



CivicPlus

302 South 4th St. Suite 500
Manhattan, KS 66502 US

Client:

TX – KILEEN – Statement of Work

CivicEngage Solutions

QTY	ITEM	PRODUCT TYPE	Cost
1	48 Month Redesign Ultimate Annual – CivicEngage Central Renewal	Renewable	\$0.00
1	Additional Notify Me SMS Subscribers (500) Renewal	Renewable	\$4,165.78
1	Annual Fee Renewal for SSL Certificate	Renewable	\$115.31
1	AudioEye Managed: https://www.kileentexas.gov	Renewable	\$15,566.59
1	Citizen Request Tracker – 125,000-149,999 residents	Renewable	\$1,537.47
1	CivicPlus Website Annual Fee for Hosting and Support	Renewable	\$6,557.34
1	CivicSend Annual Renewal	Renewable	\$1,529.79

Annual Recurring Services – Initial Term	29,472.28
Annual Recurring Services – Year 2	30,945.89

SeeClickFix

QTY	ITEM	PRODUCT TYPE	Cost
1	Feature Service within ArcGIS to display your request data in internal reports, public maps and Open Data Portals	Renewable	\$1,653.75
1	Marketplace App Annual Renewal	Renewable	\$11,025.00
1	Unlimited gov user licenses for service request management tool to intake citizen submissions via mobile app. Assign requests internally, resolve issues and measure request performance. Includes support and virtual training services.	Renewable	\$43,635.82

Annual Recurring Services – Initial Term	56,296.57
Annual Recurring Services – Year 2	59,111.39

Code and Supp

QTY	ITEM	PRODUCT TYPE	Cost
1	Online Code Hosting Premium Bundle	Renewable	\$1,345.00

Annual Recurring Services – Initial Term	1,345.00
Annual Recurring Services – Year 2	1,345.00

1. This renewal Statement of Work ("SOW") is between Kileen, TX ("Customer") and CivicPlus, LLC, and shall be subject to the terms and conditions of the Master Services Agreement ("MSA") and the applicable Solutions and Products terms found at: www.civicplus.help/hc/p/legal-stuff (collectively, the "Terms and Conditions"). By signing this SOW, Customer expressly agrees to the Terms and Conditions throughout the Term of this SOW. The Terms and Conditions form the entire agreement between Customer and CivicPlus (collectively, referred to as the "Agreement"). The Parties agree the Agreement shall supersede and replace all prior agreements between the Parties with respect to the services provided by CivicPlus herein (the "Services"). The Parties hereby acknowledge and agree that the SeeClickFix services shall also be subject to the terms and conditions of TIPS #220105.
2. This SOW shall remain in effect for an initial term from May 1, 2024 until April 30, 2025 (the "Initial Term"). In the event that neither party gives 60 days' notice to terminate prior to the end of the Initial Term, or any subsequent Renewal Term, this SOW shall automatically be renewed for an additional twelve month renewal term ("Renewal Term"). The Initial Term and all Renewal Terms are collectively referred to as the "Term".
3. Annual Recurring Services shall be invoiced on the first day of the Initial Term and the first day of any of each Renewal Term and be subject to a 5% uplift each Renewal Term on the CivicEngage services and SeeClickFix services. There is no annual uplift on the Code and Supp services. Client will pay all invoices within 30 days of the date of such invoice.

Signature Page to Follow.

Acceptance

By signing below, the parties are agreeing to be bound by Terms and Conditions found at: www.civicplus.help/hc/p/legal-stuff.

IN WITNESS WHEREOF, the parties have caused this SOW to be executed by their duly authorized representatives as of the dates below.

Client

CivicPlus

By:

By:



Name:

Name:

Amy Vikander

Title:

Title:

Senior Vice President of Customer Success

Date:

Date:

3/25/2024



Master Service Agreement and Statement of Work

Addendum

THIS Master Services Agreement and Statement of Work Addendum ("Addendum") hereby sets forth the (i) additional terms and conditions applicable to the Master Services Agreement, and/or Statement of Work ("Agreements") and/or (ii) amendments to specific provisions of the terms and conditions which exist in the Agreements (collectively, the "Special Terms"), as described below, as agreed upon by CivicPlus and Kileen, TX. The Special Terms shall be deemed to amend, modify, supplement, replace and/or supersede (as applicable) any inconsistent provisions of the Agreements, to the extent of the inconsistency.

ALL TERMS AND CONDITIONS OF THE AGREEMENTS NOT EXPRESSLEY MODIFIED HEREIN SHALL REMAIN IN FULL FORCE AND EFFECT.

Capitalized terms used and not defined herein shall have the meanings assigned to them in the Agreements (to which this Addendum is attached and incorporated).

1. AMENDMENTS

The terms and conditions of the Agreement are hereby amended as follows:

Document and Section	Amended Language
MSA § 31	Intentionally Omitted.

Acceptance

IN WITNESS WHEREOF, the Parties have caused this Addendum to be executed by their duly authorized representatives as of the dates below.

Client

CivicPlus

By:

By:

Name:

Name: Amy Vikander

Title:

Title: Senior Vice President of Customer Success

Date:

Date: 3/25/2024

Contact Information

*all documents must be returned: Master Service Agreement, Statement of Work, and Contact Information Sheet.

Organization			URL
Street Address			
Address 2			
City	State	Postal Code	
CivicPlus provides telephone support for all trained clients from 7am –7pm Central Time, Monday-Friday (excluding holidays). Emergency Support is provided on a 24/7/365 basis for representatives named by the Client. Client is responsible for ensuring CivicPlus has current updates.			
Emergency Contact & Mobile Phone			
Emergency Contact & Mobile Phone			
Emergency Contact & Mobile Phone			
Billing Contact			E-Mail
Phone	Ext.	Fax	
Billing Address			
Address 2			
City	State	Postal Code	
Tax ID #			Sales Tax Exempt #
Billing Terms			Account Rep
Info Required on Invoice (PO or Job #)			
Contract Contact			Email
Phone	Ext.	Fax	
Project Contact			Email
Phone	Ext.	Fax	