



# Order Form

Parties:	Qualtrics, LLC 333 W. River Park Dr. Provo, UT 84604 United States ("Qualtrics")	County of Monterey, for services at County of Monterey Health Department 1270 Natividad Rd. SALINAS CA 93906 United States ("Customer")	
Effective Date:	The date signed by the last party to sign.		
Governing Document:	This Order Form is subject to the General Terms and Conditions for Qualtrics Cloud Services executed between Qualtrics and County of Monterey with an effective date of September 1, 2022 (the "Agreement"). All capitalized terms used but not defined herein have the meanings given to them in the Agreement. If there is a conflict between the terms of the Agreement and this Order Form, this Order Form will control.		
Attachments:	<ul style="list-style-type: none"> <li>- Service Level Exhibit</li> <li>- Fees Exhibit</li> <li>- Cloud Service Exhibit</li> </ul>		
Services:	As set forth in the exhibits attached hereto		
Term:	As set forth in the exhibits attached hereto		
Payment Terms:	As set forth in the exhibits attached hereto		
Additional Terms:	Notwithstanding anything to the contrary set forth in the Agreement, any right of Customer to terminate without cause is only available without refund and on the condition that all fees set forth herein are paid in full.		
To be completed by Customer			
Regional Data Center:	PDX1 (US West)	Purchase Order Number (if any):	
Email Address for Invoice Submission:	larav@countyofmonterey.gov	Shipping Address:	Attn: County of Monterey   Health Department 1270 Natividad Road SALINAS, CA 93906-3198 United States
Invoicing Instructions (if applicable):		Billing Address for Invoice Submission:	Attn: County of Monterey   Health Department 1270 Natividad Road Salinas, CA 93906-3198 United States

<b>Qualtrics</b>	<b>County of Monterey, on behalf of Monterey County Health Department</b>
By (signature):	By (signature):
Name: Mark Creer	Name: Elsa Jimenez Mendoza
Title: Deputy General Counsel	Title: Director of Health Services
Date: November 24, 2025	Date: 1/14/2026   7:57 AM PST
	Approved as to Form: DocuSigned by: By (signature):
	Name: Stacy Saetta



## Order Form

	Title: Chief Deputy County Counsel
	Date: 12/10/2025   9:31 AM PST
	Approved as to Fiscal Provisions:
	By (signature):
	Name: Auditor/Controller Signers
	Title:
Date:	
<b>Qualtrics Primary Contact:</b>	<b>Customer Primary Contact:</b>
Name: Mahonri Pacanos	Name: Vicente Lara
Phone: (385) 203-4506	Phone: (831) 755-4390
Email: mahonrip@qualtrics.com	Email: larav@countyofmonterey.gov



## Order Form Service Level Exhibit

### Service Levels

1. **Availability.** Qualtrics will use commercially reasonable efforts to ensure that the Cloud Service will be available at all times, excluding when the Cloud Service is unavailable due to (a) required system maintenance as determined by Qualtrics ("**Scheduled Maintenance**"); and (b) causes outside of the reasonable control of Qualtrics that could not have been avoided by its exercise of due care, including any outages caused by: (i) the Internet in general; (ii) a Customer-caused event; or (iii) any Force Majeure Event ("**Availability**").
2. **Scheduled Maintenance.** A minimum of five days' advance notice will be provided by email to Customer for all Scheduled Maintenance exceeding two hours. For Scheduled Maintenance lasting less than two hours, notice will be displayed on the login page.
3. **Downtime.** "**Downtime**" is defined as the Cloud Service having no Availability, expressed in minutes.
4. **Remedies for Downtime.** If Downtime exceeds a certain amount per month, Customer will be entitled, upon written request, to a credit ("**Fee Credit**") based on the formula: Fee Credit = Fee Credit Percentage set forth below \* (1/12 current annual Fees paid for Software affected by Downtime). All times listed immediately below are per calendar month.
  1. If Downtime is 30 minutes or less, no Fee Credit Percentage is awarded.
  2. If Downtime is from 31 to 120 minutes, Customer is eligible for a Fee Credit Percentage of 5%.
  3. If Downtime is from 121 to 240 minutes, Customer is eligible for a Fee Credit Percentage of 7.5%.
  4. If Downtime is 241 minutes or greater, Customer is eligible for a Fee Credit Percentage of 10.0%

# Order Form

## Fees Exhibit

### License Details

Start Date	End Date	Term in Months
01-Sep-2025	31-Aug-2028	36

### Cloud Service Details

Period	Services	Price	Estimated Invoice Date	Payment Terms from Invoice	License Configuration
01-Sep-2025 TO 31-Aug-2026	Cloud Professional	\$68,250.00 \$0.00	Effective Date	Net 45	Q-235046
01-Sep-2026 TO 31-Aug-2027	Cloud Professional	\$71,662.50 \$0.00	02-Aug-2026	Net 45	Q-235046
01-Sep-2027 TO 31-Aug-2028	Cloud Professional	\$75,245.63 \$0.00	02-Aug-2027	Net 45	Q-235046
<b>Total</b>		<b>USD \$215,158.13</b>			

Prices shown do not include applicable taxes. Applicable taxes will be presented on the invoice.

#### Press Release

Notwithstanding anything to the contrary in the Agreement, upon mutual execution of this Order Form Customer grants Qualtrics the right to issue a press release naming Customer as a customer of Qualtrics and identifying the product purchased.

#### Excess Use

Any use of the Cloud Service that exceeds the Usage Metrics and volumes set forth herein will incur additional fees from the date the excess use began based on Qualtrics' prices as of that date. Customer will execute an Order Form for such excess use promptly upon Qualtrics' request. Qualtrics will invoice Customer for such excess use on or about the end of the then-current annual period, and Customer will pay the invoiced amount in accordance with the applicable payment terms above.

# Order Form

## Cloud Service Exhibit

**Cloud Service Renewal (not applicable to pilots or proofs of concept).** Qualtrics sends renewal notices to customers at least 60 days before the end of the term. Upon expiration of each term, the Cloud Service may be renewed on mutual written agreement by the parties for a successive one-year term with a price increase of no more than 5% at such renewal.

*[Description of Services on following page]*

# Order Form

**YEAR 1**  
**Q-235046**

**CLOUD SERVICE**

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XM for Customer Experience - Frontline Digital Interactions : 25,000

**YEAR 2**  
**Q-235046**

**CLOUD SERVICE**

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XM for Customer Experience - Frontline Digital Interactions : 25,000

**YEAR 3**  
**Q-235046**

**CLOUD SERVICE**

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XM for Customer Experience - Frontline Digital Interactions : 25,000

The Cloud Services purchased are subject to the Definitions and Product Terms located at: <https://www.qualtrics.com/legal/customers/product-terms>

Qualtrics permits Customer to process a limited number of characters (as defined at <https://www.qualtrics.com/support/survey-platform/data-and-analysis-module/data/translate-text-responses>) through its translation functionality per subscription year ("**Translation Limit**") at no charge. Qualtrics, at its discretion, reserves the right to strictly enforce this limit.