

Service Agreement

This Software as a Service Agreement ("Agreement") is entered into on **February 10, 2026**, between CivicPlus, LLC ("Provider") and **City of Spring Lake Park, MN** ("Customer").

Services Provided

DocAccess is a subscription-based accessibility solution that includes:

- Automated document accessibility compliance
- Real-time translation to 250 languages
- AI-powered search and Q&A functionality
- 24/7 live visual interpretation services
- Compliance monitoring and reporting

Subscription

- **Metropolitan - 7,100 Population Plan - Publicly Available PDFs on slpmn.org and slprec.org**

Terms

- **Fee: \$4,420 per year**
- **Contract Term: Feb 10, 2026 - Dec 31, 2028 - 5% annual uplift**
- **Payment Schedule: Every year, beginning January 1, 2027**
- **Prorated Initial Invoice: You'll receive an initial invoice for approximately \$2,240.28 covering the period from July 1, 2026 to December 31, 2026.**
- **Payment Terms: Net 45**
- **Renewal Procedure: Automatic one-year renewal term, unless 60 days notice provided prior to renewal date**

Payment Schedule

Invoice	Dates of Service	Rate	Amount
Complimentary Service	2/10/2026 - 6/30/2026	Free	\$0
First Invoice (prorated)	7/1/2026 - 12/31/2026	\$4,420/year for 185 days (20% first year discount applied)	\$1,356
Second Invoice	1/1/2027 - 12/31/2027	\$4,420/year (20% discount)	\$3,536

Invoice	Dates of Service	Rate	Amount
Future Invoice	1/1/2028 - 12/31/2028	\$3,536/year + 5% uplift	\$3,713

The CivicPlus accounting department will gladly work with you to adjust the payment schedule to meet your needs. Amounts may not include certain state or local imposed sales taxes.

This Service Agreement is governed by the terms and conditions of the Master Services Agreement and the DocAccess Terms and Conditions, both available at: <https://www.civicplus.help/docs/legal-terms-and-conditions-for-services> (collectively, the "Agreement"). By executing this Service Agreement, Customer acknowledges and agrees to be bound by all terms and conditions set forth in the Agreement referenced above. In the event a Master Services Agreement is already executed between the parties, the existing agreement shall take precedence over the linked Master Services Agreement.

Customer may issue purchase orders for its internal, administrative use only, and not to impose any contractual terms. Any terms contained in any such purchase orders issued by the Customer are considered null and will not alter the Binding Terms, the Agreement, or this service agreement.

CivicPlus, LLC

City of Spring Lake Park, MN




Name: Mac Clemmens
Title: SVP, DocAccess Co-Founder
Date: February 10, 2026

Name: Wanda Brown
Title: Deputy City Clerk
Date: February 10, 2026

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