IT-STABILITY SYSTEMS LLC
SOFTWARE MAINTENANCE AGREEMENT

This Software Maintenance Agreement (**SMA**) between IT-Stability Systems LLC (**IT-S**) and Village of Hanover Park (**Client**) defines the software maintenance support services provided by IT-Stability.

1. Service Period

This SMA shall remain in effect for a period of one (1) year from (start date) May 1st, 2016 to (end date) April 30, 2017.

2. Services Included

The following services and features are included under this **SMA**:

(a) Upgrades, including new releases, to the Licensed Software listed in the Licensed Software section below.
(b) Fixes of Defects (Software Bugs) to the Licensed Software listed in the Licensed Software section below.
(c) Revisions to Licensed Documentation for the Licensed Software.
(d) Telephone and Email support during standard business hours of 8:00am to 5:00pm Central Time Zone.
(e) $25/hour discount off of our then-current standard billable rates for non-covered additional support and software customization services.
(f) Support of customizations made to the licensed software by **IT-S** on clients behalf.

Additional support services are available to **Client** using the then-current hourly rates or applicable fees.

3. Exclusions

Customization services such as additions to or modifications to the software, reports, or other functionality are not included in this **SMA**, and are considered additional services. Support of hardware, including, but not exclusively, of servers, printers, workstation computers, etc. and software not listed under Covered Licensed Software below are not covered under this **SMA**. Any modifications made to the licensed software by anyone other than **IT-S** are not covered. Corrections of data due to Client's erroneous operations or data entry which causes incorrect information or reports to be generated are not covered.

4. Covered Licensed Software

The Following Licensed Software is included in this **SMA**:

1. Dacra Tick-IT!
   a. Dacra Tick-IT! Police Ticketing and Adjudication Base Program
   b. Dacra Tick-IT! Squad Car Module with LEADS
   c. Dacra Tick-IT! State Moving Violation Module
   d. Dacra Tick-IT! Administrative Tow Module

e. Dacra Tick-IT! Tow/Abandon Inventory Module
f. Dacra Tick-IT! State Racial Profiling Reporting Module
g. Dacra Tick-IT! Collections Module

5. Maintenance and Support Costs

IT-S agrees to provide software maintenance and support for the listed licensed software at the following rates, payable EITHER annually or monthly:

Period Covered	Annual Amount
1. Dacra Tick-IT!	
5/1/2016 to 4/30/2017	$21,000
Total:	**$21,000**

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

ACCEPTED BY:

Client: Village of Hanover Park, IL

Name: [signature]
Title: Village Manager
Date: 5-5-16

ACCEPTED BY:

IT-Stability Systems, LLC

Name: Joe Kolipani
Title: OPERATIONS MANAGER
Date: 5-5-16

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

IT-STABILITY SYSTEMS LLC
SOFTWARE MAINTENANCE AGREEMENT

This Software Maintenance Agreement (**SMA**) between IT-Stability Systems LLC (**IT-S**) and Village of Hanover Park (**Client**) defines the software maintenance support services provided by IT-Stability.

1. Service Period

This SMA shall remain in effect for a period of one (1) year from (start date) May 1st, 2016 to (end date) April 30, 2017.

2. Services Included

The following services and features are included under this **SMA**:

(a) Upgrades, including new releases, to the Licensed Software listed in the Licensed Software section below.
(b) Fixes of Defects (Software Bugs) to the Licensed Software listed in the Licensed Software section below.
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(d) Telephone and Email support during standard business hours of 8:00am to 5:00pm Central Time Zone.
(e) $25/hour discount off of our then-current standard billable rates for non-covered additional support and software customization services.
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4. Covered Licensed Software

The Following Licensed Software is included in this **SMA**:

1. Park-IT! Night Parking Web Application

5. **Maintenance and Support Costs**

IT-S agrees to provide software maintenance and support for the listed licensed software at the following rates, payable EITHER annually or monthly:

Period Covered	**Annual Amount**
1. Park-IT! Night Parking Web Application	
5/1/2016 to 4/30/2017	$2,400

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

ACCEPTED BY:

Client: Village of Hanover Park, IL

Name: [signature]

Title: Village Manag

Date: 5-5-16

ACCEPTED BY:

IT-Stability Systems, LLC

Name: Zoli Ko Gijomi

Title: OPERATIONS MANAGER

Date: 5-5-16

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