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April 21, 2016

Emily Anyzeski
Assistant Town Planner, ZEO, IWWA Agent
Town of Canton, Connecticut
4 Market Street
PO Box 168
Collinsville, CT 06022-0168

RE: Town of Canton - MapXpress Installation, Setup and Service Agreement

Dear Emily,

Thank you very much for the opportunity to provide our MapXpress GIS internet service to the Town of Canton. This document will serve as an agreement between New England GeoSystems and the Town of Canton for MapXpress setup, configuration and hosting services for the remainder of FY 2016. New England GeoSystems agrees to configure base MapXpress functionality, host and license the MapXpress interactive GIS application for the Town of Canton. Specific customizations above the base may be subject to additional cost. The initial value of this agreement is \$1,500. The internet address for your web site will be http://Canton.MapXpress.net

Task & Cost Summary

New England GeoSystems proposed to provide Canton with a hosted full featured MapXpress application for an initial cost of \$1,500. This includes all setup and configuration of the base MapXpress product and prorated licensing, hosting and maintenance through June 2016. FY 2017 maintenance fees will be invoiced in July 2016 in the amount of \$3,000.

Outlined below are the one-time setup fees involved with configuring the MapXpress Interactive and Portal applications and automated data transfers.

ONE-TIME INITIAL BASE SET UP FEES

Table with 2 columns: Description and Amount. Rows include Base MapXpress Interactive & Portal Setup, Configuration & Training (\$ 1,500), Canton specific customizations (\$ TBD), Automated CAMA - MapXpress Database Transfer (Included), and MapXpress Interactive Annual Licensing, Hosting & Maintenance (Included).

TOTAL FY 2015 COSTS..... \$ 1,500

FY 2017 RECURRING ANNUAL FEES

Beginning on July 1st 2016, the annual hosting and maintenance fee will be \$3,000 and include maintenance of the MapXpress Portal and automated data upload mechanisms.. Any adjustments to MapXpress which will incur a cost adjustment will be clearly communicated at the time of the request.

MAPXPRESS INCLUDED SERVICES

The annual hosting, maintenance and licensing agreement includes the following services.

- License to use and access NEGEO's MapXpress application for one year
- Access to all code updates and enhancements
- Unlimited phone and email support for Town of Canton staff
- Maintenance of the existing MapXpress Portal and interactive sections of the web site
- Maintenance and updates to existing MapXpress Portal Map Gallery
- Annual replacement / reorganization of all interactive mapping layers
- Maintenance of automated transfer of CAMA data from local CAMA server to NEGEO's web server
- Updates and inclusion of any map layers which NEGEO creates or updates

ADDITIONAL SERVICES

The annual hosting/maintenance fee does not include the following but makes them available for an extra fee.

- New features, customizations and reconfigurations of existing services
- Inclusion of layers and databases not created or updated by NEGEO
- Customization of property cards & quick maps
- Actual updates (drafting) to the parcel layer
- A private and/or password protected version of MapXpress
- MapXpress GCX & Extension Modules – public works, asset management, Document Management (*LaserFiche*)

MAPXPRESS INTERACTIVE MAP REFRESH

All map layers displayed in Canton's MapXpress application will be refreshed/reloaded once as part of the annual maintenance agreement. This layer reload / refresh usually involves adding any recently created or updated Canton specific layers, CT DEEP layers or new aerial photography.

Canton can add any new layers at any time but may incur a small fee as outlined below if this action is in addition to the annual refresh. Fees are determined on a case by case basis. Map layers which New England GeoSystems creates or updates as part of an independent project for the Town of Canton will be added to the MapXpress application free of charge.

Adding map layers which New England GeoSystems does not create or update may incur an additional fee based on the criteria below. Multiple layer additions can be priced together and will receive a discount. These are one time fees and do not change the cost for annual hosting.

- | | |
|--|-------|
| • Layers with single category symbology | \$100 |
| • Layers with advanced symbology and an included ArcGIS layer file | \$125 |
| • Layers with advanced symbology and no ArcGIS layer file | \$175 |
| • Aerial photography with original source GeoTIFF files | \$400 |

CAMA DATABASE UPDATES

An automated nightly transfer procedure will be installed on Canton's server, eliminating the need for manual CAMA data transfers. This procedure transfers CAMA data directly from the Assessor's database to NEGEO's GIS web server. This automated process will be monitored and maintained as part of the annual hosting and maintenance fee.

SUPPORT & TROUBLESHOOTING

NEGEO will respond to trouble calls as fast as possible, often within 2 hours. If trouble occurs during non-business hours, NEGEO will respond immediately at the beginning of the next business day. Often times if a non-business day trouble call is logged via email, resolution of issue may begin within 6 hours. NEGEO's primary goal will be to return the service to an operational state as soon as possible.

NEGEO will be responsible for addressing issues due to technical problems, and programming and configurations errors. If upon inspection NEGEO determines the issue to be with the source data or something NEGEO has no control over, NEGEO will notify the client and propose a solution. Generally the three biggest issues which occur which NEGEO is not responsible for are the quality and accuracy of the original spatial data, the quality and configuration of records within the CAMA database and performance of MapXpress due to poor internet connectivity and/or personal workstation issues at the client's location.

SERVICE AVAILABILITY

NEGEO's goal is to have MapXpress available 24 hours per day / 7 days per week / 365 days per year. NEGEO performs maintenance in which the internet service may not be available for up to an hour or two per week. Maintenance is usually scheduled during non-business hours to minimize the disruption.

NEGEO is not liable for interruptions of the service due to the following:

- Interruption of internet service itself due to issues with NEGEO's internet service provider
- Interruptions and performance issues due to the consumer's internet service provider
- Interruptions due to the installation of equipment or services per client's request at client's location
- Interruptions due to acts of god, such as hurricanes, blizzards and other damage causing weather events
- Interruptions due to errors, failures or limitations of consumers equipment, employees or contractors
- Failure of hardware not owned or maintained by NEGEO

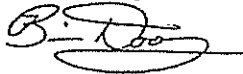
AGREEMENT

If this agreement and description of services accurately summarizes the terms of our agreement, please sign and return a copy to New England GeoSystems. An invoice for configuration services will be send upon activation of MapXpress and the invoice for FY 2017 hosting being sent in July, 2016. Any billable time for Canton specific customizations will be subject to a separate agreement.

If you have any questions or comments, please feel free to contact me directly.

Agreed:

For New England GeoSystems:



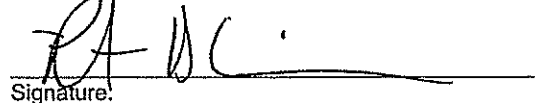
Brian Dooley

Name:

Date: April 21, 2016

Title: President

For the Town of Canton:



Signature:

Robert H. Skinner

Name:

Date: 5/27/16

Title: Chief Administrative Officer