

Bill No. 664
2017

By-law No. A.-_____

A by-law to authorize and approve a Licence and Maintenance Agreement between The Corporation of the City of London and Azteca Systems LLC and to authorize the Mayor and the City Clerk to execute the Licence and Maintenance Agreement.

WHEREAS section 5(3) of the *Municipal Act, 2001* S.O. 2001, c.25, as amended, provides that a municipal power shall be exercised by by-law;

AND WHEREAS section 9 of the *Municipal Act, 2001* provides that a municipality has the capacity, rights, powers and privileges of a natural person for the purpose of exercising its authority under this or any other Act;

AND WHEREAS it is deemed expedient for The Corporation of the City of London (the "City") to enter into a Licence and Maintenance Agreement with Azteca Systems LLC;

AND WHEREAS it is appropriate to authorize the Mayor and the City Clerk to execute the Licence and Maintenance Agreement on behalf of the City;

NOW THEREFORE the Municipal Council of The Corporation of the City of London enacts as follows:

1. The Licence and Maintenance Agreement attached as Schedule "A" to this by-law, being a Licence and Maintenance Agreement between the City and Axteca Systems LLC, is hereby AUTHORIZED AND APPROVED;
2. The Mayor and the City Clerk are hereby authorized to execute the Licence and Maintenance Agreement authorized and approved under section 1 of this by-law.
3. This by-law shall come into force and effect on the day it is passed.

PASSED in Open Council on November 28, 2017.

Matt Brown
Mayor

Catharine Saunders
City Clerk

First Reading – November 28, 2017
Second Reading – November 28, 2017
Third Reading – November 28, 2017



CITYWORKS® LICENSE AND MAINTENANCE AGREEMENT

This Software License Agreement made by and between Azteca Systems, LLC ("Azteca Systems") a Delaware limited liability company, with a place of business at 11075 South State, Suite 24, Sandy, Utah 84070 USA, Esri Canada Limited, hereinafter "Partner", with its principal place of business at 12 Concorde Place, Suite 900, Toronto, Ontario, Canada, M3C 3R8, and the company or entity, as identified in 9.16, using certain of Azteca Systems Products hereinafter referred to as "Licensee." This Agreement is effective immediately upon delivery of Products (the "Effective Date").

Azteca Systems Products are licensed under the terms and conditions of the License Agreement. This Agreement, when executed by the licensee named below ("Licensee") and Azteca Systems, as licensor of the Software, Online, Services, and Documentation licensed under the License Agreement and Partner, will supersede any previous Agreements including the License Agreement presented in the installation process requiring acceptance by electronic acknowledgement and will constitute a signed License Agreement.

This signed License Agreement includes (i) this License Agreement, (ii) Addendum 1 – Product Licensing and applicable ordering documents, (iii) Addendum 2 – Standard Maintenance Addendum, and (iv) Addendum 3 – Third Party Contractor Acknowledgment.

This signed License Agreement may be executed in duplicate by the Parties. An executed License Agreement, modification, amendment, or separate signature page shall constitute a duplicate if it is transmitted through electronic means, such as fax or email, and reflects the signing of the document by any party. Duplicates are valid and binding even if in an original paper document bearing each party's original signature is not delivered.

ARTICLE 1—DEFINITIONS

1.1 Definitions. The terms used are defined as follows:

- a. "Agreement or "License Agreement" means this Software License Agreement between Azteca Systems, Partner and Licensee, inclusive of all schedules, exhibits, attachments, addenda, payment schedules and other documents incorporated by reference.
- b. "Authorization Code(s)" means any key, authorization number, enablement code, login credential, activation code, token, account user name and password, or other mechanism required for use of a Product.
- c. "Authorized User" or "User" shall mean: (i) a direct user of the Products, including but not limited to Licensee's employees; or (ii) Licensee's consultants who have agreed to maintain the Licensed Property in confidence and use it only for the benefit of Licensee.
- d. "Client Data" means the data provided or inputted by or on behalf of Licensee, including personally identifiable information, for use with the Software.
- e. "Covered Software" shall mean the particular Cityworks Software, scripts, interfaces and custom code identified in an Ordering Document(s) as required under Addendum 1.
- f. "Data" means any Azteca Systems or third-party digital dataset(s) including, but not limited to, geographic vector data, raster data reports, or associated tabular attributes, whether bundled with Software and Online Services or delivered independently.
- g. "Deployment Server License" means a license that, in addition to providing staging server License rights, authorizes Licensee to install and use the Software for deployment in Licensee's internal use.
- h. "Testing Server License" means a license that authorizes Licensee to install and use the Software on a server in Licensee's internal use to provide testing License rights prior to deployment.
- i. "Documentation" means all user reference documentation that is delivered with the Software.
- j. "Internal Use" means use of the Products by employees of Licensee in Licensee's internal operations but does not include access of the Products by, or use of the Products in the provisions of services to, Licensee's clients or customers. Internal Use also includes use of the Products by contractors of Licensee, including contractors providing outsourcing or hosting services, as long as Licensee assumes full responsibility for the compliance with this Agreement in such use. Use of the Products (or any part

thereof) for the benefit of others, whether by means of a software as a service offering, service bureau application, application service provider, outsourcing or other means of providing service to any third party shall not be considered Internal Use.

- k. "Login" means a license that allows Licensee to permit a single authorized named end user to use the Software, Data, and Documentation installed on a server and accessed from a computer device.
- l. "Maintenance Period" shall mean the applicable term of the Term License specified in an Ordering Document during which the Licensee is entitled to receive for qualifying Products under license applicable maintenance and support services from Azteca Systems and/or Partner.
- m. "Online Services" means any Internet-based system, including applications and associated APIs, hosted by Azteca Systems or its licensors, for storing, managing, publishing, and using Cityworks Software and Data, and other information.
- n. "Ordering Document(s)" means a sales quotation, purchase order, or other document identifying the Products that Licensee orders.
- o. "Preview" means any alpha, beta, or prerelease Product.
- p. "Product(s)" means Software, Data, Online Services, and Documentation as specified in an Ordering Document to be licensed under the terms of this License Agreement. Products shall include any updates or upgrades to the Products that Azteca Systems may at its discretion deliver to Licensee.
- q. "Sample(s)" means sample code, sample applications, add-ons, or sample extensions of Products.
- r. "Server" means each single instance of an operating system, whether physically installed on a computer or within a virtualized environment.
- s. "Software" or "Cityworks Software" means all or any portion of Azteca Systems proprietary software technology, excluding data, accessed or downloaded from an Azteca Systems (Cityworks) authorized website or delivered on any media in any format including backups, updates, upgrades, and service packs.
- t. "Maintenance Addendum or Maintenance Agreement" shall mean the Standard Maintenance Addendum attached as Addendum 2.
- u. "Term License" means a license or access provided for use of a Product for a limited time period ("Term") or on a subscription or transaction basis as specified in the Ordering Document.
- v. "Third Party Contractor" means any of Licensee's third party contractors or consultants who are not employees of the Licensee but use or have access to the Products.

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3.1 Grant of License. Subject to the terms of this Agreement, Azteca Systems grants to Licensee a personal, nonexclusive, nontransferable license solely to use the Products as set forth in the applicable Ordering Documents (i) for which the applicable license fees have been paid; (ii) for Licensee's own internal use; and (iii) in accordance with this License Agreement and the configuration ordered by Licensee or as authorized by Azteca Systems or Partner; and (iv) for the applicable Term or until terminated in accordance with Article 5. License types may include, but are not limited to Login, Workgroup, Departmental, ELA (Enterprise License) Licenses. For any Enterprise License orders, Azteca Systems grants Licensee with respect to the Products an enterprise-wide unlimited use license, inclusive of the right for the Products to be installed on any number of computers throughout Licensee's entity with unlimited simultaneous use. Licensee may allow Third Party Contractors to access and use the Products, provided Licensee and Third Party Contractor agree to and are bound by the terms set forth in Addendum 3. In addition to the Scope of Use in Article 4, Addendum 1-- Product Licensing a, Addendum 2 – Standard Maintenance Addendum, and Addendum 3 – Third Party Contractor Acknowledgment (if applicable) collectively, are incorporated in this Agreement.

- a. *Software. Use and License* for specific Software products are set forth in Addendum 1- Product Licensing Addendum, which is incorporated by reference.

- b. *Maintenance.* Maintenance terms are described in Section 9.11 of this Agreement and in Addendum 2, - Standard Maintenance Addendum which is incorporated by reference.
- c. *Third Party Contractor.* Terms of use for Third Party Contractor software usage (if applicable) are set forth in Addendum 3, which is incorporated by reference.

3.2 Preview Release Licenses. Products acquired under an evaluation license or under a Beta program are intended for evaluation and testing purposes only and not for commercial use. Any such use is at Licensee's own risk, and the Products do not qualify for Azteca or Partner maintenance and support as described in Addendum 2.

3.2 Special Use Programs. If Licensee acquires Products under a special program for noncommercial, nonprofit, educational, or other limited-use license, Licensee's use of the Products is subject to the terms set forth in the applicable enrollment form or as described on Azteca's website in addition to the non-conflicting terms of this License Agreement. All such program terms are incorporated herein by reference.

3.3 Delivery. Unless otherwise requested by Licensee and agreed by Azteca Systems, license file will be made available to Licensee upon payment of the applicable fees for the specified term.

ARTICLE 4—SCOPE OF USE

4.1 Permitted Uses

- a. For Products delivered to Licensee, Licensee may:
 1. Install and store Products on electronic storage device(s);
 2. Make archival copies and routine computer backups;
 3. Install and use a newer version of Software concurrently with the version to be replaced during a reasonable transition period not to exceed six (6) months, provided that the deployment of either version does not exceed the Licensee's licensed quantity; thereafter, Licensee shall not use more Software in the aggregate than Licensee's total licensed quantity; and
 4. Move the Software in the licensed configuration to a replacement Server.
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4.2 Uses Not Permitted. Except to the extent that applicable law prohibits or overrides these restrictions, or as provided herein, Licensee shall not

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- c. Act as a service bureau or Commercial ASP;
- d. Use Software, Data, or Documentation for a site or service and operate the site or service for profit or generate revenue through direct or indirect methods (e.g., advertising or by charging for access to the

- e. site or service);
- e. Redistribute Software, Data, or Online Services to third parties, in whole or in part, including, but not limited to, extensions, components, or APIs;
- f. Redistribute Authorization Codes;
- g. Reverse engineer, decompile, or disassemble Products;
- h. Make any attempt to circumvent the technological measure(s) that controls access to or use of Products;
- i. Upload or transmit content or otherwise use Products in violation of third-party rights, including intellectual property rights, privacy rights, nondiscrimination laws, or any other applicable law or government regulation;
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ARTICLE 5—TERM AND TERMINATION

5.1. This License Agreement is effective upon date of Licensee signature below. The initial term for the grant of the applicable Term License(s) will begin upon the effective date set forth in the Ordering Document(s).

5.2. Partner will send Licensee a renewal notice approximately sixty (60) days before the end of the applicable paid up term of the Term License. Provided the Licensee is current in the payment of the applicable fees for the then current Term License period, the applicable Term License for the Product may be renewed for an additional renewal Term as specified under the renewal notice to be provided by Partner.

5.3. Either party may terminate this License Agreement or any Product license for a material breach that is not cured within thirty (30) days of written notice to the breaching party, except that termination is immediate for a material breach that is impossible to cure.

5.4. Termination for Convenience: Azteca Systems or Licensee may terminate this Agreement or any Product license by giving the other party thirty (30) days' written notice, provided however that for termination of a Product License such notice period shall be given prior to the end of the current Term License period for the Product.

5.5. In the event that either funding from Licensee or other sources is withdrawn, reduced, or limited, or the authority of Licensee to perform any of its duties is withdrawn, reduced, or limited in any way after the Effective Date of this Agreement and prior to normal completion, the parties shall have the authority to exercise the Termination for Convenience option to terminate this Agreement in whole or in part. If a party to this Agreement chooses to terminate for convenience that party may do so by thirty (30) days' written notice to the other party.

5.6. Upon termination of the License Agreement, all Product licenses granted hereunder terminate as well. Upon termination of a Product license or the License Agreement, Licensee will (i) stop accessing and using affected Product(s); (ii) clear any client-side data cache derived from Online Services; and (iii) uninstall, remove, and destroy all copies of affected Product(s) in Licensee's possession or control, including any modified or merged portions thereof, in any form, and execute and deliver evidence of such actions to Azteca Systems and Partner.

5.7. If this Agreement is terminated for convenience by Licensee, the Licensee is only liable for payment required by the terms of this Agreement for maintenance and support services rendered or products and software received and

accepted prior to the effective date of termination. For the avoidance of doubt, there shall be no right of refund of any fees paid by Licensee prior to the effective date of termination of the Agreement. If a Product license is terminated for convenience by Licensee, there shall be no right of refund of the license fees paid prior to the effective date of termination.

5.8. If this Agreement is terminated under 5.4 or 5.5 above, Licensee shall then return to Azteca Systems all of the Software, related modules, related updates, and any whole or partial copies, codes, modifications, and merged portions in any form. Azteca will for no additional charge to Licensee, and at Licensee's option, either grant a license to the Licensee, for a period of one year, which will allow Licensee to retain the ability to access records and data contained in the Software or allow Licensee to create digital copies of all files needed by the Licensee for the same period. If Licensee needs to retain access to records or data for a period longer than one (1) year, in order to transfer data to another system, Azteca will consider reasonable requests to extend beyond one (1) year.

5.9 The parties hereby agree that all provisions which operate to protect the intellectual rights of Azteca Systems shall remain in force should breach or termination occur.

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9.3 Taxes and Fees, Shipping Charges. License fees quoted to Licensee are exclusive of any and all taxes or fees, including, but not limited to, sales tax, use tax, value-added tax (VAT), customs, duties, or tariffs, and shipping and handling charges.

9.4 No Implied Waivers. The failure of either party to enforce any provision of this License Agreement shall not be deemed a waiver of the provisions or of the right of such party thereafter to enforce that or any other provision.

9.5 Severability. The parties agree that if any provision of this License Agreement is held to be unenforceable for any reason, such provision shall be reformed only to the extent necessary to make the intent of the language enforceable.

9.6 Successor and Assigns. Licensee shall not assign, sublicense, or transfer Licensee's rights or delegate Licensee's obligations under this License Agreement without Azteca Systems' prior written consent, and any attempt to do so without consent shall be void. This License Agreement shall be binding on the respective successors and assigns of the parties to this License Agreement. Notwithstanding, a government contractor under contract to the government to deliver Products may assign this License Agreement and Products acquired for delivery to its government customer upon written notice to Azteca Systems, provided the government customer assents to the terms of this License Agreement.

9.7 Survival of Terms. The provisions of Articles 2, 5, 6, 7, 8, and 9 of this License Agreement, shall survive the expiration or termination of this License Agreement.

9.8 Equitable Relief. Licensee agrees that any breach of this License Agreement by Licensee may cause irreparable damage and that, in the event of such breach, in addition to any and all remedies at law, Azteca Systems shall have the right to seek an injunction, specific performance, or other equitable relief in any court of competent jurisdiction without the requirement of posting a bond or proving injury as a condition for relief.

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a. *Licensees in the United States of America, Its Territories, and Outlying Areas.* This License Agreement shall be governed by and construed in accordance with the laws of the State of Utah without reference to conflict of laws principles, except that US federal law shall govern in matters of intellectual property. Except as provided in Section 9.8, any dispute arising out of or relating to this License Agreement or the breach thereof shall be resolved in the following order:

- *Consultation and negotiation in good faith and a spirit of mutual cooperation;*
- *Mediation, by a mutually acceptable mediator chosen by the parties, which cost is shared equally;*
- *If the matter cannot be settled through negotiation or mediation, then it shall be finally settled by arbitration administered by the American Arbitration Association under its Commercial Arbitration Rules. Judgment on the award rendered by the arbitrator may be entered in a court of competent jurisdiction. If Licensee is a US government agency, this License Agreement is subject to the Contract Disputes Act of 1978, as amended (41 USC 601–613), in lieu of the arbitration provisions of this clause. This License Agreement shall not be governed by the United Nations Convention on Contracts for the International Sale of Goods, the application of which is expressly excluded.*

b. *All Other Licensees.* Except as provided in Section 9.8, any dispute arising out of or relating to this License Agreement or the breach thereof that cannot be settled through negotiation shall be finally settled under the Rules of Arbitration of the International Chamber of Commerce by one (1) arbitrator appointed in accordance with said rules. The language of the arbitration shall be English. The place of the arbitration shall be at an agreed-upon location. This License Agreement shall not be governed by the United Nations Convention on Contracts for the International Sale of Goods, the application of which is expressly excluded. Either party shall, at the request of the other, make available documents or witnesses relevant to the major aspects of the dispute.

9.11 Maintenance. Maintenance for qualifying Software consists of updates and other benefits, such as access to technical support and are provided during the term of the Term License for such qualifying Products provided the applicable license fees have been paid. Maintenance is specified in Azteca Systems' current applicable maintenance policy, Addendum 2 or Partner's current applicable maintenance policy available on the Partner website at www.esri.ca, except as modified by the Maintenance Addendum.

9.12 Feedback. Azteca Systems may freely use any feedback, suggestions, or requests for Product improvements that Licensee provides to Azteca Systems. Regardless of the source of any feedback or suggestions, any improvements to Cityworks Software or Products, and any related intellectual property, are owned by Azteca Systems.

9.13 Patents. Licensee may not seek, and may not permit any other user to seek, a patent or similar right worldwide that is based on or incorporates any Azteca Systems technology or services. This express prohibition on patenting shall not apply to Licensee's software and technology except to the extent that Azteca Systems technology or services, or any portion thereof, are a part of any claim or preferred embodiment in a patent application or a similar application.

9.14 Force Majeure. If the performance of any obligation under this Agreement is prevented, restricted, or interfered with by reason of fire, flood, earthquake, explosion, or other casualty or accident; strikes or labor disputes; inability to procure delivery of parts, supplies, services, or power; war, threat of actual terrorist act, cyberattack, or other violence; any law order, proclamation, regulation, ordinance, or demand; or any condition whatsoever beyond the reasonable control of the affected party, the party so affected, upon giving prompt notice to the other party, will be provided a temporary extension for a period of time as may be reasonably necessary to allow for such delay, prevention interference, or restriction.

9.15 Entire Agreement. This License Agreement, including its incorporated documents, addendums, and exhibits constitutes the sole and entire agreement of the parties as to the subject matter set forth herein and supersedes any previous license agreements, understandings, and arrangements between the parties relating to such subject matter. Additional or conflicting terms set forth in any purchase orders, invoices, or other standard form documents exchanged during the ordering process, other than product descriptions, quantities, pricing, and delivery instructions, are void and of no effect. Any modification(s) or amendment(s) to this License Agreement must be in writing and signed by each party.

9.16 Notices: Until further written notice, all notices relevant to this Agreement shall be sent to the following addresses:

Azteca Systems, LLC 11075 South State, Suite 24 Sandy, Utah 84070 USA	Licensee The Corporation of the City of London 300 Dufferin Ave., P.O. Box 5035 London, ON N6A 4L9	Partner Esri Canada Limited 12 Concorde Place, Suite 900 Toronto, Ontario, M3C 3R8 Canada
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IN WITNESS WHEREOF, the parties hereto have caused this License Agreement to be executed and made effective by their respective authorized representatives.

AZTECA SYSTEMS, LLC	LICENSEE	ESRI CANADA LIMITED - PARTNER
By: _____	By: _____	By: _____
Name: Brian L. Haslam	Name: _____	Name: _____
Title: President - CEO	Title: _____	Title: _____
Date: / /	Date: / /	Date: / /

ADDENDUM 1

PRODUCT LICENSING

Licensed Software:

Software licensed and applicable to this License Agreement is the portion of Covered Software acknowledged and referenced in the applicable Ordering Document(s) pursuant to applicable fees being paid.

Additional Software & Licenses: Additional Software & licenses may be added to this License Agreement in accordance with the applicable Ordering Document(s) pursuant and with the applicable fees, if any being, paid.

Azteca Systems reserves the right to request an annual audit for population, logins, or uses, for proper licensing costs and fees.

Updates to the licensed Software (as set forth in the Applicable Ordering Documents) means a subsequent release of the program which Azteca generally makes available to its supported customers as part of the annual maintenance plan for which fees have been paid.

Occasionally, Azteca changes the name of its licensed software as part of its ongoing process to improve and increase the functionality of the software. In the event the software licensed or listed above changes in name, and/or improvements are made, Azteca will provide software with functionality that is similar to or with substantially the same or greater functionality of the originally licensed software, provided all current license fees have been paid.

Updates may not always include any release, option or future program that Azteca licenses separately. Updates are provided when available (as determined by Azteca). Azteca is under no obligation to develop any future programs or functionality. Any updates made available will be delivered to you, or made available to you for download. You shall be responsible for copying, downloading and installing the updates.

ADDENDUM 2

STANDARD MAINTENANCE

This Standard Maintenance Addendum is between the Licensee named below "Licensee", "Partner" and Azteca, Systems, LLC. Maintenance is provided subject to the terms and conditions of the signed License Agreement and which is incorporated by reference.

1. **MAINTENANCE & SUPPORT:** Azteca Systems and/or Partner will provide maintenance and support services to Licensee for qualifying Products during the applicable Term for such Products provided the applicable license fees have been paid as specified in the applicable Ordering Document(s). Maintenance support services consist of the following benefits: Technical support, new version software, service packs, software upgrades, and software updates.

1.1. Azteca Systems will ensure upward compatibility for the Covered Software applications within a reasonable timeframe for minor Esri® ArcGIS and Cityworks supported databases revisions. Azteca Systems will not ensure upward compatibility for Covered Software Applications when there are major Esri ArcGIS revisions (for example, from rev 10.x to rev 11.x), however Azteca Systems will make all reasonable efforts to provide upward compatibility.

1.2. Azteca Systems shall, without additional charge (except as allowed for in paragraph 3.3 below), during the term of this Maintenance Addendum provide the following:

- (a) **Software Updates.** Software Updates includes Upgrades and service packs which are a collection of files that enhance or correct the Covered Software and which will be available for Licensee to download during the Maintenance Period. Updates and Upgrades may also include new versions;

1.3. Partner shall provide Licensee with telephone support, E-mail support, web support, during Partner's normal business hours, Monday through Friday (excepting Holidays), and other available benefits as set forth in Partner's most current software maintenance policy available on Partner's website at www.esri.ca; and implement and maintain a means of secure, remote direct network access (VPN, Web-access, etc.) to the Licensee's systems in order to perform thorough remote diagnostics.

1.4. Azteca Systems and Partner will use reasonable efforts to provide corrections to a technical issue or provide a workaround, but neither Azteca Systems or Partner can guarantee that all technical issues can be fixed or resolved.

1.5. The following items, among others, however, are specifically excluded as support services under this section of this Maintenance Addendum:

- (a) Interpretation of program results, including but not limited to support for applying or installing upgrades and service packs;
- (b) Assistance with questions related to third party software, computer hardware, networking, and other similar items that are not provided by Azteca;
- (c) Assistance with computer operating system questions not directly pertinent to the Covered Software;
- (d) Licensee Data debugging and/or correcting;
- (e) Services necessitated as a result of any cause other than authorized ordinary and proper use by the Licensee of the Covered Software, including but not limited to neglect, abuse, unauthorized modifications and/or unauthorized updates;
- (f) Consulting regarding customizations created to function with the Covered Software unless the customization is identified and listed as Covered Software in the applicable Ordering Document(s);
- (g) Assistance with applications which are not part of a standard life cycle, such as preview, beta, or candidate releases; and
- (h) Questions such as configuration, implementation and walk-throughs.

1.6. The Maintenance services consists of software and documentation updates and access to technical support via telephone, email, web-based (www.MyCityworks.com) and after hours support as set forth in Section 1 of this

Maintenance Addendum.

1.7. **Authorized Callers.** Licensee may designate a limited number of authorized callers per software product listed in the applicable Ordering Document(s) ("Authorized Callers"). Licensee may replace Authorized Callers at any time by notifying Partner. Authorized Callers may be designated in applicable Ordering Documents or by email. Partner may limit the total number of authorized callers as may be reasonably necessary and may request an updated list of Authorized Callers.

1.8. **Cityworks Online Support and Customer Portal.** Azteca has created a self-help support website center for Authorized Callers to submit technical issues, chat with technical specialists, track technical support incidents through the 'MyCityworks' portal, and view technical articles, updated product documentation, blogs, links to forums, and technology announcements. The support and care website can be found at <http://www.mycityworks.com>.

2. PROCEDURES FOR ACCESSING SUPPORT:

2.1. All problem categories from routine, non-critical and critical that occur during normal business hours shall procedurally occur as follows: 1) Licensee's system administration staff as first line of support, and then 2) Partner's staff as the second line of support, and 3) Azteca Systems staff as the third line of support. Partner will make all reasonable efforts to acknowledge all requests for support during normal business hours within 4 hours and Azteca will do the same for requests for support from Partner.

2.2. Prior to calling Partner for support services, the Licensee will first attempt to isolate any problems that occur with the System. The Licensee will try to reduce the problem down to a specific software or system component. If it is determined that the problem is the Cityworks Software component, Licensee will first try and resolve the problem without Partner's involvement. If Licensee cannot resolve the problem or isolate the problem, Licensee will call Partner directly, and then if necessary, Partner may contact Azteca Systems via telephone, chat, or self-service portal. In each case, Cityworks technical support will log the information and provide, an answer to the question, a resolution to the problem, or submit a verified bug to the development group. Any support request that is not quickly resolved will be assigned to a technical support representative. Phone calls and chat requests are accepted during normal business hours as outlined on the Contact Support page of MyCityworks.com. Voicemails and requests submitted via the self-service portal outside of the posted business hours will be responded to on a first come, first served basis the next business day.

2.3. For critical problems that occur outside of Partner's normal business hours and cannot be isolated and resolved by the Licensee, Partner may provide an after-hours phone number. In addition, Azteca Systems will make all reasonable efforts to acknowledge and respond to the request for support for critical problems that occur outside of normal business hours within 4 hours of receipt of the call from a designated and authorized Partner representative. Critical problems are defined as problems that cause several users to be unable to perform their duties. For routine and non-critical problems Partner will submit support requests during normal business hours as outline in 2.2 above.

2.4. After a technical support incident is logged, Azteca Systems will use reasonable efforts to provide corrections to a technical issue or provide a work around. While it is Azteca's goal to provide an acceptable solution to technical issues, Azteca cannot guarantee that all technical issues can be fixed or resolved.

3. PAYMENT, RENEWAL, AND EXPIRATION

3.1. Maintenance and support services for each Maintenance Period are included in the Term license fees as set forth in the applicable Ordering Document(s). The annual fee for successive Term License and Maintenance Periods (twelve-month periods) commencing upon the anniversary of the first Maintenance Period, shall become due prior to the end of the preceding paid-up Term License and Maintenance Period.

3.2. Upon sixty (60) days written notice, the fee for Term License and Maintenance Periods listed in the applicable Ordering Document(s) subsequent to the third Maintenance Period may be adjusted by Azteca Systems to reflect increases in costs of providing the support services; provided, however, that the Term License and Maintenance fees

shall not increase by more than the CPI from the previous Maintenance Fees. Azteca Systems will notify Licensee of the new pricing no later than 60 days prior to the applicable Maintenance Period for which such adjusted pricing applies.

3.3. **Maintenance Expiration.** If Licensee does not renew the Term License at the end of the applicable term as specified in the Ordering Document, Partner and Azteca Systems will continue to provide technical support for an additional thirty (30) days, but Licensee will no longer receive Software updates released after the Term License and Maintenance Period expires. If Licensee does not renew the Term License within thirty (30) days of the expiration date of such Term License, Licensee will no longer receive technical support. All other Maintenance benefits and support services will end with the expiration of such Term License.

3.4. **Reinstatement Fee for Lapsed Maintenance.** Partner will reinstate Maintenance if Licensee sends a purchase order or payment within thirty (30) days of the expiration date of the Term License. If Licensee does not renew the Term License within thirty (30) days of its expiration date but at a later date wants to renew the Term License, the fees will include the Maintenance fees that Licensee would have paid since the expiration date.

4. MISCELLANEOUS

4.1. **Data Confidentiality Statement:** Azteca Systems will take reasonable measures to ensure that any Licensee data and/or confidential information provided to Azteca Systems is not inappropriately accessed or distributed to any third-party. Data provided to Azteca Systems by the Licensee may be loaded onto Azteca Systems servers or employee computers for the purpose of testing the Software, database structure, or database values, and related Esri® software to resolve database or software performance issues, software enhancements and software defects. At no time will the data be distributed to individuals or organizations who are not Azteca Systems employees without first receiving written approval from Licensee. If requested by the Licensee, and once the testing has been completed, Azteca Systems will delete all data provided by the Licensee.

4.2. **Amendments to the Maintenance Addendum:** Azteca Systems reserves the right to revise the Maintenance terms and conditions contained in the Maintenance Addendum at any time, at its sole discretion. Azteca Systems will provide written notice of any such revised terms to Licensee.

ADDENDUM 3
THIRD PARTY CONTRACTOR ACKNOWLEDGMENT

If Licensee engages any Third Party Contractor and desires to grant access to or permission to use the Products, the access may be granted subject to the following terms conditions and provisions:

1. Access and use of the Products by any third party is solely for Licensee's benefit;
2. The Third Party Contractor (or, if applicable, its employee) shall be considered, as applicable, the Authorized User for purposes of the applicable license type, and all use by such contractor shall be in accordance with the terms and conditions of the License Agreement;
3. Before accessing the Products, the Third Party Contractor agrees in writing that (a) the software shall be used solely in accordance with the terms of this Agreement and solely for Licensee's benefit and (b) such contractor shall be liable to Azteca Systems for any breach by it of this Agreement;
4. Licensee hereby agrees and acknowledges that Licensee will be liable for any and all actions or omissions of the Third Party Contractor with respect to the use of the Products, as if such actions or omissions were the Licensee's;
5. Upon expiration or termination of this License Agreement, the rights of usage to any Third Party Contractor shall immediately terminate;
6. Use of the Products by such Third Party Contractor on Licensee's behalf will be governed by the terms of this Agreement, and will require that Licensee purchase the appropriate license for each user utilized by such contractor;
7. Any breach of this Agreement by any Third Party Contractor will be deemed to be a breach by Licensee;
8. Licensee will ensure that the Third Party Contractor agrees to comply with and does comply with the terms of this Agreement on the same basis as the terms apply to Licensee; and
9. Any Third Party Contractor must sign a copy of this Addendum acknowledging that it has a copy of the License Agreement and agrees to the terms herein, further Licensee shall provide a signed copy of this Addendum for every Third Party Contractor to which it has granted permission to access and/or use the Products;

The rights granted under this Third Party Contractor Addendum, do not modify the license(s) or increase the number of licenses granted under this Agreement. The Third Party Contractor acknowledges acceptance by signing below, and providing a copy to Azteca Systems at contracts@cityworks.com and a copy to Partner at customercare@esri.ca.

Third Party Contractor Name (Print)

By: _____
Authorized Signature

Date: _____