



SYMPRO SOFTWARE LICENSE AND SERVICE AGREEMENT

This SymPro Software License and Service Agreement ("Agreement") is entered into effective the 15th day of December, 2011 ("Effective Date") by and between SymPro, Inc., a California corporation, with its principal place of business located at: 2200 Powell Street, Suite 1170, Emeryville, CA 94608 ("Licensor"), and Muskegon County, a Michigan county with its principal place of business located at: 990 Terrace Street, Muskegon, MI 48442 ("Licensee").

RECITALS

- A. SymPro designs, develops and licenses a proprietary computer software solution known as the SymPro Treasury Management Software.
B. Licensee desires to obtain a personal, nontransferable, non-exclusive limited right and license to use such software and related documentation and services for Licensee's own internal business purposes only and SymPro is willing to grant such a license on the terms and subject to the conditions of this Agreement.

THEREFORE, in consideration for the fees to be paid by Licensee hereunder and other good and valuable consideration, the receipt and sufficiency of which is hereby acknowledged, the parties agree:

1. Certain Definitions. As used in this Agreement, the following terms shall have the following definitions:

A. "Annual Maintenance and Support Plan" or "Plan" shall mean the then-current support services Licensee elects to purchase from SymPro. The Annual Maintenance and Support Plan as of the Effective Date is summarized in the attached Exhibit B. SymPro may change the support services it offers with a 60 day written notice to Licensee regarding changes that will be effective with the next Annual Support and Maintenance renewal date.

B. "Authorized Users" shall mean Licensee and its employees and no other persons or entities; the number of which is stated in the attached Exhibit A and which may be changed by amendment to the attached Exhibit A or authorized purchase order issued by Licensee and accepted by SymPro.

C. "Designated Equipment" shall mean a single Intel based computer or a network file server on which Licensee uses the Software pursuant to this Agreement and which is more fully described in the attached Exhibit A.

D. "Designated Site" shall mean the location at which the Designated Equipment and Licensed Products are located during the term of this Agreement as identified on Exhibit A to this Agreement or such other location as may be expressly approved in writing by SymPro.

E. "Documentation" shall mean all user/operation manuals and other materials or information describing the Software, as hereinafter defined, its performance characteristics, technical features and other relevant information reasonably required for use of the Software, including all physical media upon which the materials or information are provided.

F. "Licensed Products" shall mean the Software and the Documentation.

G. "Software" shall mean that certain SymPro proprietary computer software solution known as SymPro Treasury Management Software, in machine readable, object code form, as listed on Exhibit A, and any modules, bug fixes, modifications, enhancements and other SymPro or third party software provided to and licensed hereunder by SymPro to the Licensee during the Term.

## 2. Software License.

A. License Grant. Subject to the terms of this Agreement, SymPro hereby grants to Licensee, and Licensee accepts, a limited, personal, non-transferable and non-exclusive perpetual license to use the Licensed Products solely for Licensee's own internal business purposes and solely on the Designated Equipment located at the Designated Site by the number of Authorized Users stated in the attached Exhibit A or such Authorized Users added during the Term. Licensee shall be permitted to make one copy of the Software for backup and archival purposes only. Each copy must reproduce all copyright and other proprietary notices.

B. Warranty of Ownership. SymPro warrants to Licensee (and no other person or entity) that it is the author and owner or proper Licensee of the Licensed Products and has the right to enter into this Agreement.

C. Sympro Retains Title. Licensee acknowledges that SymPro and its licensors retain title to the Licensed Products, all copyrights, trade secrets and other intellectual property rights licensed to Licensee even if Licensee's suggestions are incorporated into subsequent versions of the Software. The Licensed Products constitute a trade secret and are confidential to SymPro.

D. No Ownership Rights. Other than the limited right of use of the Licensed Products described in this Agreement, Licensee neither shall have nor shall it acquire any right, title or interest in or to any of the Licensed Products or in any intellectual or proprietary rights represented thereby.

E. License Restrictions. Licensee agrees that it will not modify, decompile, disassemble, translate or reverse engineer the Software, in whole or in part. Except as expressly stated, this Agreement does not include any rights to use, disclose, sublicense, or otherwise transfer the Software, Documentation, or other proprietary information of SymPro. Licensed Products shall not be used to process data except for Licensee's internal purposes.

F. Licensee shall immediately notify SymPro in writing of any actual or suspected breach of this Agreement, including, without limitation, its terms limiting use.

G. Audit. Upon 10 days prior written request, SymPro may audit and examine such records at Licensee's offices during normal business hours, solely for the purpose of confirming the accuracy of all amounts due and paid hereunder. In the event that an audit reveals an overpayment by Licensee, SymPro will credit Licensee's account for such overpaid amount. In the event that such audit reveals an underpayment by Licensee, Licensee agrees to pay SymPro the amount of such underpayment within 10 days from SymPro's written notice. Should any underpayment be in excess of 10% of that which was owed to SymPro, Licensee shall reimburse SymPro for the cost of the audit in addition to all amounts then due. Licensee requests the opportunity to independently verify audit within 30 days of receipt.

3. Delivery of Licensed Products. Software may be delivered to Licensee by CD or by remote telecommunications from SymPro's place of business unless the parties agree in writing to an alternative method of delivery. SymPro is not responsible for installing the Software unless SymPro is specifically contracted to perform installation and training services.

4. Fees and Payment.

A. License Fee. Licensee shall pay the then current fees for the Licensed Products ("License Fees"). Licensee will remit payment for the Licensed Products within 30 days of SymPro's invoice.

B. Annual Maintenance and Support Plan. If Licensee elects to purchase services under the Annual Maintenance and Support Plan, Licensee shall pay the then current annual service fees within 30 days of SymPro's invoice. SymPro may adjust the services fees for Licensed Products added in any annual period in the subsequent year.

C. Payments. All payments (i) shall be made by bank check or Licensee's check or wire transfer of immediately available funds and (ii) shall be due and payable to SymPro (or SymPro's assignee) in U.S. Dollars, at SymPro's address as stated above, or such other places as SymPro may from time to time designate in writing. All payments shall be made without offset or deduction of any nature whatsoever and are nonrefundable except as expressly stated. Licensee shall pay all applicable federal, state and local sales, use, excise, transportation, occupational or similar taxes or assessments, customs or duties.

5. Warranty.

A. SymPro warrants that: (i) Software will perform in accordance with SymPro's standard specifications stated in its Documentation for a period of 365 days from the date of first installation of the Software (exclusive of bug fixes, modifications or enhancements provided during the warranty period or under the Annual Maintenance and Support Plan); and, (ii) Services provided under the Plan will be performed in a professional and workmanlike manner and bug fixes, modifications, enhancements provided under the Plan will perform in accordance with SymPro's standard specifications. EXCEPT FOR THE WARRANTIES STATED ABOVE, SYMPRO AND ITS LICENSORS MAKE NO OTHER WARRANTIES, WRITTEN OR ORAL, WHETHER EXPRESS OR IMPLIED. SYMPRO AND ITS LICENSORS EXPRESSLY DISCLAIMS ALL IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION THE WARRANTIES

OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE AND NON-INFRINGEMENT. *For warranty support, Licensee should contact: Technical Support at telephone number 510 655 0900.*

B. Licensed Products are of a complex nature resulting in operations that may be interrupted or errors that may be encountered. SymPro sole obligation and Licensee's sole remedy under this warranty is for SymPro, at its option, to provide such services, bug fixes or other modifications it deems appropriate, provide a functional equivalent or reperform services, if: (i) SymPro receives proper notice of any claimed Software defect during the warranty period or a claim of defective services or Software under the Plan within 30 business days of the related occurrence. Proper notice includes copies of the data, reports and written procedures documenting the claim. And, (ii) the Licensee is otherwise in compliance with this Agreement and using the current version of the Software in accordance with SymPro's standard specifications; and, (iii) SymPro is able to reproduce any claimed defect. Should SymPro determine in its sole judgment after reasonable effort that a covered defect cannot be remedied, SymPro may elect to terminate this Agreement as to the effected Software and refund the paid, unused License Fees as to the effected Software only upon return of the Software and certification the Software is no longer in use by Licensee.

C. Further Limitations. The limited warranties provided in this Section 5, as limited by other provisions of this Agreement, are non-transferable by Licensee except as set forth below and shall immediately become void in the event of any unauthorized use, modification or repair of the Licensed Products or any part thereof or upon breach by Licensee of any provision of this Agreement. Except as otherwise may be provided in any technical support and maintenance agreement between the parties, Licensee shall pay, at SymPro's then current rates, for services performed by SymPro to correct problems or defects not covered by warranty, including, without limitation, those traceable to Licensee's errors.

D. Licensee shall pay, at SymPro's then current rates, for services performed by SymPro to address any problems or defects not covered by warranty or the Plan, including, without limitation, those traceable to Licensee's errors. All such services will be provided to a specific proposal outlining the scope of work, time and material rates and delivery schedules.

## 6. Indemnification.

A. SymPro hereby agrees to indemnify Licensee against any damages finally awarded against Licensee in connection with a claim that the Licensed Products directly infringe a United States copyright or patent or other intellectual property rights, provided that: (i) Licensee notifies SymPro in writing within 30 days of the claim; (ii) SymPro has sole control of the defense and all related settlement negotiations; and (iii) Licensee provides SymPro with the required assistance, information and authority. SymPro shall have no liability for any claim of infringement arising from: (a) any unauthorized use, alteration or modification of the Software including use of the Software in conjunction with products not provided by SymPro; or, (b) use of a superseded or altered release of the Software if the infringement would have been avoided by the use of a current unaltered release of the Licensed Products.

B. If the Licensed Products are held or are believed by SymPro to infringe, SymPro shall have the option, at its expense, to: (i) modify the Licensed Products to be non-infringing; or, (ii) obtain for Licensee a license to continue using the Licensed Products. If it is not commercially reasonable to perform either of the above options, then SymPro may terminate the license for the infringing Licensed Products and refund any unused License Fees or Annual Maintenance and Support Plan fees paid for the affected Licensed Products. Licensee shall discontinue use of the Software.

C. The provisions of this Section 6 state each party's entire obligation and liability with respect to the infringement of any property right based on the use of the Licensed Products.

7. LIMITATION OF LIABILITY. To the extent a claim arises under warranty, the remedy stated in Section 5 applies. To the extent a claim arises under indemnification, the remedy stated in Section 6 applies. AS TO ALL OTHER CLAIMS, LICENSEE ACKNOWLEDGES THAT POTENTIAL DAMAGES IN ANY PROCEEDING WOULD BE DIFFICULT TO MEASURE WITH CERTAINTY AND THE PARTIES EXPRESSLY AGREE THAT AS A FAIR ASSESSMENT OF POTENTIAL DAMAGES, SYMPRO AND ITS LICENSOR'S LIABILITY UNDER THIS AGREEMENT, REGARDLESS OF FORM OF ACTION, PROCEEDING OR THEORY OF RECOVERY, SHALL NOT EXCEED THE LICENSE FEES OR FEES ACTUALLY PAID TO SYMPRO WHICH ARE DIRECTLY RELATED TO THE CLAIM. REGARDLESS OF THE FORM OF ACTION, PROCEEDING, OR THEORY OF RECOVERY, NEITHER SYMPRO NOR ITS LICENSORS SHALL IN ANY MANNER BE LIABLE FOR ANY LOST PROFITS, LOST SAVINGS OR OTHER SPECIAL, INCIDENTAL, CONSEQUENTIAL OR EXEMPLARY DAMAGES, INCLUDING WITHOUT LIMITATION, ANY SUCH DAMAGES ASSESSED AGAINST OR PAID BY LICENSEE TO ANY THIRD PARTY, ARISING OUT OF THE USE, INABILITY TO USE, QUALITY OR PERFORMANCE OF THE LICENSED PRODUCTS PROVIDED, EVEN IF SYMPRO HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

8. Term and Termination.

A. Term. This Agreement is for a perpetual license and shall continue until terminated by either party ("Term") under the following conditions.

B. Termination.

(i) SymPro's Right of Termination. SymPro may terminate this Agreement after 30 days prior written notice for Licensee's failure to pay any amounts due (including any additional License Fees or service fees resulting from legal changes expanding Licensee's rights of use).

(ii) Licensee's Right of Termination. Licensee may terminate this Agreement without cause upon 60 days prior written notice prior to the anniversary date of this Agreement.

(iii) Either Party's Right to Termination. Either party may terminate this Agreement, (a) upon 30 days' prior written notice for the other party's failure to cure any other material breach of this

Agreement; (b) immediately upon: (I) termination or suspension of Licensee's business, (II) insolvency or filing of a voluntary or involuntary petition in bankruptcy, which petition is not dismissed within 30 calendar days of filing, (III) appointment of a receiver, assignee or other liquidating officer for all or substantially all of the Licensee's assets or (IV) an assignment for the benefit of creditors.

C. Termination of Maintenance and Support Plan. Either party may terminate the Plan upon 60 days written notice before the anniversary date of this Agreement.

D. Effect of Termination. Except for termination of the Plan, Licensee shall cease use of the Licensed Products upon termination of this Agreement and shall provide a written certification to SymPro of removal of all copies of the Software from its system and destruction of all copies of Software and Documentation except that required for archival purposes. Termination of the Plan shall not result in termination of this Agreement unless otherwise specified. Termination of this Agreement shall not relieve Licensee of its obligation to pay for any fees nor result in the refund of any fees paid.

## 9. General.

A. Injunctive Relief. Licensee's breach of any obligation under this Agreement regarding the use, duplication, modification, transfer or confidentiality of the Licensed Products shall entitle SymPro to injunctive, specific performance or other equitable relief, all without need of bond or undertaking of any nature, Licensee specifically acknowledging that SymPro's remedies at law under such circumstances would be inadequate.

B. Assignment. This Agreement shall not be assignable by either party and neither party may delegate its duties hereunder without the prior written consent of the other party. Any attempt by a party to assign any of its rights or delegate any of its duties hereunder without the prior written consent of the other party shall be null and void and shall result in immediate termination of this Agreement under its terms and conditions. Notwithstanding the foregoing, either party may assign its rights or delegate its duties under this Agreement without written consent of the other party in the event that this Agreement is assigned to a successor, parent, or subsidiary of such party, or in the event of an acquisition, merger, or sale of the majority of the relevant assets or shares of either party.

C. Governing Law and Venue. This Agreement is governed by the laws of State of Michigan. Venue lies in the state and federal courts located in Muskegon County and Federal Courts located in the Western Division of Michigan.

D. Severability. If a provision is declared invalid, the remainder of the Agreement will continue in full force and effect. The offending provision shall be interpreted to whatever extent possible to give effect to its stated intent.

E. Waiver. Failure to require performance of any provision or waiver of a breach of a provision does not waive a party's right to subsequently required full and proper performance of that provision.

F. Entire Agreement. This Agreement represents the entire agreement on this subject matter

excluding all prior agreements, representations, statements, negotiations, and understandings and provisions in any Orders issued hereunder unless the parties consent in writing. This Agreement may be modified only by a written agreement signed by a party's authorized representative.

G. Conflict. Should any Exhibit conflict with this Agreement, the Exhibit shall control.

H. Notices. All notices and demands hereunder shall be in writing and shall be served by personal service or by mail at the address of the receiving party stated below (or at such different address as may be designated by such party by written notice to the other party) and shall be deemed complete upon receipt. Notices to be sent to:

SymPro Inc.  
Name: Carlton Young  
Title: Client Support Mgr  
Email: Cyoung@sympro.com

Muskegon County  
Name: Heath Kaplan  
Title: Finance Manager  
Email: Kaplanhe@co.muskegon.mi.us

I. Independent. Each party is acting as an independent contractor and not as an agent, partner, or joint venturer with the other party for any purpose.

J. Compliance with all Applicable Laws, Export. At all times, Licensee will adhere to all applicable state, federal and local laws and regulations in the conduct of its business, installation and use of the Software and maintain the proper insurances as are customary in the business. Licensee shall comply with all applicable export and import control laws and regulations in its use of the Software and, in particular, Licensee shall not export or re-export the Software without all required United States and foreign government licenses.

K. Force Majeure. Except for the payment of any amounts due, performance will be suspended for force majeure upon written notice and may be terminated if such event continues for more than 30 days.

L. Severability. If any one or more of the provisions contained herein shall for any reason be held to be invalid, illegal or unenforceable in any respect, then such provision or provisions shall be deemed severable from the remaining provisions hereof, and such invalidity, illegality or unenforceability shall not affect any other provisions hereof, and this Agreement shall be construed as if such invalid, illegal or unenforceable provision had never been contained herein.

IN WITNESS WHEREOF, the parties have executed this Agreement as of the Effective Date.

SymPro, Inc.,  
a California corporation

By: 

Name: Michael Byrne  
Title: President and CEO

Address:  
2200 Powell Street, Suite 1170  
Emeryville, California 94608  
Tel. No. 510-655-0900  
Fax: 510-655-4064

Muskegon County  
("Licensee")

By: 

(Authorized Representative)

Print Name: Ken Mahoney  
Title: Board of Commissioners Chairman

Address:  
990 Terrace Street  
Muskegon, MI 48442  
Tel. No. 231.724.6520  
Fax: 231.724.6673



Exhibit A  
to  
SYMPRO SOFTWARE LICENSE AND SERVICE AGREEMENT  
By and Between  
SymPro, Inc. and Muskegon County, Michigan, Licensee  
Effective Date December 15, 2011

1. **Designated Equipment:**  
**Workstations:** Intel Pentium Processor (1GHz or better) Microsoft Windows Operating System (2000, XP); minimum 1GB RAM, 1GB available disk space.  
**Networking:** Microsoft Windows Operating System (2000, 2003) or Novell Netware 4.x 5.x; minimum 2 GB RAM, 2GB available disk space

For equipment or operating systems not named in this section, contact SymPro for compatibility information.

2. **Designated Site:**  
 990 Terrace Street  
 Muskegon, MI 48442

3. **Software and Documentation:**  
 SymPro Treasury Management Software  
 Debt Management Software  
     Network license (3 Concurrent Users)  
     General Ledger Module & Interface to BS&A

Any other Software licensed during the Term as described in this Exhibit, any amendment hereto or any purchase order issued by Licensee and accepted by SymPro.

4. **Authorized Users:** Network installation with concurrent access and support for 3 Authorized Users.

5. **License and Service Fees:**  
 a. **License and Service Fees:**

Total Software License Fee:	\$30,000
Annual Maintenance and Support	\$ 6,000
4 Days Training & Implementation*	\$ 6,400
Project Management	\$ 2,500
Conversion of Existing Debt Positions**	<u>\$ 7,500</u>
<b>Total</b>	<b>\$ 52,400</b>

\* Travel Expenses Not Included

\*\*Comprehensive conversion of existing debt data (approximately 20 Issues) from legacy platform(s) to SymPro Debt Manager. Service Includes:

- Adding all existing and prior debt to pre-1986 including CUSIPs
- Review of legal structures and inclusion in Debt Manager
- Analysis of Debt Manager data to Comprehensive Annual Financial Report to insure continuity and accuracy
- Storage of all available bond documents in PDF format

6. Payment Schedule:

License fees will be invoiced upon execution of this agreement.

Annual Maintenance and Support for year one will be invoiced upon the earlier of product delivery date or 30 days from the execution of this agreement.

Professional service fees and training will be invoiced as services are performed.

to  
SYMPRO SOFTWARE LICENSE AND SERVICE AGREEMENT

By and Between  
SymPro, Inc. and Muskegon County, MI, Licensee

**Annual Support and Maintenance Plan**

The following SymPro Support and Maintenance Plan applies as of the Effective Date. SymPro reserves the right to change this Plan at any time. All changes will be posted at its website: [www.sympro.com](http://www.sympro.com) and will become effective as of the next Renewal Term. The SymPro support and maintenance plan includes the following:

- Priority service from technical support and client service representatives
- Free SymPro version corrections and enhancements released in the license and service term
- Discounted major SymPro upgrade conversions (e.g. 16 bit to 32 bit conversion)
- Free shipment of Software and documentation
- Access to the SymPro Internet Site for Support ([www.sympro.com](http://www.sympro.com))
- Free Regional Training Conference attendance
- Unlimited telephone technical support in the following areas:

**Loading and configuring of SymPro Software**

Operational Questions, including standard SymPro reports

Data entry support for all debt types supported within SymPro, including:

- Serial Bonds
- Term Bonds
- Discount Bonds
- Variable Rate Coupon
- Commercial Paper
- Commercial Paper Discount
- Medium Term Notes

Tele-consultation is provided during normal business hours (6:30am TO 8pm - EST), Monday through Friday for questions dealing with the operations of the Licensed Software on Designated Equipment. Support issues may be reported via voicemail (510-655-0900 Selection 2), fax (510-655-4064), or email ([support@sympro.com](mailto:support@sympro.com)), 24 hours a day. Answers to "Frequently Asked Questions" are available at [www.sympro.com](http://www.sympro.com), 24 hours a day. The resolution of some issues may require that Licensee provide SymPro with a copy of Licensee's data. Licensee agrees to provide SymPro with a copy of their data for the purpose of resolving Licensee's issue and SymPro agrees to maintain full confidentiality of any required data and will use it only for the resolution of the Licensee's issue.

**Not Included:** Consulting on issues concerning debt accounting matters, specific financial or advisory matters, research on debt securities not supported within the Licensed Software, or data entry for debt securities not supported in the Licensed Software system are not included.