



January 19, 2026

Nathan Baker  
**Treasurer, City of Pittsburgh**  
414 Grant Street Suite 224  
Pittsburgh, PA 15219

**RE: OPEX® Annual On-Call Maintenance Service and License Fee Quote**

Dear Nathan Baker

Thank you for your interest in OPEX’s sole source service. This letter will serve as a quote for the OPEX annual on-call hardware maintenance and annual software licensing fees for Treasurer, City of Pittsburgh’s OPEX equipment for the period from April 11, 2026 to April 10 2027.

**Equipment and Serial No.:** Falcon V+: Serial Number FVP05186  
Falcon: Serial Number FA07985  
Model 72: Serial Number 19938 & 18875  
**Equipment Site:** 414 Grant Street Suite 224, Pittsburgh, PA 15219  
**Payment Option:** Annual in Advance  
**On-Call Coverage Period:** Monday through Friday, 7AM to 3PM, site local time, excluding OPEX holidays

**Annual Contract Period: April 11, 2026-April 10, 2027**

QTY	DESCRIPTION	SERIAL NUMBER(S)	ANNUAL UNIT PRICE	EXTENDED PRICE
1	FalconV+ Base Machine	FVP05186	\$9,775.00	\$9,775.00
1	FalconV+ Multislot ID Assist Tower	FVP05186	\$160.00	\$160.00
1	FalconV+ 1D Barcode Software Annual License Fee	FVP05186	\$270.00	\$270.00
1	FalconV+ Data Matrix Barcode Software Annual License	FVP05186	\$305.00	\$305.00
1	FalconV+ MICR+ Software Annual License Fee	FVP05186	\$1,005.00	\$1,005.00
1	Falcon Base Machine	FA07985	\$8,280.00	\$8,280.00
	Falcon Multislot ID Assist Tower	FA07985	\$160.00	\$160.00
	Falcon 1D Barcode Software Annual License Fee	FA07985	\$265.00	\$265.00
	Falcon MICR+ Software Annual License Fee	FA07985	\$995.00	\$995.00
2	Model 72	19938 & 18875	\$3,400.00	\$6,800.00
<b>Contract January 30, 2025 – April 10, 2025, Annual On-Call Maintenance and License Fees Total (pre-tax)</b>				<b>28,015.00</b>

The prices quoted above are firm rates and are valid for a period of ninety (90) calendar days. The above prices cover a full year (12 consecutive months) of maintenance service for the period of April 11, 2026 to April 10, 2027 and are based upon OPEX’s current 2026 pricing for a single shift of on-call coverage during the hours of 7AM-3PM, Monday through Friday, excluding OPEX holidays.



OPEX observes the following US holidays: New Year's Day; Good Friday; Memorial Day; Independence Day; Labor Day; Thanksgiving Day; Friday after Thanksgiving; Christmas Eve; and Christmas Day. Upon thirty (30) days written notice, Customer may obtain maintenance service coverage on a specific OPEX Holiday(s). OPEX Holiday coverage shall be subject to OPEX personnel availability and subject to our then current rates. When one of the above designated OPEX holiday(s) is on a Saturday or Sunday, the OPEX Holiday(s) will be observed on the date observed by the Federal government and/or by OPEX. OPEX reserves the right to modify the holiday list upon providing at least ninety (90) calendar days' advance written notice to Customer.

All payments are due net thirty (30) days from the date of invoice and are exclusive of applicable sales taxes. Upon renewal of the contract, the pricing schedule then in effect will apply. Should Treasurer, City of Pittsburgh require coverage outside the On-Call Coverage Period listed within this letter then the above quoted pricing is subject to change in accordance with OPEX's then-current rates. Unless a fully executed agreement exists between Customer and OPEX, all terms of service are provided in accordance to OPEX's on-call maintenance service agreement.

All applicable licensing fees are due on an annual basis in accordance with OPEX's published rates. Unless a fully executed software license agreement exists between Treasurer, City of Pittsburgh and OPEX, all terms are provided in accordance with OPEX's standard software use license agreement then in effect. These licensing fees are normally itemized on the annual maintenance agreement invoice but are billed separately in the event you choose not to purchase an OPEX service contract.

OPEX's maintenance agreement covers all parts and labor necessitated by normal wear and tear.

### **Service technicians**

OPEX's National Service Organization is the largest and most comprehensive service organization in the industry. All technicians are direct OPEX employees, not subcontractors. They have undergone rigorous training in the field and in the classroom and receive ongoing product education on a routine basis. Knowledge, support and a dedication to customer satisfaction makes OPEX service the best in the industry.

- OPEX Corporation is the sole authorized source for sales, parts and service on its equipment. OPEX only uses parts which have been pre-tested to meet our factory's quality standards. It should also be noted that many of the parts are manufactured exclusively by OPEX in its Moorestown facility. OPEX does not distribute parts through third parties. As such, no third party has been authorized to act on behalf of OPEX in rendering maintenance service on OPEX Products. All aspects of maintenance service are handled directly through the World Headquarters in Moorestown, New Jersey.
- Though service calls are dispatched from OPEX's World Headquarters, when you have a maintenance agreement, OPEX staffs the local area with certified service technicians, employed by OPEX, who are able to respond quickly to service calls. OPEX service technicians not only have access to equipment manuals but they also have 24/7 support from the service department located at the World Headquarters.
- OPEX has developed, and there are machines that contain, a proprietary software diagnostics package designed by OPEX for its exclusive use ("Diagnostic Software"). This Diagnostic Software is utilized by OPEX service technicians in the performance of their service obligations on behalf of end-users who have entered into a maintenance agreement with OPEX. OPEX does not release, distribute or license its Diagnostic Software to third parties. As such, third party service providers will be required to develop their own diagnostic software to repair the OPEX products.



### **Spare parts**

- For machines covered under a maintenance agreement, the local OPEX service technician keeps a stock of recommended spare parts. This means the majority of the time, the service representative will have the needed part on hand to solve your machine problem, as opposed to ordering the part from the home office.
- Parts that are replaced are OPEX certified parts.

### **Preventative maintenance**

- We regularly inspect our machines, replacing worn parts and performing service often before the machines actually experience downtime. The service contract on the FalconV+ and the Falcon includes 6 preventative maintenance visits per year. The service contract on the Model 72 includes 12 preventative maintenance visits per year.
- Performing proper preventative maintenance not only helps avoid down time, but also keeps the machine working to its most efficient level.

### **Unlimited Demand Calls**

If a call is placed on the machine, a technician will exert all reasonable efforts to respond to the equipment site within four (4) hours for the above listed machines from the time we receive your service call, during our standard hours of on-call coverage.

I hope the above information is helpful to you. If you have any questions regarding the quoted pricing or OPEX Service, please do not hesitate to contact me at 856-727-1100 ext. 5315 or via email at [lhitchman@opex.com](mailto:lhitchman@opex.com).

Sincerely,  
OPEX Corporation

A handwritten signature in blue ink that reads "Lynda Hitchman".

Lynda Hitchman | Special Projects Coordinator  
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