

Service Order

Order Number: Q011207
Valid Until: 29 Nov 2024

A. Issued to:

Customer Contact Details:
 Monterey County
 Sandra Shaffer
 1488 Schilling Pl
 Salinas, California 93901-4542
 United States

B. Order Details

Amendment Start Date: 13 Jan 2025
Initial Term Start Date: 13 Jan 2025
Term: 12 months
Invoice Date*: 13 Jan 2025
Payment Term: Net 30
Payment Method: Wire Transfer
Currency: USD

C. Product Details:

Product Description	Limit	Quantity	Billing Period
<u>Recurring Charges</u>			
Usability	Usability Maps	10	Annual
Premium Support	Each	1	Annual
SEO	Pages	5000	Annual
Accessibility	Pages	5000	Annual
PDF-check of documents	PDFs	25000	Annual
Quality Assurance & Policy	Pages	5000	Annual
Total Added Contract Value : USD			11,639.41

The Service Order has an Estimated Annual Recurring Value of USD 11,639.40.
 * Estimated Annual Recurring Value is calculated based on the monthly recurring revenue, so decimals differences can occur as the actual price is based on up to 9 decimals.
 ** Total Added Contract Value is the added contract value for the remaining period of the Current Term.

The above amounts exclude VAT, GST, or applicable local Sales tax. This will be added to your invoice (only when applicable).

Following the Initial Term, the Services may be renewed upon mutual written agreement by the parties.
 *On the Invoice Date Customer will be invoiced for any Additional Service Fee (if applicable) and the proportionate amount of the Prorated Subscription Fee, which will cover the period until the next applicable invoice date. The Subscription Fee will be invoiced on the Start/Renewal Date in accordance with the agreed Billing Frequency.

D. Limits:

Please Refer to Section C.

E. Terms:

General Terms and Conditions:

This Service Order and any use of Siteimprove services and software is at all times subject to the terms and conditions of Siteimprove's Master Subscription Agreement available at <https://siteimprove.com/en/legal/master-subscription-agreement/>, ("MSA") except as amended below. The parties agree to the following amendments to the MSA, which amendments will become effective from the Start Date of this Service Order:

1. Section 4a (Agreement Term and Cancellation) of the MSA is deleted in entirety and replaced with the following:

"a. Agreement Term and Cancellation. This Agreement will remain in effect for the Subscription Term. Any recurring Services will be renewed by the parties ("Renewal Terms") pursuant to Service Order signed by Customer that incorporates the Agreement by reference."

2. Section 13 (Governing Laws) is deleted in entirety and replaced with the following:

"13. Governing Laws.

This Agreement and any dispute in relation to the Services, or the Customer's use hereof, will be governed by and construed in accordance with the laws of state of California and subject to the exclusive jurisdiction of the competent courts at Monterey County, California."

F. Signatures:

Signature

DocuSigned by:
Siteimprove signature:
Caprice Turner
EE6B4ACDADCF46F...

Date:

Date: October 18, 2024 | 11:15 CDT

Name:

Name: Caprice Turner

Appendix A – Order Information

1. Purchase Order Information

Is a PO number required for this Service Order?

YES

NO

If YES, please enter the following information:

Must the PO number be renewed for each Subscription term?

YES

NO

Please enter:

PO number

PO Renewal Contact Name

PO Renewal Contact Email

PO Renewal Contact Phone Number

2. Required Invoice References

Reference

3. Renewal Information

Please provide the following information for Subscription Renewal:

Renewal Contact Name

Renewal Contact E-mail

Renewal Contact Phone number



Appendix B – Company Information

Customer Finance department to complete

1. Bill to information

If your Bill to address is different to the following address, please enter the information in section 1.1.

Bill to Company name	Monterey County
Bill to Street	Information Technology 1590 Moffett St
Bill to City	Salinas
Bill to State	California
Bill to Postal code	93905
Bill to Country	United States

1.1 Changes to Bill to address

Bill to Company name	_____
Bill to Street	_____
Bill to City	_____
Bill to State	_____
Bill to Postal code	_____
Bill to Country	_____

Is your bill to address information a third party company YES NO

2. Billing Method

Please enter your preferred Billing Method Email E-invoicing

If Email, please go to Section 2.1. If E-invoicing please go to Section 2.2.

2.1 Billing Method Email

Bill to email	_____
Additional billing email	_____
Additional billing email	_____

2.2 Billing Method E-invoicing

E-invoice Portal

Please enter the following information

E-invoicing Platform name	_____
Required access information	_____

3. PO number Required

Is a PO number required on Siteimprove invoices YES NO



4. Account Payable information

Accounts Payable Email _____
Accounts Payable Phone number _____

5. Sold to information

Below is the address where the Siteimprove Software as a Service/Product will be used. If you have any changes, please contact your internal purchaser to ensure changes are made before signature.

Sold to Company name Monterey County
Sold to Street 1488 Schilling Pl
Sold to City Salinas
Sold to State California
Sold to Postal code 93901-4542
Sold to Country United States

5.1 Company TAX/VAT number _____

6. Sales Tax information

You may be subject to sales tax (or equivalent) unless you can provide proof of exemption prior to issuance of invoice.

Exempt from sales tax? YES NO

If yes, it is required to provide Siteimprove a copy of a valid Sales tax exemption form.

Sales Tax exemption number _____

For assistance or if any set-up documentation is required for Siteimprove to complete before an invoice can be processed, please contact accountsreceivable@siteimprove.com.