

Bill To:
El Mirage Police Department Victims Assistance Unit
12401 W. Cinnabar Avenue
El Mirage, Arizona 085335
United States

ORDER FORM

The contents of this Order Form may not be duplicated, used, or disclosed in whole or in part for any purpose other than for internal evaluation without express written permission of Bonterra Tech LLC (f/k/a Social Solutions Global, Inc.) ("Bonterra"). The Parties hereby agree as follows:

Subscription Products and Services				
SKU	Product Name and Description	Quantity	License Metric	Billing Frequency
Apricot	Apricot	10.00	Per User	Annually
AprBscSupport	Basic Support Package Includes 60 Tier 1 cases/ year. Cases addressing code defects, system outages, or service performance are not included in the count of cases per client Overages are totaled at the end of the year and billed to client at \$50/case	1.00	Fee	Annually
DataImport	Data Import Add-on feature which provides the ability to import data into an Apricot system via a CSV file	1.00	Per User	Annually
Annual Amount USD				4,887.17
Initial Invoice Amount USD				5,294.43

Terms and Conditions
<p>Start Date: June 01, 2024</p> <p>Initial Invoice Period (months): The "Initial Invoice Period" covers fees for the first 13 months from the Start Date.</p> <p>Term (Months): The "Term" is 61 months from the Start Date. This Order Form is non-cancelable prior to the end of the Term.</p> <p>Storage space: Storage space for database records and all file and photo storage is included for the SaaS Services with a minimum limit of 5GB or the amount of storage space as noted in the Subscription Product description above. Client may purchase additional storage space at Bonterra's then prevailing rates. System reviews of the amount of storage space being used by Client will be performed periodically. If Client is using more than the allotted storage space included herein, Client will be invoiced for the additional storage usage upon the earlier of (i) discovery of the storage space overage or (ii) then next invoice cycle.</p> <p>Annual Rate Increases: Any Subscription Products and Services purchased on an annual basis are subject to annual rate increases.</p> <p>Users: "Users" means an individual identifiable by a name and excludes concurrent users. "Administrator" means the dedicated and name User of Client identified as the individual who shall be responsible for Client's Users, to attend and complete training, administer licenses and to be the technical point of contact on Client's behalf pertaining to Support and Services. "Guest Users" are users with limited access activated through the Guest User Module, if included herein. Client shall not permit Users to share User identifications and passwords, nor allow for multiple users under the same license.</p> <p>License Metric: Client may not decrease the number of licenses for its Users during the Term of the Order Form. Upon termination of this Order Form, all licenses granted to Client with respect to the Services included in this Order Form shall automatically terminate and Client shall immediately discontinue its use thereof. System reviews of the number of Users will be performed periodically. If Client is using more than the purchased number of licenses included herein, Client will be invoiced for the additional Users it's the earlier of discovery or the next invoice cycle. If at any time, additional Users licenses are added, such additional User licenses will be invoiced at the then prevailing rate on a per license basis to coincide with the Term of the Services.</p>

Support Level: Unless otherwise stated in the Order Form, the customer will receive the basic Support package as outlined in the Service Level Agreement.

Payment for U.S. Clients: All Subscription Products and Service fees and Professional Service and Training fees will be invoiced in advance either annually, or in accordance with any different billing frequency stated in on this Order Form. All fees payable in U.S. Dollars and exclude taxes. Client is responsible for the payment of any tax amount(s) due unless client has delivered to Bonterra a valid tax exemption certificate prior to invoice. Fees may be paid by check, Electronic Fund Transfer, credit card or ACH. All payments by credit card, are subject to Client completing the attached Credit Card Authorization Form. In order to elect for ACH payments, Client must complete and execute the attached Authorization Agreement for Preauthorized Withdrawal Debits.

Except as explicitly documented in the signed Order Form, Bonterra is under no obligation to comply with any customer specific invoicing requirements. Furthermore, customer's failure to provide complete and accurate billing information in the attached accounting Information Form will not relieve customer of nor toll customer' timely payment obligations.

Professional Services and Training: If included in this Order Form, pre-paid Professional Services must be used within one year of the date of execution of this Order Form by Client or will expire and will not be refunded. Professional Services Fees are based on Professional Services provided during normal Bonterra business hours, Monday through Friday, 8:30 a.m. – 5:30 p.m. central time zone US and on a case by case basis for international clients after Bonterra business hours (Bonterra holidays excluded), as Bonterra may modify upon notice to Client. Professional Services provided by Bonterra outside of normal Bonterra business hours will be subject to a premium service charge. If Client cancels a Professional Services engagement, which has not been pre-paid, less than ten (10) business days before the scheduled start date for such Professional Services, Client agrees to pay fifty percent (50%) of the total estimated fees for the Professional Services stated on the Order Form or SOW.

Professional Service Travel Costs: Travel related costs that requires Bonterra's staff to travel will be pre-approved by Client.

This Order Form is subject to and governed by the terms and conditions of Bonterra's Master Subscription & Services Agreement, which can be located at <http://www.bonterratech.com/legal/> (the "**Agreement**") and is incorporated by reference in its entirety. Capitalized terms not otherwise defined in this Order Form have the meaning ascribed to them in the Agreement. This Order Form will be effective as the last date of signature identified below ("Effective Date"). Each party signing below agrees and acknowledges that they are duly authorized to be bound by the terms and conditions of the Agreement and this Order Form.

Client: El Mirage Police Department Victims Assistance Unit

Bonterra Tech LLC (f/k/a Social Solutions Global, Inc.)

Authorized Signature:

Authorized Signature:



Print Name:

PAUL MARZOCCA

Title:

POLICE CHIEF

Print Name:

Title:

Date:

4-1-24

Date:



Accounting Information Form

Please provide the following Accounting Information in the table below:

Customer Name	City of El Mirage
Tax Identification Number	86-6000767
Are you Tax Exempt?	No
If yes, please attach a copy of your Tax Exemption Certificate	N/A
State Tax Exempt Number (if applicable)	N/A
Billing Contact Name	Amy Bytnar
Billing Contact Phone	623-500-3015
Billing Contact Email	abytnar@elmirageaz.gov
Billing Contact Fax	623-500-3001
Are there any Special Invoicing needs?	No
Special Invoicing Needs (if applicable)	

Toll Free
Suite 400
Local
78759
Fax

877-441-2111
443.460.3375
443.460.3473

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Austin, TX
www.socialsolutions.com