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Manhattan, KS 66502
P. 888-228-2233 ext. 291

Contract #: 00101605
As of Date: 06/27/2026
Renewal Date: 07/27/2026

Client:
City of Lorain, OH

Bill To:
LORAIN CITY, OHIO

QTY	DESCRIPTION	RENEWAL PRICE
1	SeeClickFix 311 CRM-hosted integration with PubWorks API (REST/JSON), for Service Requests	6656.34
1	Unlimited gov user licenses for service request management tool to intake citizen submissions via mobile app. Assign requests internally, resolve issues and measure request performance.	33281.72
1	Marketplace App Annual	6656.34
RENEWAL TOTAL		\$46,594.40

1. This renewal Statement of Work ("SOW") is between City of Lorain, OH ("Customer") and CivicPlus, LLC and shall be subject to the terms and conditions of the Master Services Agreement ("MSA") and the applicable Solutions and Products terms found at: <http://www.civicplus.help/hc/p/legal-stuff> (collectively, the "Terms and Conditions"). By signing this SOW, Customer expressly agrees to the Terms and Conditions throughout the Term of this SOW. The Terms and Conditions form the entire agreement between Customer and CivicPlus (collectively, referred to as the "Agreement"). The Parties agree the Agreement shall supersede and replace all prior agreements between the Parties with respect to the services provided by CivicPlus herein (the "Services").
2. This SOW shall remain in effect for an initial term beginning 07/27/2026 and continuing for one year ("Initial Term"). In the event that neither party gives 60 days' notice to terminate prior to the end of the Initial Term, or any subsequent Renewal Term, this SOW shall automatically renew for any number of additional twelve month renewal terms ("Renewal Term"). The Initial Term and all Renewal Terms are collectively referred to as the "Term".
3. The Renewal Total shall be invoiced on the first day of the Initial Term and the first day of each Renewal Term. Renewal Term Total Annual Services shall be subject to a 5% annual increase beginning with the first renewal term. Customer shall pay all invoices within 30 days.
4. Please note that this document is a SOW and not an invoice. Upon signing and submitting this SOW, Client will receive the applicable invoice according to the terms of the invoicing schedule outlined herein.
5. Client may issue purchase orders for its internal, administrative use only, and not to impose any contractual terms. Any terms contained in any such purchase orders issued by the Client are considered null and will not alter the Binding Terms, the Agreement or this SOW.

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

If a PO Number is required, please send to accounting@civicplus.com