

Siteimprove

Service Order

Order Number: Q010816
Valid Until: 03 Jan 2025

A. Issued to:

Customer Contact Details:
Contra Costa County
Office of Communications and Media/CCTV Contact
10 Douglas Dr., Ste 210
Martinez, California 94553-4078
United States

B. Order Details

Start Date: 07 Jan 2025
Term: 12 months
Invoice Date: 07 Jan 2025
Payment Term: Net 30
Payment Method: Wire Transfer
Currency: USD

C. Product Details:

Product Description	Limit	Quantity	Billing Period
Recurring Charges			
Analytics	Yearly Page Views	9000000	Annual
Quality Assurance & Policy	Pages	10000	Annual
Accessibility	Pages	10000	Annual
SEO	Pages	10000	Annual
Behavior Map	Behavior Map	250	Annual
PDF-check of documents	PDFs	10000	Annual
Premium Support	Each	1	Annual
Total Contract Value: USD			24,699.34

The Service Order has an Estimated Annual Recurring Value of USD 24,699.24.

* 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 Contract Value is the contract value for the 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.

D. Limits:

Please Refer to Section C.

E. Terms:

General Terms and Conditions:

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1. 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"), as amended below.

2. Amendment to MSA. The parties agree that Section 10a of MSA is, hereby, replaced with the following:

"a. By Customer. By Customer. Customer will be solely responsible for: (a) Customer Data, or (b) use of the Included Services by Customer or end users in violation of this Agreement.

3. The Renewal Term of the Service Order is from January 7, 2025 through January 6, 2026.

F. Signatures:

Customer Signature

Date:

Name:

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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

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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	Contra Costa County
Bill to Street	10 Douglas Dr., Ste 210
Bill to City	Martinez
Bill to State	California
Bill to Postal code	94553-4078
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

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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	Contra Costa County
Sold to Street	10 Douglas Dr., Ste 210
Sold to City	Martinez
Sold to State	California
Sold to Postal code	94553-4078
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.