



CivicPlus

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

Quote #:
Date:
Expires On:

Statement of Work
Q-47079-1
8/17/2023 11:35 AM
11/15/2023

Client:
PFLUGERVILLE, TEXAS

Bill To:
PFLUGERVILLE, TEXAS

SALESPERSON	Phone	EMAIL	DELIVERY METHOD	PAYMENT METHOD
Jacob Bertram		bertram@civicplus.com		Net 30

QTY	PRODUCT NAME	DESCRIPTION	PRODUCT TYPE
1.00	48 Month Redesign Ultimate Annual - CivicEngage Central	48 Month Redesign Ultimate Annual - CivicEngage Central	Renewable
1.00	System Annual - CivicEngage Evolve	System Annual - CivicEngage Evolve	Renewable
1.00	Ultimate Implementation - CivicEngage Evolve	Ultimate Implementation - CivicEngage Evolve	One-time
5.00	Ultimate Department Header Package - CivicEngage	Page specific Site ID, Navigation, Banner, Graphic Links, Colors, Design Styles; follows main site layout.	
5.00	Ultimate Department Header Annual Fee - CivicEngage	Ultimate Department Header Annual Fee: 'Department Name'	Renewable
5.00	Ultimate Department Header Implementation - CivicEngage	Ultimate Department Header Implementation	One-time
1.00	SSL Management – CP Provided Only	SSL Management – CP Provided Only 1 per domain (Annually Renews)	Renewable
1.00	DNS Hosting for .GOV – Annual Fee	DNS Hosting for .GOV – Annual Fee: URL	Renewable
6.00	New Customer System Training (3h, virtual) - Web Central	CivicEngage System Training - Virtual, Up to 3 Hours, up to 12 Attendees	One-time
350.00	Content Development - 1 Page - CivicEngage	Content Development - 1 Page - CivicEngage	One-time
1.00	AudioEye Managed	AudioEye Managed: URL	Renewable
1.00	Focus Groups (On-Site) - CivicEngage	Includes facilitation of three (3) on-site focus groups + recommendation report	One-time
2.00	Focus Groups Fee - CivicEngage	Focus Groups (On-Site)	One-time

QTY	PRODUCT NAME	DESCRIPTION	PRODUCT TYPE
3.00	Travel Days - CivicEngage	On-Site Days - CivicEngage	One-time
1.00	CivicPlus Chatbot Subscription	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.	Renewable
1.00	3 Day On-Site Training - CivicEngage	3 Day On-Site Training Package	
3.00	On-Site Training Fee - CivicEngage	On-Site Training Fee	One-time
4.00	Travel Days - CivicEngage	On-Site Days - CivicEngage	One-time
4.00	Virtual Content Consulting - CivicEngage	Virtual Content Consulting Up to 4 Hours - CivicEngage	One-time
1.00	2 Day On-Site Align Consulting - CivicEngage	Includes two (2) days on-site consult. Recommended group 8 or less.	
2.00	On-Site Alignment Consulting Fee	On-Site Alignment Consulting Fee	One-time
3.00	Travel Days - CivicEngage	On-Site Days - CivicEngage	One-time
1.00	Design Center Pro Annual Fee - CivicEngage Central Renewal	Design Center Pro Annual Fee Renewal	Renewable
1.00	Chatbot Language Translation Add On	Enables legacy Frase Chatbot product to recognize a question in a foreign language and answer the question using content translated into the citizen's native language.	Renewable
1.00	CivicEngage Year 1 Annual Fee Discount	Year 1 Annual Fee Discount	Renewable

List Price - Year 1 Total	USD 147,034.54
Total Investment - Initial Term	USD 99,918.54
Annual Recurring Services - Year 2	USD 37,418.54

Initial Term & Renewal Date	12 Months
Initial Term Invoice Schedule	100% Invoiced upon Signature Date

Renewal Procedure	Automatic 1 year renewal term, unless 60 days notice provided prior to renewal date
Renewal Invoice Schedule	Annually on date of signing
Annual Uplift	3% starting in Year 3

This Statement of Work ("SOW") shall be subject to the terms and conditions of the CivicPlus Master Services Agreement and the applicable Solution and Services terms and conditions located at <https://www.civicplus.help/hc/en-us/p/legal-stuff> (collectively, the "Binding Terms"), By signing this SOW, Client expressly agrees to the terms and conditions of the Binding Terms throughout the term of this SOW.

Acceptance

The undersigned has read and agrees to the following Binding Terms, which are incorporated into this SOW, and have caused this SOW to be executed as of the date signed by the Customer which will be the Effective Date:

For CivicPlus Billing Information, please visit <https://www.civicplus.com/verify/>

Authorized Client Signature

CivicPlus

By:

By:

Name:

Name:

Title:

Title:

Date:

Date:

Organization Legal Name:

Billing Contact:

Title:

Billing Phone Number:

Billing Email:

Billing Address:

Mailing Address: (If different from above)

PO Number: (Info needed on Invoice (PO or Job#) if required)