

SOFTWARE MAINTENANCE CONTRACT (RENEWAL)

This Software Maintenance Contract (Renewal) with Intergraph Corporation SGI Division for services is entered into this _____ day of _____, 2015 by and between the City of Flagstaff, a political subdivision of the state of Arizona ("City" or "Customer") and Intergraph Corporation ("Intergraph"), and consists of the following documents attached hereto related to services to be provided to the City Police Department:

Quote dated March 2, 2015, signed by authorized representative of Intergraph, including:

Exhibit A

U.S. Maintenance Terms and Conditions for Software

Addendum to U.S. Maintenance Terms and Conditions for Software

INTERGRAPH CORPORATION

Its Authorized Representative

CITY OF FLAGSTAFF

Mayor

Attest by:

City Clerk

Approved as to form:

City Attorney's Office



March. 2, 2015

Flagstaff AZ City of
Attn: Larry Zamora
Police Department
911 E. Sawmill Rd
Flagstaff, AZ 86001

Reference: [Previous Maint Contract 1-8QADXD and Renewal Quote 1-B4IDB1]
Performance period begin date: 7/01/2015
Performance period end date: 6/30/2016

Dear Mr. Zamora

Thank you for being a customer of Intergraph products and maintenance services. Our records indicate that your maintenance service contract will expire soon, so ensure that you are able to continue using your Intergraph products to their fullest potential and renew your maintenance today. The renewal performance period is shown above.

The total contract value for this renewal period is \$210,084.04 excluding tax, and can be seen in detail on the attached cover sheet. Applicable Maintenance Terms and Conditions are included with this quotation for your convenient reference.

If the attached quotation requires no revisions, simply sign and fax to Intergraph the enclosed quotation summary sheet, along with your purchase order and tax exempt certificate, as applicable. If you do require changes to the attached quotation, in order to expedite your service contract and ensure uninterrupted coverage, send via fax or e-mail any required revisions to us at least thirty days prior to the performance period begin date shown above, and we will then issue to you a revised quotation. **Please note that if we do not receive your maintenance renewal prior to the performance period begin date, in addition to any reinstatement fees that may be charged as described below, maintenance services for the new coverage period will be terminated or suspended by Intergraph, including your ability to access system support or the knowledge base, or the ability to log or check support requests. Therefore it is important that you do not delay in renewing your maintenance service contract.** If however, you should decide to decline maintenance services at this time, please notify us at your earliest convenience so that we may update our records.

We want to bring to your attention the following policies that apply to Intergraph maintenance services:

Reinstatement Fee for Lapse in Intergraph Maintenance Coverage. Effective January 1, 2011, Intergraph will begin charging a 25% reinstatement fee for any renewal not received by the performance period begin date. The reinstatement fee will be calculated and assessed for each month in which there has been a lapse in coverage. The details of this fee may be found in Section 4.1 of the Terms and Conditions. To ensure that you are not assessed a reinstatement fee, please return your renewal instructions before the performance period begin date.

Reinstatement Fee for Lapse in Oracle Maintenance Coverage. Effective January 1, 2006, Oracle Corporation began charging Intergraph a 50% reinstatement fee for all Oracle products for which renewal instructions are not received by the performance period begin date. The Oracle reinstatement fee is calculated and assessed for each month in which there has been a lapse in coverage. Therefore, in addition to Intergraph's 25% reinstatement fee, if your renewal for Oracle license maintenance is not received by the performance period begin date, Intergraph will pass along the reinstatement fee to you, and you will be responsible for all Oracle reinstatement fees resulting from your late renewal.

License Re-purchase for Lapse in Microsoft SQL Server and BizTalk Maintenance Coverage. There is no allowance under Intergraph's agreement with Microsoft for reinstating maintenance that has lapsed on Microsoft SQL Server and BizTalk licenses obtained from Intergraph and for which Intergraph provides maintenance and support. Microsoft only allows Intergraph to provide maintenance (including upgrades of the Microsoft products) to you if you provide renewal instructions prior to the performance period begin date shown in the attached quote and without any lapse in coverage. Any maintenance renewal received on or after the performance period begin date is considered to be a lapse in coverage and will not be accepted by Intergraph. Therefore, if your renewal for the Microsoft license maintenance is not received by Intergraph by the performance period begin date, when you wish to upgrade to a new version of SQL Server and/or BizTalk, you shall be required to re-purchase the licenses for the Microsoft products at the then current list price of those products, plus one year of maintenance coverage from the date of re-purchase. You will not be eligible to obtain support services from Intergraph during any lapse in maintenance coverage for SQL Server and/or BizTalk.

Business Intelligence Maintenance Begins with License Purchase; Maintenance Renewals Must be Received Before Current Maintenance Term Expires. Due to constraints related to third party content in the Business Intelligence suite, the maintenance term must begin when Business Intelligence licenses are purchased. The maintenance must renew, if elected, on the anniversary of the license purchase; therefore, your renewal instructions must be received prior to the performance period begin date shown in the attached quote and without any lapse in coverage. Any maintenance renewal received on or after the performance period begin date is considered to be a lapse in coverage and will not be accepted by Intergraph. Therefore, if your renewal for the Business Intelligence license maintenance is not received by Intergraph by the performance period begin date, when you wish to upgrade to a new version of Business Intelligence, you shall be required to purchase an upgrade of the Business Intelligence products at a price that is fifty percent (50%) of the then current list price, plus one year of maintenance coverage from the date of the upgrade purchase. You will not be eligible to obtain support services from Intergraph during any lapse in maintenance coverage for the Business Intelligence products.

Charges are Payable Annually and In Advance. Effective March 27, 2008, Intergraph implemented annual, in advance, payment terms for maintenance service contracts. If you wish to instead pay quarterly in advance, please request a revised quotation. A convenience fee of 15% will be added to contracts with quarterly payment schedules instead of annual. The convenience fee will be prorated across the four quarterly invoices.

The following are different from your current contract:

- a) Price increases for software

Please note also the following:

Update Your Contact Information. We have enclosed with this letter a list of the contact people that we have on file for your maintenance services contract. Please help us to ensure the accuracy of your contact information. Contact information is used by Intergraph to communicate to you regarding your Intergraph maintenance services contract, including information about upgrades, fixes, service requests and change requests. Contact information will not be disclosed to any third party that is not affiliated with Intergraph, except to the limited extent necessary to fulfill your requests for products, services, or support. Please edit the contact list as necessary and return the updated list to us via email at sgimaintcont@intergraph.com or bjverdon@intergraph.com. If any of the contact people would like an Intergraph e-Service login, please place a "Y" in the first column of the list and include a valid email address for that person. An email address is required for every individual requesting an e-Service login.

Hexagon 2015 International Users' Conference Registration Special Offer

Make plans to attend the Hexagon 2015 conference in Las Vegas scheduled for June 2015. International Users' Conference registrations are available through your maintenance contract renewal. At Hexagon 2015 you can take advantage of focused technical and hands-on sessions tailored to your industry; preview new and future Intergraph innovations; discuss industry trends, operational challenges, and technology applications with your colleagues from around the world...and much more.

If purchased through your maintenance services contract, the Hexagon 2015 conference fee is only \$699.00 per user. All of the registrations processed through this program are payable 100% in advance, no later than May 31, 2015, and are non-refundable. Please notify us within 30 days of the date of this letter if you would like to take advantage of this offer. We will add the required number of registrations to your quotation and send the revised quotation to you. The offer to add conference registrations to your maintenance services contract is available for up to twenty attendees. All maintenance orders must be paid no later than May 31, 2015. Information regarding redemption of the registrations purchased through this program will be provided to you at a later date.

Organization Name: The correct name of the Intergraph division issuing this quotation is "Security, Government & Infrastructure" (SG&I). Please issue all purchase orders in the name of either "Intergraph Corporation" or "SG&I."

Thank you again for your interest in Intergraph products and services. We look forward to hearing from you soon. If you have questions concerning this quotation, please feel free to call me at 256-730-2389.

Sincerely,

Trey Sampson

Trey Sampson
Maintenance Contract Administrator
Intergraph Corporation, Inc.
Security, Government & Infrastructure (SG&I) Division
305 Intergraph Way
Huntsville, AL 35824
treysampson@intergraph.com
FAX: (256) 730-1164
Enclosure: as stated

MAINTENANCE QUOTATION SUMMARY

Quote: 1-B4IDB1
Service Level: Premium

Performance Period: 07/01/2015 through 06/30/2016
Billing Terms: PREPAID



Customer:

Flagstaff AZ City Of
ATTN: Larry Zamora
Police Department
911 East Sawmill Road
Flagstaff, AZ 86001
USA

Billing Address:

Flagstaff AZ City Of
ATTN: Accounts Payable
City Hall
211 West Aspen Avenue
Flagstaff, AZ 86001
USA

Quotation Summary:

SW Maint Services	\$209,584.04
Total Services Cost*	\$210,084.04
	\$500.00

* Total is exclusive of applicable taxes. Applicable taxes will be added to the invoice.

The maintenance services quoted herein are subject to the attached U.S. Maintenance Terms and Conditions. This agreement shall only become binding and effective upon the written acceptance by Intergraph. This quotation expires ninety (90) days from the date of issue by Intergraph.

THIS IS NOT AN INVOICE

Offered by: Intergraph Corporation
Security, Government & Infrastructure (SG&I) Division

Accepted by:

Signature: Trey Sampson
Name: Trey Sampson
Date: 03/02/2015
Email: trey.sampson@intergraph.com
Telephone: 256-730-2389
Fax: 256-730-5641

Signature: 
Name: Jennifer Brown
Title: Support Services Manager
Date: May 18, 2015
Email: JBrown@colowmo.az.gov
Telephone: 928-556-2305
Fax: 928-213-3308

Please mark one of the following options when submitting your acceptance:

A Purchase Order will not be issued. Customer signature above constitutes notice to proceed with this agreement.

A Purchase Order will be issued and shall reference the terms and conditions of above referenced quote.

Exhibit A

Security, Government & Infrastructure



Flagstaff AZ City Of
 Account Nbr: MDC-1320
 Quote: 1-B4IDB1- Flagstaff AZ City of SW 2015

PO#:
 Performance Period: 07/01/2015 through 06/30/2016
 Service Level: Premium

Bill To:

Flagstaff AZ City Of
 ATTN: Accounts Payable
 City Hall
 211 West Aspen Avenue
 Flagstaff, AZ 86001
 USA

Ship To:

Flagstaff AZ City Of
 ATTN: Larry Zamora
 Police Department
 911 East Sawmill Road
 Flagstaff, AZ 86001
 USA

Ln	Base Part	Description	Serial	Begin	End	Coverage	Mths	Qty	Monthly Cost	Total Cost
Site Number: 00098398										
1	IPS0001	I/Executive	MME-1-XRNO	07/01/2015	06/30/2016	Ph Supp with Upg's	12	1	\$738.00	\$8,856.00
2	IPS0002	I/Dispatcher	MME-1-XRNQ	07/01/2015	06/30/2016	Ph Supp with Upg's	12	12	\$316.00	\$45,504.00
3	IPS0002TRN	I/Dispatcher - Training License	MME-1-AIPAR	07/01/2015	06/30/2016	Ph Supp with Upg's	12	1	\$316.00	\$3,792.00
4	IPS0004	I/Informr	MME-1-XXGW	07/01/2015	06/30/2016	Ph Supp with Upg's	12	2	\$422.00	\$10,128.00
5	IPS0004A	I/Informr to I/LEADS	1-288980758	07/01/2015	06/30/2016	Ph Supp with Upg's	12	1	\$0.00	\$0.00
6	IPS0007	I/Executive 2	MME-1-XXH0	07/01/2015	06/30/2016	Ph Supp with Upg's	12	1	\$526.00	\$6,312.00
7	IPS0009	I/Mobile Data Terminal	MME-1-9P9BA	07/01/2015	06/30/2016	Ph Supp with Upg's	12	1	\$844.00	\$10,128.00
8	IPS0012	I/Page	MME-1-XXH2	07/01/2015	06/30/2016	Ph Supp with Upg's	12	1	\$383.00	\$4,596.00
9	IPS0015	I/Tracker	MME-1-9P9F2	07/01/2015	06/30/2016	Ph Supp with Upg's	12	1	\$477.00	\$5,724.00
10	IPS0019	I/LEADS-Server	MME-1-XXH4	07/01/2015	06/30/2016	Ph Supp with Upg's	12	1	\$401.00	\$4,812.00
11	IPS0020	I/LEADS-Records Management System CC - Desktop Client	MME-1-XXH6	07/01/2015	06/30/2016	Ph Supp with Upg's	12	60	\$30.00	\$21,600.00
12	IPS0024	I/LEADS-Civil Process System	MME-1-XXJY	07/01/2015	06/30/2016	Ph Supp with Upg's	12	1	\$183.00	\$2,196.00
13	IPS0026	I/LEADS-Jail Management System - Client	MME-1-XXK0	07/01/2015	06/30/2016	Ph Supp with Upg's	12	20	\$20.00	\$4,800.00
14	IPS0030	I/LEADS-CAD Link	MME-1-XXL4	07/01/2015	06/30/2016	Ph Supp with Upg's	12	1	\$0.00	\$0.00

Exhibit A

Security, Government & Infrastructure



Flagstaff AZ City Of

Account Nbr: MDC-1320

Quote: 1-B4IDB1- Flagstaff AZ City of SW 2015

PO#:

Performance Period: 07/01/2015 through 06/30/2016

Service Level: Premium

Ln	Base Part	Description	Serial	Begin	End	Coverage	Mths	Qty	Monthly Cost	Total Cost
15	IPS0038	I/Mobile	MME-1-9P9BI	07/01/2015	06/30/2016	Ph Supp with Upg's	12	27	\$22.00	\$7,128.00
16	IPS0042A	I/NetViewer - 15 users	MME-1-XXLI	07/01/2015	06/30/2016	Ph Supp with Upg's	12	1	\$477.00	\$5,724.00
17	IPS0048	I/FRMS-CADlink	MME-1-88551	07/01/2015	06/30/2016	Ph Supp with Upg's	12	1	\$192.00	\$2,304.00
18	IPS1163-M	I/MapEditor CC	17HURF900098398	07/01/2015	06/30/2016	Ph Supp with Upg's	12	1	\$78.00	\$936.00
19	IPSCUSTOM12	E-Citation SW Interface	1-268633407	07/01/2015	06/30/2016	Ph Supp with Upg's	12	1	\$506.10	\$6,073.20
20	IPSF520AA-1002A	Oracle Standard Ed.- Application Sp	ORA-11059	07/01/2015	06/30/2016	Ph Supp with Upg's	12	96	\$10.00	\$11,520.00
23	IPSF584AA-A	Oracle Std Ed-Appl Spec Named User	MME-1-9QLA7	07/01/2015	06/30/2016	Ph Supp with Upg's	12	120	\$9.00	\$12,960.00
24	IPS0082-M	Map Admin Utility NL for I/Map & I/Executive Users		07/01/2015	06/30/2016	Ph Supp with Upg's	12	1	\$184.00	\$2,208.00
26	GSPX5007	GeoMedia Professional	18QADX00098398	07/01/2015	06/30/2016	Ph Supp with Upg's	12	1	\$208.00	\$2,496.00
Subtotal for Site Number 00098398										
Site Number: 50000554										
22	IPS0002	I/Dispatcher	MME-1-9VZXH	07/01/2015	06/30/2016	Ph Supp with Upg's	12	2	\$316.00	\$7,584.00
Subtotal for Site Number 50000554										
Site Number: 50001020										
27	IPSCUSTOM11	I/Leads upgrade Livescan Interface	MME-1-63RLDV	07/01/2015	06/30/2016	Ph Supp with Upg's	12	1	\$81.90	\$982.80
28	IPS0038	I/Mobile from Coconino		07/01/2015	06/30/2016	Ph Supp with Upg's	12	5	\$92.75	\$5,565.00
29	IPS0020	I/Leads from Coconino		07/01/2015	06/30/2016	Ph Supp with Upg's	12	5	\$132.50	\$7,950.00
31	IPSCUSTOM10	I/Leads RMS Custom Services for DPS Mugshot		01/01/2016	06/30/2016	Ph Supp with Upg's	6	1	\$533.34	\$3,200.04
Subtotal for Site Number 50001020										
Site Number: Billing										
\$17,697.84										

Exhibit A

Security, Government & Infrastructure



Flagstaff AZ City Of

Account Nbr: MDC-1320

Quote: 1-B4IDB1- Flagstaff AZ City of SW 2015

PO#:

Performance Period: 07/01/2015 through 06/30/2016

Service Level: Premium

Ln	Base Part	Description	Serial	Begin	End	Coverage	Mths	Qty	Monthly Cost	Total Cost
30	BackMaint5	3/1/15-6/30/15 Coconino I/ Mobile and I/Leads		07/01/2015	07/31/2015		1	1	\$4,505.00	\$4,505.00
32	ESCROW	Annual Software Escrow Fee		07/01/2015	07/31/2015		1	1	\$500.00	\$500.00
Subtotal for Site Number Billing										\$5,005.00

Grand Total Excluding Tax \$210,084.04



Security, Government & Infrastructure (SG&I) U.S. Maintenance Terms and Conditions for Software

This document ("Terms and Conditions") and the Quote to which these Terms and Conditions are attached set forth the terms and conditions for the maintenance of software and related support services by Intergraph Corporation, doing business as the Security, Government and Infrastructure Division ("Intergraph") for Customer.

1. DEFINITIONS

- 1.1. "Affiliate" means any entity or person controlled by or under common control of Intergraph Corporation. For the purposes of this Agreement, the term "control" means ownership, directly or indirectly, of equity securities entitling the owner to exercise in the aggregate equal or more than twenty-five percent (25%) of the voting power of the entity in question. For the avoidance of doubt, any Affiliate of Intergraph Corporation is as well deemed an Affiliate of any other Affiliate of Intergraph Corporation; also Intergraph Corporation is an Affiliate of any of its Affiliates.
- 1.2. "Agreement" means (1) the binding contract incorporating these Terms and Conditions as well as the Quote submitted to Customer under Section 2 and/or, if applicable, (2) the binding contract incorporating a Quote submitted to Customer under Section 3.2 and/or Section 12.1 as well as the maintenance service contract terms and conditions referenced therein.
- 1.3. "Coverage Period" means the period of performance set forth in the Quote.
- 1.4. "Covered Products" means the software listed on the Quote for which Services are to be provided to Customer by Intergraph. Covered Products shall also include additional copies of the software (i) where the original software is already covered by the Agreement and (ii) for which additional licenses are purchased or otherwise obtained by Customer during the Coverage Period. Covered Products may include Software Products, as well as Third Party Software.
- 1.5. "Customer" means the entity or person purchasing Services.
- 1.6. "Quote" means a quotation for Services submitted to Customer by Intergraph or an authorized Intergraph partner, along with a product quotation at time of purchase of the product to be maintained, according to Section 2, or a quotation for Services submitted to Customer by Intergraph, according to, Section 3.2 and/or Section 12.1.
- 1.7. "Services" means the maintenance and support services for Covered Products that are further described in the Agreement.
- 1.8. "Software Product" includes Intergraph's or Intergraph's Affiliate's computer software and all of the contents of the files, disk(s), CD-ROM(s) or other media with which the software is provided, including any templates, data, printed materials, and "online" or electronic documentation, all copies, and any Updates of such Software Products. Software Products

are subject to all of the terms and conditions of the End-User License Agreement (“EULA”) provided with the Software Product.

- 1.9. “Third Party Software” means computer software or other technology in which any person or entity, other than Intergraph or Intergraph’s Affiliate, has any right, title or interest, including any restrictions or obligations (such as obligations to obtain consents or approvals and restrictions that may be eliminated only by obtaining such consents or approvals) applicable to the computer software or technology, but does not include software embedded in the Software Products by license from third parties. The use of Third Party Software is subject to all of the terms and conditions of the third party’s software license or similar agreement (“SLA”) provided with the Third Party Software.
- 1.10. “Update(s)” means any Upgrade, modified version, fix, patch and/or update of Covered Products. The use of Updates is subject to all of the terms and conditions of the EULA or SLA provided with Customer’s current version of the Covered Products.
- 1.11. “Upgrade(s)” means each new release of Covered Products. Upgrades require a full installation and may be provided with a separate EULA or SLA. Any EULA or SLA delivered with the Upgrade will supersede any EULA or SLA associated with prior releases of the Covered Products.

2. AUTHORIZATION OF SERVICES

By either (a) returning a signed Quote; (b) submitting a signed purchase order referencing a Quote; (c) paying any charges as set forth on a Quote; or (d) accepting delivery of Services as set forth on a Quote, Customer authorizes Intergraph to provide the Services for Covered Products during the Coverage Period in accordance with the Agreement. The Services will be provided by Intergraph in accordance with the Scope of Coverage as set forth in Section 5. The Agreement shall only become binding and effective upon the written acceptance by Intergraph or the first delivery of the Services set forth in the Quote, whichever is earlier.

3. TERM

- 3.1. Term. This Agreement shall begin, retroactively (if applicable), on the first calendar day of the first month of the applicable Coverage Period, and shall expire at the end of the Coverage Period unless terminated earlier as provided in Section 18, or renewed by mutual agreement of the parties in accordance with Section 3.2. The Coverage Period shall be for whole months only.
- 3.2. Renewal. Approximately ninety (90) days prior to the expiration date of any Coverage Period, Intergraph will submit to Customer a renewal Quote that includes pricing for the upcoming Coverage Period. Section 2 shall apply mutatis mutandis to the formation of the Agreement based on the renewal Quote as well as the maintenance service contract terms and conditions referenced therein or made available to Customer together with the renewal Quote. If the Agreement is not entered into based on the renewal Quote as well as the maintenance service contract terms and conditions referenced therein, Intergraph, after the preceding Coverage Period has expired, shall be entitled to discontinue Services for the affected Covered Products, including access to system support or knowledge base, and/or end the ability of Customer to log or check support requests.

4. REINSTATEMENT OF MAINTENANCE SUPPORT COVERAGE

- 4.1. Lapse in Software Maintenance Coverage. To reinstate Services after any termination or suspension thereof, Customer must pay a reinstatement fee. The Coverage Period for any reinstated Services (the “Renewal Coverage Period”) shall begin on the first day after the

expiration or termination of the last paid-in-full Coverage Period and extend until the next purchase anniversary date of the lapsed Covered Products. The reinstatement fee will equal twenty-five percent (25%) of the past due maintenance charges (rounded up to whole months only) for the Renewal Coverage Period, and shall be in addition to the total maintenance charges due for the Renewal Coverage Period, all calculated at the current maintenance list price. Upon request of Customer, Intergraph will provide a Quote for the Renewal Coverage Period, to include the reinstatement fee, which is applicable only for reinstatement made in the then-current month.

- 4.2. Failure to Obtain Maintenance Coverage. In the event Services were not purchased at the time that the Covered Product was originally purchased, in order to obtain Services, Customer must pay one hundred twenty-five percent (125%) of all maintenance payments from the date the original Covered Product was purchased up to the date the Services are actually purchased, plus one hundred percent (100%) of the remaining Coverage Period that expires upon the anniversary date of the original Covered Product purchase, all calculated at the current maintenance list price. The Coverage Period for such Covered Products will begin on the first day of the month in which the Covered Products were originally purchased.

5. SCOPE OF COVERAGE FOR SOFTWARE PRODUCTS

Services described in this Section apply to Software Products only. Services for Third Party Software are set forth in Section 10.

Intergraph offers two levels of Services for Software Products included in the Covered Products: Standard Support and Premium Support. Under both levels of Services, Intergraph shall provide reasonable commercial efforts to aid in the diagnosis and correction of defects in and provide general advice as to the use of the Software Products included in the Covered Products. The level of Services will be set forth on the Quote and will include the following:

5.1. **Standard Support:** Standard Support will include and be limited to the following:

- 5.1.1. Help Desk Support. Out-of-the-box functionality support via the Help Desk (telephone or eService via Intergraph's Customer Support Web Site where available at <http://esupport.intergraph.com>). Phone support for all priority levels of software errors is available on Monday through Friday from 8AM – 5PM at Customer's local time, excluding Intergraph-observed holidays. Local variances in support hours will be posted on the Customer Support Web Site or applicable local support website, or can be determined by contacting Customer's local Intergraph office.
- 5.1.2. Updates. Access to all available Updates of Software Products included in the Covered Products. Intergraph will notify Customer when Updates are made available for any Software Products for which Service has been purchased, by way of posting notices of such to the "Support Notices and Announcements" section on the Customer Support Web Site or applicable local support website or via direct notification by Intergraph. If applicable, Customer may also register on the Customer Support Web Site or applicable local support website to automatically receive email notifications when a new release of a Software Product is made available by Intergraph. Updates are shipped to Customer upon Customer request. Intergraph is not obligated to produce any Updates.
- 5.1.3. Knowledge Base. Twenty-four-hour-per-day/seven-day-per-week access to problem Knowledge Base, an on-line self-help tool.

5.2. **Premium Support:** Premium Support will include all of the features available under Standard Support. Additionally, when the software error is considered to be critical (meaning

production is down), then phone support is also available after-hours and on Intergraph-observed holidays.

Intergraph may not provide both levels of support for all Software Products in all countries. Customer may choose any level of Services offered, however all Software Products included in the Covered Products under the Agreement must have the same level of Services when available.

Services are only available for the current version and the one version prior to the current version of a particular Software Product. Services are limited to the specific Software Products listed on the Quote and functioning on the appropriate Intergraph-supported operating system.

6. MINIMUM SYSTEM REQUIREMENTS; CUSTOMER'S OBLIGATIONS

Performance of Services by Intergraph is specifically conditioned upon the following minimum system requirements and fulfillment by Customer of the following obligations (collectively, minimum system requirements and customer obligations hereinafter referred to as "Customer Obligations"):

- 6.1. Customer's hardware and operating system software must meet the minimum system requirements specified by Intergraph and made available to Customer upon request.
- 6.2. Customer's system must have input and output devices that enable the use of Intergraph's diagnostic programs and supplemental tests. The specifications of such devices shall be made available to Customer by Intergraph upon request.
- 6.3. Customer will be responsible for any required adjustments or updates to its hardware and/or operating system software required to accommodate Updates of Covered Products.
- 6.4. Customer will ensure availability of its own system technical support personnel so that Intergraph can fulfill its Service obligations.
- 6.5. When reporting problems to Intergraph's Help Desk, Customer will provide a complete problem description, along with all necessary documents and information that is available to Customer and required by Intergraph to diagnose and resolve the problem. Customer will grant all necessary access to all required systems as well as to the Covered Products, and any other reasonable assistance needed.
- 6.6. Customer will carry out any reasonable instructions on troubleshooting or circumvention of the problem provided by Intergraph through the Authorized Contact (as defined below in Section 8.1) immediately and in conformity with these instructions, and will install any necessary patches, defect corrections or new versions from Intergraph.
- 6.7. Customer is solely responsible for assuring the compatibility of non-Intergraph products with products provided by Intergraph.
- 6.8. Customer is solely responsible for ensuring its systems, software, and data are adequately backed up. Intergraph will not be liable for lost data.

In addition, Customer shall provide for any other requirements reasonably specified by Intergraph and related to the rendition of the Services to be met.

If Customer fails to fulfill its Customer Obligations, Intergraph is entitled to bill Intergraph's time and effort made necessary by Customer's failure at Intergraph's currently stated hourly rates.

7. EXCLUDED SOFTWARE SERVICES

Services for the following are outside the scope of this Agreement and may be available under separate agreement at an additional charge (collectively "Excluded Services"):

- 7.1. Installation of any Covered Product, Update, or interface software
- 7.2. Network configuration
- 7.3. Configuration or customization of Covered Products to customer requirements.
- 7.4. System-level tuning and optimization and system administration support

- 7.5. Programming or software development
- 7.6. Training
- 7.7. Services required because the Authorized Contact is not available or is not trained in accordance with Section 8
- 7.8. On-site Services
- 7.9. Services outside of the regular business hours associated with the applicable level of Services
- 7.10. Services required due to modifications of Covered Products by Customer. In the case of Intergraph software modules which assist in the creation and use of Customer software, the performance of Services under the Agreement is restricted to unmodified components of these Covered Products
- 7.11. Services required due to use other than in the ordinary manner intended for the Covered Products, or use in a manner that contravenes terms hereunder, or Customer's disregard of the installation and operating instructions according to the documentation provided with the Covered Products
- 7.12. Services required due to failure of software or hardware not supplied by Intergraph and not covered in the Agreement
- 7.13. Services required due to Customer's use of hardware or software that does not meet Intergraph specifications or failure of Customer to maintain or perform industry standard maintenance on Customer's hardware or software
- 7.14. Services required due to software or portions thereof that were incorrectly installed or configured, or use in an environment inconsistent with the support environment specified by Intergraph, or used with peripherals, operational equipment or accessories not conforming to Intergraph's specifications
- 7.15. Services required due to cases of force majeure, especially lightning strikes, fire or flood or other events not caused through Intergraph's fault.
- 7.16. Services required due to customer's failure to fulfill the Customer Obligations set forth in Section 6
- 7.17. Services required due to faulty or incomplete Customer data.

When ordered by Customer, Excluded Services or other software maintenance support services that are outside the scope of this Agreement will be billed by Intergraph according to the stated hourly rates and material prices in effect at the time such service is performed.

8. SYSTEM SUPPORT TECHNICIAN

- 8.1. Customer will appoint a minimum of two and a maximum of three contact people who are each authorized to make use of the Services ("Authorized Contacts").
- 8.2. Customer must make sure that the Authorized Contacts have adequate expertise and experience to make possible a targeted and professionally accurate description of malfunctions and make it possible for Intergraph to handle them efficiently. Authorized Contacts must have successfully completed Intergraph product training or complete it at the next available scheduled opportunity, for those products for which formal training is available. Customer will bear the cost of this training. Customer is obligated to select only those personnel for this task who are suitable for it by means of training and function, and who have knowledge of Customer's operating system, network, and hardware and software systems. Customer agrees to promptly notify Intergraph of any replacement of an Authorized Contact.

9. REMOTE ACCESS

Customer will permit Intergraph to electronically access Customer's system via SecureLink™. SecureLink™ is a tool for providing secure, auditable remote access to Customer's system in order for Intergraph support personnel ("Customer Support") to effectively troubleshoot critical or complex

problems and to expedite resolution of such issues. The Authorized Contacts should be available to assist Intergraph Customer Support as needed during this entire process. Customer Support will only access Customer's system with the knowledge and consent of Customer. For local variances specific to the use of remote access tools other than SecureLink™, Customer should contact the local Intergraph support office.

10. THIRD PARTY SOFTWARE

Support and Updates of Third Party Software shall be provided in the fashion and to the extent or duration that Intergraph is authorized to provide such by the third party manufacturer of the Third Party Software, and such Third Party Software Services may be subject to additional terms and conditions of the third party manufacturer of the Third Party Software.

Services and Updates for any Third Party Software that are not listed on the Quote must be obtained from the third party owner of the products or their designated representative.

11. REQUIRED COVERAGE

11.1. Multiple or Interdependent Licenses. Customer may not decline maintenance for individual licenses of a Covered Product for which Customer has multiple copies under Service at one site or for Covered Products that are being used interdependently at a single site, except in accordance with the relinquishment process described in Section 12.2.

11.2. Prerequisite Licenses. All prerequisite Intergraph software licenses that are necessary to operate the Covered Products for which Customer desires Services under the Agreement must also be included as Covered Products and listed on the Quote.

12. ADDITIONS AND REMOVALS OF COVERED PRODUCTS

12.1. Additions of Covered Products to Maintenance.

12.1.1. Additional Software Products from Intergraph. In the event Customer purchases additional licenses of Software Products from Intergraph during the term of this Agreement, Intergraph will provide Customer with a written extension Quote that reflects the additional licenses, the effective date of Service, and charges for the additional licenses, pursuant to the Agreement.

12.1.2. Additional Software Products from a third party. In the event Customer obtains additional licenses of Software Products from an authorized reseller or by any other means, Customer agrees to promptly notify Intergraph in writing about the newly acquired Software Products, and upon receipt of such notice, Intergraph will provide Customer with a written extension Quote that reflects the additional licenses, the effective date on which Intergraph may commence the Services with respect to the copies of the Software Product pertaining to the additional licenses, and the charges that would be due in return for these Services pursuant to the Agreement.

12.1.3. Section 2 shall apply mutatis mutandis to the formation of the Agreement based on the extension Quote submitted to Customer under Section 12.1.1 or Section 12.1.2 as well as the maintenance service contract terms and conditions referenced therein or made available to Customer together with the extension Quote. If the Agreement is not entered into based on the extension Quote as well as the maintenance service contract terms and conditions referenced therein, then the terms and conditions in Section 4 regarding reinstatement of Services will apply to the additional licenses of Software Products. If, however, the additional Software Products are multiple, interdependent, or prerequisite licenses as described in Section 11 above, Services

may not be declined, and Services and the appropriate monthly charges will begin on the effective date as shown on the extension Quote.

12.1.4. Additional Software Products via Software Transfer Policy. Customer shall purchase Services on all additional licenses of Software Products for a site obtained via software license transfer. Any such software license transfers shall be in accordance with the then-current Intergraph Software Transfer Policy and the EULA or other applicable Software License Agreement delivered with the Software Product.

12.2. Removal of Covered Products from Maintenance. Either party may provide written notice to the other party at least sixty (60) calendar days prior to the end of any Coverage Period of its intent to remove any individual Covered Products from the Agreement for the renewal period. Neither party may remove Covered Products except upon Agreement renewal. Customer may not remove from the Agreement individual software licenses of a Covered Product for which Customer has multiple copies under Service at one site or for Covered Products that are being used interdependently at a single site, unless Customer has first certified to Intergraph on a "Software Relinquishment Agreement" that the copies of the Covered Product for which Customer desires to cease Services (the "Relinquished Licenses") for the renewal Coverage Period have been uninstalled and removed from its system(s). Should Customer desire to reinstate Services for the Relinquished Licenses at a later date, Customer must re-purchase the licenses at the then current list price.

13. PAYMENT

13.1. Terms of Payment. Charges for Services are due and payable annually and in advance. For Customers desiring to pay quarterly and in advance instead of annually and in advance, Customer must request a revised Quote which shall include a convenience fee increase of fifteen percent (15%) of the total annual charges, which convenience fee Customer agrees to pay. The convenience fee shall be prorated and charged to the four quarterly invoices. All charges are due net thirty (30) calendar days from the date of invoice or prior to the beginning of the applicable Coverage Period, whichever is earlier. Charges for Covered Products added during a Coverage Period shall be prorated to the remaining months of the Coverage Period, in whole month increments only, and such charges shall be due and payable in full upon receipt of invoice.

13.2. Past Due Accounts. INTERGRAPH RESERVES THE RIGHT TO REFUSE SERVICE TO ANY CUSTOMER WHOSE ACCOUNT IS PAST DUE. At the discretion of Intergraph, Customers who have not paid any charges when due (i) under this Agreement, (ii) under any other agreement between the parties, or (iii) under any agreement between Intergraph and Customer's parent and/or subsidiary at least fifty percent (50%) owned by Customer, may not be rendered Services until all past due charges are paid in full. Additionally, Intergraph shall charge and Customer agrees to pay interest at the rate of two percent (2%) per month or the maximum amount allowed by law, whichever is less, for all amounts not received when due. The start of the Coverage Period shall not be postponed due to delayed payment of any charges. If Intergraph is required to use a collection agency or attorney to collect money owed by Customer, Customer agrees to pay the reasonable costs of collection. These collection costs include, but are not limited to, any collection agency's fees, reasonable attorneys' fees and court costs.

13.3. Customer's Responsibilities Concerning Invoice Questions. Subject to applicable law, if Customer intends to dispute a charge or request a credit, Customer must contact Intergraph within ten (10) calendar days of the date on the invoice. Customer waives any right to dispute a charge or receive a credit for a charge or Services that Customer does not report within such period.

14. CUSTOMER WARRANTIES

During the Coverage Period, Customer shall commit to the following:

- 14.1. Subject to Section 12.2, Customer warrants that for all Covered Products supported under the Agreement, all licenses of a Covered Product for which Customer has multiple copies in its possession and that are located at the site referenced on the Quote, and all prerequisite licenses necessary to operate Covered Products, are listed on the Quote. If all like Covered Products or prerequisite software licenses are not listed on the Quote, Customer agrees to notify Intergraph so that Intergraph may issue a revised Quote to Customer.
- 14.2. Customer warrants that Services provided herein shall be utilized only for the quantity of Covered Products licenses listed on the Quote.
- 14.3. Customer shall, and Customer shall cause each of Customer's employees and representatives to, comply with each and every term and condition of the EULA and/or SLA applicable to the Covered Products supported under the Agreement.

15. INTELLECTUAL PROPERTY

- 15.1. Software License. Any Upgrades furnished hereunder shall remain the property of Intergraph, Intergraph's Affiliate or applicable third party, and are licensed in accordance with the then current Intergraph EULA, EULA of Intergraph's Affiliate or third party SLA, which shall supersede any EULA or SLA associated with prior releases of the Software Products or Third Party Software. Upon Customer's request, Intergraph shall provide customer with such EULA or SLA. Upon Intergraph's request, Customer agrees to execute a EULA or SLA, as applicable, for Covered Products provided without an included EULA or SLA.
- 15.2. Confidential Information. Intergraph and Customer each acknowledge that they may be furnished with, receive, or otherwise have access to information of or concerning the other party which such party considers to be confidential, proprietary, a trade secret or otherwise restricted. As used in this Agreement "Confidential Information" shall mean all information, which may include third party information, in any form, furnished or made available directly or indirectly by one party to the other that is marked confidential, restricted, proprietary, or with a similar designation. The terms and conditions, and existence, of this Agreement shall be deemed Confidential Information. Confidential Information also shall include, whether or not designated "Confidential Information" (i) all specifications, designs, documents, correspondence, software, documentation, data and other materials and work products produced by either Intergraph or its subcontractors, and (ii) with respect to either party, all information concerning the operations, financial affairs and businesses, and relations with its employees and service providers.

Each party's Confidential Information shall remain the property of that party or relevant third party except as expressly provided otherwise by the other provisions of this Agreement. Customer and Intergraph shall each use at least the same degree of care, but in any event no less than a reasonable degree of care, to prevent disclosing to third parties the Confidential Information of the other as it employs to avoid unauthorized disclosure, publication or dissemination of its own information of a similar nature.

The parties shall take reasonable steps to ensure that their respective employees comply with these confidentiality provisions. This Section shall not apply to any particular information which either party can demonstrate (i) was, at the time of disclosure to it,

generally publicly available; (ii) after disclosure to it, is published or otherwise becomes generally publicly available through no fault of the receiving party; (iii) was in the possession of the receiving party at the time of disclosure to it without restriction on disclosure; (iv) was received after disclosure to it from a third party who had a lawful right to disclose such information to it without any obligation to restrict its further use or disclosure; or (v) was independently developed by the receiving party without reference to Confidential Information of the disclosing party. In addition, a party shall not be considered to have breached its obligations by disclosing Confidential Information of the other party as required to satisfy any legal requirement of a competent government body provided that, immediately upon receiving any such request and to the extent that it may legally do so, such party advises the other party promptly and prior to making such disclosure in order that the other party may interpose an objection to such disclosure, take action to assure confidential handling of the Confidential Information, or take such other action as it deems appropriate to protect the Confidential Information.

16. LIMITED WARRANTIES; WARRANTY DISCLAIMERS

16.1. Limited Warranties.

16.1.1. **Intergraph Services Warranty.** Intergraph warrants for a period of thirty (30) days from the date of Services that the Services provided pursuant to this Agreement, in the form of a defect correction and/or maintenance services, will be performed with reasonable skill and care in accordance with the requirements set forth herein, provided the Covered Products for which the Services are provided are used under normal conditions and in strict accordance with the terms and conditions herein. Customer agrees to promptly notify Intergraph of any unauthorized use, repair, or modification, or misuse, as well as suspected defects in any Services provided pursuant to this Agreement.

16.1.2. **Intergraph Software Warranty.** Intergraph warrants for a period of thirty (30) days from the date of shipment of any Software Product that, under normal use, software delivery media shall be free from defect in material or workmanship. Additional warranties for Software Products may be provided in the applicable Intergraph Terms and Conditions for Sale or other agreement between the parties governing the delivery of Software Products.

16.1.3. **Pass-Through Third Party Warranties.** Third Party Software is only warranted pursuant to a pass-through warranty to Customer from the applicable Third Party Software manufacturer and only to the extent warranted by the applicable Third Party Software manufacturer.

16.1.4. **NO OTHER WARRANTIES.** THE ABOVE LIMITED WARRANTIES ARE IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, AND REPRESENT THE FULL AND TOTAL OBLIGATION AND/OR LIABILITY OF INTERGRAPH. THE LIMITED WARRANTIES PROVIDE CUSTOMER WITH SPECIFIC LEGAL RIGHTS. CUSTOMER MAY HAVE OTHER RIGHTS, WHICH VARY JURISDICTION TO JURISDICTION. IF A GREATER WARRANTY IS MANDATED PURSUANT TO THE LAW HELD APPLICABLE TO THIS AGREEMENT, THEN INTERGRAPH WARRANTS THE SERVICES OR COVERED PRODUCTS TO THE MINIMUM EXTENT REQUIRED BY SAID LAW.

16.2. **Remedies.** In the event a warranted Service, Covered Product, or Update provided pursuant to this Agreement does not substantially comply with the limited warranties set forth in the Agreement, Intergraph's entire liability and Customer's exclusive remedy shall be, in Intergraph's sole and absolute discretion, either (i) providing of a Service, Covered Product,

or Update which conforms substantially with the warranty; or (ii) a refund of the purchase price of the particular warranted Service, Covered Product, or Update for the period of time that the warranted Service, Covered Product, or Update did not substantially conform to the limited warranties set forth in this Agreement.

Intergraph is acting on behalf of its suppliers for the sole purpose of disclaiming, excluding and/or limiting obligations and liability as provided in this Agreement, but in no other respects and for no other purpose.

16.3. WARRANTY DISCLAIMERS. ANY WARRANTIES HEREUNDER ARE VOID IF FAILURE OF A WARRANTED ITEM RESULTS DIRECTLY, OR INDIRECTLY, FROM AN UNAUTHORIZED MODIFICATION OF A WARRANTED ITEM; AN UNAUTHORIZED ATTEMPT TO REPAIR A WARRANTED ITEM; OR MISUSE OF A WARRANTED ITEM, INCLUDING WITHOUT LIMITATION, USE OF WARRANTED ITEM UNDER ABNORMAL OPERATING CONDITIONS OR WITHOUT ROUTINELY MAINTAINING A WARRANTED ITEM. CUSTOMER SHALL PROMPTLY NOTIFY INTERGRAPH OF ANY SUSPECTED DEFECTS IN COVERED PRODUCTS DELIVERY MEDIA. EXCEPT AS SPECIFICALLY SET FORTH IN THIS AGREEMENT, TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, INTERGRAPH AND ITS SUPPLIERS DISCLAIM ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, RELATING TO THE SERVICES, COVERED PRODUCTS, AND UPDATES PROVIDED PURSUANT TO THIS AGREEMENT, INCLUDING, BUT NOT LIMITED TO, IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND NON-INFRINGEMENT. INTERGRAPH DOES NOT WARRANT THAT ANY SERVICES, COVERED PRODUCTS, AND UPDATES PROVIDED PURSUANT TO THIS AGREEMENT WILL MEET CUSTOMER'S REQUIREMENTS, AND UNDER NO CIRCUMSTANCES DOES INTERGRAPH WARRANT THAT ANY SERVICES, COVERED PRODUCTS, AND UPDATES WILL OPERATE UNINTERRUPTED OR ERROR FREE. IF ANY PART OF THIS DISCLAIMER OF EXPRESS OR IMPLIED WARRANTIES IS RULED INVALID, THEN INTERGRAPH DISCLAIMS EXPRESS OR IMPLIED WARRANTIES TO THE MAXIMUM EXTENT ALLOWED BY APPLICABLE LAW.

17. LIMITATION OF LIABILITY

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, IN NO EVENT SHALL INTERGRAPH OR ITS SUPPLIERS BE LIABLE FOR ANY INDIRECT, INCIDENTAL, CONSEQUENTIAL, PUNITIVE OR SPECIAL DAMAGES, INCLUDING, WITHOUT LIMITATION, DAMAGES FOR LOSS OF USE OR PRODUCTION, LOSS OF REVENUE OR PROFIT, LOSS OF DATA, LOSS OF BUSINESS INFORMATION, BUSINESS INTERRUPTION, CLAIMS OF THIRD PARTIES OR ANY OTHER PECUNIARY LOSS ARISING OUT OF THIS AGREEMENT, EVEN IF INTERGRAPH HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. INTERGRAPH'S ENTIRE LIABILITY ARISING OUT OF OR IN CONNECTION WITH THIS AGREEMENT SHALL BE LIMITED TO THE AMOUNT ACTUALLY PAID BY CUSTOMER TO INTERGRAPH DURING THE PAST TWELVE MONTHS UNDER THIS AGREEMENT AS OF THE DATE THE EVENT GIVING RISE TO THE CLAIM OCCURS. EXCEPT AS OTHERWISE PROVIDED BY APPLICABLE LAW, NO CLAIM, REGARDLESS OF FORM, ARISING OUT OF OR IN CONNECTION WITH THIS AGREEMENT MAY BE BROUGHT BY CUSTOMER MORE THAN TWO (2) YEARS FOLLOWING THE INITIAL EVENT GIVING RISE TO THE CAUSE OF ACTION. BECAUSE SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF LIABILITY, THE ABOVE LIMITATION MAY NOT APPLY TO CUSTOMER. IF ANY PART OF THIS SECTION IS HELD INVALID, THEN INTERGRAPH LIMITS ITS LIABILITY TO THE MAXIMUM EXTENT ALLOWED BY APPLICABLE LAW.

18. TERMINATION

This Agreement may only be terminated prior to its expiration in the following ways:

- 18.1. Either party petitions for reorganization under the Bankruptcy Act or is adjudicated as bankrupt, or a receiver is appointed for the other party's business.
- 18.2. Customer fails to pay Intergraph any amount when due (i) under this Agreement; or (ii) under any other agreement between the parties.
- 18.3. Customer's license to the Covered Products for which Customer has purchased Services is terminated.

19. RESTRICTIONS

- 19.1. **Non-Solicitation of Employees.** Customer agrees that it will not, without the prior written consent of Intergraph, solicit or hire any Intergraph employee, or induce such employee to leave Intergraph's employment, directly or indirectly, during the term of this Agreement and for a period of twelve (12) months after the Agreement expires or is terminated. Customer agrees that a breach of this provision would cause actual and substantial damages to Intergraph such that it would be very difficult to calculate actual damages. Accordingly, any such breach will entitle Intergraph to recover liquidated damages from Customer in the amount equal to one (1) year of the affected employee's annual salary plus benefits for each such breach, as well as expenses, costs, and reasonable attorneys' fees incurred by Intergraph in seeking enforcement of this Agreement. Customer agrees that the foregoing amount is intended to be, and in fact is, a reasonable estimate of the actual damages that would be incurred by Intergraph if Customer were to breach this provision, and that this amount is not intended to be, and in fact is not, a penalty. In addition, Intergraph shall be entitled to equitable or injunctive relief to prevent further breaches. For purposes of this Section, the term "employee" means employees of Intergraph and/or any Intergraph subsidiary and/or any of Intergraph's subcontractors who directly support Customer.
- 19.2. **United States Government Restricted Rights.** If a Covered Product (including any Updates, documentation or technical data related to such Covered Products) is licensed, purchased, subscribed to or obtained, directly or indirectly, by or on behalf of a unit or agency of the United States Government, then this Section also applies.
 - 19.2.1. For civilian agencies: The Covered Product was developed at private expense and is "restricted computer software" submitted with restricted rights in accordance with the Federal Acquisition Regulations ("FAR") 52.227-19 (a) through (d) (Commercial Computer Software – Restricted Rights).
 - 19.2.2. For units of the Department of Defense ("DoD"): The Covered Product was developed at private expense and is "commercial computer software" submitted with restricted rights in accordance with the Defense Federal Acquisition Regulations ("DFARS") DFARS 227.7202-3 (Rights in commercial computer software or commercial computer software documentation).
 - 19.2.3. Notice: The Covered Product is "commercial computer software" as defined in DFARS 252.227-7014 (Rights in Noncommercial Computer Software) and FAR 12.212 (Computer Software), which includes "technical data" as defined in DFARS 252.227-7015 (Technical Data) and FAR 12.211 (Technical Data). All use, modification, reproduction, release, performance, display or disclosure of this "commercial computer software" shall be in strict accordance with the manufacturer's standard commercial license, which is attached to and incorporated into the governing Government contract.

Intergraph and any applicable Third Party Software manufacturers are the manufacturers. This Covered Product is unpublished and all rights are reserved under the Copyright Laws of the United States.

19.3. Export Restrictions. All Software Products and all Third Party Software (including any Updates, documentation or technical data related to such software products) licensed, purchased, subscribed to or obtained, directly or indirectly, from Intergraph, its subsidiaries or distributors (collectively, "Export Controlled Products") are subject to the export control laws and regulations of the United States. Diversion contrary to United States law is prohibited. The Export Controlled Products, and the direct product thereof, shall not be exported or re-exported, directly or indirectly (including via remote access), under the following circumstances:

19.3.1. To Cuba, Iran, North Korea, Sudan, or Syria, or any national of these countries.

19.3.2. To any person or entity listed on any United States government denial list, including but not limited to, the United States Department of Commerce Denied Persons, Entities, and Unverified Lists (www.bis.doc.gov/complianceand enforcement/liststocheck.htm), the U.S. Department of Treasury Specially Designated Nationals List (www.treas.gov/offices/enforcement/ofac/), and the U.S. Department of State Debarred List (<http://www.pmddtc.state.gov/compliance/debar.html>).

19.3.3. To any entity if Customer knows, or has reason to know, the end use of the Export Controlled Product is related to the design, development, production, or use of missiles, chemical, biological, or nuclear weapons, or other unsafeguarded or sensitive nuclear uses.

19.3.4. To any entity if Customer knows, or has reason to know, that an illegal reshipment will take place.

Any questions regarding export or re-export of an Export Controlled Product should be addressed to Intergraph Corporation's Export Compliance Department, 19 Interpro Road, Madison, Alabama, United States 35758 or at exportcompliance@intergraph.com.

20. TAXES

All charges under this Agreement are exclusive of each and every country's federal, provincial, state, municipal, or other governmental, withholding, excise, sales, use, value added or other taxes, tariffs, custom duties and importing fees ("Taxes"). Customer shall be liable for, and shall indemnify and hold Intergraph harmless from and against, any and all Taxes. Taxes shall expressly exclude any federal, state, municipal, or other governmental income taxes, franchise taxes, business license fees and other like taxes measured by Intergraph's income, capital and/or assets. The total invoice amount for charges under this Agreement is subject to increase by the amount of any Taxes which Intergraph is required to withhold, collect, or pay regarding the transactions under this Agreement so that Intergraph receives the full amount of the charges on Intergraph's invoices. Any certificate to exempt the Agreement from tax liability or other documentary evidence of statutory exemption shall be obtained by Customer at Customer's expense.

21. GENERAL

21.1. Third Party Providers. Intergraph reserves the right to provide Services through a third party provider.

21.2. Entire Agreement. The Agreement constitutes the entire agreement between the parties relating to the subject matter hereof. The Agreement supersedes any and all prior

discussions and/or representations, whether written or oral, relating to the subject matter of the Agreement and no reference to prior dealings may be used in any way modify the expressed understandings of the Agreement. Intergraph does not accept any contradictory or additional terms and conditions, even by accepting a purchase order referencing different terms and conditions. The Agreement may be amended only by a written instrument signed by authorized representatives of both parties, and cannot be amended by subsequent purchase order or writing received from Customer without the express written consent of Intergraph. Any reproduction of the Agreement made by reliable means (for example, photocopy or facsimile) will be deemed an original.

- 21.3. Order of Precedence. In the event of a conflict between the documents that form the Agreement, the order of precedence will be as follows: (i) any addenda executed by Intergraph and Customer, with the latest addendum taking precedence over any earlier addenda; (ii) the Quote; and (iii) these Terms and Conditions.
- 21.4. Severability. Whenever possible, each provision of the Agreement shall be interpreted in such a manner as to be effective and valid under the applicable law. However, if any provision of the Agreement shall be prohibited by or invalid under applicable law, such provision shall be ineffective only to the extent of such prohibition or invalidity without invalidating the remainder of such provision or the remaining provisions of the Agreement.
- 21.5. Headings. The various headings in these Terms and Conditions are inserted for convenience only and shall not affect the meaning or interpretation of these Terms and Conditions or any section or provision of these Terms and Conditions.
- 21.6. No Waiver. Any failure by either party to enforce performance of the Agreement shall not constitute a waiver of, or affect said party's right to avail itself of, such remedies as it may have for any subsequent breach of the terms of the Agreement.
- 21.7. Notices. Any notice or other communication ("Notice") required or permitted under the Agreement shall be in writing and either delivered personally or sent by overnight delivery, express mail, or certified or registered mail, postage prepaid, return receipt requested. A Notice delivered personally shall be deemed given only if acknowledged in writing by the person to whom it is given. A Notice sent by overnight delivery or express mail shall be deemed given twenty-four (24) hours after having been sent. A Notice that is sent by certified mail or registered mail shall be deemed given forty-eight (48) hours after it is mailed. If any time period in this Agreement commences upon the delivery of Notice to any one or more parties, the time period shall commence only when all of the required Notices have been deemed given. Intergraph's address for Notices is Intergraph Corporation, 19 Interpro Road, Madison, Alabama 35758, Attn: SG&I Contracts, M/S IW17A1.
- 21.8. Assignment. Neither party shall have the right to assign any of its rights nor delegate any of its obligations under this Agreement without the prior written consent of the other party, except that Intergraph may assign its rights and obligations under this Agreement, without Customer's approval, to (i) an entity which acquires all or substantially all of the assets of Intergraph or the Intergraph division providing a product or service under this Agreement; (ii) an entity which acquires all or substantially all of the Software Products or product line assets subject to this Agreement; or (iii) any subsidiary, affiliate or successor in a merger or acquisition of Intergraph. Any attempt by Customer to sublicense, assign or transfer any of Customer's rights or obligations under this Agreement, except as expressly provided in this Agreement, is void.
- 21.9. Force Majeure. Except for payment obligations under the Agreement, neither party shall be liable for any failure to perform or observe any of its obligations under this Agreement

for as long as and to the extent that such performance is prevented or hindered by any circumstances beyond its reasonable control. By way of example, and not limitation, such causes may include acts of God or public enemies; labor disputes; acts of local, state, or national governments or public agencies; utility or communications failure; fire; flood; epidemics; riots; or strikes. The time for performance of any right or obligation delayed by such events will be postponed for a period equal to the delay. If, however, a party is subject to a force majeure that endures for more than sixty (60) calendar days, the other party has a right to terminate the Agreement upon providing thirty (30) calendar days prior written notice to the party subject to the force majeure.

- 21.10 **Governing Law.** This Agreement shall for all purposes be construed and enforced under and in accordance with the laws of the State of Alabama and shall be deemed to have been accepted in Madison, Alabama, United States. The parties agree that any legal action or proceeding relating to this Agreement shall be instituted in the Circuit Court for Madison County, Alabama, or the United States District Court for the Northern District of Alabama, Northeastern Division. The parties agree to submit to the jurisdiction of and agree that venue is proper in these courts in any such legal action or proceedings. This Agreement shall not be governed by the conflict of law rules of any jurisdiction or the United Nations Convention on Contracts for the International Sale of Goods, the application of which is expressly excluded.
- 21.11 **Waiver of Jury Trial.** Intergraph and Customer each hereby waive, to the fullest extent permitted by applicable law, any right either may have to a trial by jury for any legal proceeding arising, directly or indirectly, out of or relating to this Agreement.
- 21.12 **Injunctive Relief; Cumulative Remedies.** Customer acknowledges and agrees that a breach of the Agreement by Customer could cause irreparable harm to Intergraph for which monetary damages may be difficult to ascertain or may be an inadequate remedy. Customer agrees that Intergraph will have the right, in addition to its other rights and remedies, to seek and obtain injunctive relief for any breach of the Agreement by Customer, and Customer expressly waives any objection that Intergraph has or may have an adequate remedy at law with respect to any such breach. The rights and remedies set forth in this Agreement are cumulative and concurrent and may be pursued separately, successively or together.
- 21.13 **Attorneys' Fees and Costs.** In the event of any legal proceeding arising out of or relating to this Agreement, the prevailing party in such action shall be entitled to an award of its reasonable attorneys' fees and costs for all such legal proceedings, including for trial and all levels of appeal.
- 21.14 **Governing Language.** The controlling language of this Agreement is English. If Customer has received a translation into another language, it has been provided for Customer's convenience only.
- 21.15 **Survival.** The provisions of the Agreement which require or contemplate performance after the expiration or termination of the Agreement shall be enforceable notwithstanding said expiration or termination.

SGI-092410b



Security, Government & Infrastructure (SG&I)
ADDENDUM to the
U.S. Maintenance Terms and Conditions for Software

This Addendum ("Addendum") to the SG&I U.S. Maintenance Terms and Conditions for Software ("Terms and Conditions") consists of this cover page, the additional terms and conditions on the next page, and the additional Scopes of Coverage marked below (the "Additional Scopes"). This Addendum modifies the Agreement (comprised of the Terms and Conditions and the Quote) between Customer and Intergraph to include the Additional Scopes. By signing this Addendum the parties agree to be bound by the terms of this Addendum. Once signed, 1) the parties agree any reproduction of the Addendum made by reliable means (for example, photocopy or facsimile) is considered an original, and 2) the Agreement is subject to it.

This Addendum replaces all prior oral or written communications between the parties regarding the Additional Scopes. This Addendum shall only modify, alter or waive those specific provisions or language of the Terms and Conditions addressed or referred to herein regarding the Additional Scopes, with all other provisions of the Terms and Conditions remaining in full force and effect, and reflecting the continued intent of the parties for Services of Covered Products.

This Addendum shall be incorporated into the Terms and Conditions and construed and interpreted according to the entirety of the Terms and Conditions. This Addendum shall remain effective for the term of the Agreement, unless terminated earlier.

Scopes of Coverage

If checked below, the following Scopes of Coverage are made a part of the Agreement:

- System Optimization Funds
- Custom Interface Software Services
- Third Party Hardware Services

In witness whereof, the parties have hereto executed this Addendum as of the date of execution by Intergraph.

**Intergraph Corporation, doing business as the,
 Security, Government & Infrastructure Division**

Signature: Trey Sampson

Printed Name: Trey Sampson

Title: Contract Administrator

Date: 3/2/2015

Flagstaff AZ City of

Signature: Jennifer Brown

Printed Name: Jennifer Brown

Title: Support Services Manager

Date: May 18, 2015

ADDITIONAL TERMS AND CONDITIONS

The following additional terms and conditions apply to the items identified in this Addendum. In case of conflict between any of the parts of the Terms and Conditions, the order of precedence shall be as follows: 1) any addenda executed by the Customer and Intergraph, with the latest addendum taking precedence over any earlier addenda in which a conflict may appear; and 2) the unmodified Terms and Conditions.

Section 1, DEFINITIONS of the Terms and Conditions is modified by adding the following definitions:

- 1.12 "System Optimization Funds" means amount included on the Quote to cover expenses for services related to Customer's Intergraph system during the Coverage Period that are otherwise considered Excluded Services under the Agreement.
- 1.13 "Custom Interface Software" means one or more software interfaces previously developed by Intergraph for Customer that work in conjunction and function with specific Covered Products (the specific Covered Products hereinafter referred to as the "Interfaced Covered Products").
- 1.14 "Third Party Hardware" means the hardware products of any entity other than Intergraph Corporation that are listed on the Quote and for which services are offered.

Scope of Coverage for System Optimization Funds

Upon Customer's request and prepayment of System Optimization Funds, Intergraph will establish an account for Customer's System Optimization Funds.

1. Designation of System Optimization Funds

Once payment is received by Intergraph, Intergraph will hold System Optimization Funds as advance payment for future purchases of goods and services not provided for under the Agreement, which may include installation of Upgrades, user group registration fees, upgrade of Custom Interface Software, and/or training and installation of Custom Interface Updates (as defined in part 1.(c) of the Scope of Coverage for Custom Interface Software Services).

2. Quote and Statement of Work for Use of System Optimization Funds

Upon the request of the Customer, Intergraph will provide to the Customer a quotation and statement of work detailing the scope of proposed services against which System Optimization Funds are to be applied.

3. Use of System Optimization Funds

If Customer accepts the quotation and statement of work by signing and returning to Intergraph the quotation and statement of work, Intergraph will deliver the proposed services detailed in the statement of work according to a mutually agreed schedule, and will credit the quoted amount against Customer's System Optimization Funds balance. In the event the accepted quotation exceeds the balance of System Optimization Funds held in account for Customer by Intergraph, Customer shall provide a purchase order to Intergraph for the amount of the quotation in excess of Customer's System Optimization Funds balance before Intergraph shall undertake any effort identified in the particular statement of work.

4. Expiration of System Optimization Funds

Unused System Optimization Funds expire on a three (3) year rolling basis from the date of receipt.

Scope of Coverage for Custom Interface Software Services

1. CUSTOM INTERFACE SOFTWARE SERVICES

Intergraph will provide services for Custom Interface Software, subject to the following.

- (a) Services are limited to Custom Interface Software listed on the Quote.
- (b) Intergraph will provide Help Desk support to the Customer for Custom Interface Software commensurate with the level of Help Desk support of the Interfaced Covered Products.
- (c) Intergraph will provide updates, upgrades, fixes, patches and/or enhancements for Custom Interface Software only to the extent required for Custom Interface Software to function with Updates of Interfaced Covered Products (such updates, upgrades, fixes, patches and enhancements of Custom Interface Software are referred to as the "Custom Interface Updates").

2. EXCLUDED CUSTOM INTERFACE SOFTWARE SERVICES

Support for the following are outside of the scope of coverage for Custom Interface Software services and may be available through a separate agreement for which Intergraph will provide a quotation at Intergraph's prevailing rates:

- (a) Upgrades, updates, fixes and enhancements of Custom Interface Software that are requested by the Customer (other than those specified in Section 1.0., part (c) above).
- (b) Upgrades, updates, fixes and enhancements of Custom Interface Software for the purpose of operating with third party software or systems.
- (c) Installation of Custom Interface Software or Custom Interface Updates.

Scope of Coverage for Third Party Hardware Services

THIRD PARTY HARDWARE SERVICES

Calls from Customer for Third Party Hardware services shall be passed by Intergraph directly to the third party manufacturer of the hardware or their designated service representative (the "Service Provider"). Third Party Hardware services are provided to the Customer by the Service Provider in accordance with the Service Provider's support policies. Intergraph has no obligation for Third Party Hardware services other than to pass Customer's support call to the Service Provider.

Services for any third party hardware that are not listed on the Quote must be obtained by Customer directly from the Service Provider.