

DATAMARK®
Software as a Service Agreement

This Software as a Service (SaaS) Agreement (the “**Agreement**”), dated as of the 9th day of January, 2019, is by and between Michael Baker International, Inc., a Pennsylvania corporation with offices located at One Kaiser Plaza, Suite 1150, Oakland, CA 94612 (“**Provider**”) and San Mateo County Office of Public Safety Communications, (“**Customer**”), a political subdivision of the State of California with offices located at 400 County Center, Redwood City, CA 94063.

WHEREAS, Customer wishes to procure from Provider the software services described herein, and Provider wishes to provide such services to Customer, each on the terms and conditions set forth in this Agreement.

NOW, THEREFORE, in consideration of the mutual covenants, terms and conditions set forth herein, and for other good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, the parties agree as follows:

1. Definitions.

“**Access Credentials**” means any user name, identification number, password, or other means used to verify an individual’s identity and authorization to access and use the Hosted Services.

“**Authorized User**” means an employee of Customer that is authorized by Customer to use and/or access the Services solely for a purpose that is consistent with the terms and conditions of this Agreement and for whom Provider has created Access Credentials. For clarity, an Authorized User may not be a third party unless expressly agreed to by Provider.

“**Customer Data**” means, other than Resultant Data, information, data and other content, in any form or medium that is collected, downloaded or otherwise received, directly or indirectly from Customer or an Authorized User by or through the Services.

“**Customer Systems**” means the Customer’s information technology infrastructure, including computers, software, hardware, databases, electronic systems (including database management systems) and networks, whether operated directly by Customer or through the use of third-party services.

“**Documentation**” means any manuals, instructions or other documents or materials that the Provider provides or makes available to Customer in any form or medium and which describe the functionality, components, features or requirements of the Services or Provider Materials, including any aspect of the installation, configuration, integration, operation, use, support or maintenance thereof.

“**Effective Date**” means the date on which Customer notifies Provider of its Acceptance of the Hosted Services.

“**Harmful Code**” means any software, hardware or other technology, device or means, including any virus, worm, malware or other malicious computer code, the purpose or effect of which is to (a) permit unauthorized access to, or to destroy, disrupt, disable, distort, or otherwise harm or impede in any

manner any (i) computer, software, firmware, hardware, system or network or (ii) any application or function of any of the foregoing or the security, integrity, confidentiality or use of any data Processed thereby, or (b) prevent Customer or any Authorized User from accessing or using the Services or Provider Systems as intended by this Agreement. Harmful Code does not include any Provider Disabling Device.

“Intellectual Property Rights” means any and all registered and unregistered rights granted, applied for or otherwise now or hereafter in existence under or related to any patent, copyright, trademark, trade secret, database protection or other intellectual property rights laws, and all similar or equivalent rights or forms of protection, in any part of the world.

“Law” means any statute, law, ordinance, regulation, rule, code, order, constitution, treaty, common law, judgment, decree or other requirement of any federal, state, local or foreign government or political subdivision thereof, or any arbitrator, court or tribunal of competent jurisdiction.

“Losses” means any and all losses, damages, liabilities, deficiencies, claims, actions, judgments, settlements, interest, awards, penalties, fines, costs or expenses of whatever kind, including reasonable attorneys’ fees and the costs of enforcing any right to indemnification hereunder and the cost of pursuing any insurance providers.

“Permitted Use” means any use of the Services by an Authorized User for the benefit of Customer solely for the purpose of accessing and maintaining Customer Data and/or Resultant Data.

“Person” means an individual, corporation, partnership, joint venture, limited liability entity, governmental authority, unincorporated organization, trust, association or other entity.

“Process” means to take any action or perform any operation or set of operations that the SaaS Services are capable of taking or performing on any data, information or other content, including to collect, receive, input, upload, download, record, reproduce, store, organize, compile, combine, log, catalog, cross-reference, manage, maintain, copy, adapt, alter, translate or make other derivative works or improvements, process, retrieve, output, consult, use, perform, display, disseminate, transmit, submit, post, transfer, disclose or otherwise provide or make available, or block, erase or destroy. **“Processing”** and **“Processed”** have correlative meanings.

“Provider Disabling Device” means any software, hardware or other technology, device or means (including any back door, time bomb, time out, drop dead device, software routine or other disabling device) used by Provider or its designee to disable Customer’s or any Authorized User’s access to or use of the Services automatically with the passage of time or under the positive control of Provider or its designee.

“Provider Materials” means the Service Software, Specifications, Documentation and Provider Systems and any and all other information, data, documents, materials, works and other content, devices, methods, processes, hardware, software and other technologies and inventions, including any deliverables, technical or functional descriptions, requirements, plans or reports, that are provided or used by Provider or any Subcontractor in connection with the Services or otherwise comprise or relate to the Services or Provider Systems. For the avoidance of doubt, Provider Materials do not include Customer Data or Resultant Data.

“Provider Personnel” means all individuals involved in the performance of Services as employees, agents or independent contractors of Provider or any Subcontractor.

“Provider Systems” means the information technology infrastructure used by or on behalf of Provider in performing the Services, including all computers, software, hardware, databases, electronic systems (including database management systems) and networks, whether operated directly by Provider or through the use of third-party services.

“Representatives” means, with respect to a party, that party’s employees, officers, directors, consultants, agents, independent contractors, service providers, subcontractors and legal advisors.

“Resultant Data” means information, data and other content that is derived by or through the Services from Processing Customer Data.

“Service Software” means the Provider software application or applications and any third-party or other software, and all new versions, updates, revisions, improvements and modifications of the foregoing, that Provider provides remote access to and use of as part of the Services.

“Specifications” means any specifications for the Services set forth in Schedule A hereto.

“Third Party Materials” means materials and information, in any form or medium, including any software, documents, data, content, specifications, products, equipment or components of or relating to the Services that are not proprietary to Provider.

2. Services;

- 2.1. Services. Subject to and conditioned on Customer’s and its Authorized Users’ compliance with the terms and conditions of this Agreement, during the Term, Provider shall use commercially reasonable efforts to provide to Customer and its Authorized Users the services the services described below, (collectively, the **“Services”**), in accordance with the Specifications and terms and conditions hereof, including to host, manage, operate and maintain the Service Software for remote electronic access and use by Customer and its Authorized Users.

Services Description. The DataMark® VEP SaaS application (Service), consisting of Services that are implemented using conventional web technology. No additional plugins or downloads are required to access the Services. No data is made publicly available. Access to the Services is restricted to Authorized Users only. Customer’s data access is also restricted. All access to Customer Data and/or Resultant Data is facilitated by the Services through customized download and editing modules. File level access or repository browsing, such as traditional FTP capabilities, are not exposed to any Customer. All Customer interaction with the Services is transported by HTTPS. Internally, files used with the Services are scanned for virus and malware. This action is performed in isolation from other Customer Data and Resultant Data.

Maintenance of the Service Software for remote electronic access and use by Customer and its Authorized Users (**“Hosted Services”**) will be in substantial conformity with the Specifications, except for:

- a) Scheduled Downtime in accordance with Section 6.2;
- b) Service downtime or degradation due to a Force Majeure Event;
- c) any other circumstances beyond Provider's reasonable control, including Customer's or any Authorized User's use of Third Party Materials, misuse of the Hosted Services, or use of the Services other than in compliance with the express terms of this Agreement and the Specifications; and
- d) any suspension or termination of Customer's or any Authorized Users' access to or use of the Hosted Services as permitted by this Agreement.

2.2. Service and System Control. Except as otherwise expressly provided in this Agreement, as between the parties:

- a) Provider has and will retain sole control over the operation, provision, maintenance and management of the Services and Provider Materials, including the: (I) Provider Systems; (ii) selection, deployment, modification and replacement of the Service Software; and (iii) performance of Support Services and Service maintenance, upgrades, corrections and repairs; and
- b) Customer has and will retain sole control over the operation, maintenance and management of, and all access to and use of, the Customer Systems, and sole responsibility for all access to and use of the Services and Provider Materials by any Person by or through the Customer Systems or any other means controlled by Customer or any Authorized User, including any: (i) information, instructions or materials provided by any of them to the Services or Provider; (ii) results obtained from any use of the Services or Provider Materials; and (iii) conclusions, decisions or actions based on such use.

2.3. Project Management. Each party shall, throughout the Term, maintain within its organization a project manager to serve as such party's primary point of contact for day-to-day communications, consultation and decision-making regarding the Services (each a "**Project Manager**"). Each Project Manager shall be responsible for providing all day-to-day consents and approvals on behalf of such party under this Agreement. Each party shall ensure its Project Manager has the requisite organizational authority, skill, experience and other qualifications to perform in such capacity. The parties' initial Project Managers are identified in Schedule B attached hereto. Each party shall use commercially reasonable efforts to maintain the same Project Manager in place throughout the Term. If either party's Project Manager ceases to be employed by such party or such party otherwise wishes to replace its Project Manager, such party shall promptly name a new Project Manager by written notice to the other party in accordance with the notice requirements in Section 17.4 of this Agreement.

2.4. Changes. Provider reserves the right, in its sole discretion, to make any changes to the Services and Provider Materials that it deems necessary or useful to: (a) maintain or enhance (i) the quality or delivery of Provider's services to its customers, (ii) the competitive strength of or market for Provider's services or (iii) the Services' cost efficiency or performance; or (b) to comply with

applicable Law. Without limiting the foregoing, either party may, at any time during the Term, request in writing changes to the Services. No requested changes will be effective unless and until memorialized in a written change order signed by both parties.

- 2.5. Subcontractors. Provider may from time to time in its discretion engage third parties to perform Services (each, a “**Subcontractor**”).
- 2.6. Suspension or Termination of Services. Provider may, directly or indirectly, and by use of a Provider Disabling Device or any other lawful means, suspend, terminate or otherwise deny Customer’s, any Authorized User’s or any other Person’s access to or use of all or any part of the Services or Provider Materials, without incurring any resulting obligation or liability, if: (a) Provider receives a judicial or other governmental demand or order, subpoena or law enforcement request that expressly or by reasonable implication requires Provider to do so; or (b) Provider believes, in its good faith and reasonable discretion, that: (i) Customer or any Authorized User has failed to comply with, any term of this Agreement, or accessed or used the Services beyond the scope of the rights granted or for a purpose not authorized under this Agreement or in any manner that does not comply with any instruction or requirement of the Specifications; (ii) Customer or any Authorized User is, has been, or is likely to be involved in any fraudulent, misleading or unlawful activities relating to or in connection with any of the Services; or (iii) this Agreement expires or is terminated. This Section 2.7 does not limit any of Provider’s other rights or remedies, whether at law, in equity or under this Agreement.
- 2.7. Optional Professional Services. Provider may, at the direction of the Customer, engage Michael Baker International to perform other professional services with the issuance of a task order and without an additional contract on a Time & Materials (T&M) basis utilizing the following rate schedule, subject to further agreed to rate increases at the time of contract renewal.
 - 2.7.1. Principal: \$220
 - 2.7.2. Project Manager: \$185
 - 2.7.3. Public Safety GIS Subject Matter Expert: \$175
 - 2.7.4. Technical Manager: \$135
 - 2.7.5. Quality Control Lead \$125
 - 2.7.6. Sr. GIS Analyst: \$125
 - 2.7.7. GIS Analyst: \$115
 - 2.7.8. GIS Technician: \$89

3. Authorization and Customer Restrictions.

- 3.1. Authorization. Subject to and conditioned on Customer’s payment of the Fees and compliance and performance in accordance with all other terms and conditions of this Agreement, Provider hereby grants to Customer, during the Term, a non-exclusive, non-sublicensable, worldwide right and license to access, use, display, and execute the Provider Materials in connection with the Services, solely for the Permitted Use by and through Authorized Users in accordance with the Specifications, the conditions and limitations set forth in this Agreement. This authorization, other than as may be expressly set forth in Section 17.8, is non-transferable.
- 3.2. Reservation of Rights. Except as expressly set forth in Section 3.1 hereto, nothing in this Agreement grants any right, title or interest in or to (including any license under) any Intellectual

Property Rights in or relating to, the Services, Provider Materials or Third Party Materials, whether expressly, by implication, estoppel or otherwise. Subject to Section 3.1 hereto, all right, title and interest in and to the Services, the Provider Materials and the Third Party Materials are and will remain with Provider and the respective rights holders in the Third Party Materials.

3.3. Authorization Limitations and Restrictions. Customer shall not, and shall not permit any other Person to, access or use the Services or Provider Materials except as expressly permitted by this Agreement and, in the case of Third-Party Materials, the applicable third-party license agreement. For purposes of clarity and without limiting the generality of the foregoing, Customer shall not, except as this Agreement expressly permits:

- a) copy, modify or create derivative works or improvements of the Services or Provider Materials;
- b) rent, lease, lend, sell, sublicense, assign, distribute, publish, transfer or otherwise make available any Services or Provider Materials to any Person, including on or in connection with the internet or any time-sharing, service bureau, software as a service, cloud or other technology or service;
- c) reverse engineer, disassemble, decompile, decode, adapt or otherwise attempt to derive or gain access to the source code of the Services or Provider Materials, in whole or in part;
- d) bypass or breach any security device or protection used by the Services or Provider Materials or access or use the Services or Provider Materials other than by an Authorized User through the use of his or her own then-valid Access Credentials;
- e) input, upload, transmit or otherwise provide to or through the Services or Provider Systems, any information or materials that are unlawful or injurious, or contain, transmit or activate any Harmful Code;
- f) damage, destroy, disrupt, disable, impair, interfere with or otherwise impede or harm in any manner the Services, Provider Systems or Provider's provision of services to any third party, in whole or in part;
- g) remove, delete, alter or obscure any trademarks, Specifications, Documentation, warranties or disclaimers, or any copyright, trademark, patent or other intellectual property or proprietary rights notices from any Services or Provider Materials, including any copy thereof;
- h) access or use the Services or Provider Materials in any manner or for any purpose that infringes, misappropriates or otherwise violates any Intellectual Property Right or other right of any third party, or that violates any applicable Law;
- i) access or use the Services or Provider Materials for purposes of competitive analysis of the Services or Provider Materials, the development, provision or use of a competing software service or product or any other purpose that is to the Provider's detriment or commercial disadvantage; or

- j) otherwise access or use the Services or Provider Materials beyond the scope of the authorization granted under Section 3.1 hereto.

3.4. Service Use and Data Storage.

Schedule A sets forth a schedule of Fees for designated levels of Hosted Service usage (each a “**Service Allocation**”), beginning with the Fees payable by Customer for the levels of Hosted Service usage in effect as of the Effective Date. The usage of the service is bound to an agreed upon geographic extent of data based upon the data footprint provisioned for application on-boarding. Any changes to this extent will result in additional licensing fees for access to the Service via a written change order in accordance with Section 2.4 hereto.

4. Customer Obligations.

4.1. Customer Systems and Cooperation. Customer shall at all times during the Term: (a) set up, maintain and operate in good repair and in accordance with the Specifications all Customer Systems on or through which the Services are accessed or used; (b) provide Provider Personnel with such access to Customer’s premises and Customer Systems as is necessary for Provider to perform the Services in accordance with the Availability Requirement and Specifications; and (c) provide all cooperation and assistance as Provider may reasonably request to enable Provider to exercise its rights and perform its obligations under and in connection with this Agreement.

4.2. Effect of Customer Failure or Delay. Provider is not responsible or liable for any delay or failure of performance caused in whole or in part by Customer’s delay in performing, or failure to perform, any of its obligations under this Agreement (each, a “**Customer Failure**”).

4.3. Corrective Action and Notice. If Customer becomes aware of any actual or threatened activity prohibited by Section 3.3, Customer shall, and shall cause its Authorized Users to, immediately: (a) take all reasonable and lawful hereto measures within their respective control that are necessary to stop the activity or threatened activity and to mitigate its effects (including, where applicable, by discontinuing and preventing any unauthorized access to the Services and Provider Materials and permanently erasing from their systems and destroying any data to which any of them have gained unauthorized access); and (b) notify Provider of any such actual or threatened activity.

4.4. Audit. Customer shall provide Provider with access to conduct an on-premises audit of Customer’s compliance with the use of the Services with forty-eight (48) hours of advance notice to Customer.

5. User Acceptance Testing.

5.1. When Provider notifies Customer in writing that the Hosted Services are ready for use in a production environment, Customer shall have thirty (30) calendar days from receipt of the notice to test the Hosted Services to determine whether they comply in all material respects with the requirements of this Agreement and the Specifications.

- 5.2. Upon completion of Customer's testing, Customer shall notify Provider of its acceptance ("**Accept**" or "**Acceptance**") or, if it has identified any noncompliance with the Specifications, rejection ("**Reject**" or "**Rejection**"), of the Hosted Services. If Customer Rejects the Hosted Services, Customer shall provide a written list of items that must be corrected. On receipt of Customer's notice, Provider shall promptly commence, at no additional cost or charge to Customer, all reasonable efforts to complete, as quickly as possible such necessary corrections, repairs and modifications to the Hosted Services to bring them into full compliance with the Specifications.
- 5.3. If any corrective measures are required under Section 5.2, upon its completion of all such measures, Provider shall notify Customer in writing and the process set forth in Section 5.2 shall be repeated; provided that if Customer determines that the Hosted Services, as revised, still do not comply in all material respects with the Specifications, Customer may, in its sole discretion, require the Provider to repeat the correction, repair and modification process set forth in Section 5.2 at no additional cost or charge to Customer. The parties shall repeat the foregoing procedure until Customer Accepts the Hosted Services.

6. Service Levels.

- 6.1. Service Levels. Subject to the terms and conditions of this Agreement and as set forth in below hereto, Provider will use commercially reasonable efforts to make the Hosted Services Available during the applicable Service Windows (except during Force Majeure events) and in accordance with generally recognized industry Service Level Standards for non-mission-critical SaaS applications, excluding unavailability as a result of any of the Exceptions described below in this Section 6.1 (the "**Availability Requirement**"). "**Service Level Failure**" means a material failure of the Hosted Services to meet the Availability Requirement. "**Available**" means the Hosted Services are available for access and use by Customer and its Authorized Users over the Internet and operating in material accordance with the Specifications.

For purposes of calculating the Availability Requirement, the following are "**Exceptions**" to the Availability Requirement, and neither the Hosted Services will be considered un-Available nor any Service Level Failure be deemed to occur in connection with any failure to meet the Availability Requirement or impaired ability of Customer or its Authorized Users to access or use the Hosted Services that is due, in whole or in part, to any: (a) access to or use of the Hosted Services by Customer or any Authorized User, or using Customer's or an Authorized User's Access Credentials, that does not strictly comply with this Agreement and the Specifications; (b) Customer Failure; (c) Customer's or its Authorized User's Internet connectivity; (d) Force Majeure Event; (e) failure, interruption, outage or other problem with any software, hardware, system, network, facility or other matter not supplied by Provider pursuant to this Agreement; (f) Scheduled Downtime; or (g) disabling, suspension or termination of the Services pursuant to Section 2.7 hereto.

- 6.2. Scheduled Downtime. For each scheduled outage of the Hosted Services ("**Scheduled Downtime**") Provider shall:

- a) for non-emergency maintenance to be performed on the Hosted Services, provide five (5) calendar days prior written notice to Customer of such non-emergency maintenance, such written notice to include a general description of all such non-emergency maintenance; and
- b) for emergency maintenance to be performed on the Hosted Services, (i) provide Customer as much prior notice as is commercially practicable of all such emergency maintenance to be performed on the Services, and (ii) provide a general description of all such emergency maintenance performed no more than ten (10) calendar days following completion of such emergency maintenance.

6.3. If Provider fails to meet the Availability Requirement for a calendar month during the term of their service contract, Customer will be entitled to collect a credit from Provider for the following percentages of the pro-rata monthly portion of the annual fees paid by Customer for the Provider web hosting service for the month at issue (i.e. the “Monthly Annual Fees”):

Outage Percentage (in a given calendar month)	Credit Percentage (of the monthly portion of the annual fees)
Less than or equal to 0.1%	None
Greater than 0.1% and less than or equal to 1.0%	50%
Greater than 1.0% and less than or equal to 3.0%	75%
Greater than 3%	100%

In order to be entitled to a credit in any instance to which a credit may be collected above, Customer must inform Provider’s Technical Support Department by email (a “Credit Request”) within ten (10) days from the end of the month in which the Customer believes that Provider did not satisfy the Availability Commitment, in each instance, and the Credit Request must include a listing of the date(s), time(s) and duration of the downtime experienced during the applicable month. Failure to do so, in any instance, will forfeit Customer’s right to seek a credit from Provider for the failure to achieve the Availability Commitment during the month at issue.

Unless Provider disputes in good faith that its Availability Requirement was not met in the month at issue, in which event it shall explain to Customer the basis for its disagreement and share any related documentation in this regard, Provider will issue the appropriate credit to Customer to be used against a future invoice.

In the event of a dispute regarding whether an Outage occurred, or as to the duration of an Outage, the output of the monitoring tools utilized by Provider and agreed upon and confirmed by the Customer shall be conclusive and controlling.

Customer’s right to receive a credit for a failure to meet the Availability Requirement for a given month shall be Customer’s exclusive remedy in connection with the Outage(s) giving rise to the credit. The aggregate maximum value of credits to be issued by Provider to Customer for any and all Outages that occur in a single month will not exceed twenty percent (20%) of the Monthly Annual Fees.

- 7. Data Backup. As part of the Services, Provider Systems perform routine data backups of Customer Data. Provider shall backup Customer Data no less than daily. Any backups of Customer Data shall not be considered in calculating storage used by Customer.

8. Security.

- 8.1. Provider Systems and Security Obligations. Provider will employ security measures in accordance with applicable industry practice.
- 8.2. Customer Control and Responsibility. Customer has and will retain sole responsibility for: (a) all Customer Data, including its content and use; (b) all information, instructions and materials provided by or on behalf of Customer or any Authorized User in connection with the Services; (c) Customer's information technology infrastructure, including computers, software, databases, electronic systems (including database management systems) and networks, whether operated directly by Customer or through the use of third-party services ("**Customer Systems**"); (d) the security and use of Customer's and its Authorized Users' Access Credentials; and (e) all access to and use of the Services and Provider Materials directly or indirectly by or through the Customer Systems or its or its Authorized Users' Access Credentials, with or without Customer's knowledge or consent, including all results obtained from, and all conclusions, decisions and actions based on, such access or use.
- 8.3. Access and Security. Customer shall employ all physical, administrative and technical controls, screening and security procedures and other safeguards necessary to: (a) securely administer the distribution and use of all Access Credentials and protect against any unauthorized access to or use of the Hosted Services; and (b) control the content and use of Customer Data, including the uploading or other provision of Customer Data for Processing by the Hosted Services.

9. Fees; Invoices; Payment Terms.

- 9.1. Fees. Customer shall pay Provider the fees set forth in Schedule A of this Agreement ("**Fees**") in accordance with this Section 9
- a) The Customer contract number assigned to this Agreement will be provided to the Provider, in writing, prior to the start of any work.
 - b) The Customer agrees to pay the Provider for the herein described services at a rate of compensation according to the deliverable payment schedule stated in **Schedule A**. The Customer shall have the right to retain from any payment due the Provider under this Agreement, an amount sufficient to satisfy any amount of service level credits due and owing to the Customer by the Provider.
 - c) The Customer Project Manager must approve all invoices prior to payment being made.
 - d) The Customer shall have thirty (30) days from the receipt of an invoice seeking payment of fees or costs to either pay the invoice, or notify the Provider that the deliverable, or any part thereof, is unacceptable, and/or that any asserted expense is not reimbursable.
- 9.2. Fee Increases. Provider may not increase Fees beyond the terms defined in Schedule A of this Agreement. These terms are good for one (1) year from the execution of this agreement but subsequently the Provider reserves the right to negotiate and increase these fees.

9.3. Reimbursable Expenses. If approved by Customer in writing in advance, Customer shall reimburse Provider for out-of-pocket expenses incurred by Provider in connection with performing the Services (“**Reimbursable Expenses**”).

9.4. Taxes. All Fees and other amounts payable by Customer under this Agreement are exclusive of taxes and similar assessments. Customer is responsible for all sales, use and excise taxes, and any other similar taxes, duties and charges of any kind imposed by any federal, state or local governmental or regulatory authority on any amounts payable by Customer hereunder, other than any taxes imposed on Provider’s income. Customer hereby agrees to indemnify Provider should any taxes be lived against Provider.

9.5. Payment. Customer shall pay all Fees and Reimbursable Expenses within thirty (30) calendar days after the date of the invoice therefor. Customer shall make all payments hereunder in US dollars. Customer shall make payments to the address or account specified in Schedule A or such other address or account as Provider may specify in writing from time to time.

9.6. Late Payment. If Customer fails to make any payment when due then, in addition to all other remedies that may be available:

- a) Provider may charge interest on the past due amount at the rate of 0.25% per month calculated daily and compounded monthly or, if lower, the highest rate permitted under applicable Law;
- b) Customer shall reimburse Provider for all costs incurred by Provider in collecting any late payments or interest, including attorneys’ fees, court costs and collection agency fees; and
- c) if such failure continues for thirty (30) calendar days following written notice thereof, Provider may suspend performance of the Services until all past due amounts and interest thereon have been paid, without incurring any obligation or liability to Customer or any other Person by reason of such suspension.

9.7. No Deductions or Setoffs. All amounts payable to Provider under this Agreement shall be paid by Customer to Provider in full without any setoff, recoupment, counterclaim, deduction, debit or withholding for any reason (other than any deduction or withholding of tax as may be required by applicable Law).

10. Intellectual Property Rights.

10.1. Services and Provider Materials. All right, title and interest in and to the Services and Provider Materials, including all Intellectual Property Rights therein, are and will remain with Provider and the respective rights holders in the Third-Party Materials. Customer has no right, license or authorization with respect to any of the Services or Provider Materials (including Third-Party Materials) except as expressly set forth in Section 3.1 or the applicable third-party license. All other rights in and to the Services and Provider Materials (including Third-Party Materials) are expressly reserved by Provider and the respective third-party licensors.

10.2. Customer Data; Resultant Data. As between Customer and Provider, Customer is and will remain the sole and exclusive owner of all right, title and interest in and to all Customer Data and all Resultant Data, including all Intellectual Property Rights relating thereto, subject to the rights and permissions granted in Section 10.3 hereto.

10.3. Consent to Use Customer Data, Resultant Data. Customer hereby irrevocably grants all such rights and permissions in or relating to Customer Data and Resultant Data: (a) to Provider, its Subcontractors and the Provider Personnel as are necessary or useful to perform the Services; and (b) to Provider as are necessary or useful to enforce this Agreement and exercise its rights and perform its hereunder.

11. Confidentiality

11.1. Confidential Information. In connection with this Agreement each party (as the “**Disclosing Party**”) may disclose or make available Confidential Information to the other party (as the “**Receiving Party**”). Subject to Section 11.2, “**Confidential Information**” means information in any form or medium (whether oral, written, electronic or other) that the Disclosing Party considers confidential or proprietary, including information consisting of or relating to the Disclosing Party’s technology, trade secrets, know-how, business operations, plans, strategies, customers, and pricing, and information with respect to which the Disclosing Party has contractual or other confidentiality obligations, in each case whether or not marked, designated or otherwise identified as “confidential”. Without limiting the foregoing: all Provider Materials are the Confidential Information of Provider and the financial terms of this Agreement are the Confidential Information of Provider.

11.2. Exclusions. Confidential Information does not include information that the Receiving Party can demonstrate by written or other documentary records: (a) was rightfully known to the Receiving Party without restriction on use or disclosure prior to such information’s being disclosed or made available to the Receiving Party in connection with this Agreement; (b) was or becomes generally known by the public other than by the Receiving Party’s or any of its Representatives’ noncompliance with this Agreement; (c) was or is received by the Receiving Party on a non-confidential basis from a third party that was not or is not, at the time of such receipt, under any obligation to maintain its confidentiality; or (d) was or is independently developed by the Receiving Party without reference to or use of any Confidential Information.

11.3. Protection of Confidential Information. As a condition to being provided with any disclosure of or access to Confidential Information, the Receiving Party shall:

- a) not access or use Confidential Information other than as necessary to exercise its rights or perform its obligations under and in accordance with this Agreement;
- b) except as may be permitted by and subject to its compliance with Section 11.4, not disclose or permit access to Confidential Information other than to its Representatives who: (i) need to know such Confidential Information for purposes of the Receiving Party’s exercise of its rights or performance of its obligations under and in accordance with this Agreement; (ii) have been informed of the confidential nature of the Confidential Information and the Receiving Party’s obligations under this Section 11.3; and (iii) are bound by confidentiality

and restricted use obligations at least as protective of the Confidential Information as the terms set forth in this Section 11.3;

- c) safeguard the Confidential Information from unauthorized use, access or disclosure using at least the degree of care it uses to protect its most sensitive information and in no event less than a reasonable degree of care; and
- d) ensure its Representatives' compliance with, and be responsible and liable for any of its Representatives' non-compliance with, the terms of this Section 11.

11.4. Compelled Disclosures. If the Receiving Party or any of its Representatives is compelled by applicable Law to disclose any Confidential Information then, to the extent permitted by applicable Law, the Receiving Party shall: (a) promptly, and prior to such disclosure, notify the Disclosing Party in writing of such requirement so that the Disclosing Party can seek a protective order or other remedy or waive its rights under Section 11.3 hereto; and (b) provide reasonable assistance to the Disclosing Party, at the Disclosing Party's sole cost and expense, in opposing such disclosure or seeking a protective order or other limitations on disclosure. If the Disclosing Party waives compliance or, after providing the notice and assistance required under this Section 11.4, the Receiving Party remains required by Law to disclose any Confidential Information, the Receiving Party shall disclose only that portion of the Confidential Information that the Receiving Party is legally required to disclose and, on the Disclosing Party's request, shall use commercially reasonable efforts to obtain assurances from the applicable court or other presiding authority that such Confidential Information will be afforded confidential treatment.

12. Term and Termination.

12.1. Initial Term. The initial term of this Agreement commences as of the upon Final Acceptance by the Customer unless terminated earlier pursuant any of this Agreement's express provisions, will continue in effect until twelve (12) months from such date (the "**Initial Term**").

12.2. Renewal. This Agreement will automatically renew for up to four (4) additional successive twelve (12) month term(s) unless earlier terminated pursuant to this Agreement's express provisions or either party gives the other party written notice of non-renewal at least sixty (60) calendar days prior to the expiration of the then-current term (each a "**Renewal Term**" and together with the Initial Term, the "**Term**").

12.3. Termination. In addition to any other express termination right set forth elsewhere in this Agreement:

- a) Provider may terminate this Agreement, effective on written notice to Customer, if Customer: (i) fails to pay any amount when due hereunder, and such failure continues more than forty-five (45) calendar days after Provider's delivery of written notice thereof; or (ii) breaches any of its obligations under Sections 3.3 (Use Limitations and Restrictions) or 11 (Confidentiality).
- b) Either party may terminate this Agreement, effective on written notice to the other party, if the other party materially breaches this Agreement, and such breach: (i) is incapable of

cure; or (ii) being capable of cure, remains uncured thirty (30) calendar days after the non-breaching party provides the breaching party with written notice of such breach; and

- c) Either party may terminate this Agreement, effective immediately upon written notice to the other party, if the other party: (i) becomes insolvent or is generally unable to pay, or fails to pay, its debts as they become due; (ii) files or has filed against it, a petition for voluntary or involuntary bankruptcy or otherwise becomes subject, voluntarily or involuntarily, to any proceeding under any domestic or foreign bankruptcy or insolvency Law; (iii) makes or seeks to make a general assignment for the benefit of its creditors; or (iv) applies for or has appointed a receiver, trustee, custodian or similar agent appointed by order of any court of competent jurisdiction to take charge of or sell any material portion of its property or business.

12.4. Effect of Expiration or Termination. Upon any expiration or termination of this Agreement, except as expressly otherwise provided in this Agreement:

- a) all rights, licenses, consents and authorizations granted by either party to the other hereunder will immediately terminate;
- b) Provider shall immediately cease all use of any Customer Data or Customer's Confidential Information and (i) within five (5) business days return to Customer, or at Customer's written request destroy, all documents and tangible materials containing, reflecting, incorporating or based on Customer Data or Customer's Confidential Information; and (ii) permanently erase all Customer Data and Customer's Confidential Information from all systems Provider directly or indirectly controls, provided that, for clarity, Provider's obligations under this Section 12.4(b) do not apply to any Resultant Data;
- c) Customer shall immediately cease all use of any Services or Provider Materials and (i) within five (5) business days return to Provider, or at Provider's written request destroy, all documents and tangible materials containing, reflecting, incorporating or based on any Provider Materials or Provider's Confidential Information; (ii) permanently erase all Provider Materials and Provider's Confidential Information from all systems Customer directly or indirectly controls; and (iii) certify to Provider in a signed written instrument that it has complied with the requirements of this Section 12.4(c);
- d) notwithstanding anything to the contrary in this Agreement, with respect to information and materials then in its possession or control: (i) the Receiving Party may retain the Disclosing Party's Confidential Information in its then current state and solely to the extent and for so long as required by applicable Law; (ii) Provider may also retain Customer Data in its backups, archives and disaster recovery systems until such Customer Data is deleted in the ordinary course; and (iii) all information and materials described in this Section 12.4(d) will remain subject to all confidentiality, security and other applicable requirements of this Agreement;
- e) Provider may disable all Customer and Authorized User access to the Hosted Services and Provider Materials;

- f) If Customer terminates this Agreement pursuant to Section 12.3(b), Customer will be relieved of any obligation to pay any Fees attributable to the period after the effective date of such termination; and
- g) If Provider terminates this Agreement pursuant to Section 12.3(a) or 12.3(b), all Fees that would have become payable had the Agreement remained in effect until expiration of the Term will become due and payable within thirty (30) calendar days, and Customer shall pay such Fees, together with all previously-accrued but not yet paid Fees and Reimbursable Expenses, on receipt of Provider's invoice therefor.

13. Representations and Warranties.

13.1. Mutual Representations and Warranties. Each party represents and warrants to the other party that:

- a) it is duly organized, validly existing and in good standing as a corporation or other entity under the Laws of the jurisdiction of its incorporation or other organization;
- b) it has the full right, power and authority to enter into and perform its obligations and grant the rights, licenses, consents and authorizations it grants or is required to grant under this Agreement;
- c) the execution of this Agreement by its representative whose signature is set forth at the end of this Agreement has been duly authorized by all necessary corporate or organizational action of such party; and
- d) when executed and delivered by both parties, this Agreement will constitute the legal, valid and binding obligation of such party, enforceable against such party in accordance with its terms.

13.2. Additional Provider Representations, Warranties and Covenants. Provider represents, warrants and covenants to Customer that Provider will perform the Services using personnel of required skill, experience and qualifications and in a professional and workmanlike manner in accordance with generally recognized industry standards for similar services and will devote adequate resources to meet its obligations under this Agreement.

13.3. Additional Customer Representations, Warranties and Covenants. Customer represents, warrants and covenants to Provider that Customer owns or otherwise has and will have the necessary rights and consents in and relating to the Customer Data so that, as received by Provider and Processed in accordance with this Agreement, they do not and will not infringe, misappropriate or otherwise violate any Intellectual Property Rights, or any privacy or other rights of any third party or violate any applicable Law.

13.4. DISCLAIMER OF WARRANTIES. EXCEPT FOR THE EXPRESS WARRANTIES SET FORTH IN SECTION 13.1, SECTION 13.2 AND SECTION 13.3 HEREIN, ALL SERVICES AND PROVIDER MATERIALS ARE PROVIDED "AS IS" AND PROVIDER HEREBY DISCLAIMS ALL WARRANTIES, WHETHER EXPRESS, IMPLIED, STATUTORY OR

OTHER, AND PROVIDER SPECIFICALLY DISCLAIMS ALL IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE AND NON-INFRINGEMENT, AND ALL WARRANTIES ARISING FROM COURSE OF DEALING, USAGE OR TRADE PRACTICE. WITHOUT LIMITING THE FOREGOING, PROVIDER MAKES NO WARRANTY OF ANY KIND THAT THE SERVICES OR PROVIDER MATERIALS, OR ANY PRODUCTS OR RESULTS OF THE USE THEREOF, WILL MEET CUSTOMER'S OR ANY OTHER PERSON'S REQUIREMENTS, OPERATE WITHOUT INTERRUPTION, ACHIEVE ANY INTENDED RESULT, BE COMPATIBLE OR WORK WITH ANY SOFTWARE, SYSTEM OR OTHER SERVICES, OR BE SECURE, ACCURATE, COMPLETE, FREE OF HARMFUL CODE OR ERROR FREE. ALL THIRD-PARTY MATERIALS ARE PROVIDED "AS IS" AND ANY REPRESENTATION OR WARRANTY OF OR CONCERNING ANY THIRD PARTY MATERIALS IS STRICTLY BETWEEN CUSTOMER AND THE THIRD-PARTY OWNER OR DISTRIBUTOR OF THE THIRD-PARTY MATERIALS

14. Indemnification.

14.1. Provider Indemnification. Provider shall indemnify, defend and hold harmless Customer and Customer's officers, directors, employees, agents, permitted successors and permitted assigns (each, a "**Customer Indemnitee**") from and against any and all Losses incurred by such Customer Indemnitee arising out of or relating to any claim, suit, action or proceeding (each, an "**Action**") by a third party (other than an Affiliate of a Customer Indemnitee) to the extent that such Losses arise from any allegation in such Action that Customer's or an Authorized User's use of the Services (excluding Customer Data and Third Party Materials) in compliance with this Agreement (including the Specifications) infringes a U.S. Intellectual Property Right. The foregoing obligation does not apply to any Action or Losses arising out of or relating to any:

- a) access to or use of the Services or Provider Materials in combination with any hardware, system, software, network or other materials or service not provided or authorized in the Specifications or otherwise in writing by Provider;
- b) modification of the Services or Provider Materials other than: (i) by or on behalf of Provider; or (ii) with Provider's written approval in accordance with Provider's written specification;
- c) failure to timely implement any modifications, upgrades, replacements or enhancements made available to Customer by or on behalf of Provider; or
- d) act, omission or other matter described in Section 14.2 hereto, whether or not the same results in any Action against or Losses by any Provider Indemnitee.

14.2. Customer Indemnification. Customer shall indemnify, defend and hold harmless Provider and its Subcontractors and Affiliates, and each of its and their respective officers, directors, employees, agents, successors and assigns (each, a "**Provider Indemnitee**") from and against any and all Losses incurred by such Provider Indemnitee in connection with any Action by a third party (other than an Affiliate of a Provider Indemnitee) that arises out of or relates to any:

- a) Customer Data, including any Processing of Customer Data by or on behalf of Provider in accordance with this Agreement;
- b) any other materials or information (including any documents, data, specifications, software, content or technology) provided by or on behalf of Customer or any Authorized User, including Provider's compliance with any specifications or directions provided by or on behalf of Customer or any Authorized User to the extent prepared without any contribution by Provider;
- c) allegation of facts that, if true, would constitute Customer's breach of any of its representations, warranties, covenants or obligations under this Agreement; or
- d) negligence or more culpable act or omission (including recklessness or willful misconduct) by Customer, any Authorized User, or any third party on behalf of Customer or any Authorized User, in connection with this Agreement.

14.3. Indemnification Procedure. Each party shall promptly notify the other party in writing of any Action for which such party believes it is entitled to be indemnified pursuant to Section 14.1 or Section 14.2 hereto, as the case may be. The party seeking indemnification (the "**Indemnitee**") shall cooperate with the other party (the "**Indemnitor**") at the Indemnitor's sole cost and expense. The Indemnitor shall immediately take control of the defense and investigation of such Action and shall employ counsel of its choice to handle and defend the same, at the Indemnitor's sole cost and expense. The Indemnitee's failure to perform any obligations under this Section 14.3 will not relieve the Indemnitor of its obligations under this Section 14 except to the extent that the Indemnitor can demonstrate that it has been prejudiced as a result of such failure. The Indemnitee may participate in and observe the proceedings at its own cost and expense with counsel of its own choosing.

14.4. Mitigation. If any of the Services or Provider Materials are, or in Provider's opinion are likely to be, claimed to infringe, misappropriate or otherwise violate any third-party Intellectual Property Right, or if Customer's or any Authorized User's use of the Services or Provider Materials is enjoined or threatened to be enjoined, Provider may, at its option and sole cost and expense:

- a) obtain the right for Customer to continue to use the Services and Provider Materials materially as contemplated by this Agreement;
- b) modify or replace the Services and Provider Materials, in whole or in part, to seek to make the Services and Provider Materials (as so modified or replaced) non-infringing, while providing materially equivalent features and functionality, in which case such modifications or replacements will constitute Services and Provider Materials, as applicable, under this Agreement; or
- c) by written notice to Customer, terminate this Agreement with respect to all or part of the Services and Provider Materials, and require Customer to immediately cease any use of the Services and Provider Materials or any specified part or feature thereof.

THIS SECTION 14 SETS FORTH CUSTOMER'S SOLE REMEDIES AND PROVIDER'S SOLE LIABILITY AND OBLIGATION FOR ANY ACTUAL, THREATENED OR ALLEGED CLAIMS THAT THIS AGREEMENT OR ANY SUBJECT MATTER HEREOF (INCLUDING THE SERVICES AND PROVIDER MATERIALS) INFRINGES, MISAPPROPRIATES OR OTHERWISE VIOLATES ANY THIRD PARTY INTELLECTUAL PROPERTY RIGHT.

15. Limitations of Liability.

- 15.1. EXCLUSION OF DAMAGES. EXCEPT AS OTHERWISE PROVIDED IN SECTION 15.3 HERETO, IN NO EVENT WILL PROVIDER OR ANY OF ITS LICENSORS, SERVICE PROVIDERS OR SUPPLIERS BE LIABLE UNDER OR IN CONNECTION WITH THIS AGREEMENT OR ITS SUBJECT MATTER UNDER ANY LEGAL OR EQUITABLE THEORY, INCLUDING BREACH OF CONTRACT, TORT (INCLUDING NEGLIGENCE), STRICT LIABILITY AND OTHERWISE, FOR ANY: (a) LOSS OF PRODUCTION, USE, BUSINESS, REVENUE OR PROFIT OR DIMINUTION IN VALUE; (b) IMPAIRMENT, INABILITY TO USE OR LOSS, INTERRUPTION OR DELAY OF THE SERVICES, (c) LOSS, DAMAGE, CORRUPTION OR RECOVERY OF DATA, OR BREACH OF DATA OR SYSTEM SECURITY, OR (d) CONSEQUENTIAL, INCIDENTAL, INDIRECT, EXEMPLARY, SPECIAL, ENHANCED OR PUNITIVE DAMAGES, REGARDLESS OF WHETHER SUCH PERSONS WERE ADVISED OF THE POSSIBILITY OF SUCH LOSSES OR DAMAGES OR SUCH LOSSES OR DAMAGES WERE OTHERWISE FORESEEABLE, AND NOTWITHSTANDING THE FAILURE OF ANY AGREED OR OTHER REMEDY OF ITS ESSENTIAL PURPOSE.
- 15.2. CAP ON MONETARY LIABILITY. EXCEPT AS OTHERWISE PROVIDED IN SECTION 15.3 HERETO, IN NO EVENT WILL THE AGGREGATE LIABILITY OF PROVIDER AND ITS LICENSORS, SERVICE PROVIDERS AND SUPPLIERS UNDER OR IN CONNECTION WITH THIS AGREEMENT OR ITS SUBJECT MATTER, UNDER ANY LEGAL OR EQUITABLE THEORY, INCLUDING BREACH OF CONTRACT, TORT (INCLUDING NEGLIGENCE), STRICT LIABILITY AND OTHERWISE, EXCEED THE FEES PAID OR PAYABLE UNDER THIS AGREEMENT. THE FOREGOING LIMITATION APPLIES NOTWITHSTANDING THE FAILURE OF ANY AGREED OR OTHER REMEDY OF ITS ESSENTIAL PURPOSE.
- 15.3. Exceptions. The exclusions and limitations in Sections 15.1 and 15.2 hereto do not apply to Provider's obligations under Section 14 hereto (Indemnification) or liability for Provider's gross negligence or willful misconduct.

16. Force Majeure.

- 16.1. No Breach or Default. In no event will Provider be liable or responsible to the other party, or be deemed to have defaulted under or breached this Agreement, for any failure or delay in fulfilling or performing any term of this Agreement, when and to the extent such failure or delay is caused by any circumstances beyond Provider's reasonable control (a "**Force Majeure Event**"), including acts of God, flood, fire, earthquake or explosion, war, terrorism, invasion, riot or other civil unrest, embargoes or blockades in effect on or after the date of this Agreement, national or regional emergency, strikes, labor stoppages or slowdowns or other industrial disturbances,

passage of Law or any action taken by a governmental or public authority, including imposing an embargo, export or import restriction, quota or other restriction or prohibition or any complete or partial government shutdown, or national or regional shortage of adequate power or telecommunications or transportation. Either party may terminate this Agreement if a Force Majeure Event continues substantially uninterrupted for a period of thirty (30) calendar days or more.

- 16.2. Affected Party Obligations. In the event of any failure or delay caused by a Force Majeure Event, Provider shall give prompt written notice to Customer stating the period of time the occurrence is expected to continue and use commercially reasonable efforts to end the failure or delay and minimize the effects of such Force Majeure Event.

17. Miscellaneous.

- 17.1. Further Assurances. Upon a party's reasonable request, the other party shall, at the requesting party's sole cost and expense, execute and deliver all such documents and instruments, and take all such further actions, necessary to give full effect to this Agreement.
- 17.2. Relationship of the Parties. The relationship between the parties is that of independent contractors. Nothing contained in this Agreement shall be construed as creating any agency, partnership, joint venture or other form of joint enterprise, employment or fiduciary relationship between the parties, and neither party shall have authority to contract for or bind the other party in any manner whatsoever.
- 17.3. Public Announcements. Neither party shall issue or release any announcement, statement, press release or other publicity or marketing materials relating to this Agreement or otherwise use the other party's trademarks, service marks, trade names, logos, domain names or other indicia of source, affiliation or sponsorship, in each case, without the prior written consent of the other party.
- 17.4. Notices. All notices, requests, consents, claims, demands, waivers and other communications under this Agreement have binding legal effect only if in writing and addressed to a party as follows (or to such other address or such other person that such party may designate from time to time in accordance with this Section 17.4):

If to Provider:

MICHAEL BAKER INTERNATIONAL, INC.
Address: 5 Hutton Centre Drive, Suite 500, Santa Ana,
CA 92707
E-mail: sbein@mbakerintl.com
Attention: Steve Bein

If to Customer:

SAN MATEO COUNTY OFFICE OF PUBLIC
SAFETY COMMUNICATIONS
Address: _____
E-mail: _____
Attention: _____

Notices sent in accordance with this Section 17.4 will be deemed effectively given: (a) when received, if delivered by hand, with signed confirmation of receipt; (b) when received, if sent by a nationally recognized overnight courier, signature required; (c) when sent, if by facsimile or e-mail, in each case, with confirmation of transmission), if sent during the addressee's normal business hours, and on the next business day, if sent after the addressee's normal business hours; and (d) on the third (3rd) day after the date mailed by certified or registered mail, return receipt requested, postage prepaid.

- 17.5. Interpretation. The parties intend this Agreement to be construed without regard to any presumption or rule requiring construction or interpretation against the party drafting an instrument or causing any instrument to be drafted. The exhibits, schedules, attachments and appendices referred to herein are an integral part of this Agreement to the same extent as if they were set forth verbatim herein.
- 17.6. Headings. The headings in this Agreement are for reference only and do not affect the interpretation of this Agreement.
- 17.7. Entire Agreement. This Agreement and the Attachments and Exhibits attached hereto and incorporated herein constitute the entire, fully integrated agreement between the parties with respect to the subject matter hereof and supersedes all prior or contemporaneous verbal or written agreements between the Parties with respect thereto, excepting any past or contemporaneous written or verbal agreements expressly and clearly incorporated by reference within the four corners of this Agreement.
- 17.8. Assignment. Customer shall not assign or otherwise transfer any of its rights, or delegate or otherwise transfer any of its obligations or performance, under this Agreement, to any other party without the prior written consent of Provider. The identity of the person or the entity, if not an individual, who or which shall be the owner or holder of the rights granted under this Agreement is very important to the CUSTOMER. Therefore, the PROVIDER shall not, without prior written consent of the CUSTOMER, sell, pledge, transfer or otherwise encumber this Agreement, or the rights granted therein, to any third party. Assignment, pledging, sale, transferring, or encumbering of any interest in or under this Agreement or the rights thereunder, to anyone other than the Customer, without the prior written consent of the Customer, shall be grounds for immediate termination of this Agreement. All terms and conditions of this Agreement shall extend to and be binding on any approved purchaser, assignee, or other successor in interest.
- 17.9. No Third-party Beneficiaries. This Agreement is for the sole benefit of the parties hereto and their respective permitted successors and permitted assigns and nothing herein, express or implied, is intended to or shall confer upon any other Person any legal or equitable right, benefit or remedy of any nature whatsoever under or because of this Agreement.
- 17.10. Amendment and Modification; Waiver. No amendment to or modification of this Agreement is effective unless it is in writing and signed by an authorized representative of each party. No waiver by any party of any of the provisions hereof shall be effective unless explicitly set forth in writing and signed by the party so waiving. Except as otherwise set forth in this Agreement, no failure to exercise, or delay in exercising, any rights, remedy, power or privilege arising from this Agreement shall operate or be construed as a waiver thereof; nor shall any single or partial

exercise of any right, remedy, power or privilege hereunder preclude any other or further exercise thereof or the exercise of any other right, remedy, power or privilege.

- 17.11. Severability. If any term or provision of this Agreement is invalid, illegal or unenforceable in any jurisdiction, such invalidity, illegality or unenforceability shall not affect any other term or provision of this Agreement or invalidate or render unenforceable such term or provision in any other jurisdiction. Upon such determination that any term or other provision is invalid, illegal or unenforceable, the parties hereto shall negotiate in good faith to modify this Agreement so as to effect the original intent of the parties as closely as possible in a mutually acceptable manner in order that the transactions contemplated hereby be consummated as originally contemplated to the greatest extent possible.
- 17.12. Surviving Terms. The provisions set forth in the following sections shall survive any expiration or termination of this Agreement: Section 1 and any other definitions included throughout this Agreement, and Sections 3.3, 9, 10, 11, 12.4, 13-15, 16 and 17.
- 17.13. Governing Law; Submission to Jurisdiction. This Agreement is governed by and construed in accordance with the internal laws of the State of Pennsylvania without giving effect to any choice or conflict of law provision or rule that would require or permit the application of the laws of any jurisdiction other than those of the State of Pennsylvania, except as otherwise mutually agreed upon between the parties in writing, in which case the laws of the State of _____ may apply. Any legal suit, action or proceeding arising out of or related to this Agreement or the licenses granted hereunder shall be instituted exclusively in the federal courts of the United States or the courts of the mutually agreed upon state in each case, and each party irrevocably submits to the exclusive jurisdiction of such courts in any such suit, action or proceeding. Service of process, summons, notice or other document by mail to such party's address set forth herein shall be effective service of process for any suit, action or other proceeding brought in any such court.
- 17.14. Equitable Relief. Each party acknowledges and agrees that a breach or threatened breach by such party of any of its obligations under Section 11, or in the case of Customer, Sections 3.3, 4.3, or 8.2, would cause the other party irreparable harm for which monetary damages would not be an adequate remedy and agrees that, in the event of such breach or threatened breach, the other party will be entitled to equitable relief, including a restraining order, an injunction, specific performance and any other relief that may be available from any court, without any requirement to post a bond or other security, or to prove actual damages or that monetary damages are not an adequate remedy. Such remedies are not exclusive and are in addition to all other remedies that may be available at law, in equity or otherwise.
- 17.15. Counterparts. This Agreement may be executed in counterparts, each of which is deemed an original, but all of which together are deemed to be one and the same agreement. A signed copy of this Agreement delivered by facsimile, e-mail or other means of electronic transmission is deemed to have the same legal effect as delivery of an original signed copy of this Agreement.

IN WITNESS WHEREOF, the parties hereto have executed this Software as a Service Agreement as of the date first above written.

MICHAEL BAKER INTERNATIONAL, INC.



Name: Steve Bein, PE, GISP
Title: Vice President

**SAN MATEO COUNTY OFFICE OF PUBLIC
SAFETY COMMUNICATIONS, a political
subdivision of the State of California**

By: _____
Name: _____
Title: _____

Schedule A
MILESTONE PAYMENT SCHEDULE

DATAMARK VEP Software License Fees						
Jurisdiction	Tier	Editor	Validator	Additional Editor	Additional Editor	Multi-Jurisdiction Validation
Burlingame	Tier 1	\$4,250	\$2,550	\$425	\$425	
Daly City	Tier 3	\$17,000	\$12,750	\$637.50	\$637.50	
Foster City	Tier 1	\$4,250	\$2,550	\$425	\$425	
Hillsborough	Tier 1	\$4,250	\$2,550	\$425	\$425	
Menlo Park	Tier 1	\$4,250	\$2,550	\$425	\$425	
Redwood City	Tier 2	\$8,500	\$5,100	\$425	\$425	
San Bruno	Tier 1	\$4,250	\$2,550	\$425	\$425	
San Mateo (City)	Tier 2	\$8,500	\$5,100	\$425	\$425	
Woodside	Tier 1	\$4,250	\$2,550	\$425	\$425	
Portola Valley	Tier 1	\$4,250	\$2,550	\$425	\$425	
Unincorporated/Contract City	Tier 4	\$34,000	\$17,000	\$637.50	\$637.50	\$3,400
Subtotal (Priced with Editor Licenses)		\$97,750	--	\$5,100	\$5,100	\$3,400
Total						\$111,350
*NOTE: All pricing includes a multi-jurisdictional discount.						
Software License Fee (Priced with Editor Licenses) - Year 1:						\$111,350
Software License Fee (Priced with Editor Licenses) - Year 2:						\$71,000
Software License Fee (Priced with Editor Licenses) - Year 3:						\$71,000
Software License Fee (Priced with Editor Licenses) - Year 4:						\$71,000
Software License Fee (Priced with Editor Licenses) - Year 5:						\$71,000
Optional DATAMARK VEP Support Package Fees						
NOTE: The annual software license fee above includes phone support and remote access support during standard business hours for VEP software issues and VEP bug fixes.						
Basic Support Package (phone support and remote access support during business hours for data maintenance questions)	Basic Support Package - Year 1:					\$0
	Basic Support Package - Year 2:					\$2,500
	Basic Support Package - Year 3:					\$2,500
	Basic Support Package - Year 4:					\$2,500
	Basic Support Package - Year 5:					\$2,500
Intermediate Support Package (Basic Support Package plus eight hours for review/audit assessment of addressing data maintenance annually; one four-hour virtual training session annually; and two complementary seats at DATAMARK user event annually)	Intermediate Support Package - Year 1:					\$4,500
	Intermediate Support Package - Year 2:					\$4,500
	Intermediate Support Package - Year 3:					\$4,500
	Intermediate Support Package - Year 4:					\$4,500
	Intermediate Support Package - Year 5:					\$4,500
Premium Support Package (Basic and Intermediate Support Packages plus two days of additional on-site consulting support annually)	Premium Support Package - Year 1:					\$11,000
	Premium Support Package - Year 2:					\$11,000
	Premium Support Package - Year 3:					\$11,000
	Premium Support Package - Year 4:					\$11,000
	Premium Support Package - Year 5:					\$11,000

Schedule B
PROJECT MANAGERS & POINTS OF CONTACT

Name	Role	Email	Phone
Mike Skowronek	Project Manager	mskowronek@mbakerintl.com	650-207-5873
Jeff Ledbetter	Public Safety GIS Subject Matter Expert	Jeff.Ledbetter@mbakerintl.com	949-472-3430
Steve Bein	Principal in Charge	SBein@mbakerintl.com	949-855-3642