

Master Services Agreement - Automation Support and Workflow Maintenance

This Master Services Agreement (the "Agreement") is entered into by and between **Bayou Property Services LLC** ("Client") and **Northshore Automation Co.** ("Provider") as of **May 15, 2026**.

Field	Value
Effective Date	May 15, 2026
Initial Term	12 months
Monthly Fee	\$4,800
Implementation Fee	\$7,500 one-time
Payment Terms	Net 15
Notice Period	30 days
Governing Law	Louisiana

1. Scope of Services

Provider will configure, monitor, and maintain workflow automation supporting Client's property intake, document routing, vendor notifications, and monthly reporting processes. Services include troubleshooting, minor workflow adjustments, data mapping support, and operational recommendations.

2. Client Responsibilities

Client will provide timely access to required systems, designate one business owner for approvals, review exceptions weekly, and notify Provider of material workflow changes before production use. Client remains responsible for final business decisions and legal compliance.

3. Fees and Payment

Client will pay a one-time implementation fee of \$7,500 and a monthly support fee of \$4,800. Invoices are due Net 15. Undisputed amounts not paid when due may be subject to a late charge of 1.5% per month or the maximum permitted by law, whichever is lower.

4. Term and Renewal

The initial term is 12 months beginning on the Effective Date. After the initial term, this Agreement renews month-to-month unless either party provides at least 30 days written notice of non-renewal.

5. Service Levels

Provider will acknowledge critical workflow failures within 4 business hours and non-critical support requests within 1 business day. Resolution times depend on third-party systems, platform outages, and Client approval cycles.

6. Confidentiality

Each party will protect confidential information using reasonable administrative, technical, and physical safeguards. Confidential information may only be used to perform or receive services under this Agreement.

7. Data Handling

Provider may process operational data only as needed to provide the services. Provider will not sell Client data. Client is responsible for confirming that shared data is appropriate for the intended automation workflow.

8. Termination

Either party may terminate for material breach if the breach is not cured within 15 days after written notice. Upon termination, Provider will reasonably assist with transition for up to 10 business hours at no additional charge.

9. Limitation of Liability

Except for confidentiality obligations, payment obligations, or intentional misconduct, neither party will be liable for indirect, incidental, special, or consequential damages.

10. Governing Law

This Agreement is governed by the laws of the State of Louisiana, without regard to conflict of law rules.

Operational Obligations Tracker Exhibit

Owner	Obligation	Due / Frequency	Clause
Client	Provide access to required systems and designate an approval owner.	Before kickoff	2
Client	Review workflow exceptions and approve material changes.	Weekly / as needed	2
Provider	Monitor automation workflows and resolve critical failures.	Ongoing	1, 5
Provider	Acknowledge critical workflow failure.	Within 4 business hours	5
Provider	Acknowledge non-critical support request.	Within 1 business day	5
Both	Protect confidential information.	Ongoing	6
Provider	Provide transition assistance after termination.	Up to 10 business hours	8

Signatures

CLIENT	PROVIDER
Bayou Property Services LLC	Northshore Automation Co.
<div>Marissa Lane</div> <div>Digitally signed sample</div>	<div>Evan Cole</div> <div>Digitally signed sample</div>
Operations Director	Managing Partner
May 10, 2026	May 11, 2026

Fictional sample contract created for AI parsing demonstration. Not legal advice or a real agreement.