

**NEW WORLD SYSTEMS CORPORATION**  
**STANDARD SOFTWARE MAINTENANCE AGREEMENT**

This Standard Software Maintenance Agreement (SSMA) between **New World** Systems Corporation (New World) and **Cadillac, MI (Customer)** sets forth the standard software maintenance support services provided by **New World**.

**1. Service Period**

This SSMA shall remain in effect for a period of five (5) years from (start date) 11/1/12 to (end date) 10/31/17.

**2. Services Include**

The following services or features are available under this SSMA:

- (a) Upgrades, including new releases, to the Licensed Standard Software (prior releases of Licensed Standard Software application packages are supported no longer than nine (9) months after a new release is announced by **New World**).
- (b) Temporary fixes to Licensed Standard Software (see paragraph 6 below).
- (c) Revisions to Licensed Documentation.
- (d) Reasonable telephone support for Licensed Standard Software on Monday through Friday from 8:00 a.m. to 8:00 p.m. (Eastern Time Zone).
- (e) Invitation to and participation in user group meetings.

Items a, b, and c above will be provided to **Customer** by electronic means.

Additional support services are available as requested by **Customer** using the then-current hourly rates or applicable fees.

**3. Maintenance for Modified Licensed Standard Software and Custom Software**

**Customer is advised that if it requests or makes changes or modifications to the Licensed Standard Software, these changes or modifications (no matter who makes them) make the modified Licensed Standard Software more difficult to maintain.** If **New World** agrees to provide maintenance support for Custom Software or Licensed Standard Software modified at **Customer's** request, then the additional **New World** maintenance or support services provided shall be billed at the then-current hourly fees plus reasonable expenses.

**4. Billing**

Maintenance costs will be billed annually as detailed on the following page. If taxes are imposed, they are the responsibility of the **Customer** and will be remitted to **New World** upon being invoiced.

**5. Additions of Software to Maintenance Agreement**

Additional Licensed Standard Software licensed from **New World** will be added to the SSMA per the terms of the contract adding the software. Maintenance costs for the additional software will be billed to **Customer** on a pro rata basis for the remainder of the current maintenance year and on a full year basis thereafter.

## **6. Requests for Software Correction on Licensed Standard Software**

At any time during the SSMA period, if **Customer** believes that the Licensed Standard Software does not conform to the current specifications set forth in the user manuals, **Customer** must notify **New World** in writing that there is a claimed defect and specify which feature and/or report **Customer** believes to be defective. Before any notice is sent to **New World**, it must be reviewed and approved by the **Customer** Liaison. Documented examples of the claimed defect must accompany each notice. **New World** will review the documented notice and when a feature or report does not conform to the published specifications, **New World** will provide software correction service at no charge. A non-warranty request is handled as a billable Request for Service (RFS).

The no charge software correction service does not apply to any of the following:

- (a) situations where the Licensed Standard Software has been changed by anyone other than **New World** personnel;
- (b) situations where **Customer's** use or operations error causes incorrect information or reports to be generated; and;
- (c) requests that go beyond the scope of the specifications set forth in the current User Manuals.

## **7. Maintenance Costs for Licensed Standard Software Packages Covered for .NET Server**

**New World** agrees to provide software maintenance at the costs listed below for the following **New World** Standard Software packages licensed by the **Customer**:

<b><u>Application Package</u></b>	<b><u>Number of Modules</u></b>
1. <b>Logos</b> ® Financial Management Suite	6
2. <b>Logos</b> ® Payroll & Human Resources Suite	2
3. <b>Logos</b> ® Utility Management Suite	6
4. <b>Logos</b> ® Community Development Suite	4
5. <b>Logos</b> ® Other Software	1
6. <b>Logos</b> ® Site License	1

**ANNUAL  
MAINTENANCE COST: See Below**

<b><u>Period Covered</u></b>	<b><u>Annual Amount</u></b>	<b><u>Billing Date</u></b>
11/1/2012 to 10/31/2013	\$29,960	10/15/2012
11/1/2013 to 10/31/2014	\$31,460	10/15/2013
11/1/2014 to 10/31/2015	\$33,030	10/15/2014
11/1/2015 to 10/31/2016	\$33,030	10/15/2015
11/1/2016 to 10/31/2017	\$33,030	10/16/2016

**Note:** Unless extended by **New World**, the above costs are available for 90 days after submission of the costs to **Customer**. After 90 days, **New World** may change the costs.

**ALL INVOICES ARE DUE FIFTEEN (15) DAYS FROM BILLING DATE.**

**8. Terms and Conditions**

This Agreement is covered by the Terms and Conditions specified in the Licensing Agreement(s) for the software contained herein.

ACCEPTED BY:

**Customer:** Cadillac, MI

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

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

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

ACCEPTED BY:

**New World Systems Corporation**

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

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

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

**By signing above, each of us agrees to the terms and conditions of this Agreement and as incorporated herein. Each individual signing represents that (s)he has the requisite authority to execute this Agreement on behalf of the organization for which (s)he represents and that all the necessary formalities have been met. If the individual is not so authorized then (s)he assumes personal liability for compliance under this Agreement.**

# Cadillac, MI

Licensed Application Software

At May, 2012

1. **Logos® Financial Management Suite**
  - Financial Management Base Suite .NET
  - Purchasing Base .NET
  - Add'l FM Standard Users .NET
  - Project Accounting .NET
  - Misc. Billing & Receivables .NET
  - Add'l FM Limited Users .NET
2. **Logos® Payroll & Human Resources Suite**
  - Human Resources Mgt. Base Suite .NET
  - Add'l HR Limited Users.NET
3. **Logos® Utility Management Suite**
  - Water / Sewer / Refuse Base .NET
  - Service Order Processing .NET
  - Add'l Utility Standard Users .NET
  - Utility Mgt. Report Writer .NET
  - Add'l Utility Limited Users .NET
  - Automatic Meter Read Interface .NET
4. **Logos® Community Development Suite**
  - Permits.NET
  - Business Licensing .NET
  - Municipal Inspections .NET
  - Parcel Management .NET
5. **Logos® Other Software**
  - Additional Users .NET
6. **Logos® Site License**
  - Site License