



Contract, Software License & Hosting Agreement

Prepared for
Mountain View Whisman School District
1400 Montecito Ave.
Mountain View, CA 94043

This agreement is replacing the original agreement from June 2022.

Updated agreement prepared on 1/2/2023

by

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This document is your Transfinder® Software Contract & Software License Agreement. It is a contractual agreement between Transfinder and Mountain View Whisman School District. It describes your rights and liabilities as they pertain to the use of your Transfinder Software System. To expedite this purchase, sign, fax, and mail this entire agreement, along with a purchase order, to Transfinder.

This contract expires on 1/30/2023, if not signed and accepted.

This is a non-transferable and non-exclusive Contract between Transfinder and Mountain View Whisman School District (Licensee). This Contract is subject to the specified terms and conditions for use of the program, product, optional features, and related materials. This Contract applies to any enhancements or improvements to which Mountain View Whisman School District may be entitled. This pursuant to the price terms described below. The provisions of the Contract include:

I. TRANSFINDER SOFTWARE SYSTEM TOTAL COST – THREE YEAR AGREEMENT

Software Modules	Qty	Year 1	Year 2	Year 3
Routefinder PLUS includes: <ul style="list-style-type: none"> • Single User Software License Routing and Scheduling System • GIS Map Conversion for Santa Clara county • Tools for route overlap analysis, Stop Sequence Optimization, and Policy Analytics • Eligibility Assessment & Walk Zone definition • Driver Certification Functionality • Field Trip resource tracking, cost calculator, billing, invoicing, & reporting 	1	\$10,595	\$3,350	\$3,518
Additional Routefinder PLUS Licenses	1	\$2,595	\$900	\$945
Additional County GIS Map Conversions for	0	\$0		
Satellite Imagery Service <ul style="list-style-type: none"> • Adds a satellite layer to Routefinder 		Included	Included	Included
Attendance Boundary Planning <ul style="list-style-type: none"> • Manage School Attendance Boundaries • Assess school zone changes for impact on students, grades, and school bus routes 		Included	Included	Included
Viewfinder <ul style="list-style-type: none"> • Schedule Automated Reports to be emailed to unlimited staff with vital information • Browser-based, any device, unlimited users, lookup access for staff (role-based security) • View critical data about students, routes, stops, trips, maps, etc. 		\$2,000	\$1,000	\$1,050
GPS Connect <ul style="list-style-type: none"> • Integration with an approved Transfinder GPS Hardware Partner • Conduct Comparative Analysis – actual vs planned routes • Analyze on/off path, early/late stops, missed/unplanned stops, and more 	11	\$1,595	\$550	\$578
	Vehicles			
Stopfinder GeoAlerts <ul style="list-style-type: none"> • Send electronic invitations to parents and guardians for easy onboarding process • Two-way communication with registered parents and guardians (subscribers) • Define Geo Alerts for buses • Notification based on Enter or Exit GeoAlert Zone • Pickup, Drop-off, School or any locations defined by user • Parents/Subscribers can choose when to be alerted: View historical events for today, yesterday, this week, last week • Track only student’s bus in real-time • See Trip path and stop information (based on settings) <i>*Stopfinder GeoAlerts customers will require a Transfinder approved GPS hardware provider.</i>	7	\$1,500	\$1,500	\$1,575
	Vehicles			

Wayfinder with RFID Integration Navigation <ul style="list-style-type: none"> • Turn by Turn voice guidance • Speedometer and smart map zoom • Accurate electronic route sheets for trips created in Routefinder • On demand navigation Resource Substitution <ul style="list-style-type: none"> • Driver can identify which vehicle will be utilized for a trip Attendance <ul style="list-style-type: none"> • Calendar-based schedules • Auto attendance using Zonar Z Pass RFID readers • Driver interaction • Skip stops before or during navigation or manual take attendance 	Up to 25 Users	\$3,000	\$3,000	\$3,150
Enterprise Mobility Management Platform	11	\$660	\$660	\$693
Transfinder Hosting Services powered by Amazon Web Services (AWS) <ul style="list-style-type: none"> • Hosting includes database server, application servers, storage, and data maintenance • Hosting Service is due with initial purchase and is included in the future Hosting Service 		Included	Included	Included
Transfinder Software Retail Pricing		\$21,945	\$10,960	\$11,508
Discount		-\$6,400		
Wayfinder Discount		-\$3,000	-\$1,500	
Transfinder Software Promotional Pricing		\$12,545	\$9,460	\$11,508
Implementation, Training and Professional Services				
Project Management <ul style="list-style-type: none"> • Dedicated Project Manager assigned through Project Completion • Manages Transfinder resources to meet Licensee’s goals • Project Manager will assist through 1st fall opening 		Included		
Data Management <ul style="list-style-type: none"> • Data Engineer will create a custom import process for automating data updates with the Student Information System • GIS Engineer will review available County GIS data with Licensee and convert GIS data for use in software 		Included		
Online Training <ul style="list-style-type: none"> • Online Training timeframe begins on first completed training date • Dedicated Trainer conducts Weekly Online Sessions • Trainings conducted with Customer’s Maps and Student Data 	6 Months	Included		
Transfinder University Livestream <ul style="list-style-type: none"> • Routing System Proficiency Course • 2 days of online training in a Routefinder PLUS training dataset • Routefinder PLUS Certification provided upon successful completion of the class proficiency exam • Class hours 8:30 am-5:00 pm Eastern Daylight Time 	1	\$1,750		

Technical Support & Software Updates				
<ul style="list-style-type: none"> • Unlimited Online Technical Support • Software updates and upgrades • Access to Transfinder Community client resources portal for documentation, training videos, webinars, and report library 		Included	Included	Included
Implementation, Training, and Professional Services Pricing		\$1,750		
Transfinder Software, Training, Professional Services and Hosting Services Total		\$14,295	\$9,460	\$11,508
<u>TRANSFINDER SOFTWARE AND SERVICES: TOTAL COST</u>		\$14,295	\$9,460	\$11,508
<u>INITIAL SYSTEM COST:</u>				
<input type="checkbox"/> x _____ Initial here		\$14,295		
<u>ANNUAL SERVICE FEE FOR SUPPORT AND SOFTWARE HOSTING SERVICES:</u>				
<input type="checkbox"/> x _____ Initial here This fee is due upon the anniversary date of the initial software <i>activation</i> .		Included	\$9,460	\$11,508

TRANSFINDER® SOFTWARE ANNUAL SUPPORT PROVISIONS	
This is a declaration of your Transfinder Annual Support Provisions. It describes the benefits you enjoy as a Transfinder client “in good standing” by remaining current in your payment of your Annual Support Fees.	
Routefinder PLUS Software System Annual Support	
Unlimited Technical Support on for technology staff and for each site operator	Included
Software Upgrades and program enhancements as they are developed	Included
Access to Transfinder Community - an exclusive part of our website dedicated to your organization offering Training, User Manuals, our Knowledgebase, Download Capabilities and more	Included
Custom Data Integration module modifications and maintenance as needed	Included
Viewfinder, Tripfinder, Stopfinder, Wayfinder and Infofinder I Software System Annual Support	
Unlimited Technical Support on for technology staff and for each site operator	Included
Software Upgrades and program enhancements as they are developed	Included
Servicefinder Annual Support	
Unlimited Technical Support on for technology staff and for each site operator	Included
Software Upgrades and program enhancements as they are developed	Included

II. RESPONSIBILITIES

Data Conversion - Mountain View Whisman School District (hereinafter “District” or “Licensee”) will assist Transfinder in acquiring all the required student and school information for the Routefinder PLUS system. The data must be provided in required .csv, .xls, .txt, .dat, and .dbf file format and/or the Licensee will enter the data manually. Transfinder will convert the student and school data to the Routefinder PLUS system format.

Confidentiality - Transfinder will maintain the confidentiality of any and all personally identifiable information about staff, parents, students and any other school constituent unless Transfinder has the prior written permission of the Licensee. To the extent that Transfinder will come into possession of student records and information, and to the extent that Transfinder will be involved in the surveys, analysis, or evaluation of students, incidental to this agreement, Transfinder shall use its best efforts to comply with all requirements of the Family Educational Rights and Privacy Act. Transfinder shall be required to keep any and all student information it receives confidential and will not use the information for any purpose other than as necessary to provide the services to Licensee under this contract. Transfinder will delete and destroy the student and any other data provided by the Licensee from Transfinder’s servers after performing initial conversion and deliver the converted data to the Licensee or Transfinder Hosted Network (THN).

County Map Data - Transfinder will convert a compatible GIS map data provided by the Licensee, or will provide commercially available map data as stated in Section I of this agreement.

Installation - SaaS Deployment - Hosted on Transfinder Hosted Network (THN) through Amazon Web Services (AWS). The Transfinder Software environment and all Licensee data files will reside on servers within the United States.

Activation - Activation, as defined here includes loading Routefinder PLUS files and map files required to support the licensee’s area, and student data resulting from the initial download and data conversion to the Transfinder Hosted Network (THN).

Training - Transfinder will provide system training as stated in Section I of this agreement. Additional Training may be purchased.

Hosting Services Uptime - Transfinder will exceed 99% uptime between 5:00AM and 5:00PM Eastern Monday through Friday (excluding holidays) to the Licensee. Maintenance periods are scheduled after business hours but Transfinder reserves the right to schedule maintenance periods during business hours that will not constitute downtime. Downtime refers to the inability to access the hosted environment. Standard support issues, which would occur in a locally installed environment, will not constitute downtime. Downtime will be calculated from the time Licensee reports an outage to the time Transfinder resolves the issue. Licensee must submit an email reporting downtime to support@transfinder.com.

Below is a schedule for compensation for Transfinder’s failure to meet the uptime requirements. Credits will be given toward future support fees. The downtime is calculated on a calendar year resetting January 1st. Transfinder agrees to credit Licensee as follows.

Targeted Attainment	Actual Attainment	Credit Amount
100%	98% - 99%	Remedial Action
100%	97.99% - 95%	4% of Annual Support Fee
100%	< 95%	5% of Annual Support Fee

This uptime policy excludes anything that is reasonably outside of Transfinder's control including force majeure. To resolve technical issues Transfinder may require the cooperation of Licensee. If Licensee's Department of Technology (DoT) staff is unable or unwilling to assist Transfinder IT staff with resolving technical issues within 48 hours, Transfinder will not be held responsible for the resulting downtime from the time of Transfinder request for assistance from Licensee's DoT.

Remote Connectivity – Licensee must have a high-speed Internet connection and agrees to permit Transfinder Corporation to connect remotely to Licensee's computers and network for online training, support and software installation. Transfinder will connect to Licensee's computer(s) using secure remote desktop sharing technologies.

System Maintenance - Transfinder will provide on-line remote support, unlimited telephone support, updates, and revisions. In order to manage any changes in pupil transportation, Transfinder will upgrade Routefinder PLUS on a consistent basis to satisfy the growing demands of pupil transportation. There is not an additional charge for the upgrades unless they are unique for Mountain View Whisman School District.

III. FEE & PAYMENT SCHEDULE

The Term of this agreement is for (3) three-years. The system cost for the (3) three-year term is **\$35,263.00**.

Payment terms area as follows:

- The Initial payment of **\$14,295.00** is due upon execution of this agreement.
- The Annual Service Fee payment for year 2 of **\$9,460.00** is due 12 months from the installation date.
- The Annual Service Fee payment for year 3 of **\$11,508.00** is due 24 months from the installation date.

In accordance with the 3-year Term, Transfinder will provide Technical Support, Product Updates and Hosting Services to the Licensee for three years starting on the initial Activation Date. The costs for the Technical Support, Product Updates and Hosting Services is included.

Upon the completion of the initial 3-year term, the Licensee will have an option to continue to pay the Annual Service Fee amount of **\$11,508.00**, when due on the anniversary of the original Activation Date, in order to continue to receive Technical Support, Product Updates and Hosting Services from Transfinder. Transfinder will continue to provide software, hosting services and technical support, which includes system updates, to the Licensee as long as the Annual Service Fee is paid and kept current.

Future Annual Service Fee prices are subject to change given prior notice. Transfinder will notify Licensee of any annual support fee increases (60) sixty days in advance of the payment date.

If onsite training or services are purchased, the expenses for travel and living will be billed to Licensee at cost as incurred.

If not tax-exempt, any Federal and/or State Sales or local taxes are the responsibility of the Licensee. The Licensee acknowledges the responsibility by signing this contact.

All invoices will be paid, by or on behalf of the Licensee within (30) thirty-days.

IV. LATE PAYMENT

If any valid invoice rendered by Transfinder is not paid when due, in addition to such other rights, Transfinder shall reserve the right to, without limitation, suspend updates, maintenance, support services and consulting, training and implementation services. However, Transfinder shall give the Licensee written notice of non-payment and give the Licensee fifteen days to cure prior to suspending any updates, maintenance, support services, consulting, training, and implementation of services.

V. LICENSE AGREEMENT

Grant of License: Transfinder grants the Licensee a non-exclusive, non-transferable license to use and access Routefinder PLUS, and the accompanying documentation on the Transfinder Hosted Network (THN). A Routefinder PLUS license is required for each concurrent user/computer accessing the THN. Transfinder retains the title to Routefinder PLUS and related materials. You agree to protect Routefinder PLUS from unauthorized use, duplication, reproduction, distribution, or publication. In addition, you will not allow any person, company, organization, or other entity to have access to Routefinder PLUS and related materials. Transfinder reserves all rights not specifically granted in this license. Routefinder PLUS is a © copyright of Transfinder. All rights reserved.

Non-permitted Uses: You may not make copies of Routefinder PLUS. You may not use Routefinder PLUS on a network unless you pay for and obtain a separate licensed Software package for each terminal or workstation from which Routefinder PLUS will be actually accessed. You may not rent, lease, sub-license, timeshare, or lend Routefinder PLUS under this license. You may transfer it on a permanent basis if the person receiving it agrees to the terms and conditions set by Transfinder. You may not alter, decompile, disassemble, or reverse-engineer Routefinder PLUS, or make any attempt to unlock or bypass the initialization system or encryption techniques utilized by Routefinder PLUS. You may not remove or obscure Transfinder or any other copyright and trademark notices.

Duration: This agreement is effective from the day you sign the Contract. Your license continues until terminated. This license will terminate automatically without notice from Transfinder if you fail to comply with any provisions of this license, subject to the terms and conditions of article VII. Upon termination, you destroy all written materials, the Routefinder PLUS software, data and all software and data copies. Transfinder can also enforce its other legal rights.

Early Termination Fees for Termination without Cause: The Licensee may terminate this Agreement, at any time, for convenience upon 30 calendar days written notice to Transfinder. If the Licensee should terminate this Agreement within three (3) years of the Activation Date for convenience, the Licensee shall immediately remit to Transfinder, in addition to fees for all products and services delivered and expenses incurred prior to the effective date of the termination, unpaid annual service fees as follows:

- Termination before the (1) one year anniversary of the Activation Date: all software and service fees due prior to the effective date of the termination and 75% of the annual service fees for years two and three of the term;
- Termination on or after the (1) one year anniversary of the Activation Date but before the (2) two year anniversary of the Activation Date: all software and service fees due prior to the effective date of the termination and 50% of the annual service fees for year three of the term; and
- Termination on or after the (2) two year anniversary after the Activation Date but prior to the expiration of the Term: all software and service fees due prior to the effective date of the termination.

General Terms: Only a written agreement authorized by both the Licensee, and Transfinder's President/CEO, shall constitute a warranty or increase the scope of this warranty. This warranty gives you specific legal rights. You may

have other rights, which vary from state to state. This Limited Warranty is governed by the laws of the State of New York and shall benefit Transfinder its successors and assignees.

VI. LIMITED WARRANTY

Covering Routefinder PLUS Sale of Software: Routefinder PLUS is a customized product. Transfinder warrants the training and technical services will be provided in good and workman like manner. Furthermore, Transfinder guarantees that the software sold will be free of gross negligence. You assume the entire risk as to the results and performance of the Software. The software has not been sold on a trial basis, and the Licensee acknowledges that it has seen a demonstration and had ample opportunity to view the product in operation using Transfinder's reference list, which has been provided. Neither Transfinder nor anyone else who has been involved in the creation, production, or delivery of this product shall be liable for any direct, indirect, consequential, or incidental damages (including damages for loss of business profits, business interruption, loss of business information, and the like) arising out of the use, misuse, or inability to use such product even if Transfinder has been advised of the possibility of such damages. In no event shall Transfinder's liability exceed the amount paid for the software.

Bankruptcy: All rights and licenses granted under or pursuant to this Agreement by Licensor to Customer are, and shall otherwise be deemed to be, for the purpose of Section 365(n) of the U.S. Bankruptcy Code, and any similar or successor federal statute, all as the same shall be in effect at the time (the "Bankruptcy Code"), licenses of rights to "intellectual property" as defined under Section 101 of the Bankruptcy Code. The parties agree that Customer, as a licensee of such rights under this Agreement shall retain and may fully exercise all of its rights and elections under the Bankruptcy Code. The parties further agree that, in the event of an adjudication of a bankruptcy proceeding by or against Licensor under the Bankruptcy Code, Licensee shall be entitled to a complete access to, as appropriate any such intellectual property and all embodiments (including source code) of such intellectual property, and same, if not already in its possession shall be promptly delivered to Licensee upon Licensee's written request (i) upon any such adjudication of a bankruptcy proceeding, unless Licensor elects to continue to perform all of its obligations under this Agreement; or (ii) if not delivered under (i) above, upon the rejection of this Agreement by or on behalf of Licensor. Licensee shall have the right to modify, adopt and prepare derivative works based on such intellectual property only for maintenance, support and internal development purposes. Nothing herein implies the transfer of property rights, but deals only with access to such software or source code.

VII. BREACH AND TERMINATION

If Licensee shall have committed a material breach of this Agreement, then Transfinder may give written notice of such breach, and Licensee shall have (60) sixty-days within which to cure. If Licensee fails to cure such breach within such (60) sixty-day period, then Transfinder shall have the right to terminate this Agreement.

If Transfinder shall have committed a material breach of this Agreement, then Licensee may give written notice of such breach, and Transfinder shall have (60) sixty-days within which to cure. If Transfinder fails to cure such breach within such (60) sixty-day period, Licensee then shall have the right to terminate this Agreement.

If the default relates to the original Licensing fee **(\$35,263.00)** when due, then Transfinder, at its option may affirm the agreement and recover the full purchase price and agreed expenses, plus costs of collection, including attorney fees; or may terminate this agreement and has the right to remove all access to and or remove all original software product, installation modifications, work product, including any product upgrades and any local copies thereof, if any; and will further be entitled to all its reasonable costs in delivering, installing, modifying the program, and training Licensees employees including legal fees if any reasonably required to recover same.

