# VADAR®Systems, Inc.

# Software Application Agreement

# Financial Applications

This **Agreement** is entered into by and between VADAR® Systems, Inc. (hereinafter "VADAR®"), located at 20 Main Street Suite G1, Acton, MA 01720 and the Municipality of Hubbardston, MA (hereinafter "the Municipality"), its administrative office located at 7 Main Street, Hubbardston, MA 01452.

Whereas, the Municipality desires software applications for financial applications (hereafter "Software"); and,

Whereas, VADAR® provides Software which operates on personal computers and personal computer networks, and desires to provide Software to the Municipality.

**Now, therefore,** in consideration of the premises and mutual covenants set forth herein, the parties agree as follows:

# **Definitions**

"Documentation" means the user manual, product specification sheet, and any related documentation, whether in printed or electronic form, and any revisions thereof, provided by VADAR to Municipality under this Agreement.

The "Software" shall mean the current version of VADAR's proprietary relational database Software licensed to Municipality and used by Municipality for the processing of tax and financial information, together with any customizations, enhancements, Error corrections, revisions, new releases, and upgrades thereof and as detailed and described in "Attachment A" attached hereto.

"Confidential Information" shall mean any information, technical data, trade secrets or know-how, whether written or oral, disclosed by VADAR® to the Municipality in connection with this Agreement, relating to the Disclosing Party's present or proposed products (including but not limited to any source code, object code, user interface screens, algorithms, product designs, product architecture, database schema), financial data and operations, business strategies, customer lists and customer related matters, marketing activities, pricing or salary data, negotiations and contracts, or other information of a confidential or proprietary nature.

#### 1.0Term and Renewal.

# 1.1 Agreement Term

The original term of this Agreement is for three years from July 1, 2019 to June 30, 2022.

VADAR® shall provide Software, Support and Web Hosting Services according to the terms set forth in Exhibits, "Attachment A" and "Attachment C".

# I.2 Software Installation Schedule

The Software shall be implemented and installed according to the schedule of phases and priorities outlined in Attachment B. Municipality and VADAR® shall negotiate specific time frames for the installation of the Software in good faith.

# 1.3 Assignment of Municipal Project Manager

Municipality agrees, for the term of the agreement as stated above, to assign one individual to act as the Project Manager (hereinafter "Project Manager") for the duration of the Agreement. Project Manager shall be the central liaison and primary contact person for VADAR® for all matters relating to the installation, implementation and support of the Software. Project Manager agrees to assist VADAR® in setting priorities and timetables and managing customization requests and application enhancements between VADAR® and the appropriate municipal departments.

# 2.0 Products and Application.

# 2.1. Provision of Software and Software Licenses

During the term of this Agreement, VADAR® shall provide the Municipality Software according to and in compliance with Massachusetts State Laws for the Municipality's use in connection with the Municipality's processing of tax and financial information. Municipality, not VADAR®, shall be responsible for the utilization of the Software and input and maintenance of any necessary data other than conversions described in Section 4.0 and other than the Services detailed and described in "Attachment A" attached hereto. VADAR assumes no liability for Municipality's negligent or fraudulent misuse of the Software.

VADAR® shall provide Municipality with licenses of the Software consistent with the terms outlined in Attachment A. Should Municipality desire to have additional licenses of the Software in addition to the terms outlined in Attachment A, then VADAR® shall provide additional Software and Support upon a mutually agreeable schedule of rates and terms.

# 2.2.Customization of Software

VADAR®, at its sole discretion, may agree to customize the Software for the Municipality. All agreed upon customizations shall be billed to the Municipality at a mutually agreed upon fixed-cost project rate.

# 2.3 Software Support

During the term of this Agreement VADAR® shall provide Municipality toll free,

telephone technical support of the Software, Monday through Friday, from 8:30 AM to 5:00 PM, Eastern Standard Time.

# 3.0 Training

In the first year of this Agreement only, VADAR® shall provide Municipality with eight (8) on-site visits for Software training. Any training time over and above these allocated visits shall be billed according to a schedule of rates and terms in Attachment A or according to a schedule of rates to be negotiated between VADAR® and Municipality.

# 4.0 Provision and Protection of Information.

# 4.1 Format of Data

It shall be Municipality's exclusive obligation to provide all necessary, accurate, readable data to VADAR® for the initial conversion, setup and continued maintenance of database records. Client shall provide VADAR® all data files, including initial information for initial file set-up, Software configuration and data conversion, in readable, unencrypted, unpacked, ASCII text files formatted for the Personal Computer. VADAR® will not accept encrypted, packed, or unreadable files of any type. Time frames and timetables for all deliverables including but not limited to data conversion, Software configuration, Software installation, Software implementation and Software training shall begin with the confirmed RECEIPT of readable data files in VADAR® 's required file format from Municipality. Receipt of unreadable data files, receipt of data files that do not contain all necessary information, or receipt of data files that are not in VADAR®'s required format shall not trigger any such time frames or timetables.

# 4.2 Municipality's Conversion Responsibilities

Municipality shall bear sole responsibility to provide VADAR® data files for conversion and update purposes. VADAR® is not responsible for retrieving any data from Municipality's current software system. Municipality shall bear sole responsibility to pay all costs associated with providing readable files to VADAR® including costs incurred in utilizing a third party conversion vendor.

# 4.3 Third Party Data Vendor Relationships

It is the sole responsibility of Municipality to create, maintain, interface and manage any and all relationships between data files and third party vendors including but not limited to deputy tax collectors, collection agencies, attorneys, software companies and financial institutions. VADAR® will make all reasonable efforts to assist Municipality in physically interfacing data files from such third party vendors with the Software. It is the sole responsibility of Municipality to pay for all costs including but not limited to licensing costs, transaction costs and usage costs associated with any data files being provided, maintained or supplied by any third party vendor to fulfill the terms of this Agreement.

# 4.4 Validation of Data

VADAR® shall perform data conversion and cross validation of received and accepted

data files only. Municipality shall troubleshoot file discrepancies, perform any necessary data entry and correction, and perform final reconciliation and validation of converted files. VADAR® shall make all reasonable efforts to assist Municipality in reconciling converted data. Limits and terms concerning VADAR®'s data conversion responsibilities are set forth in Attachment A.

# 4.5 Reliance Upon Information

VADAR® shall be entitled to rely upon all such information, provided by the Municipality, in connection with systems and services to be rendered hereunder.

## 5.0 Reserved

#### 6.0 Warranties.

# 6.1 Terms

VADAR® warrants its products to follow state guidelines and procedures for the collection and maintenance of property tax receivables and revenue applications provided for under State Laws as of the date of this Agreement. Any future statutory changes after the date of this Agreement may result in additional billing to the Municipality. VADAR® further warrants that the Software and Services shall be free from infringement of any rights of third parties.

## 6.2 Indemnification by VADAR®

VADAR® shall indemnify and hold harmless the municipality from and against any and all loss, cost, damages, expenses and fees, including reasonable attorney's fees, incurred by the municipality for any violation of the provisions of this Section 6.0 by VADAR®.

# 7.0 Payment.

- 7.1 The Municipality shall pay VADAR® for the products as referred to in Attachment A.
- 7.2 During the term of this Agreement, VADAR shall submit annual invoices on or around July 1st to the Municipality. Municipality shall pay those invoices within thirty (30) days of receipt. Failure to pay within thirty days shall be considered a default of this Agreement. Failure to cure said default within 15 days may result in termination of this agreement and surrender of all applications to VADAR®.
- 7.3 In the event of Municipality's default of this Agreement, VADAR® shall be entitled to recover, in addition to the amount due, all reasonable costs of collection, including reasonable attorney's fees.
- 7.4 Any delay or forbearance by VADAR® in enforcing any of said payment default provisions, are discretionary to VADAR®, and shall not be construed as a modification or waiver of any and all remedies that are available to VADAR®.

# 8.0 Intellectual Property

- 8.1 Title and full ownership rights to the Software, as well as any or all object or source code, screen interface design, system reporting, and dunning notices are the proprietary intellectual property and trade secrets of VADAR® Systems, Incorporated. Municipality understands and agrees that said Software is being utilized under a leasing/licensing and support agreement whereby the Municipality leases the Software and VADAR® Systems, Inc. supports and maintains the Software during the terms of this agreement.
- 8.2 No part of the Software may be reproduced, redistributed, transmitted, transcribed, stored in any retrieval system, or translated into any human or computer language, in any form or by any means, without the express written permission of VADAR® Systems, Inc., 20 Main Street Suite G1, Acton, MA 01720. The Municipality, however, is permitted to perform data and application back-ups of the Software for internal use within the Collector/Treasurer's or Finance office(s) only.
- 8.3 The term "VADAR®" is a registered trademark.

# 9.0 Termination of Contract

# 9.1 Breach and Notice of Cure

Subject to the provisions of the section entitled "Force Majeure", if the Municipality shall fail to fulfill, in a timely and satisfactory manner, its obligations under this Agreement, or if Municipality shall violate any of the covenants, conditions, or stipulations of this Agreement, which failure or violation shall continue for twenty one (21) business days after written notification of such failure or violation is received by Municipality, then VADAR® shall thereupon have the right to terminate this Agreement by giving written notice to Municipality of such termination and specifying the effective date thereof, at least seven (7) calendar days before the effective date of such termination.

Subject to the provisions of the section entitled "Force Majeure", if VADAR shall fail to fulfill, in a timely and satisfactory manner, its obligations under this Agreement, or if VADAR shall violate any of the covenants, conditions, or stipulations of this Agreement, which failure or violation shall continue for twenty one (21) business days after written notification of such failure or violation is received by VADAR, then Municipality shall thereupon have the right to terminate this Agreement by giving written notice to VADAR of such termination and specifying the effective date thereof, at least seven (7) calendar days before the effective date of such termination.

# 9.2 Surrender of Property

Upon any termination of this Agreement, subject to the Section entitled "Surrender", each party shall return to the other party all materials of such other party then in the returning party's possession. Ownership of each party's materials shall remain with the

party originally owning the same.

# 9.3 Equitable Relief

The parties acknowledge that monetary damages may not be adequate in the event of a breach of this Agreement and that the non-breaching party shall be entitled to equitable and injunctive relief in addition to any other available legal remedies.

# 9.4 Termination by Municipality

Municipality may terminate this Agreement at any time for convenience by providing VADAR written notice specifying therein the termination date which shall be no sooner than thirty (30) days from the issuance of said notice.

In the event that Municipality terminates this Agreement for convenience, and upon VADAR's receipt of a notice of termination issued by Municipality, VADAR shall cease to incur additional expenses in connection with this Agreement. Upon such termination, VADAR shall be entitled to compensation for all satisfactory services completed prior to the termination date as determined by the Municipality. Such payment by Municipality to VADAR shall not exceed the fair value of the services provided hereunder.

## 10.0 Surrender.

- 10.1 Upon the termination of this Agreement, at VADAR®'s request, the Municipality shall within 30 days, surrender all copies of the Licensed Software, any applications owned by VADAR®, all Modifications and all tangible embodiments of, and all other VADAR® property, in good order and condition. Rights of ownership or possession of said VADAR® property and of the Software will not transfer to the Municipality.
- 10.2 Termination of this License will serve to terminate all licenses to the Licensed Software granted hereunder.
- 10.3 VADAR® agrees and consents upon termination of this Agreement, at Municipality's request, to provide Municipality in a timely fashion electronic and/or hard-copy of all municipal data records stored within the Software. All data stored within the Software remains the property of Municipality and right of ownership or possession of said municipal data records will not transfer to VADAR®.

# 11.0 Integration and Modification.

11.1 This instrument, together with any attachments expressly referred to herein, contains the entire Agreement between the parties. However, should either party from time to time request changes to the Agreement, such changes shall be effective when mutually agreed upon between the Municipality and VADAR® and incorporated in writing in this Agreement. Any changes in terms or conditions of this Agreement must be consistent with federal and state laws or where applicable, the Municipality's by-

laws. In the event of a conflict between a Municipality's by-law and applicable state or federal law, state or federal law shall supersede.

- 11.2 In the event of a conflict between the provisions of the main body of this agreement, and any attached exhibits, documents, appendices or other materials, the provisions of this Agreement shall take precedence.
- 11.3 Modifications hereto shall be in writing and signed by authorized representatives of both parties. In the absence of information to the contrary, it shall be reasonable for either party to rely upon the other party's authority to sign and bind their respective principal.

# 12.0 Applicability of State Law.

This Agreement is made subject to and shall be interpreted and construed in accordance with the laws of The Commonwealth of Massachusetts.

# 13.0 Assignment

This Agreement and the rights and obligations of either party may not be assigned or transferred voluntarily or involuntarily, by operation of law, without the prior written consent of either party. Such assignment, whether voluntarily or by operation of law, unless with the prior written consent of the other party, shall give either party the right to terminate said Agreement.

#### 14.0 Reserved

# 15.0 Indemnification and Hold Harmless

15.1 VADAR® will defend, indemnify and hold harmless Municipality from claims against Municipality that the Software or Services infringe any patent, copyright, trade secret or other right of any third party, provided that Municipality promptly advises VADAR® of the existence of such claim. VADAR® shall have the sole control of the defense and settlement of any such claim. Municipality shall have the right, at Municipality's expense, to engage separate legal counsel to participate in such defense. If the Software or Services is found to infringe any such rights or if VADAR® is enjoined from the continued provision thereof or of any portion thereof, VADAR® shall, at its sole expense, either (a) obtain a license from all necessary third parties to permit such continued provision, or (b) replace or modify the applicable portions to eliminate such infringement, provided that no such replacement or modification shall cause a degradation in functionality or performance.

15.2 In the event a party fails to exercise its duty to defend under any provision of this Section 15.0 upon reasonable written notice, the other party shall have the right to control such defense and to charge the party contractually obligated to conduct such

# defense therefore.

## 15.3 Insurance

VADAR® shall be responsible to the Municipality or any third party for any property damage or bodily injury caused by it, any of its subcontractors, employees or agents in the performance of, or as a result of, the work under this Agreement. VADAR® and any subcontractors used hereby certify that they are insured for workers' compensation, property damage, personal and product liability. VADAR® and any subcontractor it uses shall purchase, furnish copies of, and maintain in full force and effect insurance policies in the amounts herein indicated.

# General Liability

Bodily Injury Liability:	\$1,000,000 per occurrence
Property Damage Liability (or combined single limit)	\$ 500,000 per occurrence
(or combined single intill)	\$1,000,000 per occurrence

# **Automobile Liability**

Bodily Injury Liability:	\$1,000,000 per occurrence
Property Damage Liability	\$ 500,000 per occurrence
(or combined single limit)	\$1,000,000 per occurrence

# Workers' Compensation Insurance

Coverage for all employees in accordance with Massachusetts General Laws

# Professional Liability Insurance

Minimum Coverage	\$1,000,000 per occurrence

Prior to commencement of any work under this Agreement, VADAR® shall provide the Municipality with Certificates of Insurance which include the Municipality as an additional named insured and which include a thirty day notice of cancellation to the Municipality.

# 16.0 Force Majeure

Neither party will be liable to the other for any failure or delay in rendering performance arising out of causes beyond its control and without its fault or negligence. Such causes may include, but not be limited to, acts of God or the public enemy, freight embargoes, power outages, and unusually severe weather; but the failure or delay must be beyond its control and without its fault or negligence. Dates or time of performance will be extended to the extent of delays excused by this section, provided that the party whose performance is affected notifies the other promptly of the existence and nature of such delays.

#### 17.0 Survival

The obligations contained in Sections 8.0 and 9.0 survive the termination or completion of this Agreement.

## 18.0 Miscellaneous

## 18.1 Notices

All notices and other communications given in connection with this agreement shall be in writing and shall be sent via certified mail.

# 18.2 Waivers

Any waiver by a party of the breach of any provision hereof shall not constitute a waiver of any subsequent breach of the same or any other provision

# 19.0 Severability

If any provision of this Agreement is declared or found to be illegal, unenforceable, or void, then all parties will be relieved of the obligations arising under such provision, but only to the extent that such provision is illegal, unenforceable, or void, it being the intent and agreement of the parties, that this Agreement will be deemed amended by modifying the provision to the minimum extent necessary to make it legal and enforceable while preserving its intent or, if that is not possible, by substituting therefore another provision that is legal and enforceable and achieves the same objective. If the remainder of this Agreement is capable of substantial performance, then it shall be enforceable to the extent permitted by law

# 20.0 Headings

All headings contained in this Agreement have been inserted for convenience of reference only and shall be of no force or effect in any construction or interpretation hereof. Terms of gender will be deemed interchangeable, as will singular and plural terms, in each case unless the context otherwise requires.

**In Witness Whereof**, the parties hereto have caused this Agreement to be executed by their duly appreciated representatives.

VADAR® Systems, Inc.		
Francis J. Natale, Chief Executive Officer	DATE:	5/20/245
Witness Van Van		
The Municipality		
RM.M.	DATE:	6/25/19
Witness  Las die Common		,



Celebrating 20 Years

Attachment A

Accounting & Tax Suites

Financial Software Proposal for Hubbardston, MA Date: 3/25/2019

								Six Year Total 97,719.00 Payment Option #1	97,719.00 Payment Option #2
		Annual Support 3,990.00 included	included	3.990,00 included	0.086,7 7,980.00	(1,405.00) (Year 6) 6,575.00	(Year, 6) 4,000.00	Year 61 Si	17,573.00 \$
		Kear 5) Arnual Support \$ 3,990.00 \$ \$1,990.00 \$ \$ included include	included	.00	N° N.	(1,405.00) \$  (Year 5) 6,575.00 \$	(Year 5) 4,000.00: \$	(Year.5) 10,575.00 \$	17,573.00 \$
		Annual Support S 3,980,00 included	included	<b>6</b>		(1,405.00) S (Year 4) 6,575.00 \$	(Year 4) 4,000.00 \$	(Year 4) 10,575.00 \$	17,573.00 \$
		Annual Support 3,990,00 included	included	3,990.00 S included	~ ~	(1,405.00) S (1,405.00) S Year 3 (5,575.00) S	<u>Year.3</u> 4,000.00 S	Year 3 10,575.00 \$	15,000.00 \$
		Year 2 Annual Support 3:990,00 included	Included	\$ 3,990,00 included	7.7	(1,405.00) \$  Year 2  (6,575.00 \$	<u>Year 2</u> 4,000.00 \$	Year 2 10,575.00 \$	15,000,00 \$
	Year 1 Acquisition S 2,370,00 S 2,990,00 S 2,990,00 S 2,370,00 S 2,370,00 S 2,370,00		included	12,980,00 included	25,980.00 46,040.00	\$ (5,196.00) \$ \text{Year.1} \$ 40,844.00 \$	<u>Year 1</u> \$ 4,000.00 \$	Year 1 \$ 44,844.00 \$	\$ 15,000.00 \$
Date: Sizzizo19	One Time Set Up Charges: Data Migration & File Set-Up All Master Financial Applications Data Migration Master TaxRevenue Applications File Set-Up TaxRevenue Applications File Set-Up TaxRevenue Applications File Set-Up TaxRevenue Applications Chart of Accounts Creation & Optimization User Training Financial - Application Features/Functions (3 visit) User Training Financial - Workflow Process and Procedures (2 visit) User Training TaxRevenue - Application Features/Functions (3 visits)	Software Licenses & Support Charges: Town Hall Base Accounting Package General Ledger, Expense Ledger & Revenue Ledger Ledger Reporting - Standard Reporting Suite Accounts Payable. Budgeling Payroll Software Interface to Harpers Treasurer's Recepits Treasurer's Recepits Garket Account Maintenance & Reconditation Schedule A Custom Report Builder External Report Writer	Remate Department ATP - DPW Dept. only (ane dept only)	Full Receivables Suite - Ouartenty Billing/Collection Real Estate & Personal Property Billing & Collection Motor Vehicle Excise Billing & Collection Municipal Lien Certificates Abaterinent / Exemptions Vision Assessing Data bridge Collector Receipts Turnover Premium Delinquent Real Estate & Tax Takings Tax Tite	Annual Software & Support Subtotals; Annual Totals Before Discount; Multi-Suite Discount:	<u>re/Services:</u>	VADAR Cloud - 6 user accounts (one at no charge):	:	Six Year Payment Plan at 0% Interest:

\*\*\*Year One Acquisition Costs include Year One Support



Additional Optional Services:

VADAR Cloud - additional cloud accounts are \$990 per cloud user account per year (annual cost)

Workflow Process and Procedure Consulting - \$990 per visit

UMAS Accounting Training - \$990 per visit

Additional professional services are quoted on a project basis

# Additional Notes:

This proposal is reflective of a three (3) year contract; support costs will be held firm for six (6) years (a full renewal cycle)

This proposal is a packaged deal and requires all components for pricing to remain valid

Above pricing includes the following on-site training: 6 visits for features/functions; 2 visit for workflow process; additional on-site training for features/functions is \$790 per day minimum one day billed Above pricing includes electronic data conversion of chart of account and vendor information only for financial/accounting systems; additional data migration services quoted on a project basis. Above pricing includes the following data migration services for tax: current year and past two years history; additional data migration services quoted on a project basis.

Approved special programming is quoted on a project basis

VADAR Cloud includes 24/7 secure Internet access to all data and applications, remote server monitoring, anti-virus software, daily data backups, disaster recovery, and MS-Office Pro licenses VADAR Cloud requires reliable high-speed Internet connection

This pricing has been provided in Commercial Confidence

Proposal valid through June 30, 2019

# Attachment B Installation Schedule and Phases

The Software shall be installed according to the following schedule of priorities and phases:

Property Tax & Fund Accounting Suites "go live" for July 1, 2019
Property Tax historical data (per Attachment A) to be converted and loaded after July 1, 2019

# **Attachment C**

# APPLICATION SERVICES PROVISION AGREEMENT - MUNICIPALITY OF HUBBARDSTON, MA

## 1. Overview

VADAR is an Application Service Provider, "ASP", that deploys, hosts, manages and rents access to software applications on computer hardware located at a centrally managed facility. VADAR will provide Municipality of Hubbardston, MA, hereafter "End User", with the ASP Services described in Section 2 of this Agreement.

## 2. Deliverables

# Managed Hosted IT Services Overview

The following support services provided under this agreement.

Services  Hosted Infrastructure,  Management, and  Support Components	VADAR Application Delivery via Citrix  End User access to VADAR software via Citrix XenApp Fully Managed Backup and Offsite Replication Anti-Virus, Patch Management and Inventory of Server Infrastructure All Server Software licenses for hosted environment are included and managed by VADAR All Servers and data located in a Secure, Environmentally Controlled Data Center All Servers monitored and supported by VADAR 24x7
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# 3. Cost Summary

This project will be conducted on a fixed-price basis. All fees and schedules associated with this statement of work are based on a mutual acceptance of, and commitment to, the Scope of Services, Assumptions, Requirements, and supporting information contained in this Agreement.

Vadar Systems Total Solution Investment Includes:		
Base Fee:	Cost per user account per year	Number of users
Basic Services For VADAR Property Tax and Fund Accounting Suites	Attachment A	Attachment A
Total Yearly Fee	Attachment A	

# 4. Assumptions

- In the event that support issues arise outside of what is supported in this Agreement, VADAR will
  discuss any fee and schedule impact with End User. End User shall agree in writing to have any out of
  scope services performed by VADAR prior to VADAR providing such out of scope services.
- VADAR shall not be liable for any other vendor-provided software/hardware support charges associated
  with escalating the troubleshooting of other vendor-specific support issues. These issues will be
  identified and reported to End User for approval.
- VADAR will work with third-party application vendors on a best-effort basis to assist in troubleshooting application-specific support issues.

# 5. Terms and Conditions

THIS APPLICATION SERVICES PROVISION AGREEMENT (this "Agreement") is entered into and made effective on July 1, 2019, between VADAR Systems, Inc. ("VADAR"), a Massachusetts Corporation located at 20 Main Street, Suite G1, Acton, MA 01720, and the Municipality of Hubbardston, MA ("End User") located at 7 Main Street, Hubbardston, MA 01452.

WHEREAS VADAR is an Application Service Provider and deploys, hosts, manages and rents access to software applications on computer hardware located at a centrally managed facility (the "ASP Services"); and,

WHEREAS End User desires to subscribe for the ASP Services and software applications (the "Software Applications") as set forth in Section 3 which is incorporated into this Agreement by this reference.

NOW, THEREFORE, in consideration of the foregoing, the parties agree as follows:

By accepting this Statement of Work ("Agreement"), End User agrees to be bound by the following terms and conditions:

The term of this Agreement for VADAR's Cloud Solution is for three year(s) from July 1, 2019 to June 30, 2022. Should End User believe that VADAR is in material breach of it's obligations under this Agreement, End User shall notify VADAR in writing within 10 days of the date End User first has such belief. Upon receipt of such notification, VADAR shall have 30 days to cure such breach. If VADAR fails to cure a material breach within 30 days of notification by End User, then End User may terminate this Agreement by providing a 30 day written notice.

# Recommendations on Laptops and Desktops:

Laptops and Desktops are recommended to meet the following minimum requirements:

- Pentium IV Processor
- 1 GB of RAM
- 40GB Hard Drive
- Current Warranty with Manufacturer
- Windows 7

# ASP End User Helpdesk Support Restrictions:

End User Helpdesk Support is strictly remote support and does not include hardware support. Any services performed onsite or to restore computer to original settings are billed hourly.

#### Restrictions on Printers:

Printer types vary greatly and VADAR does not have access to or experience with every printer on the market. Although most printer brands function properly with the VADAR Cloud site, VADAR can not warranty that all printers will be compatible within a terminal services configuration.

# Connectivity Requirements and Restrictions:

End User is responsible for providing connectivity to VADAR's hosting infrastructure. VADAR strongly recommends two independent business class Internet Services with appropriate bandwidth for high availability.

# **Fees and Payment Terms:**

- a. Fees: The fees for the ASP Services shall be as set forth in Section 3 of this agreement. Fees for Additional ASP Services or Related Services shall be as mutually agreed to by the parties and set forth in writing.
- b. <u>Billing and Payment Terms</u>. VADAR will invoice End User for the ASP services. Within thirty (30) days of receipt of each invoice, End User will pay to VADAR the entire amount due in United States currency.

# Backup, Restore and Disaster Recovery Restrictions:

Managed Data Backups and IT Continuity include daily and weekly backups of End User data provided under this Agreement. Any backups of on premise End User owned systems are outside of this agreement.

#### Backup Retention:

Unless otherwise stated herein, VADAR provides the following backup retention per client:

- Base Full backup daily
- Offsite backup daily
- All Monthly Incremental backups (Monthly retention will be defined by storage availability on the BDR)
- Six daily incremental backups
- Offsite backups are current Image. With Current Image, all incremental files are collapsed back into the Base Image creating a Synthetic Base Image. The Current Image available at the data center will be up to the last successfully transmitted incremental offsite. With the Current Image VADAR is able to restore a complete image of the server from the time the last daily incremental backup was received at the data center.

#### Storage Management:

Storage provided in VADAR's data center is pooled across the servers provided. Storage may be reallocated as needed no more than four (4) times per year. This does not include the addition of new storage, only the re-allocation of existing storage across existing systems. Storage for onsite servers will vary based on the role of said server.

#### **Additions to Services:**

From time to time End User may expand or contract for different levels of services. VADAR will audit use of services at least monthly and adjust billing for any and all items as needed. VADAR will consider the addition or subtraction of users, licenses, software, disk space or any other services a change and adjust the bill on a prorate basis as needed.

#### System Availability:

VADAR's availability goal is 99+% uptime and is measured in a 365 day year calendar. "Downtime" is defined as the End User's inability to connect either to VADAR's core router, or VADAR's core firewall due to a failure by a VADAR owned and managed component.

#### Exclusions:

- Maintenance windows, both scheduled and emergency, are not included in the availability goal and do not impact the calculation of uptime/system access. VADAR has a regularly scheduled maintenance downtime windows utilized for system patching and maintenance.
- Force Majeure. Neither party will be liable for any failure or delay in its performance under this
  Agreement due to any cause beyond its reasonable control, including, acts of war, acts of God,
  earthquake, flood, embargo, riot, sabotage, labor shortage or dispute, governmental act or failure
  of third party utility or telecommunications systems or the Internet, which may substantially delay,
  materially interfere with or render impossible the provision by VADAR of some or all of the
  Services.
- VADAR shall not be responsible for any delays, problems arising, or for its failure to meet service levels, caused by (a) the failure or poor performance of End User's internal computing systems, or local or wide area network or Internet connections; (b) the failure or poor performance of End User's power source and/or power supply; (c) any changes or modifications made to End User's operating system, environment, or equipment, other than those made by VADAR or its agents; (d) any unauthorized access to End User's computing systems; (e) End User's failure to perform its obligations under this Agreement; or (f) any failure outside of VADAR's control, including, but not limited to, failure of telecommunications lines or failure of Internet service.

# Confidential Information.

- Each party acknowledges that it will have access to certain Confidential Information (as defined below) of the other party and agrees that it will not use for its own account or the account of any third party (except as required by law), any of the other party's Confidential Information or, disclose such Confidential Information to any third party, except to its own employees and contractors on a need-toknow basis (and who are themselves bound by a non-disclosure obligations at least as strict as the obligations contained herein) and will take reasonable precautions to protect the confidentiality of such information. "Confidential Information" refers to: (i) the terms and conditions of this Agreement; (ii) each party's trade secrets, business plans, business data and processes, strategies, methods and/or practices; (iii) any and all information which is governed by any now-existing or future non-disclosure agreement between the parties; and (iv) any other information relating to either party which is not generally known to the public, including information about either party's personnel, products, customers, finances, marketing strategies, services, or future business plans. The parties may specifically designate certain information as being Confidential Information whether by marking the information "confidential" or otherwise, however, information not so marked and which falls within the scope of this Section shall be treated as Confidential. Unless otherwise provided in this Agreement, upon termination of this Agreement, the parties shall immediately return or destroy all Confidential Information of the other party.
- Exceptions. Information is not Confidential Information if it (a) is known to the receiving party prior to
  receipt from the disclosing party directly or indirectly from a source other than one having an obligation
  of confidentiality to the disclosing party; (b) becomes known to the receiving party directly or indirectly
  from a source other than the disclosing party or a person having an obligation of confidentiality to the
  disclosing party; (c) becomes publicly known or otherwise ceases to be secret or confidential, except
  through a breach of this Agreement; or (d) is independently developed by the receiving party.

# 6. Engagement Agreement

The signatures below indicate End User's and VADAR's understanding of and agreement to the deliverables, assumptions, risks, billing estimates, and expenses and terms identified in this Agreement.

End User	VADAR
Name: RYAN MCLANG	Name: Francis J. Natale, CEO
Signature:	Signature: FAT, CFO
Title: TOWN ADMEN IS TRATOR	Title: CEO
Date: 6/26/19	Date: 5/20/2015

# CERTIFICATE OF TAX COMPLIANCE

Pursuant to Chapter 62C of the Massachusetts General Laws, Section 49A(b), I,

Francis J. Natale, authorized signatory for VADAR Systems, Inc.,

do hereby certify under the pains and penalties of perjury that said contractor has complied with all laws of the Commonwealth of Massachusetts relating to taxes, reporting of employees and contractors, and withholding and remitting child support.

Signature

Name: Francis J. Natale

Title: CEO and Chairman

# CERTIFICATE OF AUTHORITY

	At a duly authorized meeting of the Board of Directors ofVADAR Systems, Inc (Name of Corporation)
	held on _Sept. 3, 1996 it was VOTED that: (Date)
	Francis J. Natale CEO & Chairman (Officer)
	of this corporation, be and he hereby is authorized to submit bids and proposals, execute contracts, deeds and bonds in the name and on behalf of said corporation, and affix its corporate seal hereto; and such execution of any contract, deed or obligation in this corporation's name on its behalf by such _CEO & Chairman under seal of the company, shall be valid and (Officer)
	binding upon this corporation.
	A True Copy,
	ATTEST: _Robert P. Natale_
	TITLE: _Clerk of the Corporation
	PLACE OF BUSINESS: _VADAR Systems, Inc
	_Acton, MA 01720
	DATE OF THIS CERTIFICATE:May 28, 2019
	I hereby certify that I am the clerk of theVADAR Systems, Inc (Corporation)
	thatFrancis J. Natale is duly electedCEO & Chairman of (Name) (Office)
	said company, and that the above vote has not been amended or rescinded and remains in full force and effect as of the date of this contract.
(	CORPORATE SEAL:



# CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

CETATIO	ate noticer in fleu of such	l endorsement(s).	or this certificate does not co	onter rights to the
PRODUCER D. Francis Marlboro 200 Main Marlboro.	Murphy Ins Agcy Inc		CONTACT Dennis F. Murphy III x5140	508-485-4557
	marking in XO140		INSURER(S) AFFORDING COVERAGE	NAIC #
INSURED	Vadar Systems, Inc		INSURER A : Atlantic Specialty Ins. Co.	27154
Frank Natale 20 Main St Ste G1 Acton, MA 01720	<i>-</i>	INSURER B : Main Street America Assurance	29939	
		INSURER G:		
		INSURER D :		
		INSURER E :		
COVERA	OE6		INSURER F:	
COVERA	GES	CERTIFICATE NUMBER:	DEVISION NUMBER	

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	_	TYPE OF INSURANCE		SUBR						
A	X	COMMERCIAL GENERAL LIABILITY	IINSD	IVVV	POLICY NUMBER	(MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMIT	is	
	_	CLAIMS-MADE X OCCUR	x		7110086950012	0010410040	00/04/004	EACH OCCURRENCE DAMAGE TO RENTED	\$	1,000,000
			**		1	09/04/2018	09/04/2019	PREMISES (Ea occurrence)	\$	1,000,000
1								MED EXP (Any one person)	\$	10,000
	GEN	I'L AGGREGATE LIMIT APPLIES PER:		ļ		1		PERSONAL & ADV INJURY	\$	1,000,000
•		POLICY PRO- LOC						GENERAL AGGREGATE	\$	2,000,000
		OTHER:				ĺ		PRODUCTS - COMP/OP AGG	\$	2,000,000
	AUT	OMOBILE LIABILITY				<del> </del>		Emp Ben.	\$	250,000
В		ANY AUTO		<u> </u>	Moltaroro	l		COMBINED SINGLE LIMIT (Ea accident)	\$.	1,000,000
		ALL OWNED Y SCHEDULED	1 /		M9H45053	12/09/2018	12/08/2019	BODILY INJURY (Per person)	\$	
	$\mathbf{x}$	AUTOS AUTOS X NON-OWNED		ı İ		i l	ı	BODILY INJURY (Per accident)	\$	
	i	AUTOS AUTOS				İ		PROPERTY DAMAGE (Per accident)	\$	
		UMBRELLA LIAB OCCUR							\$	
		EXCESS LIAB CLAIMS-MADE						EACH OCCURRENCE	5	
Ì		DED RETENTIONS	ĺ		i	1		AGGREGATE	\$	
	WOR	KERS COMPENSATION		<del></del>					\$	
		EMPLOYERS' LIABILITY PROPRIETOR/PARTNER/EXECUTIVE Y/N						PER OTH- STATUTE ER		
ı	(Mane	SERVMEMBER EXCLUDED?	N/A			ł	ļ	E.L. EACH ACCIDENT	\$	
1	if yes, DESC	describe under RIPTION OF OPERATIONS below		İ		ļ		E.L. DISEASE - EA EMPLOYEE	\$	
		THE POLY OF OPERATIONS DEIDW	-					E.L. DISEASE - POLICY LIMIT	\$	
]		i	ļ		;					
İ		ļ	ĺ							
DESCI	RIPTIC	ON OF OPERATIONS / LOCATIONS / VEHICLE	ES (Ar	CORP	101 Additional Remarks Calculate					

Town of Hubbardston is included as an additional insured for general liability only.

CERTIFICATE HOLDER	CANCELLATION
Town of Hubbardston 7 Main Street - Box 3 Hubbardston, MA 01452	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.
	Demis F. Murphy



# CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES

REPRESENTATIVE OR PRODUCER,	NSUR AND	ANCE DOES NOT CONSTITU	TE A C	ONTRACT	BETWEEN	OVERAGE AFFORDED BY TH THE ISSUING INSURER(S), A	HE POLICIES	
IMPORTANT: If the certificate holde SUBROGATION IS WAIVED, subject	r is ar	n ADDITIONAL INSURED, the p	olicy(ies	s) must ha				
certificate does not confer rights to t	he ce	rtificate holder in lieu of such (	endorser	ment(s).	cies may re	quire an endorsement. A state	ement on this	
Lockton Companies, LLC				CONTACT NAME: 888-828-8365				
5847 San Felipe, Suite 320				PHONE FAX				
Houston, TX 77057			E-MAIL ADDRESS	S:				
					SURER(S) AFFO	RDING COVERAGE	1 1	
INSURED			INSURER			o. of North America	43575	
Insperity, Inc. 19001 Crescent Springs Drive			INSURER	B:			40010	
Kingwood, TX 77339				INSURER C:				
*SEE BELOW				INSURER D:				
			INSURER	E:				
COVERAGES CE	RTIE	CATE NUMBER;	INSURER					
THIS IS TO CERTIEV THAT THE POLICIE	COL	INION IN COLUMN AND A COLUMN AN	JE DEEN	JOOUEN		REVISION NUMBER:	· · · · · · · · · · · · · · · · · · ·	
EXCLUSIONS AND CONDITIONS OF SUCH	PERT POLI	TAIN, THE INSURANCE AFFORDS ICIES LIMITS SHOWN MAY HAVE	ED BY TH BEEN RE	TE POLICIE	S DESCRIBE	D HEREIN IS SUBJECT TO ALL	LICY PERIOD WHICH THIS THE TERMS,	
LTR TYPE OF INSURANCE	INSD	SUBR WVD POLICY NUMBER	(N	POLICY EFF	POLICY EXP (MM/DD/YYYY)	LIMITO	<del></del>	
COMMERCIAL GENERAL LIABILITY				,20,, , , , , ,	(IIIAIIDD) FFFFF			
CLAIMS-MADEOCCUR			ĺ			DAMAGE TO RENTED PREMISES (Ea occurrence) \$		
						MED EXP (Any one person) \$		
CENT ACCORDATE LIVE ASSESSMENT	1			J		PERSONAL & ADV INJURY \$		
GEN'L AGGREGATE LIMIT APPLIES PER: POLICY PRO- LOC						GENERAL AGGREGATE \$		
OTHER:	]		Ì	}	ļ	PRODUCTS - COMP/OP AGG   \$	· · · · · · · · · · · · · · · · · · ·	
AUTOMOBILE LIABILITY	<del></del>					\$	<del></del>	
ANY AUTO			ļ			COMBINED SINGLE LIMIT (Ea accident) \$		
ALL OWNED SCHEDULED AUTOS		<u> </u>		İ		BODILY INJURY (Per person) \$		
HIRED AUTOS NON-OWNED AUTOS			ĺ	1	,	BODILY INJURY (Per accident) \$		
70103					ļ	PROPERTY DAMAGE (Per accident) \$		
UMBRELLA LIAB OCCUR						\$		
EXCESS LIAB CLAIMS-MADE					}	EACH OCCURRENCE \$		
DED RETENTIONS						AGGREGATE \$		
WORKERS COMPENSATION AND EMPLOYERS' LIABILITY				<del></del>		X PER STATUTE STR		
ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED?	N/A				- F			
	177	C65805042	1	0/1/2018	10/1/2019	E.L. EACH ACCIDENT \$ 1,000		
If yes, describe under DESCRIPTION OF OPERATIONS below			ĺ	}	Г	E.L. DISEASE - EA EMPLOYEE \$ 1,000, E.L. DISEASE - POLICY LIMIT \$ 1,000,	·	
						E.L. DISEASE - POLICY LIMIT   \$ 1,000,	000	
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VADAR SYSTEMS, INC. (4135600) IS INCLUDED AS A	NAMED	INSURED THROUGH ENDORSEMENT.	,		abaca ia tadnitsi	a)		
ERTIFICATE HOLDER				CANCELLATION				
					Takini .			
					SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE			
				THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.				
20 MAIN ST STE G1 ACTON, MA 01720-3575								
715 1 5 11 MA 017 20 207 2			İ	ĺ	$\bigcirc$	4-3Kelly		