Presented By:

ViaTRON Systems, Inc.
THE PAPERLESS OFFICE SPECIALISTS

ViaTRON VTX Content Management Systems

Prepared For:

FIRST 5 - LA
750 NORTH ALAMEDA STREET, SUITE 300
LOS ANGELES, CA 90012

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The Paperless Office Specialists
MAINTENANCE

ANNUAL MAINTENANCE PERIOD
01/01/2013 - 12/31/2013

MAINT - VT - SOFTWARE

MAINT - VT - SUPPORT/PROFESSIONAL SERVICES
These hours shall be used by Client for technical support. The hours used by Client shall be deducted from the allocated annual support hours assigned to the Client (Telephone, Remote, Training and On-Site Support).

TERMS

Payments
NET 30 DYAS

Late Payments
Client will be charged 1.5% for late payment of invoice.

Proposal Expiration Date
Due to constant changes in the technology industry the prices listed in this proposal are guaranteed for 30 days from the date of this proposal.

Scanning Services Notes and Options
ViaTRON’s Service Bureau offers a number of services to help you obtain your paperless goals. ViaTRON has been converting paper files for over 22 years. ViaTRON converts paper files into electronic-image documents. These electronic document can be stored in any Imaging system or electronic media including CD/DVD for office use in workflow, archiving and disaster recovery.

Maintenance Overview
The Maintenance Agreement covers three area of support - Technical (Labor), Hardware and Software Support. The Annual Maintenance Terms and Conditions are itemized below. Please refer to the Annual Maintenance information above for specific information regarding the products and services covered under this agreement.

Technical Support
Please refer to the information provided in page page 2 for the number of hours allocated for technical support. These hours will be deducted every time you use technical support (Telephone, Remote, Training and On-Site Support). A work order can be sent to you via email every time a call is placed or incidence logged at the help desk.

Software Support
Please refer to information on page 1, 2 or 3.

Hardware Support
Please refer to information on page 1, 2 or 3 to confirm if your hardware is covered under this Maintenance Agreement. This annual maintenance includes the labor charges for diagnosing and repairing of hardware. Unless specified in your Proposal, you will be billed separately for replacement parts, shipping and sales tax.

Efficient Response To Your Support Calls
You will get the best response to your support call if you contact the help desk at ViaTRON. You can contact ViaTRON’s Helpdesk at 310.756.0594 or send an email to Support@ViaTRON.COM. If you have a technical emergency, you may contact ViaTRON’s emergency response center at 310.756.0630.

Imaging Software Updates

[Confidential Document]
ViaTRON will release software updates periodically during the support period. Client may request for these updates as they become available. There is no charge for these software updates. However, client is responsible for paying for sales tax and shipping for the new update software.

Telephone Support
ViaTRON will provide Telephone support during the support period. The Level One Telephone Support is available to your staff Monday through Friday between the hours of 8:00am and 6:00pm Pacific Time. The response time to a service call is generally 4 hours. Total telephone support hours will be deducted from total hours allocated for the year. For fast response to technical questions please call ViaTRON help desk at 310-756-0594.

Remote Support
ViaTRON will provide client with remote support. Remote support will be utilized to assess the severity of the problem. Our remote support will also be used to repair the problem.

System Administration and User Training
System Administrative Training is available to client when a new update is released. This training is also available for when you have new staff that is hired to use the imaging system. ViaTRON provides training at ViaTRON's Training Center. Client may also choose to have the training conducted at your facility. The hours involved in the training will be subtracted from the on site hours available for the client.

Service Coverage
The Level One Support Agreement Does Not Cover the Following: This Maintenance Agreement does not cover any hardware or software not installed by ViaTRON. You may hire ViaTRON's Professional Services for these special projects. The service fee for special contract work is $150/hr.

Optional Level Two Maintenance Agreement
ViaTRON also offers custom technical support programs (Level Two) for special needs. These programs were designed to accommodate special needs. These special programs include: one hour telephone response time 7 days a week, same day on-site support, and on-site service call 7 days a week. This Maintenance Agreement does not include a custom support package. There is a separate pricing structure for the Advanced Support Agreement.

Scanning Services & Options
Please refer to the attached document titled "Scanning Services and Options" for a detail description of all services included in this project. You may also contact ViaTRON Technical Consultants to include additional or special services you may require.

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**PROJECT PRICING**

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**FINAL PRICE**

$27,143

Project Approval: [Signature]

Date: 1/1/12

[Confidential Document] ANGELA REPAYO 10/24/2012