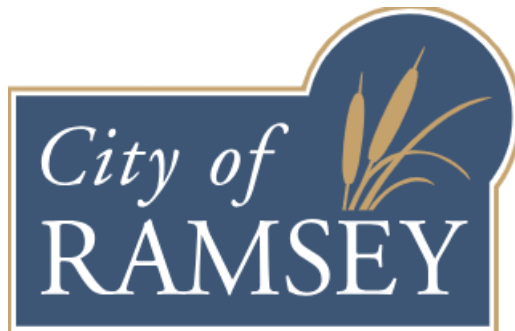


**SALESFORCE.COM
DEVELOPMENT SERVICES**

Prepared for City of Ramsey



October 9, 2025

Prepared by:



Salesforce for Economic Development

It's All We Do

Overview

- Conrin will be provided with access to a fresh sandbox for development and testing purposes.
- All development will be completed within a new Salesforce instance.
- Development will include standard fields (text/picklist/date/number/etc.) and the Business Visit custom object.
- Field automation (flows, workflows/process builder/etc.) are not necessary for data migration or other purposes.
- Client to provide data to be migrated in a format that exactly matches corresponding fields as they exist in the sandbox.
- Data migration includes field data for each of the three objects. Activity History, Notes and Attachments, etc. are not necessary for project completion.
- Complete data set, matching the current Salesforce configuration, to be provided to Conrin.

Includes

- Replication of Account, Contact, and Business Visit fields and objects exactly as they exist within the sandbox to be provided to Conrin by Greater MSP.
- Migration of Account, Contact, and Business Visit record data.
- Four support hours to be used for general support, report/dashboard development and training.
- Additional support available on an hourly basis (\$155.00/hr.)

Final Delivery

- Account page layout, Salesforce Lightning user interface, and data migration.
- Contact page layout, Salesforce Lightning user interface, and data migration.
- Business Visit Salesforce Lightning user interface and data migration

Fees for Services

- \$4,000.00
- 50% due upon commencement of work
- 50% due upon project completion

SERVICE AGREEMENT

SALESFORCE.COM CONSULTING SERVICES

October 9, 2025

This Service Agreement (“Agreement”) is entered into as of October 9, 2025 (the “Effective Date”), by and between Conrin, Inc. (“Conrin”), a Michigan corporation, and the City of Ramsey, (“Client”). Conrin and Client are collectively referred to as the “Parties.”

Recitals:

Client desires to engage Conrin to provide certain consulting services; and WHEREAS, Conrin agrees to perform such services under the terms and conditions set forth in this Agreement;

In consideration of the mutual promises and covenants contained herein, the Parties agree as follows:

1. Scope of Services

Conrin shall perform the services described in the Proposal attached hereto and incorporated by reference.

In the event of any conflict between the terms of this Agreement and the Proposal, the following order of precedence shall apply:

1. The executed Proposal; and
2. This Agreement.

2. Notices and Authorized Representatives

All notices and communications under this Agreement shall be sent to the following individuals, who are authorized to make binding decisions on behalf of their respective Parties:

Conrin: Todd Smithee, tsmithee@conrin.com

Client: _____

Notices sent by email shall be deemed received 24 hours after sending, provided that the sender confirms receipt with the recipient. Each Party is responsible for ensuring successful delivery of email communications.

3. Independent Contractor Relationship

Conrin is an independent contractor, as defined by Michigan law. Nothing in this Agreement shall be construed to create an employer-employee, joint venture, or partnership relationship between the Parties.

4. Limitation of Liability

Unless otherwise stated in this Agreement or an executed addendum, Client's sole remedy for any breach of this Agreement shall be limited to the amount actually paid by Client to Conrin under the applicable Proposal.

Under no circumstances shall Conrin be liable for incidental, consequential, or indirect damages of any kind.

5. Indemnification

Client agrees to indemnify, defend, and hold harmless Conrin and its affiliates, employees, agents, and subcontractors from and against any third-party claims, liabilities, damages, costs, or expenses (including reasonable attorneys' fees) arising from or related to:

- The use, storage, access to, or dissemination of Client's data.

Conrin shall provide Client with written notice of any such claim, suit, or action within a reasonable time after receiving notice thereof.

6. Severability

If any provision of this Agreement is found to be invalid, illegal, or unenforceable, the remaining provisions shall remain in full force and effect.

If removal of such provision materially changes the intent of this Agreement, the Parties shall negotiate in good faith to replace it with a valid provision that closely reflects the original intent.

7. Entire Agreement

This Agreement constitutes the entire understanding between the Parties and supersedes all prior agreements, representations, or promises, whether written or oral, relating to the subject matter herein.

8. Governing Law and Venue

This Agreement shall be governed by and construed in accordance with the laws of the State of Michigan.

Any dispute arising out of or relating to this Agreement shall be resolved exclusively in the

Circuit Court for Kent County, Michigan, and each Party consents to the jurisdiction of that court.

9. Execution and Counterparts

This Agreement may be executed in counterparts, each of which shall be deemed an original, and all of which together shall constitute one instrument. Signatures provided electronically shall be deemed valid and binding.

10. Acknowledgment

By signing below, each Party represents and warrants that:

1. They have read and understood this Agreement in its entirety.
2. They have had the opportunity to review the Agreement with independent legal counsel.
3. They are entering into this Agreement freely, voluntarily, and without duress.
4. They intend to be legally bound by its terms.

SIGNATURES

Conrin, Inc.

By: _____

Name: Todd Smithee

Title: President

Date: _____

City of Ramsey

By: _____

Name: _____

Title:

Date: _____

Overview

- Greater MSP to provide Conrin with a fresh sandbox for development and testing purposes. Client personnel will be available to interface with Greater MSP should assistance be necessary with the acquisition of the sandbox.
- All development will be completed within a new Salesforce instance.
- Development will include standard fields (text/picklist/date/number/etc.) and the Business Visit custom object.
- Field automation (flows, workflows/process builder/etc. are not necessary for data migration purposes.
- Greater MSP to provide complete data sets to be migrated in a format that exactly matches corresponding fields as they exist in the sandbox. Client personnel will be available to interface with Greater MSP should assistance be necessary with the acquisition of the data to be migrated to the City of Ramsey's Salesforce org.
- Data migration includes field data for each of the three objects. Activity History, Notes and Attachments, etc. are not necessary for project completion.
- Client to procure Salesforce license upon commencement of work. License will be available for development purposes by October 13, 2025.

Includes

- Replication of Account, Contact, and Business Fields and objects exactly as they exist within the sandbox to be provided to Conrin by Greater MSP.
- Migration of Account, Contact, and Business Visit data.
- Four support hours to be used for general support, report/dashboard development and training.
- Additional support available on an hourly basis (\$155.00/hr.).

Final Delivery

- Account page layout, Salesforce Lightning user interface, and data migration.
- Contact page layout, Salesforce Lightning user interface, and data migration.
- Business Visit Salesforce Lightning user interface and data migration.
- Lockout period – two weeks for data migration.
- Project to be completed by December 31, 2025.