



**CivicPlus**

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

**Quote #:**  
**Date:**  
**Customer:**

Q-76562-1  
5/28/2024 2:06 PM  
BURLESON, TEXAS

QTY	Product Name	DESCRIPTION
1.00	Annual Fee Renewal (Hosting & Support)	Website Redesign Annual Fee for Hosting and Support
1.00	Ultimate Department Header Annual Fee - CivicEngage Renewal	Ultimate Department Header Annual Fee: Police
1.00	48 Month Redesign Ultimate Annual - CivicEngage Central	48 Month Redesign Ultimate Annual
1.00	CivicPlus Chatbot Subscription Renewal	Powered by AI technology, the Frase Answer Engine for Local Government uses website content to answer citizen questions. This solution includes dashboard analytics and language translation.
1.00	Annual Fee Renewal (Hosting & Support)	Website Annual Fee Renewal for Website Hosting & Support
2.00	Additional Notify Me SMS Subscribers (500) - CivicEngage Central Renewal	Additional Notify Me SMS Subscribers (500)
Annual Recurring Services - Initial Term		USD 28,909.21
Annual Recurring Services - (Subject to Uplift)		USD 28,909.21

1. This renewal Statement of Work ("SOW") is between City of Burleson ("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](http://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").

2. This SOW shall remain in effect for an initial term starting at the Customer's next renewal date of 10/1/2024 and running for twelve months ("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 will automatically renew for additional 1-year renewal terms ("Renewal Term"). The Initial Term and all Renewal Terms are collectively referred to as the "Term".

3. Unless terminated, Customer shall be invoiced for the Annual Recurring Services on each Renewal Date of each calendar year subject to an annual increase of 5% each Renewal Term.

**Acceptance**

By signing below, the parties are agreeing to be bound by the covenants and obligations specified in this SOW. For CivicPlus Billing Information, please visit <https://www.civicplus.com/verify/>.

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:



Printed Name:

Printed Name:

Amy Vikander

Title:

Title:

Senior Vice President of Customer Success

Date:

Date:

7/9/2024