



Exhibit A. ORDER FORM

THIS ORDER (this “**Order**”) is made and entered into as of the date of the last signature below (“**Effective Date**”) between **County of Monterey Assessor’s Office** (“**Customer**”) and **C3.ai, Inc.** (“**C3 AI**”). C3 AI and Customer may also be referred to herein each as a “**Party**” and collectively as the “**Parties.**” The capitalized terms used, but not defined, in this Order have the meanings set forth in the EULA.

1. Commercial Terms

- A. C3 AI Subscription Term: A pilot phase beginning on June 12, 2024 through October 11, 2024 (“**Pilot Phase**”).
- B. Deployment Infrastructure: C3 AI Google cloud hosting services account.

2. Fees

TABLE 1 – C3 AI Subscription Fees*

C3 AI Services	Pilot Phase (Up to 4 months)
<u>C3 AI Subscription</u>	\$250,001
C3 AI Platform	Included
C3 AI Residential Property Appraisal	Included
C3 AI Runtime	Unlimited
Number of Included CoE FTE Resources	3
Google Cloud Platform Investment	(\$250,000)
Pilot Phase Total	\$1

* Pricing includes Hosting Services Fees in a C3 AI Hosting Account.

3. Fees and Payment Terms

- A. C3 AI Subscription Fees
 - i. Pilot Phase: The fee for the Pilot Phase, deducting C3 AI Credits, is \$1 (the “**Pilot Phase Fee**”), and is an irrevocable, nonrefundable commitment on the Effective Date. The Pilot Phase Fee will be invoiced on the Effective Date. The Parties acknowledge that Google LLC (“**Cloud Provider**”) has committed to pay \$250,000 of the Pilot Phase Fee on behalf of Customer to C3 AI (the “**Cloud Provider Payment**”). Customer will provide assistance necessary for C3 AI to obtain the Cloud Provider Payment, including but not limited to complying with Cloud Provider terms and conditions for the receipt of the Cloud Provider Payment, provision of information or

confirmation of completion of the Pilot Phase in the form and within the time required by Cloud Provider, and completing forms required by Cloud Provider as a condition of payment.

- B. CoE FTE Resources Fees. The Parties have designated an initial objective for the CoE during the Pilot Phase as specified in Exhibit A.

4. Additional Terms

- A. EULA. This Order is subject to the terms of the C3 AI End User License Agreement found at <https://c3.ai/legal/c3-ai-EULA.pdf> (the “EULA”), which is incorporated herein by reference.
- B. Reimbursement of Expenses: Customer shall reimburse C3 AI at cost for any reasonable and necessary expenses for travel and lodging incurred by C3 AI during the provision of C3 AI Services to Customer.

In Witness Whereof, each of the Parties has duly executed this Order as of the Effective Date.

C3.ai, Inc.

**County of Monterey
Assessor’s Office**

By: _____
Name: _____
Title: _____
Date: _____

By: _____
Name: _____
Title: _____
Date: _____

Address
for Notice: General Counsel
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Exhibit A – CoE Pilot Phase Initial Objective

The Parties have designated an initial objective for the Pilot Phase. Customer may change the overall objective of the CoE during the Pilot Phase in coordination with C3 AI and subject to the remaining available CoE FTE resources ordered in the Order. As of the Effective Date, the joint objective of the Customer CoE during the Pilot Phase is as follows:

- i. Deploy C3 AI Residential Property Appraisal in C3 hosted Google cloud environment, set up in compliance with the C3 AI Installation Guide, available at <https://c3.ai/legal>
- ii. Ingest and unify up to four (4) years of historical extracts and configure up to three (3) live data sources as identified in Table 2
- iii. Onboard up to forty (40) County of Monterey users
- iv. Configure one (1) machine-learning Automated Valuation Models (AVMs) to estimate property valuations and confidence scores
- v. Configure up to nine (9) user interface screens to visualize the unified, federated data image and AVM results:
 - i. **Supervisor Dashboard:** Evaluate organizational performance and pending appraisals
 - ii. **Supervisor Dashboard- IAAO Standards:** Measure key performance indicators recommended by the International Association of Assessing Officers
 - iii. **Appraiser Dashboard:** Prioritize all pending or overdue appraisals across neighborhoods
 - iv. **Property Search:** Filter and sort all available properties within a jurisdiction
 - v. **Property Details:** Display the most relevant parcel details and event history
 - vi. **Event Dashboard:** Bulk-appraise properties or triage for human-in-the-loop review
 - vii. **Event Details:** View all relevant information about the appraisal event such as property details, images, AI-AVM value evidence packages, and sales comparable properties
 - viii. **Model Operations:** Interface with AI-AVM machine learning models for maintenance, updates, and performance management
 - ix. **Administrative Settings:** Set thresholds for event priorities and schedule AVM run times
- vi. Conduct up to three (3) virtual end-user training sessions of C3 AI Residential Property Appraisal
- vii. Complete integration, quality assurance, performance, and user-acceptance testing
- viii. Enable file exports to support bi-directional integration to write back AVM results to the CAMA system
- ix. Establish a scale-out plan for C3 AI Residential Property Appraisal across County of Monterey

The scope of the Pilot is limited to up to 115,000 single-family residences in County of Monterey (“In-Scope Properties”), up to three (3) data sources defined in Table 2, up to forty (40) users, and up to four (4) years of historical data.

Table 2: In-Scope Data

Type of Data (System Name)	Description and Example Fields	Expected Data Format
CAMA (Megabyte Property Tax)	CAMA, housing all property characteristics, sales prices, and fair market valuations	CSV
GIS	Geospatial characteristics of properties (e.g., zoning code, topography, parcel boundaries, economically significant locations)	CSV
MLS Data	Current and historical listing data of properties with insight to property features and quality	API or CSV

Customer will need to perform the following activities to ensure a successful deployment:

- i. Provide access to and work with C3 AI to set up live data connections to In-Scope Data Sources in Table 2
- ii. Make subject matter experts and other Customer personnel available as defined in Table 3

- iii. Support product configuration by attending workshops to review user interfaces, develop analytics, and configure the application

Table 3: Required Customer and C3 AI Resources

Team	Role	Responsibilities
C3 AI	Executive Sponsor	Ensure overall project direction, unblock issues
	Project Manager 1 FTE	Manages the day-to-day activities of Project team
	Data Scientist 1 FTE	Develops and validates machine learning models
	Solutions Engineer 1 FTE	Performs data integration, supports machine learning, configures application user interface
Customer	Executive Sponsor	Ensure overall project direction, unblock issues
	Project Management 1 individual throughout the project (<4 hours per week)	Day-to-day project operations and co-ordination with other resources and groups
	IT/Systems Resource (1-2 hours per week during the first 4 weeks)	Supports extraction of required data, and integration to source systems
	Subject Matter Expert 1-2 individuals (1-2 hours per week during first 8 weeks)	Join and participate actively in weekly meetings to provide required subject matter expertise and feedback through the project