

Bill To:
Williamson County EMS
3189 SE Inner Loop Ste A
Georgetown, Texas 78626

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 Social Solutions Global, Inc. ("SSG"). The Parties hereby agree as follows:

Subscription Products and Services				
SKU	Product Name and Description	Quantity	License Metric	Billing Frequency
AprSilver15ASC-FF	Apricot Silver Support Fixed Price reactive consultation provided by Advanced Support Consultant resources for up to 15 hours per year.	1.00	Fee	Annually
Apricot-PB	Apricot 360 Bundle The Apricot 360 license includes 10GB of database storage with two User licenses designated with Administrator privileges. Each Administrator seat is provided with basic training. Additional licenses for Users or designated Administrators may be purchased on a per-user basis. For applicable terms and conditions, please see the Master Services Agreement at https://www.socialsolutions.com/legal	10.00	Per User	Annually
Annual Amount USD				12,860.00
Initial Invoice Amount USD				12,860.00

Professional Services and Training				
SKU	Product Name	Quantity	Sales Price	Payment Terms
ProjMgrApr	Project Manager - Apricot Provides day-to-day Project Leadership and defines project priorities; Builds and communicates project plan, issues, risks, status while following SSG methodology and SOPs	7.00	\$1,400.00	T&M
ServCnsltntApr	Service Consultant - Apricot Designs the solution based on the workflow, documents, and Performance Management for standardized collection of data. Subject matter expert (SME) for the design of the software Services resource for time and materials engagements	23.00	\$4,600.00	T&M
Total Sales Price USD				6,000.00*

Implementation Fees: Time & Materials	Hours Summary	Rate	Fee Summary
Discovery	4	\$200	\$800
Configuration	9	\$200	\$1,800
Reporting	5	\$200	\$1,000
Demonstration and Testing	5	\$200	\$1,000
Project Management	7	\$200	\$1,400
Total Estimate*	30	\$200	\$6,000.00

Terms and Conditions

Start Date: December 01, 2022

Initial Invoice Period (months): The "Initial Invoice Period" covers fees for the first 12 months from the Start Date.

Term (Months): The "Term" is 12 months from the Start Date. This Order Form is non-cancelable prior to the end of the Term.

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 SSG'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.

Annual Rate Increases: Any Subscription Products and Services purchased on an annual basis are subject to annual rate increases.

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.

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.

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 SSG 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, SSG 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's 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 SSG 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 SSG business hours (SSG holidays excluded), as SSG may modify upon notice to Client. Professional Services provided by SSG outside of normal SSG 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 SSG's staff to travel will be pre-approved by Client.

This Order Form is subject to and governed by the terms and conditions of SSG's Master Services Agreement, which can be located at <http://www.socialsolutions.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: Williamson County EMS

Authorized Signature:

Print Name:
Date:

Title:

Social Solutions Global, Inc. ("SSG")

Authorized Signature:

DocuSigned by:



Print Name: David Lutz
Date: 11/14/2022

Title: GM Case Management



Accounting Information Form

Please provide the following Accounting Information in the table below:

Customer Name	
Tax Identification Number	
Are you Tax Exempt?	
If yes, please attach a copy of your Tax Exemption Certificate	
State Tax Exempt Number (if applicable)	
Billing Contact Name	
Billing Contact Phone	
Billing Contact Email	
Billing Contact Fax	
Are there any Special Invoicing needs?	
Special Invoicing Needs (if applicable)	

Apricot 360 Basic Implementation

Williamson County EMS

1. DOCUMENT SUMMARY

We are pleased to provide you, Williamson County, with our Basic Implementation agreement for your Apricot 360 software. This is an interactive project where consultants provide expert leadership and recommendations for your technical solutions. Actual customization of the platform will be a joint effort, with you doing some of the configuration under your consultant's guidance.

2. PROJECT SCOPE AND DELIVERABLES

For each Apricot 360 Basic Implementation that you purchase, we will deliver one program* within your new Apricot platform. If you require assistance outside the scope of this project, SSG can provide a quote to meet your specific needs. We will obtain your written approval before charging you for additional work. Services included:

- Project Management for up to 8 weeks per program implementation purchased
- Scope & Schedule Alignment
- Project Kickoff
- Discovery & Requirements gathering
- Documentation of Solution Design for your custom Apricot solution
 - May include consultation on recommended data management workflow
- Configuration of features and functionality as defined in your Solution Design
 - For each program implementation purchased, the configuration may include a combination of up to 3 forms, up to 2 reports, up to 2 staff roles with permission sets, and 1 external access feature as needed.
- Live Demo of completed solution
- Up to 1 round of Testing and Remediation, as documented by client in the Testing Log
- Take-home Document visualizing the solution, for your future use while training and onboarding staff to the platform
- Project closure and Transition to Support

**Programs in Apricot may have a different definition than the programs your organization offers. In Apricot, a program is defined as a set of services, processes, and outputs delivered to a target population by a team of staff. If any of the services your org provides have differing target populations, data*

collection processes or require separate staff teams, then these services would be separate Apricot programs.

3. PROJECT SCHEDULE

We allot 8 weeks per program implemented. Meeting this timeline will require your active participation, both on weekly 1-hour calls with your project team and via independent work (including but not limited to watching training videos, completing simple configuration tasks, and testing the platform).

If multiple program implementations are purchased: unless otherwise agreed at the start of this project, we will work with one program group at a time. You may determine the order of programs based on staff availability. We recommend assigning 1-2 program leaders or staff members to attend these meetings – we typically don't need to meet with your entire staff.

Your project team has been assigned to you for the duration of the project schedule to ensure they have the time and focus needed to complete the work. To this end, if you are not able to attend a meeting you must let our team know three days in advance. If you do not attend a meeting and do not notify us, you will be invoiced for one hour of time at SSG's then prevailing market rate (USD \$200 per hour for calendar year 2022) so that we can extend the availability of your project team beyond the planned timeline. Missing your due dates for assigned tasks could result in an incomplete program delivery by project end, increases to project timeline, and costs associated with extension.

4. RESPONSIBILITIES

We have outlined the responsibilities of both of our teams below. Your team plays a vital role in the success of this project.

Client Responsibilities

- Designate the individual(s) who will serve in project roles so they can participate and commit to learning the platform starting at the Kickoff.
 - This includes, at a minimum, 1-2 System Administrators and an internal Project Manager
 - Your internal Project Manager can also be one of your System Administrators
 - 1-2 staff members from each program will also participate during the phase focused on their program
- Provide detailed requirements for your program(s), including but not limited to: outputs and outcomes you hope to track, sample forms and form logic, and an explanation of which program staff are allowed to see which data.
- Watch your assigned Training Academy videos in advance of their due dates (per the schedule to be agreed upon at Kickoff). Your Apricot subscription includes on-demand training videos through our Training Academy platform.
- Some configuration tasks may be assigned to you during the project, depending on the scope and complexity of the Solution Design. This has the dual benefit of providing you with hands-on administrative training while also ensuring you end the project with a complete program solution in Apricot.

- Attend all scheduled meetings, participate in the use of our project management tool, complete assigned tasks on time, and proactively communicate with your project team.
- Review and approve/reject change orders, deliverables, and/or signoffs, and provide notice to us of any required revisions within one week of receiving documents.

SSG Responsibilities

- Create and maintain a project plan and manage SSG and/or SSG Partner team's participation during the project.
- Design a solution (including features and functionality) that will meet the core requirements of your program(s) within the Apricot platform.
- Lead the effort to configure the solution outlined in the Solution Design.
- Provide best-practice recommendations based on our collective experience onboarding thousands of nonprofit and public sector clients.
- Complete the project within the agreed-upon timeline.
- Track issues affecting the project and bring them to timely resolution. Notify you of issues that might affect budget, scope, or project timeline.

5. IMPORTANT ASSUMPTIONS

We have identified the following assumptions, which we will rely on in delivering a successful project. Please read these carefully and ask us any questions you may have.

- SSG cannot guarantee that your current case management processes and data management workflows will remain unchanged when translated into Apricot. Some process changes may be required to make optimal use of Apricot technology solutions. These changes will be discussed and your approval obtained during the Solution Design phase of the project.
- Training for your staff is not included in this project. While System Administrators will learn from the assigned training videos, assigned configuration tasks, and collaborative work sessions with the project team, thorough product training is available for purchase through the SSG Training Team.
- Apricot forms configured by SSG and/or SSG Partners may contain no more than 70 fields. Additional fields may cause performance degradation and will be separated into multiple forms.
- Reports configured by SSG and/or SSG Partners will track outputs and outcomes required but could deviate from client-provided report samples in format and style. Apricot Standard Reports are in scope for this project; Apricot Results Reports are not included in this project.
- Reports configured by SSG and/or SSG Partners will have no more than 4 data sources, no more than 10 sections, and no more than 10 filters in each section. Additional requirements beyond these limits would necessitate a second report.
- Although we make every effort to assign the same staff member(s) during the project, we may bring in other staff if schedule conflicts arise.


- Work sold by SSG may be delivered by internal resources or trained Certified Implementation Partners. All work is subject to the same assumptions and guarantees regardless of the assigned implementation team.
- We will perform all work remotely to limit additional travel costs. Should the need arise to travel, we will first obtain your approval in writing.
- Last-minute change requests or additions to the scope will impact project timing and cost. We will obtain your written approval before incurring any additional costs.
- Data migration is outside the scope of this engagement. You are encouraged to use the self-service Import Tool to import small batches of your existing data into Apricot once we've configured your data-collection forms. If you require SSG assistance or wish for SSG to take an export of data from another source and migrate it into Apricot, this will require a custom quote.
- Customer has its own billing and financial software. Any report associated with expenditures is outside of scope of this engagement.
- Integration with a 3rd party database via SFTP or API is outside the scope of this engagement.

6. FEES

This is a Time and Materials project. You will receive monthly invoices for the hours worked on the project. Time is billed in 15-minute increments. The cost of this project is shown by Resource and Amount of time billed on your invoices.

Implementation Fees: Time & Materials	Hours Summary	Rate	Fee Summary
Discovery	4	\$200	\$800
Configuration	9	\$200	\$1,800
Reporting	5	\$200	\$1,000
Demonstration and Testing	5	\$200	\$1,000
Project Management	7	\$200	\$1,400
Total Estimate	30	\$200	\$6,000.00

7. TRANSITION TO SUPPORT



Upon project completion, the Project team will submit a Deliverables Sign-Off form to your project manager. They will then transition you to your long-term account team and technical Support.

8. DISCLOSURE

This Statement of Work (SOW) is subject to and governed by the Master Services Agreement between you and Social Solutions Global (SSG) which is identified in the Order Form under which this Statement of Work was ordered.

This SOW provides the complete scope of this project. Any services you may have discussed with SSG staff, verbally, or in writing that are not explicitly outlined in this document are not included in this project under any circumstances. SSG offers a broad array of services and would be pleased to provide a cost estimate if additional services are required.
