, and for IBM DB2 9.5 is FP0.
- Microsoft SQL 2008 has not yet been tested. Once compatibility testing is complete, this document will be updated.
- Pervasive 10.10 will require Microsoft Windows Vista SP1



## Recommended Minimum Hardware Requirements

Hardware	Workstation	Application Server	Database Server
Processor	1.5 Ghz Pentium	2.5 Ghz Pentium	2.5 Ghz Pentium
Memory	512mb	2048mb	2048mb
Storage	50mb hard drive space for workstation setup files	300mb hard drive space for application files	See Additional Notes Below
Monitor	Minimum Resolution of 1024x768		
DVD Drive		Required	
Keyboard	Required		
Network	100Mbps network connection		

### Additional Notes

- Configuration is based on a standard Client/Server setup with 5 users. Add 64MB of memory on the server per additional user.
- Recommendations are based on a standalone server with little to no additional network traffic. Additional applications on the same server will require additional resources.
- Storage requirements do not include storage space for the database. Database storage requirements depend on a company's modules activated, frequency of transactions, and volume of history retained in the database. Also, refer to the database vendor's respective web pages for storage best practices.
- Microsoft Excel 2000 or higher is required on each workstation running Financial Reporter.
- Microsoft Outlook 2000 or higher is required on each workstation to use the email function.
- Web deployed workstations require Internet Explorer 6.0 or higher.