



## ORDER FORM

This Order Form documents the purchase of Subscription Services and other Services being purchased by the customer listed below ("Customer") from OnSolve, LLC ("OnSolve"), and is entered into as of the date the Customer signs (the "Effective Date").

**Initial Term:** 3.00 year(s) commencing on the Effective Date

**Renewal Term:** 1.00 year(s)

<b>Customer Information</b>	Company Name:	City of Jonesboro, AR
	Street Address:	416 W Washington Ave
	City, State, Zip, Country:	Jonesboro, AR, 72401, US
<b>Billing Contact</b>  Purchase Order Number	Company Name:	City of Jonesboro, AR
	Name:	Steve Kent
	Street Address:	416 W Washington Ave
	City, State, Zip, Country:	Jonesboro, AR, 72401, US
	Phone:	870-932-0740
	Email:	skent@jonesboro.org
<b>Primary Contact</b> <i>Note: this contact will be setup in the Services as an Administrator.</i>	Name:	Ronnie Sturch
	Title:	911 Director
	Phone:	(870) 336-7199 Direct
	Email:	rsturch@jonesboro.org

### Subscription Service Fees

#### Critical Communications

Item/Description	Order Term*	Qty	Annual Price**	Term Total
CodeRED Standard Plus Package	05/30/2022 - 05/29/2025	1	\$10,250.00	\$30,750.00
CodeRED Plus Package includes: 69,000 non-Emergency voice minutes per year. Overage will be billed at USD 0.10 per voice minute in blocks of 6,900.	05/30/2022 - 05/29/2025	1	\$0.00	\$0.00
CodeRED Weather Warning	05/30/2022 - 05/29/2025	1	\$0.00	\$0.00
CodeRED IPAWS Integration	05/30/2022 - 05/29/2025	1	\$0.00	\$0.00
CodeRED Premium Data	05/30/2022 - 05/29/2025	1	\$0.00	\$0.00
CodeRED Foreign Language Message Translation	05/30/2022 - 05/29/2025	5	\$0.00	\$0.00

Item/Description	Order Term*	Qty	Annual Price**	Term Total
CodeRED Conference Calling includes: 10,000 Message Units per year. Overage will be billed at USD 0.10 per Message Unit in blocks of 10,000.	05/30/2022 - 05/29/2025	1	\$0.00	\$0.00
<b>Critical Communications Subscription Fees</b>				<b>\$30,750.00</b>

**Non-Recurring Service Fees**

Item/Description	Qty	Unit Price**	Total
CodeRED Onsite Training per day	1	\$0.00	\$0.00
<b>Non-Recurring Service Fees</b>			<b>\$0.00</b>

**Notes**

- Onsite training does not include travel expenses.

**ORDER TOTAL** **\$30,750.00**

**Annual Fees**

<b>Year 1 Subscription Fees + Non-Recurring Service Fees</b>	<b>\$10,250.00</b>
<b>Year 2 Subscription Fees</b>	<b>\$10,250.00</b>
<b>Year 3 Subscription Fees</b>	<b>\$10,250.00</b>

\*Without increasing the Fees, OnSolve may adjust the Order Term dates above based on the Effective Date, provided that the length of the Term does not change.

\*\*The Fees shown above may have been rounded to two decimal places for display purposes. As many as ten decimal places may be present in the actual price. The totals for this order were calculated using the actual price, rather than the Fees displayed above, and are the true and binding totals for this order.

All pricing is in US Dollars unless otherwise specified

**Service Description – Critical Communications**

<p><b>CODE-Plus Pkg</b></p> <ul style="list-style-type: none"> <li>• CodeRED Subscription Service</li> <li>• Unlimited <b>Emergency</b> voice minutes and TTY</li> <li>• <b>Non-Emergency</b> voice minutes and TTY</li> <li>• Unlimited SMS Text, Email, RSS, and Social Media messages</li> <li>• Unlimited CodeRED Mobile Alert application push notifications</li> <li>• Unlimited initiators</li> <li>• Role based initiator permissions</li> <li>• Esri based mapping</li> <li>• Custom geocoding</li> <li>• Managed Data Services with one (1) annual Data Load</li> </ul>
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- Two-Way messaging for contacts
- Dedicated public enrollment web page with branding
- Unlimited Opt-in categories
- Contact enrollment web page
- Web widget with enrollment link
- Voice based polling
- Reporting and analytics
- Resource Library
- Solution setup
- Base System Updates and Maintenance
- One (1) annual live web-based training – client dedicated
- Unlimited access to monthly web-based live and recorded trainings
- 24/7/365 support

#### Service Terms

- Use of the Subscription Service is intended for **Craighead County, AR**
- Population: **114,880**. A population increase above 10% may result in increased pricing.
- "Message Unit" equals sixty (:60) seconds of connected voice or TTY call time deducted in six (:06) second increments and/or SMS Text segments of 140 characters. Unused Message Units do not carry over year-to-year.
- Emergency means threat to life and/or property.

#### Other Terms

Notwithstanding anything to the contrary set forth in the Terms, the following terms apply for purposes of this Order Form:

- **Non-Appropriation.** If (i) sufficient funds are not appropriated or allocated for payment under this Agreement for any future fiscal year for the Service or any similar or competing service or (ii) sufficient funds for payment under this Agreement for any future fiscal year that are or were to be provided by grant or through an outside funding source are withheld, denied, or are otherwise unavailable to Customer, then Customer may terminate this Agreement at the end of Customer's then current fiscal year by providing OnSolve with a minimum of sixty (60) days' prior written notice. If this Agreement is terminated pursuant to this paragraph, then (a) OnSolve shall retain all Fees paid to date, (b) Customer shall immediately pay to OnSolve all amounts due and owing through the termination date, and (c) OnSolve shall waive all unpaid Subscription Fees that would become due after the termination date.

All Services being purchased by Customer in this Order Form shall be exclusively governed under the OnSolve standard terms and conditions set forth at the following URL: <https://www.onsolve.com/legal/TC-Government/> (the "Terms"). In the event of a conflict between the Terms and this Order Form, the terms of this Order Form shall control.

**City of Jonesboro, AR**

By: \_\_\_\_\_

Name:

Title:

Date: