STATE OF TEXAS §
§
COUNTY OF FORT BEND §

FIRST AMENDMENT TO ADDENDUM TO RICOH USA, INC.'S AGREEMENT PURSUANT TO CONTRACT NO. DIR-CPO-5413

THIS AMENDMENT ("Amendment") is entered into by and between Fort Bend County, ("County"), a body corporate and politic under the laws of the State of Texas, and Ricoh USA, Inc., ("Ricoh USA"), a company authorized to conduct business in the State of Texas (hereinafter collectively referred to as the "parties.")

WHEREAS, on or about May 28, 2026, the parties executed and accepted that certain Addendum to Ricoh USA, Inc.'s Agreement Pursuant to Contract No. DIR-CPO-5413 (hereinafter the "Agreement") which is incorporated by reference as if set forth herein verbatim; and

WHEREAS, by execution of this Amendment, the Parties desire to amend the Agreement to provide additional services by Ricoh USA, to keep the Total Maximum Compensation for all services the same, and to otherwise ratify and confirm all the terms and conditions as set forth herein.

NOW THEREFORE, in consideration of the foregoing, the Parties do mutually agree that the Agreement between the Parties is hereby amended as follows:

1. **Recitals.** The recitals set forth above are incorporated herein by reference and made a part of the Agreement.
2. **Scope of Services.** Ricoh USA will render services to County in accordance with the requirements and specifications of Contract No. DIR-CPO-5413, which is incorporated fully by reference only for all purposes; and in accordance with Ricoh USA's Statement of Work, which is attached hereto as Exhibit "A-1", and incorporated fully by reference for all purposes.
3. **Limit of Appropriation.** Ricoh USA understands and agrees that the Maximum Compensation payable to Ricoh USA for Services rendered under this Agreement is hereby the same, in the amount not to exceed One Hundred Ninety Thousand Five Hundred Ninety-One and 20/100 dollars ($190,591.20), authorized as follows:

$190,591.20	under the Agreement
$0.00 (no change)	under First Amendment
TOTAL	**$190,591.20**

In no event shall the amount paid by County under this Agreement exceed the Maximum Compensation without a County approved change order. Ricoh USA clearly understands and agrees, such understanding and agreement being the absolute essence of this Agreement, that County shall have available the total maximum sum of One Hundred Ninety Thousand Five Hundred Ninety-One and 20/100 dollars ($190,591.20)specifically allocated to fully discharge any and all liabilities County may incur under the Agreement.

Ricoh USA does further understand and agree, said understanding and agreement also being of the absolute essence of the Agreement, that the total Maximum Compensation that Ricoh USA may become entitled to and the total maximum sum that County may become liable to pay to Ricoh USA under the Agreement shall not under any conditions, circumstances, or interpretations thereof exceed One Hundred Ninety Thousand Five Hundred Ninety-One and 20/100 dollars ($190,591.20)

4. **Modifications and Conflict.** Except as modified herein, the Agreement shall remain in full force and effect and has not been otherwise modified or amended. If there is a conflict among documents that make up the Agreement, this Amendment shall prevail with regard to the conflict.

{Execution Page Follows}

{Remainder of Page Intentionally Left Blank}

IN WITNESS WHEREOF, this Amendment is signed, accepted, and agreed to by all parties by and through the parties or their agents or authorized representatives. All parties hereby acknowledge that they have read and understood this Amendment and the attachments and exhibits hereto. All parties further acknowledge that they have executed this legal document voluntarily and of their own free will.

FORT BEND COUNTY	**RICOH USA, INC.**
_____	_____
Presiding Officer	Authorized Agent – Signature
_____	Dora Lee Brown
Date	Authorized Agent – Printed Name
ATTEST:	Region Vice President
	Title
_____	8/31/2026
Laura Richard, County Clerk	Date

AUDITOR'S CERTIFICATE

I hereby certify that funds are available in the amount of **$**_____ to accomplish and pay the obligation of Fort Bend County under this contract.

_____
Robert Ed Sturdivant, County Auditor

Exhibit A-1: Ricoh USA's Statement of Work

EXHIBIT A-1

RICOH
imagine. change.

Statement of Work

Streamline NX Base with @remote connector NX

Created for:

COUNTY OF FORT BEND (TX)

July 01, 2026

SOW DR/CPQ #

CPQ-249093

Proprietary & Confidential Information

The enclosed materials are proprietary to RICOH USA, INC. ("Ricoh"), and Ricoh reserves all right, title, and interest in and to such materials. The terms, conditions, and information set forth herein are confidential to Ricoh and may not be disclosed in any manner to any person other than the addressee, together with its officers, employees, and agents who are directly responsible for evaluating the contents of these materials for the limited purpose intended. These materials may not be used in any manner other than for such limited purpose. Any unauthorized disclosure, use, reproduction, or transmission is expressly prohibited without the prior written consent of Ricoh.

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Introduction

RICOH USA, INC. ("Ricoh") has prepared the following Statement of Work("SOW") to detail services for the Streamlin NX Base project (the "Project") at COUNTY OF FORT BEND (TX) ("Customer").

This SOW outlines the Project scope and costs. The costs outlined in this SOW are based on Ricoh's experience and preliminary information received from Customer. The information in this SOW supersedes all previous estimates or verbal discussions on the Project. If there are any desired deliverables not listed in this SOW, Ricoh will manage those requests via our Change Control ("CO") process (which may be billable).

Project Objective

The main objective of the Project is to install Streamline NX to provide the following:

- Unified monitoring and management of the Ricoh multi-function product("MFP") and Printer equipment
  - Automated Paper and Toner alerts via email to Ricoh
  - Service alerts via email to Ricoh
- Remote administration and configurations of supported devices
  - Standard Configurations Template
  - Batch firmware deployment
  - Password changes on MFD's
  - Address book management/configuration
- The collection of detailed meter data
- Pre-formatted reports providing data for the fleet
- Dashboards presenting Real Time data Graphically
  - a central admin dashboard/console that acts as a:
    - Single-pane view of all printers/MFPs
    - Reporting & analytics hub (90+ reports, dashboards)
    - Usage + cost tracking system
    - Device health + alert monitor
  - It provides views on:
    - Device status & availability
    - Print/copy/scan volumes
    - User activity and chargeback data
    - Environmental metrics (energy, duplex usage)
- Custom Filters and Group Lists. Allowing quick navigation to a specific device and its properties

Project Scope

Services Included in the Project Scope

Upon receipt of authorization to proceed, the following functions and deliverables will be fulfilled within the scope of the Project. See below under "Services Detail" for a complete description of these tasks.

1. Design
2. Implementation

Customer Location

The following Customer location is included in the scope of this Project.

~~301 Jackson St~~ 1410 RICHMOND PKWY
~~Richmond, TX 77469.~~ RICHMOND, TX 77469

Services Detail / Project Scope

The following are the services and tasks that Ricoh will perform to fulfill the defined deliverables in this SOW (the "Services"). Ricoh shall provide the Services on a remote basis.

1. Design

Ricoh and Customer Project team members will jointly gather, develop, and finalize the technical requirements for the Project including the validation of the preliminary requirements and configurations. These requirements will be translated into a technical design document ("TDD"). If applicable, the TDD will also include a User Acceptance Test ("UAT") plan, defined in the appendix, the Customer will utilize during the UAT phase of the project. Any changes to the Project scope are identified during this phase, Ricoh will address via the Change Control process.

- The current document was designed to accommodate 44 MFPs..

Deliverable(s): TDD for Customer review and approval

2. Implementation

In this phase, Ricoh will install, configure, and test the solution as defined in the TDD and approved by Customer, as follows:

- For automated meter reading and fleet management @Remote Connector will be configured and a user account for the customer will be established on https://atremote-portal.com/NXLogin/.
- All new RICOH devices will be delivered with the latest Firmware and Java (if applicable).
- RICOH will remove/disable legacy embedded application and install SLNX embedded on existing RICOH devices with the latest Firmware and Java (if applicable).
- Install SLNX Core Server (CS) / Delegation Server (DS) on one (1) virtual 2019/2022/2025 Windows server provided by customer that meets or exceeds the specification in **Appendix A**
- Connect the SLNX application to SQL express database (included) or customer full SQL
    - Customer must join server(s) to domain.
    - Customer must provide server service account login.
- Set one (1) fleet polling options and schedule.
- Add up to five (5) devices and configure standard default device list views (Views for sorting by
- status errors or low toner, etc.).
- Configure one email and/or group for notifications.
- Configure one (1) device settings template.

Deliverable(s): Installed solution according to the specifications in the TDD and provide preliminary system testing and demonstrate compliance with requirements from the TDD.

Once installation, configuration, and testing are complete, Customer will conduct the user acceptance testing ("UAT") as discussed below. The order sequence of UAT and training will be identified and noted in the Project plan.

Training and Documentation

In this phase, Ricoh will provide the following materials and training for Customer. This training will be provided to the users that will be participating in the UAT Phase to enable the Customer resources to complete the UAT. These individuals will be the users that will conduct the "Train the Trainer" sessions for all remaining users.

- RICOH will configure up to 5 standard device settings that incorporates extended items and will be used as training material for the Customer's IT so that they can create their own standard device settings.

Deliverable(s): Completed delivery of User Acceptance Testing. "Train the Trainer" end user training session. Software Solution Administrative Training. As-Built project specific documentation.

Additional training by Ricoh may be requested through the Change Control process.

User Acceptance Testing

The primary purpose of User Acceptance Testing (UAT) is for the Customer to test the Project from a functional standpoint, prior to company-wide production rollout, in order to verify that all the features documented are working as specified in the UAT test plan defined in the TDD. As a standard, UAT consists of testing the installed application with a subset of no more than 5 users and 1 device for a period of up to 3 business days.

UAT support for any new functionality or desired enhancements outside of the TDD will be handled with the established Change Control process.

Prior to production rollout, Ricoh will request signoff of the UAT phase of the project per the mutually approved Project plan/timeline.

Deliverable(s): Acknowledgement of a working system per the UAT test plan, and any subsequent change orders ("CO") via Customer signoff of completion of UAT testing.

Production Rollout

After UAT is complete, the Project will be deployed to the remaining users and devices in production as described in the mutually approved Project plan/timeline.

At completion of production rollout, Customer will need to execute the Solution Delivery Acceptance ("SD&A") form.

After the new Project is deployed in the production environment, Ricoh will transition Customer to technical support for the Software via the Ricoh Software Enterprise Support Center ("SESC"). Details on the SESC can be found here.

Deliverable(s): Working solution as outlined in this SOW
Documentation of transition to steady state support

Customer Roles and Responsibilities

Any successful Project is a cooperative effort. With that in mind, the following section provides information on the roles and responsibilities expected of the Customer's Project team. Please note that a single individual may execute the roles and responsibilities listed below. Each role does not necessarily mean that a separate Customer resource is required.

Project Sponsor

Customer will provide a designated Project sponsor who will have policymaking and budgetary authority for the Project and will be responsible for the success of the Project (including participation/delegation of status calls and/or review of status reports).

Project Lead

Customer will provide a designated Project lead who will:

- Support the development of the TDD
- Assist with the success and development of the overall Project plan/timeline and/or implementation schedule.
- Assist with the Change Control process for those tasks that are outside the scope of the Services and the TDD, including obtaining authorized signatures for COs.
- Coordination of Customer authorized signoff of each phase and milestone if required before commencement of another phase or milestone.
- Provide a list of key resources with their contact information for areas affected by the Project to the Ricoh Project lead prior to the Project kickoff.

End User Representative

Customer will designate an end user representative who will:

- Possess a solid understanding of the business processes as well as the overall project objectives.
- Be available throughout the Project Scope Phases of the project.
- Be available to answer questions or provide input during the project.

System Administrator / Technical Support

Customer will designate a representative(s) who will:

- Provide Ricoh a system administrator during implementation.
- Provide Ricoh with local area network ("LAN") access and participate in the personal computer ("PC") workstation software configuration.
- Provide Ricoh with system access and participate in the software installation.
- Be the focal point for the day-to-day administration of the application.
- Work with the Ricoh Project team during the system integration test and UAT as necessary.
- Be available for training and application support as specified in the Project schedule/plan.
- Provide ongoing technical support for the various software components.
- Ensure the network is in proper working order in a stable environment.
- Execute appropriate backups of the development, test, and production environments, if applicable.
- Ensure appropriate virus protection is enabled throughout the Project.

- Ensure accuracy of data/information supplied to Ricoh.
- Timely meet any deadlines for actions or decisions, including the review and acceptance of all deliverables.
- Provide any and all training not listed in this SOW to the end users.
- If this SOW is dependent upon the availability of certain hardware, software, data, or documentation, Customer agrees to cause those items to be available, installed, configured and operational in advance of commencement of the Services.

Completion Criteria

When the Services or Project detailed in this SOW have been completed and demonstrated through satisfactory UAT or otherwise, the Project will be considered complete and Ricoh will provide to Customer a solutions delivery and acknowledgement, or similar form or document (each a "Completion Notice"). Despite the previous sentence, Ricoh will have fulfilled its obligations under this SOW when any one of the following first occurs:

- Ricoh completes the Services or Project described in this SOW and provides a Completion Notice.
- This SOW is terminated in accordance with Terms and Conditions applicable to this SOW. In this case, Ricoh will invoice Customer for actual hours worked and expenses incurred up to the date of termination. Hardware and software purchases are governed by their own separate agreements and are not included in this definition.

No later than 5 business days after Customer's receipt of the Completion Notice, Customer shall: (i) accept the Services or Project by signing the Completion Notice (or so inform Ricoh in other writing, including email); or (ii) if the Project or Services contains material defects or fails to conform to the specifications, reject the Project or Services, in which event, Customer shall provide to Ricoh a reasonably detailed written statement outlining the basis for its rejection. Customer's failure to respond within the 5 business day period shall be deemed acceptance of the Services and/or Project.

In the event of rejection by Customer and written notice in accordance with the procedure above, Ricoh shall promptly correct the defect set forth in the written statement and redeliver the Project or Services within a reasonable period of time. Customer shall, as soon as reasonably practicable after such redelivery (but in no event later than 5 business days thereafter), accept or reject the redelivery in accordance with the procedure set forth above, which procedure shall be repeated until the Project or Services are accepted in accordance with this section.

Change Control

Changes to the scope of the Project or Services shall be made only in a written CO signed by both parties. Ricoh shall have no obligation to commence work in connection with any change until the fee and/or schedule impact of the change and all other applicable terms are agreed upon by both parties in writing. The following is the process to follow if changes to components within the scope of this SOW are required.

- A CO will be the vehicle for communicating change. The CO must describe the change, the reason for the change, and the effect the change will have on the Project or Services.
- The designated Project lead of the requesting party will review the proposed change and determine whether to submit the request to the other party.
- Both the Ricoh and the Customer Project leads will review the proposed change and approve it for further investigation. Ricoh will specify if there will be any charges for such investigation, which may be incorporated into the CO. The investigation will determine the effect that the implementation of the CO charge will have on price, schedule, and other terms and conditions of this SOW.

- A written CO must be signed by both parties to authorize the implementation of the changes.

Software Maintenance

Software Maintenance or Term License Coverage:

- Incident remediation phone and email support via the Ricoh Software Enterprise Support Center. Contact "SESC" by email at solutions@Ricoh-USA.com or call 888-424-1573.
- Access to new Version Updates to Software
- Access to Software Patches

Software updates and patches are available upon request for Customers who are current on their support or have active term licenses. The software maintenance coverage or license term described above will be renewed annually after the initial contract term.

Not Covered by Annual Software Maintenance:

- Ricoh Professional Services for Installation of Upgrades, Updates or Patches
- On-Site Service or Support

A Block of Time (BoT) can be purchased to augment on-going support:

Additional support beyond what is defined in the Services Detail section of this SOW requires a Ricoh Block of Time at an additional cost to the Customer. The Block of Time covers Ricoh support for the version upgrades as well as other services covered by our Solution Engineers.

Project Assumptions

To execute the Project successfully, several key assumptions have been made:

- All services will be delivered remotely by Ricoh's technical resources unless otherwise noted in this SOW. If in the course of delivering the Services, Ricoh determines that onsite installation or delivery is required additional charges will apply. In addition, if services are delayed or additional hours are incurred due to Customer IT availability, additional charges may apply as determined by the Change Control Process.
- All discussions of Project duration are dependent upon a timely reception of requisite purchase orders ("POs") and other Customer-generated paperwork necessary to launch the Project or move forward to the next phase.
- Ricoh will start work once this SOW has been signed and a purchasing agreement received.
- Services provided by Ricoh or its subcontractors will be provided during normal business hours (8:00 am to 5:00 pm) Monday through Friday excluding Ricoh recognized holidays. Required Services provided outside of these hours have not been included in the costs.
- Customer's environment consists of only a single domain.

Professional Services Fees

This is a fixed fee engagement. In consideration of the Services, Customer shall pay Ricoh the fees in the amounts and at the rates set forth as follows:

The total Fees for this Project are included in the lease agreement, not including hardware, software, sales tax, or hardware/software technical support. Customer acknowledges and agrees that the Fees for the Services to be provided by Ricoh under this SOW have been established by Ricoh and included in the lease payment set forth in the applicable lease agreement between Customer and Ricoh Financial Services or another third-party lessor, as applicable. The purchase or lease of any hardware or software is independent from this SOW and therefore not contingent on Customer's acceptance of the Services performed.

Payment Schedule

The Fees are included in the lease payment in accordance with payment terms in the applicable lease agreement.

Budget Notes

- All costs are exclusive of applicable taxes.
- This cost is valid for a period of 30 days from the cover date; after this date it may be revised.

Terms & Conditions:

The performance of the Services described in this SOW by Ricoh for Customer is subject to and governed solely by the following terms and conditions:

1. Term. This SOW is effective as of the date that it is executed by both Customer and Ricoh and it will continue in effect for the shorter of the period necessary to complete the Services or 1 year (unless terminated earlier as specified in the following Section) (the 'Term').

2. Termination. Either party may terminate this SOW for cause if the other party materially breaches the SOW, unless the breach is cured no later than 30 days after the breaching party's receipt of written notice of the breach. Either party may terminate this SOW immediately for cause upon the commencement of any voluntary or involuntary bankruptcy or insolvency proceeding by or against either party. Ricoh may terminate this SOW, for convenience without cause, upon 60 days prior written notice to Customer. In addition to its other legal remedies, Ricoh may suspend the performance of the Services, stop delivery of products and/or terminate this SOW for any non-payment on Customer's accounts that continues for more than 30 days following the due date. If this SOW is terminated by Customer without cause or terminated by Ricoh for cause, then Customer agrees to pay Ricoh the Fees, materials and reimbursable expenses for all non-defective Services that Ricoh provides through the date of termination. If a SOW is terminated by Ricoh without cause or terminated by Customer for cause, then, with respect to Services for which Customer has prepaid and which Ricoh has not yet fully provided to Customer, Ricoh will provide Customer with a prorated refund. The obligations of the parties under this SOW that by their nature would continue beyond expiration or termination of this SOW will survive any such expiration or termination.

3. On-Site Safety. While on Customer's site, Ricoh's personnel will comply with Customer's reasonable site safety and security policies, provided that Customer first provides those polices to Ricoh in writing in advance, they do not conflict with this SOW, and do not impose any additional financial or legal burden on Ricoh.

4. Insurance. Each party certifies that it maintains reasonable amounts of general liability, auto and personal property insurance, and workers' compensation insurance in the amount required by law, and that such insurance will remain in effect during the Term. Upon request, each party agrees to deliver the other evidence of such insurance coverage.

5. Limited Warranty and Disclaimers. Ricoh warrants that the Services will be performed: (i) in a good and workmanlike manner, (ii) using reasonable care and skill, and (iii) according to the description contained in this SOW. Ricoh will re-perform any Services not in compliance with this warranty and brought to Ricoh's attention in writing within a reasonable time, but in no event more than 30 days after such Services are performed, which will be the exclusive remedy for such non-compliance. Customer acknowledges that Ricoh's performance of Services is dependent upon Customer's timely and effective performance of its responsibilities set forth in this SOW. Except for the limited warranty provided above in this Section, (a) the services, work, and any deliverables or other goods are provided "as is", and (b) Ricoh makes no warranties of any kind (express or implied) with respect to any services, work, and any deliverables or other goods provided under this SOW, including (without limitation) any implied warranty of merchantability, fitness for a particular purpose, or non-infringement. No warranties are created by any course of dealing between the parties, course of performances, trade usage, or industry custom.

6. Limits of Liability. In no event will either party be liable for consequential, incidental, punitive, or indirect damages, including any damages for business interruption, loss of use, revenue, or profit, whether arising out of or related to breach of contract, tort (including negligence), or otherwise, regardless of whether such damages were foreseeable and whether or not the breaching party was advised of the possibility of such damages. In no event will (1) Ricoh's liability arising out of or related to this SOW, whether arising out of or related to breach of contract, tort (including negligence), or otherwise, exceed, in the aggregate, the Fees that Ricoh received from Customer under this SOW, and (2) Ricoh be liable to Customer or a third party for any damages arising out of or related to any failure of software, including (but not limited to) loss of data or delay of delivery of services under this SOW. Ricoh assumes no obligation to provide or install any anti-virus or similar software, and the scope of services contemplated under this SOW does not include such services.

7. IP Rights. Intellectual property rights, including the design, development and delivery of all inventions, business methods, processes, concepts, designs, blueprints, photographs, works of authorship, reports, plans, software (in source and object code format), documentation, databases, data, information and other materials (whether intangible or tangible), prepared or created by Ricoh related in the course of the Services will, upon creation, become Ricoh's property ("Ricoh IP") and Ricoh will retain all ownership rights in Ricoh IP; however, that Ricoh IP does not include, and Ricoh will not acquire ownership of data, materials or content provided by Customer. Nothing contained in this SOW will be construed to transfer, convey, restrict, impair or deprive Ricoh of any of its ownership or proprietary interest or rights in technology, information or products that existed prior to the provision of deliverables under this SOW or that may be independently developed by Ricoh outside the scope of this SOW. Customer will not use any Services or deliverables for any unlawful purpose. Subject to payment of all relevant Fees and charges, Ricoh hereby grants Customer a worldwide, perpetual, nonexclusive, non-transferable, royalty-free (other than payments identified in this SOW) license solely for its internal business purposes, and may use, display, and distribute (within Customer's organization only) the Ricoh IP, except as otherwise limited under this SOW. For clarity, this SOW and the foregoing license relates to the Services only, and software programs (whether on-site or

hosted) will not be deemed to be deliverables or "Services." All licensing of Ricoh and/or third-party software is as provided in the next Section.

8. Software. All Ricoh and/or third-party software provided by Ricoh is licensed, not sold, and is subject to both the server, seat, quantity, and other usage restrictions set forth any applicable license agreement, license terms, or subscription terms ("Software License"), whether pursuant to written, click-through, shrink - wrap or other agreements for such purpose, with the licensor of the software("Licensor"). Ricoh has no right, title or interest in any third - party software and Ricoh makes no representations and provides no warranties with respect thereto. Customer is solely responsible for entering into Software Licenses with the applicable Licensor and acknowledges that its rights and obligations with respect to such software, as well as those of the Licensor, are solely as set forth in such Software Licenses.

9. Confidentiality. "Confidential Information" means information in any form which may be disclosed in the performance of this SOW and which: (a) is identified as confidential; or(b) should reasonably be understood by the receiving party to be confidential and proprietary(including information relating to the Services, data used or generated in the provision of the Services, or any of a party's products, operations, processes, plans or intentions, know - how, trade secrets, market opportunities or business affairs). But, "Confidential Information" will not include information which: (i)at the time of disclosure is in the public domain; (ii) after disclosure becomes part of the public domain through no fault of the receiving party; (iii) is required to be disclosed pursuant to applicable federal, state or local law, regulation or a valid order issued by a court or governmental agency of competent jurisdiction; or(iv) can be established to have been independently developed and so documented by the receiving party or obtained by the receiving party from any person not in breach of any confidential obligations to the disclosing party. Neither party may divulge, and each party must ensure that its employees and subcontractors do not divulge, to any third-party, any Confidential Information of the other party without the other party's prior written consent, except to authorized representatives of Customer or to employees or subcontractors of Ricoh who have a need to access such Confidential Information to perform the Services. Customer acknowledges and agrees that it will not provide any sensitive information, personal data or information that is otherwise regulated by applicable law, rule, statute, regulation or guidance document without first notifying Ricoh in writing, so the parties may, if required, enter into additional terms and conditions related to such information. Ricoh may use general statistics relating to this engagement so long as it does not disclose the identity of Customer or make any reference to any information from which the identity of Customer may be reasonably ascertained. Notwithstanding anything in this SOW to the contrary, Customer is responsible for ensuring its own compliance with any and all applicable legal, regulatory, business, industry, security, compliance and storage requirements relating to data retention, protection, destruction and/or access. It is Customer's sole responsibility to obtain advice of competent legal counsel as to the identification and interpretation of any relevant laws and regulatory requirements that may affect Customer's business or data retention, and any actions required to comply with such laws.

10. Compliance. Customer will indemnify, defend and hold harmless Ricoh and its representatives and affiliates from and against any fine, penalty, claim, suit, demand, liability, cause of action, damage or cost (including reasonable attorneys' fees) for any actual or alleged violation of any law or regulation, including, without limitation, claims relating to: (a) shipping of any regulated materials (e.g., hazardous materials) arising from Ricoh's shipping of materials provided by or on behalf of Customer hereunder; (b) Customer's use of personal or other regulated data in conjunction with any one or more Services; and (c) import, export and re-export control (collectively, "Import/Export Laws") arising from Customer's use of the Services and/or any software or web-based solution provided or contemplated under this SOW. Despite any other provision of this SOW, Customer will at all times remain solely responsible for complying with all applicable laws (including shipping laws or regulations and Import/Export Laws) and for obtaining any applicable authorization or license thereunder. Ricoh does not provide legal, accounting, or tax advice or represent or warrant that its services or products will guarantee or ensure compliance with any law, regulation, or other requirement. Customer represents and warrants to Ricoh that it, its employees and agents will not provide Ricoh with any document, technology, software or item for which any authorization or license is required under any Import/Export Law. Without limiting the survival of any other provisions of this SOW, Ricoh and Customer agree that the terms of this Section will survive the expiration or earlier termination of this SOW. Each party will promptly notify the other if there is a threat or initiation of any claim, demand, action or proceeding to which the indemnification obligations set forth in this Section may apply.

11. Non - Solicitation. Customer agrees that during the term of the Services and for a period of 1 year after termination thereof, it will not directly or indirectly solicit, hire or otherwise retain as an employee or independent contractor any employee of Ricoh that is or was involved with or part of the Services.

12. General. This SOW is the entire agreement between the parties relating to the subject matter of the SOW and supersedes all prior understandings, writings, proposals, representations or communications (oral or written) of either party. Only a CO in writing executed by authorized representatives of both parties may amend this SOW. Any purchase order or other Customer ordering document will not modify or affect this SOW, nor have any other legal effect. All equipment is purchased or leased by Customer under a separate agreement with independent obligations governed solely by the terms in the separate agreement. Customer may not transfer or assign this SOW without Ricoh's prior written consent. Ricoh will be excused from any delay or failure in performance under this SOW if the delay or failure is caused by any event of force majeure or other factor beyond Ricoh's reasonable control. The parties are independent contractors. This SOW will be interpreted in accordance with the substantive laws of the Commonwealth of Pennsylvania, without regard to principles of conflicts of law. Electronic signatures of the parties on this SOW will have the same force and effect as manual signatures. This SOW may be executed in multiple counterparts, each of which will be deemed an original.

[Remainder of Page Intentionally Left Blank]

This SOW shall be effective as of the date of execution by both Ricoh and Customer. Scheduling of resources and Project duration estimates can only be provided after this SOW has been signed by both parties. By signing below, the undersigned represent that they are duly authorized to enter into this SOW on behalf of their respective entities.

CUSTOMER ACCEPTANCE

Authorized Signature	Name and Title	Date

RICOH ACCEPTANCE

Douglas E Kuhn	Senior Architect	1Jul2026
Authorized Ricoh Signature	Name and Title	Date

PLEASE PRINT THE NAME AND TITLE OF THE SIGNER IN THE APPROPRIATE SIGNATURE BLOCK.

Appendix A

Recommended Hardware and System Requirements for SLNXv3 Base
Core/Delegation server
CPU: Quad Core or better
RAM: 8-16 GB
Hard disk space: 150 GB free (not including database)

Server operating system
Windows Server 2019 Standard/Datacenter (64-bit)
Windows Server 2022 Standard/Datacenter (64-bit)
Windows Server 2025 Standard/Datacenter (64-bit)

Virtual environments
VMWare ESXi 6.5, 6.7, 7.0 or later
Windows Server 2019 Hyper-V
Windows Server 2022 Hyper-V
Windows Server 2025 Hyper-V

Database support
Microsoft SQL Server 2022 (Express) is included

Optional
Microsoft SQL Server 2017 (Standard/Enterprise)
Microsoft SQL Server 2019 (Standard/Enterprise)
Microsoft SQL Server 2022 (Standard/Enterprise)
Microsoft SQL Server 2025 (Standard/Enterprise)