

Exhibit A

City of Durham, NC ClearPoint Strategy Software & Support Agreement

Ascendant Strategy Management Group is committed to helping the City of Durham, NC (Durham) with develop and execute its strategy by providing access to the ClearPoint Strategy application. ClearPoint Strategy is a web-based strategy and performance management solution that will allow Durham to track its objectives, measures, initiatives, and action items across the entire organization.

In addition to providing the ClearPoint software application, Ascendant is committed to supporting Durham with additional consulting, facilitation, system configuration, and training services as required. This contract is based on the response to the RFP for Performance Management Software, submitted in September, 2015, and the prices are based on Ascendant's GSA pricing. As an appendix to this agreement, we have included sections 8 and 9 from the RFP response. All parts of the RFP response will guide the implementation of this agreement, but the numbers in the pricing table are the accurate numbers based on email and phone conversations that took place after Durham verbally selected ClearPoint for this contract.

Use of ClearPoint

Use of ClearPoint is governed through the license agreement. Each user has to confirm acceptance of the agreement upon first login. It is posted here:

<http://support.clearpointstrategy.com/customer/portal/articles/1728932-end-user-license-agreement>.

Software as a Service (SaaS) Software User Licenses

Software-as-a-Service (SaaS) licenses allow named users to access the online version of ClearPoint hosted by Ascendant. This version of ClearPoint does not require Durham to provide any additional hardware or software infrastructure.

The SaaS version of ClearPoint has a primary cluster of applications servers and a database server located in a SOC3 Certified Datacenter located in Delaware. The Delaware cluster synchronizes with a backup site in California and a transaction log of activities is saved every 15 minutes. A backup of the entire database is performed nightly. This combination of activities ensures security and uptime.

The total amount for the licenses will be invoiced upon signing of the contract. Durham has the option to add additional licenses at any time using the price list below. The price for additional licenses will be pro-rated to match the expiration date of existing licenses. Prices are in USD.

Licensed users are able to make changes in the system. There is also the option to add an unlimited number of "Browser" users to the account for free. "Browser" users are able to see the information in the account but they are not able to make any changes.

Scope of Work

The scope of work for this proposal is covered in the appendix and pulled directly from the Ascendant RFP Response.

The total pricing is below and in the appendix is the pricing section from the Ascendant RFP Response.

Year 1 pricing

Deliverable	Description	Price
ClearPoint SaaS Software User Licenses	Browse only users	Free and Unlimited
	30 licensed users	\$16,322.40
	30 licensed users at 6 months (20 @\$544.08 + 10 @\$362.70 annual)/ 2 (because this is only for 6 months)	\$7,254.30
Scorecard Setup	5 days	\$7,178.85
Training	3 days	\$8,614.62
Premium Support	1 contacts	\$3,500.00
Travel Expenses	TBD	TBD
Publishing	5 days	\$7,178.85
	5 additional publishing days	Included
Total	Assuming 60 users and publishing	\$50,049.02

Year 2 and Year 3 pricing

Deliverable	Description	Price
ClearPoint SaaS Software User Licenses	Browse only users	Free and Unlimited
	80 licensed users	\$38,085.00
Training	1 day	\$2,871.54
Premium Support	1 contacts	\$3,500.00
Travel Expenses	TBD	TBD
Total Annual Price	Assuming 80 users and publishing	\$44,456.54

Scope of work

Methods, Procedures and Implementation Plan

At ClearPoint, we have a very collaborative process that is designed to transfer knowledge from our team to yours. The project plan outlined below is a high level plan based on the assumption of 10 days of configuration and setup and training for 100 users. Based on the availability of data from your team, we could be up and running within 4 to 5 weeks from award date. The exact plan, however, would be developed in conjunction with your team based on your requirements.

The City of Durham has been using ClearPoint Strategy for the last 5 years to manage its strategy, but its use of ClearPoint has been limited and has not kept up with the advances in features of ClearPoint or in changes to the strategy management process in Durham. The opportunity is there for Durham to “start fresh” with ClearPoint and begin an implementation with the appropriate user licenses and publishing to be successful.

For the purpose of this proposal, we are assuming a complete new start with ClearPoint. We will be able to leverage any and all historic information, but we are making assumptions throughout this proposal that Durham is beginning from scratch. The implementation plan has two parts, each with three steps. The first part is to configure ClearPoint for internal management, and the second part is to enable a world class environment for sharing information with the public (we call this “publishing”).

Part 1: Internal configuration

- **Software Configuration and Data Entry**
 - For configuration, ClearPoint staff will work with the City to determine the appropriate layouts and summary screens. This will be completed through an interview process and then by delivering sample screens. When the City has agreed upon the layouts and requirements, ClearPoint staff will configure the system.
 - ClearPoint staff will also request all of the current information from the City and then load all of the information into the ClearPoint system with the appropriate reporting frequencies. This may include rearranging the current information from ClearPoint into 24 different department scorecards to accurately reflect the current situation in Durham.
 - The ClearPoint team will also enter all of the City users and configure them with appropriate permissions. Once that is complete, we will request the City to sign-off on the set up.
- **Training**
 - ClearPoint staff can provide onsite training in both basic and advanced topics. The basic training is recommended for end users and the advanced is for administrators.
 - We will work with the Durham project management team to ensure we have the right people in the room for the appropriate training sessions. Training will be focused on the practical uses of ClearPoint, so each department will understand their role and see the benefits.
 - Ideally this training will demonstrate how transitioning away from individual spreadsheets and into ClearPoint directly will save time and effort. Durham has requested an appropriate number of licenses to make this transition work.
 - Training will occur over 2 days that will be scheduled at the convenience of the City to ensure maximum participation. Durham will get to keep any training documents so that it can train any individuals that did not make the training sessions.
- **Premium Support**
 - For the first six months, ClearPoint will provide monthly check-in calls and web-sharing sessions to ensure that City staff is effectively using the ClearPoint software. We will conduct a brief

audit and then have a discussion with the project manager and provide web-based training as needed during this time.

- Power Users with premium support will have the ability to schedule phone calls, conduct in-app messaging, and get support throughout the year with a very rapid response time.

Part 2: Publishing

- **Publishing Configuration**

- ClearPoint has designed a new publishing module that has a built in WordPress widget to allow for end users to leverage the ClearPoint API. In common English, that means, that you can publish anything in ClearPoint to a website that is designed to match your current website.
- The ClearPoint design team will work with Durham to match its requests for publishing and ensure there are no scrolling iFrames or other layouts that might reflect poorly on the city as mobile browsing is the majority of internet browsing.
- We will then create templates for summary and detail pages to showcase the measures from the strategic plan.
- The website will be responsive to browsers that are on tablets or mobile devices.

- **Publishing Integration**

- Since the publishing mechanism leverages the ClearPoint API, it means that ClearPoint information does not have to be the only information on the page. Charts and analysis from ClearPoint can be integrated with information from other sources as well.
- A published ClearPoint website could have information and charts from **OpenDataSoft** as well as other information that Durham would like to present. We are happy to show an example of how information in ClearPoint and OpenDataSoft would exist on the same page.

- **Deployment**

- The ClearPoint team will then work with the City to determine what needs to be deployed and we will create the public facing website with all of the needed pages.
- ClearPoint will then train appropriate administrators within the City to be able to manage the website.
- ClearPoint will always be available as a backup for any further enhancements as needed.

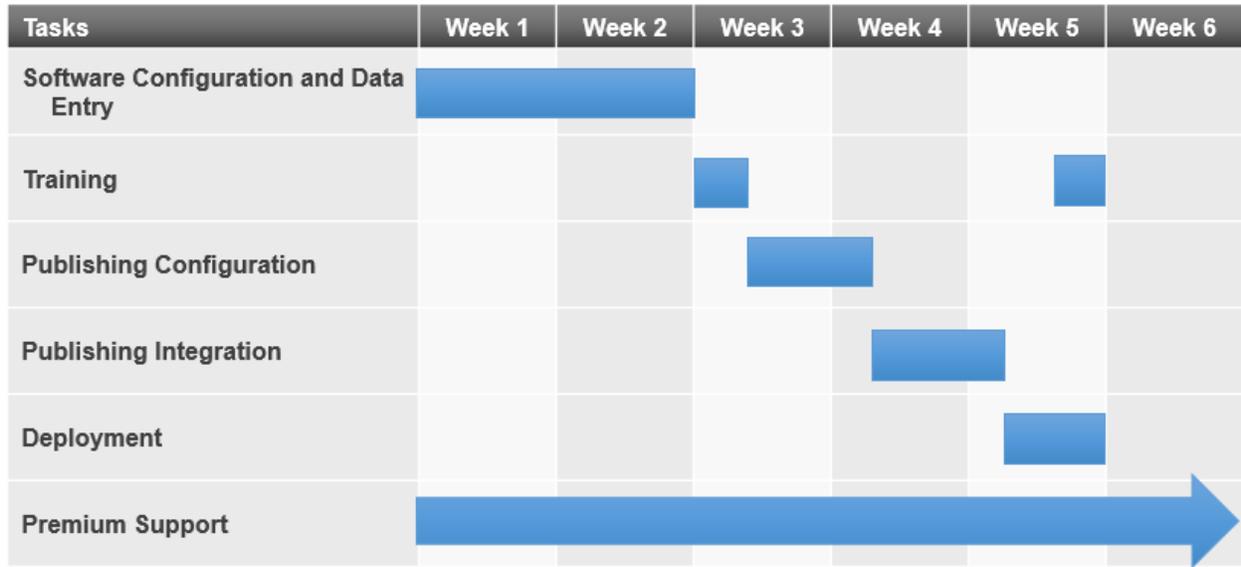


Figure 1: Project Plan Gantt Chart