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July 20, 2011

City of Milpitas  
Attn. Bill Marion  
1265 N. Milpitas  
Milpitas, CA. 95035

## Renewal of Software Support Agreement

This letter is an important notice to renew your Software Support Agreement for your TriTech System, which is due to expire on August 31, 2011. The renewal of the Software Support Agreement will allow you to continue to take advantage of the software support and maintenance services provided by TriTech Software Systems and allow you to receive upgrades to your TriTech System.

Please complete and sign this Support Renewal Agreement and return it to TriTech along with your payment to assure uninterrupted software support and maintenance services coverage. Action on this Support Renewal Agreement is time sensitive; services to support your system will not be provided if you have not paid your Support Renewal Fee by the Expiration date of your Software Support Agreement.

### TriTech Support Services Renewal Agreement Amendment

Client agrees to renew its Software Support Agreement dated October 2003, the terms of which are incorporated by reference herein as though set forth in full, and according to the terms and conditions included herein. Except as modified herein, all other terms and conditions of the Software Support Agreement shall remain in full force and effect. With respect to the content herein, in the event of any conflict between this Software Support Renewal Agreement Amendment and the Software Support Agreement, the terms of this Software Support Renewal Agreement Amendment shall control. **This Support Renewal Agreement Amendment and applicable support fees must be signed, paid and returned by September 1, 2011** to avoid any interruptions in the software support and maintenance services provided by TriTech. Payment of \$104,767.02 for this period is due by September 1, 2011.

### Consumer Price Index Adjustment

For support renewals that go into effect within calendar year 2011, the support renewal fee has been increased by the consumer price index (CPI) rate of 3.6%.

Note: Escrow, TeleAtlas and ESRI Fees, if applicable, are calculated separately and added to your annual support fee.

### Payment

For your convenience, we have enclosed an invoice for the full amount of the TriTech Support Services Renewal Fees covering a 12 month period beginning September 1, 2011-August 31, 2012. If you have any questions, please contact Diana Sliwicki or your Client Account Manager at 858-799-7000.

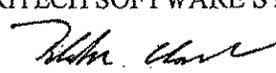
The Support Renewal Agreement for TriTech Support Services is based upon the following TriTech Software licenses:

| <b>Milpitas</b>  |       |               |                  |  |                               |
|--|-------|---------------|------------------|--|-------------------------------|
| Product Name   | Notes | # of Licenses | Cost per License | Total License Cost                         | Support Term 9/1/11 - 8/31/12 |
| Interfaces to CLETS/SLETS/NCIC                               |       | 1             | 15,000.00        | 15,000.00                                  | 3,298.50                      |
| Standard Alpha-Numeric Paging Interface License              |       | 1             | 9,000.00         | 9,000.00                                   | 1,979.10                      |
| Standard E-9-1-1 With TDD Interface License                  |       | 1             | 20,000.00        | 20,000.00                                  | 4,398.01                      |
| VisiCAD Archive License Data Purging & SQL Replication       |       | 1             | 20,000.00        | 20,000.00                                  | 4,398.01                      |
| VisiCAD BOLO License   |       | 1             | 5,000.00         | 5,000.00                                   | 1,099.50                      |
| VisiCAD Command Public Safety Database Server License        |       | 1             | 30,000.00        | 30,000.00                                  | 6,597.01                      |
| VisiCAD Command Public Safety Full-User License***           |       | 6             | 12,000.00        | 72,000.00                                  | 15,832.82                     |
| VisiCAD Live Routing License                                 |       | 1             | 15,000.00        | 15,000.00                                  | 3,298.50                      |
| GISLink / VisiCAD MapImport Utility                          |       | 2             | 20,000.00        | 20,000.00                                  | 4,398.01                      |
| VisiNet Mobile Applications Server License                   |       | 1             | 50,000.00        | 50,000.00                                  | 10,995.01                     |
| VisiNet mobile Client License***                             |       | 50            | 690.00           | 34,500.00                                  | 7,586.56                      |
| VisiNet Mobile Mapping Client License                        |       | 50            | 300.00           | 15,000.00                                  | 3,298.50                      |
| WebView Site License Level 1                                 |       | 1             | 20,000.00        | 20,000.00                                  | 0.00                          |
| WebView Site License Server License                          |       | 1             | 25,000.00        | 25,000.00                                  | 0.00                          |
| Zetron Station Alert/Printer Interface License (Centralized) |       | 1             | 30,000.00        | 30,000.00                                  | 6,597.01                      |
| <b>Added Licenses</b>  |       |               |                  |  |                               |
| Message Switch Manager                                       |       | 1             | 5,000.00         | 5,000.00                                   | 1,099.50                      |
| VisiCAD MultiAgency  |       | 1             | 5,000.00         | 5,000.00                                   | 1,099.50                      |
| VisiCAD Multiassign  |       | 1             | 7,500.00         | 7,500.00                                   | 1,649.25                      |
| VisiCAD Playback   |       | 1             | 5,000.00         | 5,000.00                                   | 1,099.50                      |
| VisiCAD Protocol   |       | 1             | 50,000.00        | 50,000.00                                  | 10,995.01                     |
| VisiCAD Query Message Switch                                 |       | 1             | 5,000.00         | 5,000.00                                   | 1,099.50                      |
| VisiCAD R-Check  |       | 1             | 5,000.00         | 5,000.00                                   | 1,099.50                      |
| VisiCAD Rotation   |       | 1             | 500.00           | 500.00                                     | 109.95                        |
| VisiCAD Training/Test Server                                 |       | 1             | 10,000.00        | 10,000.00                                  | 2,200.00                      |
|  |       |               |                  | <b>Total License Renewal Fee:</b>          | <b>99,827.82</b>              |
|  |       |               |                  | ESRI Fees                                  | 128.00                        |
|  |       |               |                  | Escrow Fee**                               | 750.00                        |
|  |       |               |                  | TeleAtlas Fee                              | 4,061.20                      |
|  |       |               |                  | <b>Total Adjusted License Renewal Fee:</b> | <b>104,767.02</b>             |
| <b>NOTES:</b>  |       |               |                  |  |                               |
| ESRI Fees 6 user licenses @ \$16.00 each                     |       |               |                  |  |                               |
| ESRI Fees for 2 GIS Link @ \$16.00 each                      |       |               |                  |  |                               |
| TeleAtlas/GDT - 56 users                                     |       |               |                  |  |                               |

ACCEPTED AND AGREED:

TRITECH SOFTWARE SYSTEMS

Signature

  
Blake Clark  
CFO

Printed Name

Title

Date



Remit To:  
 TriTech Software Systems  
 Post Office Box # 203223  
 Dallas, TX 75320-3226

(858) 799-7000 Ext. 0000

# INVOICE

17900

|           |
|-----------|
| DATE      |
| 7/19/2011 |

**Bill To:**

City of Milpitas  
 1265 N. Milpitas

Milpitas CA 95035

**Ship To:**

City of Milpitas  
 1265 N. Milpitas

Milpitas CA 95035

| PURCHASE ORDER NO. |             | CUSTOMER ID                       | SALES ID | SHIPPING METHOD | PAYMENT TERMS |                |  |
|--------------------|-------------|-----------------------------------|----------|-----------------|---------------|----------------|--|
|                    |             | MILPITAS                          |          |                 | Net 30        |                |  |
| QUANTITY           | ITEM NUMBER | DESCRIPTION                       | UNIT     | DISCOUNT        | UNIT PRICE    | EXTENDED PRICE |  |
| 1                  | 4300-60     | Customer Support - 9/1/11-8/31/12 | Ea       | \$0.00          | \$104,767.02  | \$104,767.02   |  |

New Remit To Address:  
 TriTech Software Systems  
 P.O. Box 203223  
 Dallas, TX 75320-3226

|              |                     |
|--------------|---------------------|
| Subtotal     | \$104,767.02        |
| Tax          | \$0.00              |
| Freight      | \$0.00              |
| <b>Total</b> | <b>\$104,767.02</b> |

*Thank You*