

**Exhibit A.2 – Statement of Work #2: CivicHR Subscription**

Annual Services Include the Following:		
<b>Hosting</b> Web/SQL Server Data Backup On-site security 24x365 Monitor Bandwidth-Router Traffic Fire Protection and Suppression Cooling AC power delivery via distributed redundant UPS systems Intrusion Detection & Prevention Antivirus Protection Upgrade Hardware	<b>Application &amp; Modules</b> Install Service Patches for OS Upgrades Enhancements Fixes Improvements Development Testing Usage License Data & File Retention Standard Reporting	<b>Support</b> 7:00am – 7:00pm Central, Mon-Fri, excluding holidays, for authorized contact(s) Usability improvements Integrate new & upgraded services Proactive support for updates & fixes Training Resources, CivicPlus Connection access

Premium Package	First Year Investment	Annual License Fee
<b>Applicant Tracking Subscription</b> + Two (2) customized online applications + Job & Candidate Routing + Requisition Approval Workflow + Complimentary Indeed Integration + Job Alerts + Supplemental Questions & Base Minimum Qualifiers + Email Templating + Multiple User Roles (Permission Based) + Unlimited number of Admin Users + Unlimited number of Hiring Manager Users + Standard Reporting	\$6,587	\$6,587
<b>Applicant Tracking Implementation</b>	\$1,104	n/a
<b>Onsite Consulting:</b> Expert assistance to upgrade your tools and streamline your processes. Includes all applicable materials, consultant fees and travel expenses. Two days onsite.	\$2,000	n/a
<b>Web-based Training</b> – Custom dedicated training for organization employees via web-based conferencing. Onsite system training is available at an additional cost.	8 hours for each module	8 hours each year of renewal
<b>Webinars and Online Resources</b> – Online group training via video demo or webinar. Sessions include but are not limited to; new feature roll-out review, industry topics and user refreshers.	Included and unlimited	Included and unlimited
<b>Support</b> – Q&A, troubleshooting and user assistance	Included and unlimited	Included and unlimited
<b>Discount</b>	(\$816)	N/A
<b>Total</b>	<b>\$8,875</b>	<b>\$6,587</b>



## Subscription Terms & Conditions

### City Deliverable

1. Performance and payment under this SOW shall be subject to the terms & conditions of the Agreement by and between Margate, Florida ("City") and CivicPlus, to which this SOW #2 is hereby attached.
2. This SOW #2 shall remain in effect for an initial term of one year (12 months) ("the SOW #2 Initial Term") from signing. In the event that neither party gives 60 days' notice to terminate prior to the end of the initial or any subsequent renewal term, this Agreement will automatically renew for an additional 1-year Renewal Term.
3. Invoicing shall begin upon the date of signing of this SOW #2.
4. Renewal Term Annual Services shall be invoiced on the date of signature of relevant calendar years. Annual services, including but not limited to hosting, support and maintenance services, shall be subject to a 5% annual increase beginning in Year 3 of service.
5. Customer shall provide accurate, current and complete information on Customer's legal business name, address, email address, and phone number, and maintain and promptly update this information if it should change.
6. This Agreement and attached SOW #2 is not a sale of the CivicHR or its associated applications and modules. CivicPlus owns the CivicHR software and provides a right of use to the City during the period of this Agreement. Rights are non-transferable. Upon full and complete payment of submitted invoices for the Project Development and launch of the website, City will own the Customer Content. City will not own the CivicHR software or its associated applications and modules.
7. Customer shall comply with all applicable local, state, and federal laws, treaties, regulations, and conventions in connection with its use of the Service.

### Support

8. CivicPlus will provide unlimited telephone support Monday-Friday, 7:00 am – 7:00 pm (Central Time) excluding holidays, for authorized callers. City is responsible for providing CivicPlus with authorized caller contact updates.
9. Support includes providing technical support of the CivicHR software and technical maintenance of City's Career Portal website. Following initial setup, additional setup support may be contracted separately for an additional fee.
10. During the period of this agreement and subsequent annual renewals, CivicPlus warrants that it will, without additional charge to the City, take action to correct any problems or defects discovered in the CivicHR software and reported to CivicPlus by the City, such warranty to include ongoing maintenance upgrades and technical error correction.

### Marketing

11. City permits CivicPlus to include an example of the City's Career Portal page and a link to the City's website on the CivicPlus corporate website.
12. City will make a reasonable attempt to work with CivicPlus, if requested, to create a news item to be released in conjunction with their project Go-Live date. City will provide CivicPlus with contact information for local and regional media outlets. CivicPlus may use the press release in any marketing materials as desired throughout the term of this Agreement.



**Acceptance**

We, the undersigned, agreeing to the conditions specified in this document, understand and authorize the provision of services outlined in this Agreement.

**CONTRACTOR**

Tim Grant, Director of Sales

9th day of March, 2017

**CITY OF MARGATE**

\_\_\_\_\_  
Tommy Ruzzano, Mayor

\_\_\_\_ day of \_\_\_\_\_, 2017

\_\_\_\_\_  
Samuel A. May, Interim City Manager

\_\_\_\_ day of \_\_\_\_\_, 2017

ATTEST:

APPROVED AS TO FORM:

\_\_\_\_\_  
Joseph J. Kavanagh, City Clerk

\_\_\_\_ day of \_\_\_\_\_, 2017

\_\_\_\_\_  
Douglas R. Gonzales, City Attorney

\_\_\_\_ day of \_\_\_\_\_, 2017