

**FOURTH AMENDMENT TO MASTER CUSTOMER AGREEMENT**

This Fourth Amendment (“**Amendment**”) is made and entered on this \_\_\_\_ day of \_\_\_\_\_, 2022, between Rock Solid Technology, Inc. (“**Company**”) and the City of Gainesville, Florida (“**Customer**”), collectively referred to as the “**Parties**.”

WHEREAS, the Parties entered into a Master Customer Agreement dated March 31, 2020, First Amendment dated August 21, 2020, Second Amendment dated May 26, 2021,-and Third Amendment dated June 3, 2021, collectively, the “**Agreement**”; and

WHEREAS, the parties wish to amend the Agreement.

NOW, THEREFORE, the Parties agree to the following:

1. This Amendment shall become effective upon execution.
2. The Order Form that is hereby attached and incorporated as Exhibit A to this Amendment shall supersede and replace the Order Form that is incorporated in the original Agreement.
3. Except as modified by this Amendment, all terms and conditions of the original Agreement, as subsequently amended, shall remain in full force and effect.
4. This Amendment, together with the original Agreement as subsequently amended, constitutes the entire agreement between the Parties.

**ROCK SOLID TECHNOLOGY, INC.**

**CITY OF GAINESVILLE**

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Signature)

Tom Spengler, CEO

Cynthia W. Curry, Interim City Manager

Date: \_\_\_\_\_

Date: \_\_\_\_\_

Approved as to Form and Legality:

\_\_\_\_\_  
City Attorney

**ROCK SOLID TECHNOLOGY, INC. ORDER FORM**

<b>Customer:</b>	City of Gainesville, FL	<b>Order Effective Date:</b>	Effective date of MCA
<b>Dollar Values:</b>	All quoted in USD	<b>Term:</b>	5 Years

<b>Payment Terms:</b>	Net 30 Days	<b>Term Start Date:</b>	May 31, 2021
<b>Billing Cycle:</b>	Annual in advance	<b>Automatic Renewal:</b>	Yes
		<b>Annual Increase:</b>	5%

<b>SOFTWARE AS A SERVICE (SaaS) FEES</b>
--

Technology Fees	Quantity	Unit Price	Price per Month	Total per Year
Base Fee (Hosting Costs)	1	\$1999	\$1999	\$23,988
Power User 1-25 (Tier 1)	12	\$89	\$1,068	\$12,816
Power User 26-50 (Tier 2)	0	\$99	\$0	\$0
Power User 51-125 (Tier 3)	0	\$79	\$0	\$0
Power User Over 125 (Tier 4)	0	\$69	\$0	\$0
Additional Light User	0	\$15	\$0	\$0
Power BI User & Dashboards	1	\$0	\$0	\$0
OneLink with Service Requests	1	\$850	\$850	\$10,200
Topics and Channels Add On	1	\$600	\$600	\$7,200
CitizenServe Integration	1	\$1,500	\$1,500	\$18,000
Waste Services	1	\$1,260	\$1,260	\$15,120
<b>Total Annual SaaS Fees:</b>				<b>\$87,324</b>

*The first annual SaaS fees will be invoiced in the calendar month that the Project Start Date falls in*

*Additional users can be added at any time throughout the term. Charges for additional users will be invoiced the following month prorated until the end of the year based on the unit prices listed above*

The one-time total cost to cover the Project Scope of Work was \$52,650 and was paid in full by Customer in 2020. The one-time, fixed-fee total cost to cover the additional Project Scope of Work for Fourth Amendment is \$67,600 and will be invoiced immediately upon execution of Fourth Amendment.

One-time (Services) FEES			
Technology Fees	Quantity	Unit Price	One-time Total
Topics and Channels Add On	120	\$125.00	\$15,000
CitizenServe Integration	240	\$125.00	\$30,000
Follow Up Request From Qualtrics	104	\$125.00	\$13,000
Addition of Fields for Socrata	16	\$100.00	\$1,600
Implementation Services & Support	50	\$100.00	\$5,000
Waste Services	30	\$100.00	\$3,000
<b>Total One-time Fees:</b>			<b>\$67,600</b>

**TERMS AND CONDITIONS**

1. By signing this Order Form or submitting a purchase order or other ordering document to Company pursuant to this Order Form, Customer hereby orders from Rock Solid Technology, Inc. (“Company”) the Products and other goods or services described in this Order Form. All payments are non-cancelable and non-refundable. Any cancellation during the course of any subscription year shall not become effective until the end of that subscription year. If Company terminates this Order Form due to Customer’s non-payment, all unpaid Software as a Service (SaaS) fees for the remainder of the **subscription year Term** will be immediately due. Fees do not include any taxes, duties, or other governmental charges, all of which are Customer’s responsibility.