

RE: Important: Your Upcoming Blackbaud Renewal

Ian Robinson <Ian.Robinson@blackbaud.com>

Thu 9/14/2023 1:56 PM

To: Lisa Kirk <kirkalisa@fhda.edu>

Cc: Martin Varela <varelamartin@fhda.edu>; Jennifer Nguyen <nguyenjennifer@fhda.edu>

Hello Lisa,

I just sent you an email that contains information from our COO Kevin Gregoire that discusses the justification for having the year 1 increase be higher than what you have been used to in the past.

Some of the reasons for the larger increase in year one include:

- Doubling our investments in security, keeping customer and constituent data protected
- Making large investments in our existing hosted environments and in our public cloud space, representing over a 10% investment increase year over year
- 20% increase in Customer Success investment, including the development of an Onboarding team, the investment made to launch and staff our new Blackbaud Community, and much more
- Creation and ongoing cultivation of our Partner Network and App Marketplace, extending our innovation to solve more market problems, faster
- Launch of hundreds of enhancements to usability and new functionality across our portfolio as shared during our bi-annual Product Update Briefings, made possible by increasing investment in R&D organization with over 1,100 engineers and product experts improving our portfolio every day

So to answer the questions your asked.

1. Why does the annual amount go up 23% from this year to next? **Please see above.**
2. Would a three-year agreement have the same annual costs as the four-year agreement? **Yes, 3 + year agreements carry the same increases so any year after 3, would raise by the same rate you are seeing. If you want to remove year 4 from the quote, the pricing for Years 1,2 and 3 would remain the same.**
3. We used to renew annually. Is this still an option, and if so, what are the expected annual % increases? – **We have recently moved to a 3-year default to help clients lock in the best available pricing that we offer. I don't have the exact 1-year rates at this time, but it will be noticeably higher than what you are seeing in year 1, and does not bring any guarantee to lock in the rates for the following years increase (whatever that increase may be in June 2025).**

Please let me know if you have any additional questions.

Best,

Ian Robinson
Renewals Specialist
Renewals & Customer Retention
Upcoming Time Off: 9/27-10/4

Blackbaud, Inc.

Austin, TX (Central Time)

ian.robinson@blackbaud.com | blackbaud.com

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Sensitivity: Confidential

From: Lisa Kirk <kirkalisa@fhda.edu>
Sent: Thursday, September 14, 2023 3:07 PM
To: Ian Robinson <Ian.Robinson@blackbaud.com>
Cc: Martin Varela <varelamartin@fhda.edu>; Jennifer Nguyen <nguyenjennifer@fhda.edu>
Subject: Re: Important: Your Upcoming Blackbaud Renewal

Hello Ian,

Your four-year quote shows an annual increase of 8% each year, from 2024-2025 to 2027-2028 and that seems reasonable.

Total annual cost:

Year 1 \$9,377.26

Year 2 \$10,127.44

Year 3 \$10,937.64

Year 4 \$11,812.65

However, our total cost for this year, 2023-2024, was only \$7,623.79. That is an increase of 23% from `23-24 to `24-25, Year 1 of the new agreement.

The funding for FE NXT is funded by student government and I would like to have answers for them to the following questions:

1. Why does the annual amount go up 23% from this year to next?
2. Would a three-year agreement have the same annual costs as the four-year agreement?
3. We used to renew annually. Is this still an option, and if so, what are the expected annual % increases?

Thank you kindly,

Lisa Kirk, Accountant

De Anza Student Government (DASG) & Club Accounting

De Anza College Student Accounts

KirkLisa@deanza.edu

Phone (408)864-8528

<http://www.deanza.edu/studentaccounts/>

Sensitivity: Confidential

From: Lisa Kirk <kirklisa@fhda.edu>

Sent: Wednesday, September 6, 2023 8:31 AM

To: Ian Robinson <Ian.Robinson@blackbaud.com>

Cc: Martin Varela <varelamartin@fhda.edu>; Jennifer Nguyen <nguyenjennifer@fhda.edu>

Subject: Re: Important: Your Upcoming Blackbaud Renewal

Good Morning Ian,

I appreciate the pricing in the quote. However, I am not authorized to sign an order form. Multi-year agreements require many administrative approvals at our community college district, including our Board of Trustees.

I will begin by discussing this with my manager, Martin Varela and we will be in touch.

Kindly,

Lisa Kirk, Accountant

De Anza Student Government (DASG) & Club Accounting

De Anza College Student Accounts

KirkLisa@deanza.edu

Phone (408)864-8528

<http://www.deanza.edu/studentaccounts/>

From: Ian Robinson <Ian.Robinson@blackbaud.com>

Sent: Wednesday, September 6, 2023 6:36 AM

To: Lisa Kirk <kirklisa@fhda.edu>

Cc: Martin Varela <varelamartin@fhda.edu>; Jennifer Nguyen <nguyenjennifer@fhda.edu>

Subject: RE: Important: Your Upcoming Blackbaud Renewal

Hello Lisa,

I hope you are doing well. Usually, our renewals are generated 6 months prior to the start date but due to the need for

you to have it prior to November, I was able to get the quote generated early for you.

I've attached a draft of your renewal quote. Please note that we can only honor the pricing in this quote if you sign the order form. If you would like to lock in the price, please let me know, and I will send you an order form to sign by 10/2/2023.

Please let me know if you have any questions.

Best,

Ian Robinson
Renewals Specialist
Renewals & Customer Retention
Upcoming Time Off: 9/27-10/3

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Austin, TX (Central Time)

ian.robinson@blackbaud.com | blackbaud.com

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From: Lisa Kirk <kirkalisa@fhda.edu>
Sent: Tuesday, September 5, 2023 4:50 PM
To: Ian Robinson <ian.Robinson@blackbaud.com>
Cc: Martin Varela <varelamartin@fhda.edu>; Jennifer Nguyen <nguyenjennifer@fhda.edu>
Subject: Re: Important: Your Upcoming Blackbaud Renewal

Good Afternoon Ian,

Would you please provide a quote for FENXT annual fees for our 2024-2025 fiscal year that begins on 7/1/24 and ends on 6/30/25?

Our office is funded by Student Government and budget requests for the `24-25 fiscal year are due in early November.

Thank you kindly,

Lisa Kirk, Accountant

De Anza Student Government (DASG) & Club Accounting

De Anza College Student Accounts

KirkLisa@deanza.edu

Phone (408)864-8528

<http://www.deanza.edu/studentaccounts/>

From: Ian Robinson <Ian.Robinson@blackbaud.com>

Sent: Monday, June 5, 2023 10:37 AM

To: Lisa Kirk <kirklisa@fhda.edu>

Cc: Martin Varela <varelamartin@fhda.edu>; Jennifer Nguyen <nguyenjennifer@fhda.edu>

Subject: Re: Important: Your Upcoming Blackbaud Renewal

You're welcome!

We will be in touch in a few months for the July 2024 renewal. It's just a bit too early for us to get the correct pricing for that and we will need to wait until closer to the Fall.

Have a great week ahead.

Ian Robinson

Renewals Specialist

Renewals & Customer Retention

Upcoming Time Off: N/A

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Austin, TX (Central Time)

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From: Lisa Kirk <kirklisa@fhda.edu>

Sent: Monday, June 5, 2023 12:33 PM

To: Ian Robinson <Ian.Robinson@blackbaud.com>

Cc: Martin Varela <varelamartin@fhda.edu>; Jennifer Nguyen <nguyenjennifer@fhda.edu>

Subject: Re: Important: Your Upcoming Blackbaud Renewal

Thank you very much Ian! Your assistance and understanding are greatly

appreciated.

Please let us know when we can begin the process for the FE NXT Agreement that will begin on July 1, 2024. The De Anza Student Government provides the funding for FE NXT through an annual budget process and budget requests are due in early November.

Kindly,
Lisa

Lisa Kirk, Accountant

De Anza Student Government (DASG) & Club Accounting

De Anza College Student Accounts

KirkLisa@deanza.edu

Phone (408)864-8528

<http://www.deanza.edu/studentaccounts/>

From: Ian Robinson <Ian.Robinson@blackbaud.com>

Sent: Monday, June 5, 2023 10:23 AM

To: Lisa Kirk <kirkalisa@fhda.edu>

Cc: Martin Varela <varelamartin@fhda.edu>; Jennifer Nguyen <nguyenjennifer@fhda.edu>

Subject: Re: Important: Your Upcoming Blackbaud Renewal

Hello Lisa,

I hope you have been well. We will honor the late cancellation request this time. Please note for any changes to future renewals, we will need to have the request in writing prior to the 45-day deadline.

I'll process this FE NXT Learn More cancellation. Nothing further is needed from your side. You will still have access to the FE NXT Learn training through 6/30/2023.

Have a great day.

Ian Robinson

Renewals Specialist

Renewals & Customer Retention

Upcoming Time Off: N/A

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From: Lisa Kirk <kirklisa@fhda.edu>
Sent: Monday, June 5, 2023 9:59 AM
To: Ian Robinson <Ian.Robinson@blackbaud.com>
Cc: Martin Varela <varelamartin@fhda.edu>; Jennifer Nguyen <nguyenjennifer@fhda.edu>
Subject: Re: Important: Your Upcoming Blackbaud Renewal

Good Morning Ian,

I thought I replied to your email from February, so I was very surprised to get an invoice from Blackbaud for FE NXT Learn More Training.

Our college/District is not interested in continuing FE NXT Learn More Training at this time. This was already negotiated with Blackbaud by the Foothill/De Anza (FHDA) Community College District management in our four-year contract for FE NXT that ends on 6/30/24. Only the first three years included Learn More.

Kindly let me know what FHDA needs to do moving forward. The current FE NXT agreement ends on 6/30/24, and a new agreement will need to be negotiated and signed by FHDA management, not myself.

Thank you,
Lisa

Lisa Kirk, Accountant

De Anza Student Government (DASG) & Club Accounting

De Anza College Student Accounts

KirkLisa@deanza.edu

Phone (408)864-8528

<http://www.deanza.edu/studentaccounts/>

From: Ian Robinson <Ian.Robinson@blackbaud.com>
Sent: Wednesday, February 1, 2023 8:17 AM
To: Lisa Kirk <kirklisa@fhda.edu>

Cc: Martin Varela <varelamartin@fhda.edu>; Jennifer Nguyen <nguyenjennifer@fhda.edu>
Subject: RE: Important: Your Upcoming Blackbaud Renewal

Hello Lisa,

Thank you for reaching out and sorry for the confusion of this reminder email. Our records are correct, it's the title of the renewal that is causing the issue here. This is for FE NXT LearnMore training.

It's something our internal teams are working on so we can make that much clearer in the reminder emails.

Hope this clears it up. Let me know if you have any questions.

Best,

Ian Robinson
Renewals Specialist
Renewals & Customer Retention
Upcoming Time Off: N/A

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Austin, TX (Central Time)
ian.robinson@blackbaud.com | blackbaud.com

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From: Lisa Kirk <kirklisa@fhda.edu>
Sent: Wednesday, February 1, 2023 10:09 AM
To: Ian Robinson <Ian.Robinson@blackbaud.com>
Cc: Martin Varela <varelamartin@fhda.edu>; Jennifer Nguyen <nguyenjennifer@fhda.edu>
Subject: Re: Important: Your Upcoming Blackbaud Renewal

Good Morning Ian,

Our Blackbaud contract runs through June 30, 2024 for Year 4. See the attached files for the details from Blackbaud and our Foothill De Anza Board of Trustees approval.

We have an amount due of **\$7,623.79** for July 1, 2023 through June 30, 2024. Please correct your records.

Thank you,

Lisa

Lisa Kirk, Accountant

Student Government & Club Accounting

De Anza College Student Accounts

KirkLisa@deanza.edu

Phone (408)864-8528

<http://www.deanza.edu/studentaccounts/>

From: Ian Robinson <ian.robinson@blackbaud.com>

Sent: Wednesday, February 1, 2023 6:37 AM

To: Lisa Kirk <kirkalisa@fhda.edu>

Subject: Important: Your Upcoming Blackbaud Renewal

Blackbaud Gradient

Hello Lisa,

Your renewal for De Anza College, Site ID 15080, is quickly approaching. We are renewing your agreement for a 3-year term to lock in the best pricing for you. If your current term is greater than 3 years, then your subscription will match your current term length.

A message from Kevin Gregoire, Chief Operating Officer

Over the past year, we—along with many of you—have experienced continued pricing pressure across nearly all our underlying costs: rising supplier costs, increased labor costs, and the growing cost of product and service investments. As a result, we are adjusting our subscription price for customers at time of contract renewal, starting on March 1, 2023.

As your committed partner, we are focused on continuing to increase the value you receive with your Blackbaud subscription. Some of our recent enhancements include:

- **Investment in our award-winning Customer Success team, including increased staffing of designated Customer Success Managers, to partner with you in identifying your solution outcomes and goals, as well as steps to help you achieve them**
- **Continuous enhancements to our cybersecurity program with a global corps of security experts working 24/7/365 to protect you and keep your mission on track**
- **Implementing a new and enhanced customer onboarding experience, including the onboarding of your new employees**
- **New product innovations supported by product update briefings and adoption plans to ensure you get the most out of new purpose-built capabilities**
- **Embedding prescriptive and predictive analytics in our solutions that are built on sector expertise to help you achieve your goals faster**
- **New resources from our sector experts including live webinars, self-serve toolkits and whitepapers, and access to a vibrant network of 50,000 active industry peers through the Blackbaud Community**

Renewal Details:

- **Subscription(s) Renewing:** FENXT
- **Renewal Period:** July 1, 2023 - June 30, 2026
- **Total Year 1:** \$ 3,434.55 USD
- **Total Year 2:** \$ 3,709.31 USD
- **Total Year 3:** \$ 4,006.06 USD
- **Invoice Date:** 30 days prior to July 1, 2023

The pricing above is based on a 3+ year term and includes an annual increase as stated in Blackbaud's standard contract terms. Annual increases for shorter-term contracts are higher than what is reflected in the pricing above.

If you have questions about the above notice or information provided, please respond to this email, and we will follow up with you directly. Any changes to the renewal contract must be provided by email prior to May 17, 2023.

We are here to assist with any questions about your renewal and value your ongoing partnership.

- For more information and FAQs about renewals and billing, please visit [Billing FAQs | Blackbaud](#).
- For more information about your solutions and their capabilities, please visit [Blackbaud Customer Success Enablement Resources](#).

Thank you,

Ian Robinson

Blackbaud Customer Renewals

Blackbaud, Inc.

65 Fairchild Street, Charleston, SC 29492

blackbaudrenewals@blackbaud.com | blackbaud.com

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Blackbaud Gradient

Please add ian.robinson@blackbaud.com your address book or safe senders list. You are receiving this email because

kirklisa@fhda.edu is signed up to receive Blackbaud communications.