CivicPlus

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

Quote #:	Q-03257-1
Date:	5/20/2019 11:07 AM
Expires On:	7/31/2019
Product:	CivicClerk

Ship To
Crystal Griggs-Epps
Hapeville GA - CivicClerk
3468 North Fulton Avenue
Hapeville, Georgia 30354

Bill To
Hapeville GA - CivicClerk
3468 North Fulton Avenue
Hapeville, Georgia 30354
United States

SALESPERSON	Phone	EMAIL	DELIVERY METHOD	PAYMENT METHOD
Jillian Algiere	x(785) 370-7785	algiere@civicplus.com		Net 30

Exhibit A.1 - Statement of Work

QTY	PRODUCT NAME	DESCRIPTION	TOTAL
1.00	CivicClerk- Standard Annual Fee	CivicClerk- Standard	$3,600.00
1.00	CivicClerk Consulting (per hour)	CivicClerk Consulting (per hour)	$200.00
1.00	CivicClerk Design	CivicClerk Design	$500.00
1.00	CivicClerk Configuration	CivicClerk Configuration	$500.00
1.00	Virtual Training (Half Day Block)	Training (Virtual) - half day, up to 4 hours	$625.00
1.00	CP Media Implementation	CP Media Implementation	$1,000.00
1.00	CP Media Annual - Premium	CP Media Annual - Premium (Unlimited Storage)	$6,000.00
		TOTAL:	$12,425.00

Total Days of Quote:365

One Time Costs	$2,825.00
Recurring Costs	$9,600.00

* Recurring Costs stated herein are based upon the number of days stated above.
Upon renewal of this SOW, the Recurring Costs will reflect a 365 day calendar year.

1. Performance and payment under this Statement of Work ("SOW") shall be subject to the terms & conditions of the Agreement by and between Client and CivicPlus, to which this SOW is hereby attached as Exhibit A.1.

2. This SOW shall remain in effect for an initial term of one year (12 months) from signing. In the event that neither party gives 60 days' notice to terminate prior to the end of the initial or any subsequent renewal term, this Agreement will automatically renew for an additional 1-year Renewal Term.
3. The Total Fees Year 1 (the sum of the One Time Costs and Implementation Costs) will be invoiced at signing of this SOW.
4. Renewal Term Annual Services (Recurring Costs) shall be invoiced on the date of signature of relevant calendar years. Annual services, including but not limited to hosting, support and maintenance services, shall be subject to a 5% annual increase beginning in Year 3 of service.
5. CivicPlus will use commercially reasonable efforts to perform the Services in a manner consistent with applicable industry standards including, maintaining Services availability 24 hours a day, 7 days a week and responding to Client's requests for support during the hours of 7:00 AM to 7:00PM CT, Monday through Friday and any critical support requests 24 hours per day, 7 days a week.
6. Client shall have sole control and responsibility over the determination of which data and information shall be included in the content that is to be transmitted to CivicPlus. Client shall not provide to CivicPlus or allow to be provided to CivicPlus any content that (a) infringes or violates any 3rd party's Intellectual Property rights, rights of publicity or rights of privacy, (b) contains any defamatory material, or (c) violates any federal, state, local, or foreign laws, regulations, or statutes.
7. The service(s) are provided on an "as is" basis, and Client's use of the service(s) is at its own risk. CivicPlus does not warrant that the service(s) will be uninterrupted or error-free or unaffected by force majeure events.
8. The Client will be invoiced electronically through email. Upon request CivicPlus will mail invoices and the Client will be charged a $5.00 convenience fee.

Acceptance

We, the undersigned, agreeing to the conditions specified in this document, understand and authorize the provision of services outlined in this Agreement.

Client   CivicPlus

By: By:

_____   _____
Name: Name:

_____   _____
Title: Title:

_____   _____
Date: Date:

_____   _____

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
_____

Phase 1 – Introduction and Initial Configuration

CLIENT RESPONSIBILITY	CIVICPLUS RESPONSIBILITY
• Complete the implementation questionnaire • Provide Word versions of your agendas and item reports	• Create a production site request and assign a PL request in JIRA • Reach out to Client to explain the Implementation plan • Schedule and conduct a kick-off call with Client, if requested • Once supplied Word versions of the agendas and item reports, configure the templates in the system • Input questionnaire data

Phase 2 – Initial Review

CLIENT RESPONSIBILITY	CIVICPLUS RESPONSIBILITY
• Be prepared to schedule a call for system review • Provide feedback on any needed changes	• Schedule and conduct a first look call with Client. • Provide any template changes needed to CivicPlus.

Phase 3 – Final Configuration and Review

CLIENT RESPONSIBILITY	CIVICPLUS RESPONSIBILITY
• Provide a list of users • Provide any additional feedback and changes	• Enter user list with appropriate security settings • Make necessary changes to templates and configuration

Phase 4 – Training

CLIENT RESPONSIBILITY	CIVICPLUS RESPONSIBILITY
• Schedule a presentation for administrator training • Schedule a presentation for end user training	• Schedule and conduct administrator and end user trainings

Phase 5 (As Needed) – Additional Services

CLIENT RESPONSIBILITY	CIVICPLUS RESPONSIBILITY
• Provide Word versions of your most recent minutes • Provide a list of your Board/Council members • Schedule a 30 minute call for minutes training • Schedule a 30 minute call for BoardView training	• Once supplied Word versions of the minutes, configure the templates in the system • Schedule and conduct minutes training • Schedule and conduct BoardView training