



Siteimprove, Inc
 5600 West 83rd Street
 Suite 400
 Bloomington Minnesota 55437
 United States

Order Form for Hidalgo County
 Offer Valid Through: 3/31/2022
 Proposed by: Corey Helberg
 Quote Number: Q-90027.3

ORDER FORM

Address Information

Bill To:

Hidalgo County
 2818 S Business Highway 281
 Edinburg Texas 78539
 United States

Ship To:

Hidalgo County
 2818 S Business Highway 281
 Edinburg Texas 78539
 United States

Contact Name:
Email Address:

Phone:

Term & Payment Details

Start Date:	1/1/2022	End Date:	12/31/2022
Subscription Term:	12 Months	Renewal Term:	N/A
Renewal Price Increase:	N/A	Billing Frequency:	Annual
Payment Term:	Net 30 days	Billing Method:	Email
Payment Method:	Bank Transfer	Invoice Date:	3/8/2022
Automatic Renewal:	<input type="checkbox"/>		

Included Services

Subscription Services	Limit Type	Quantity*
Quality Assurance & Policy	Pages	5,000
Accessibility	Pages	5,000
SEO	Pages	5,000
Response	Response Check Points	3
PDF-check of documents	PDFs	10,500
Usability	Usability Maps	10
Premium Support	N/A	1



Siteimprove, Inc
5600 West 83rd Street
Suite 400
Bloomington Minnesota 55437
United States

Order Form for Hidalgo County
Offer Valid Through: 3/31/2022
Proposed by: Corey Helberg
Quote Number: Q-90027.3

**When Subscription Services share the same Limit Type, the Quantity specified represents an aggregated amount, which is shared by these services.*

Annual Subscription Fee: USD 8,178.89
Total Subscription Fee: USD 8,178.89

Exceptions and Additional Terms

GS-35F-036CA. All terms, provisions, and agreements set forth in GS-35F-036CA are hereby incorporated herein by reference with the same force and effect as though fully set forth herein. To the extent that the terms set forth in this Agreement are inconsistent with the terms of the GS-35F-036CA, the terms set forth in GS-35F-036CA shall apply.

Purchase Order. Customer shall include the GSA contract number and the Siteimprove Quote number on any PO issued under this Agreement. By adding the GSA contract number and Siteimprove Quote number to a PO, each party acknowledges that it has carefully read and agrees to be bound by the terms of GS-35F-036CA and this Agreement.



Siteimprove, Inc
5600 West 83rd Street
Suite 400
Bloomington Minnesota 55437
United States

Order Form for Hidalgo County
Offer Valid Through: 3/31/2022
Proposed by: Corey Helberg
Quote Number: Q-90027.3

Purchase Order Information

(Customer to complete)

Is a Purchase Order (PO) required for the purchase or payment of the products on this Order Form?

- No**
 Yes

Is PO renewal required for each invoicing term?

- No**
 Yes

PO Number: _____

PO requests must be sent to: _____

Billing Information

(Customer to complete)

Billing Contact Name: _____

Billing E-mail: _____

Billing References: _____

E-invoicing Information: _____

Sales Tax Information

(Customer to complete)

You may be subject to sales tax (or equivalent) unless you can provide proof of exemption. Are you exempt from sales tax?

- Yes, please attach exemption form.**
 No.



Siteimprove, Inc
5600 West 83rd Street
Suite 400
Bloomington Minnesota 55437
United States

Order Form for Hidalgo County
Offer Valid Through: 3/31/2022
Proposed by: Corey Helberg
Quote Number: Q-90027.3

Customer Signature

By signing below, Hidalgo County agrees to the subscription and payment terms of this Order Form.

On behalf of Customer:

Name:

Date:

Signature

The Order Form must be executed and/or returned to Siteimprove before the first applicable access date. If not, Siteimprove may, without changing price or term length, adjust the first applicable access date.



Siteimprove, Inc
5600 West 83rd Street
Suite 400
Bloomington Minnesota 55437
United States

Order Form for Hidalgo County
Offer Valid Through: 3/31/2022
Proposed by: Corey Helberg
Quote Number: Q-90027.3

PREMIUM SUPPORT PLAN

1. SCOPE OF SERVICES. Siteimprove provides Premium support as set forth in this Premium Support Plan.

2. SELF-HELP RESOURCES. Customers can take full advantage of Siteimprove self-help tools, available online via our [Help Center](https://support.siteimprove.com/) (https://support.siteimprove.com/). From that page, Customers can find links to technical documentation and knowledge base articles, discuss issues with other users in our community forums, review what's new, read technical notes, and access free webinars.

3. PRODUCT SUPPORT AND TRAINING. Customers can contact Siteimprove for product support, training, and additional services by visiting our [Help Center](#). At that location, Customers can submit a support ticket 24x7x365.

Service Levels: Siteimprove will utilize commercially reasonable efforts to promptly respond to all requests. Siteimprove aspires to review and respond to at least ninety percent (90%) of all tickets and requests within one (1) Business Day. "**Business Day**" is defined as one of the days on which Customer's regional support center is open for business (see Section 4). Besides general questions and technical issues, services covered by these tickets and requests include 4 hours of custom configuration (Event Tracking, Custom CMS Deeplinks, Custom Policies etc.)

4. SUPPORT & SYSTEM AVAILABILITY. Siteimprove has regional support centers servicing the Americas, EMEA and APAC. Siteimprove will maintain its systems and operations to ensure Customer has access to the Included Services ninety-nine percent (99%) of the time ("**System Availability**").

[Further details on Support and System Availability can be found in our Help Center](#)

5. LIABILITIES. Siteimprove will exercise its best efforts to meet the standards set forth in this plan. In the event of a material failure to meet the above standards in any given month, a service credit in the amount of three percent (3%) of the pro-rated annual subscription fees for the applicable month will be issued for Customer and available for future subscription fees ("**Service Credit**"). Siteimprove has no obligation to issue any Service Credit unless (i) Customer reports the material failure to Siteimprove immediately on becoming aware of it; and (ii) requests such Service Credit in writing within three days of the failure. In no event will a Service Credit exceed 10% of the annual subscription fee as set forth in the Agreement. The Service Credit is non-refundable upon termination of Customer's Agreement with Siteimprove. The parties acknowledge and agree that the Service Credit is intended to be Customer's sole and exclusive remedy with respect to any failure by Siteimprove under this plan.

6. SCHEDULED DOWNTIME. Siteimprove will notify Customer through email alerts at least twenty-four (24) hours in advance of all scheduled outages of the included Services ("**Scheduled Downtime**") as long as Customer has signed up for the alerts at <http://status.siteimprove.com>.

7. TERM. This Premium Support plan remains in force for as long as Customer continues to pay Siteimprove for the Premium Support. Siteimprove has sole discretion to update the terms of this plan at any time. In such event, said update(s) will not result in a reduction in the level of support set forth in this plan. Any updates shall be provided to Customer in a timely fashion.