

# CITY OF EL PASO, TEXAS AGENDA SUMMARY FORM



**REVISED**

1:25 pm, Jun 16, 2026

**DEPARTMENT/COUNCIL OFFICE:** Information Technology

**AGENDA DATE:** June 23, 2026

**PUBLIC HEARING DATE:** Not Applicable

**CONTACT PERSON NAME:** Carolyn Patrick, Information Technology

**PHONE NUMBER:**(915) 212-1408

**2<sup>nd</sup> CONTACT PERSON NAME:** Claudia A. Garcia, Purchasing & Strategic Sourcing **PHONE NUMBER:**(915) 212-0043

**DISTRICT(S) AFFECTED:** All

## **AGENDA ITEM:**

Discussion and action on Agreement No. 2026-0393 with Accela Inc., to continue providing permitting, licensing, plan review, inspections, compliance monitoring, and code-enforcement software, along with any related products or services, as authorized each fiscal year through City Council's approval of the annual City budget.

## **ISSUE STATEMENT:**

City Council is asked to approve the award of a replacement contract directly with Accela, Inc. This contract will allow the use of Accela Subscription Services, Enhanced Reporting Database (ERD), and Managed Application Services (MAS), which support the City's existing Accela Civic Platform environment for permitting, licensing, inspections, compliance monitoring and code enforcement functions.

## **BACKGROUND:**

On March, 2008 the City entered into an agreement Accela, Inc. for an initial term of ten (10) years.

On April, 2019, Accela was awarded a sole source procurement, No. 2019-985, for a term of sixteen (16) months, which was subsequently renewed for a term of three (3) years.

Accela products and services have been acquired by the City through Carahsoft Technology Corporation since 2024 to date under the General Services Administration Cooperative program (GSA 47QSWA18D008F).

The City's Department of Information Technology has identified cost savings by reverting to a direct agreement with Accela.

This long-standing relationship reflects the City's continued investment in Accela products and solutions, which have consistently provided reliable support of the City's diverse and evolving information technology needs.

Contract Variance: The difference based in comparison to the yearly subscription service pricing is as follows: A decrease of \$213,630.52 which represents a 13.51% decrease due to:

1. The proposed direct pricing from the service provider is 13.51% lower than the pricing available through the cooperative purchasing program currently used for these services.

No protest received for this requirement.

## **COUNCIL OPTIONS:**

1. Award the contract as recommended;
2. Deny award if Council determines such action is in the best interest of the City;
3. Direct staff to re-solicit the procurement with revised evaluation criteria or policy direction, as permitted by law;  
or
4. Postpone action, pending additional information.

## **COMMITTEE REVIEW AND/OR RECOMMENDATION:**

This item was not reviewed by a City Council committee.

## **COMMUNITY AND STAKEHOLDER OUTREACH:**

Not Applicable

**RELATED POLICIES:**

1. Procurement Sourcing Policy

**PRIOR COUNCIL ACTION:**

Not Applicable

**LEGAL REVIEW:**

- Legal counsel reviewed as part of the Council packet
- Legal counsel reviewed in advance of packet as individual item

**AMOUNT AND SOURCE OF FUNDING:**

Amount: N/A

Funding Source: General Fund

**REPORTING OF CONTRIBUTION OR DONATION TO CITY COUNCIL:**

Report any contributions or donations to City Council of an accumulated total of \$500 or more. Report the name of the elected official and the amount.

<b>NAME</b>	<b>AMOUNT (\$)</b>
Form was provided to the applicant	N/A

**ATTACHMENTS:**

1. Sole Source Letter
2. Sole Source Affidavit
3. Subscription Service Agreement
4. Resolution

**FOR MORE INFORMATION:**

Melissa Avila	915-212-1407	<a href="mailto:avilam1@elpasotexas.gov">avilam1@elpasotexas.gov</a>
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April 28, 2026

Nicole S. Valerio  
City of El Paso  
Information Technology Services  
218 N. Campbell  
El Paso, TX 79901

Re: Sole Source Status

Dear Customer:

Please allow me to offer the following information to clarify the source status of Accela, Inc.'s ("Accela") products and services. Accela, as owner and software manufacturer of Accela software products and services, is the sole source provider of technical support and maintenance for all Accela software products and services licensed to the City of El Paso, including Accela Multi Solution SaaS User (Building, Environmental Health, Service Request Management), Enhanced Reporting Database, Managed Application Services, and others. No third-party vendor, company, or entity is authorized to develop new features for, provide development services for, or to maintain these products and services.

If you have any questions or concerns, please contact Madina Sharifi via email at [msharifi@accela.com](mailto:msharifi@accela.com).

Sincerely,

*Michael E. Gigliello*

Michael E. Gigliello  
Controller



# PURCHASING & STRATEGIC SOURCING DEPARTMENT

## SOLE SOURCE AFFIDAVIT

THIS IS AN OFFICIAL PURCHASING DOCUMENT-RETAIN WITH PURCHASE ORDER FILE

Michael E Gigliello

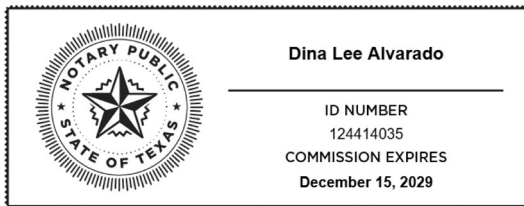
Before me, the undersigned official, on this day, personally appeared a person known to me to be the person whose signature appears below, whom after being duly sworn upon his/her oath deposed and said:

1. My name is Michael E Gigliello. I am over the age of 18, have never been of a convicted crime and am competent to make this affidavit.
2. I am an authorized representative of the following company or firm: Accela, Inc.
3. The above named company or firm is the sole source for the following item(s), product(s) or service(s):  
Accela Multi Solution SaaS User (Building, Environmental Health, Service Request Management),  
Enhanced Reporting Database, Managed Application Services, and others.
4. Competition in providing the above named item(s) product(s), service(s) is precluded by the existence of a patent, copyright, secret process or monopoly as stated under Section 252.022, Subchapter A of the Local Governmental Code 7A or as provided for under 7B-F of the same section. Also, attached hereto is a sole source letter, which sets forth the reasons why this Vendor is a sole source provider (dated and signed).
5. There is/are no other like item(s) or product(s) available for purchase that would serve the same purpose or function.
6. **Note: This Vendor understands that by providing false information on this Sole Source Affidavit, it may be considered a non-responsible Vendor on this and future purchases and may result in discontinuation of any/all business with the City of El Paso.**

*Michael E Gigliello*

Signature

SUBSCRIBED AND SWORN to before me on this 28th day of April 2026



*Dina Lee Alvarado*

NOTARY PUBLIC  
Dina Lee Alvarado State of Texas  
PRINTED NAME County of Dallas  
12/15/2029  
MY COMMISSION EXPIRES

Electronically signed and notarized online using the Proof platform.

COMPANY NAME: Accela, Inc.  
 ADDRESS, CITY, STATE & ZIP CODE: 9110 Alcosta Blvd, Ste H #3030, San Ramon, CA 94583  
 PHONE: 925-659-3275 FAX NUMBER: \_\_\_\_\_  
 CONTACT NAME AND TITLE: Kristine Nelson, Renewal Account Manager  
 WEB ADDRESS: \_\_\_\_\_ EMAIL: knelson@accela.com  
 FEDERAL TAX ID NUMBER: 94-276-7678 TEXAS SALES TAX NUMBER: \_\_\_\_\_

**DESCRIPTION OF ATTACHED DOCUMENT**

Title or Type of Document: Certificate of Acknowledgement

Document Date: 04/28/2026

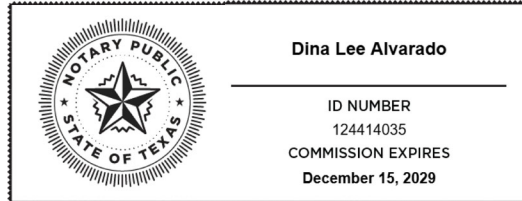
Number of Pages (including notarial certificate): 2

State of Texas

County of Dallas

This instrument was acknowledged before me by means of an interactive two-way audio and video communication on 04/28/2026 by Michael E Gigliello.

*Dina Lee Alvarado*



## RESOLUTION

**WHEREAS**, the City of El Paso (City) currently uses government software provided by Accela, Inc. (Accela) for permitting, licensing, plan review, inspections, compliance monitoring and code enforcement functions; and

**WHEREAS**, on or about March, 2008 the City entered into an agreement Accela, Inc. for an initial term of ten (10) years; and

**WHEREAS**, on or about April, 2019 Accela was awarded a sole source procurement, No. 2019-985, for a term of sixteen (16) months; and

**WHEREAS** the agreement No. 2019-985 was subsequently renewed for a term of three (3) years; and

**WHEREAS**, Accela products and services have been acquired by the City through Carahsoft Technology Corporation since 2024 to date; and

**WHEREAS**, the City's Department of Information Technology have identified cost savings by reverting to a direct agreement with Accela (No. 2026-0393); and

**WHEREAS**, the City's Department of Information Technology acknowledges that continuing its relationship with Accela will allow the City to best leverage prior years of investment and implementation of software solutions; and

**WHEREAS**, the City's Department of Information Technology desires to continue utilizing Accela software, along with any related products or services, for permitting, licensing, plan review, inspections, compliance monitoring and code enforcement functions; and

**WHEREAS**, the City will continue to align its use of Accela products and services with the annual City budget process, whereby the projected usage of Accela software solutions is reviewed, updated, and authorized by the City Council of the City of El Paso through approval of the applicable fiscal year budget resolution and its associated schedules; and

**WHEREAS**, the City will maintain access to Accela's current and future services and products to continue to build upon its long-term investment in Accela's technologies;

### **NOW, THEREFORE, IT IS RESOVLED THAT:**

1. The recitals contained in this Resolution regarding Agreement No. 2026-0393, Accela Inc, are hereby found to be true and correct and are incorporated herein by reference.
2. That all expenditures stemming from contractual obligations for Fiscal Year 2026 (FY26) with Accela, which are required to meet the City's IT needs, are approved through FY26;
3. The City Attorney's Office review and that the Purchasing Director is authorized to execute any related necessary documents during the life of the Agreement;

4. That future fiscal year expenditures with Accela will be governed by City Council's approval of the annual City budget, specifically projections and updates by the Department of Information Technology, which shall be incorporated in Schedule E of the City's annual Budget Resolution;
5. That the City Manager or designee be authorized to execute any documents and budget transfers required to effectuate the intent of this Resolution.

**APPROVED** this day \_\_\_\_ of \_\_\_\_\_, 2026.


**THE CITY OF EL PASO**

\_\_\_\_\_  
Renard U. Johnson, Mayor

**ATTEST:**

\_\_\_\_\_  
Laura D. Prine, City Clerk

**APPROVED AS TO FORM:**

  
\_\_\_\_\_  
Juan S. Gonzalez  
Senior Assistant City Attorney

**APPROVED AS TO CONTENT:**

  
\_\_\_\_\_  
Carolyn Patrick, Deputy Chief Information Officer  
Information Technology

  
\_\_\_\_\_  
Claudia A. Garcia, Director  
Purchasing & Strategic Sourcing Department

## ACCELA SUBSCRIPTION SERVICES AGREEMENT

This Accela Subscription Services Agreement (this "**Agreement**") is entered into as of the date of the applicable Order, as defined below, that incorporates these terms (the "**Effective Date**") by and between Accela, Inc. and the entity identified in such Order ("**Customer**").

### 1. DEFINITIONS.

1.1 "**Accela System**" means the information technology infrastructure used by or on behalf of Accela in performing the Subscriptions Services, including all computers, software (including but not limited to Accela Software), hardware, databases, electronic systems (including database management systems), and networks, whether operated directly by Accela or its third party suppliers.

1.2 "**Aggregate Data**" means data and information related to Customer's use of the Subscription Services, including anonymized analysis of all data processed in the Subscription Services, that is used by Accela in an aggregate and anonymized manner, including compiling statistical and performance information related to the provision and operation of the Services.

1.3 "**Authorized User**" means one named employee, contractor, or agent of Customer (each identified by a unique email address) for whom Customer has purchased a subscription to the Subscription Services and who is authorized by Customer to access and use the Services under the rights granted to Customer pursuant to this Agreement.

1.4 "**Consulting Services**" means packaged or time and materials consulting, review, training, or other services (but excluding Subscription and Support Services) delivered by Accela to Customer pursuant to an Order. The current Consulting Services Policy is available at [www.accela.com/terms/](http://www.accela.com/terms/).

1.5 "**Customer Data**" means the content, materials, and data that Customer, Authorized Users, and External Users enter into the Subscription Services. Customer Data does not include any component of the Subscription Services, material provided by or on behalf of Accela, or Aggregate Data.

1.6 "**Documentation**" means the then-current technical and functional user documentation in any form made generally available by Accela for the Subscription Services.

1.7 "**External Users**" means third party users of the Subscription Services that access the public-facing interfaces of the Subscription Services to submit queries and requests to facilitate communications between such third party and Customer.

1.8 "**Intellectual Property Rights**" means any patent rights (including, without limitation, patent applications and disclosures), copyrights, trade secrets, know-how, and any other intellectual property rights, in all cases whether or not registered or registrable and recognized in any country or jurisdiction in the world.

1.9 "**Order**" means an Accela order form or other mutually acceptable document fully executed between Customer and Accela that incorporates this Agreement.

1.10 "**Service Availability Policy**" means the Service Availability and Security Policy located at [www.accela.com/terms/](http://www.accela.com/terms/).

1.11 "**Subscription Services**" means the civic administration services, comprised of the Accela System, Software, and Support Services, to which Customer may license access to in accordance with the terms herein.

1.12 "**Software**" means any licensed software (including client software for Authorized Users' devices) and Documentation that Accela uses or makes available as part of the Subscription Services.

1.13 “**Support Services**” means those technical and help services provided by Accela in accordance with the Software Support Services Policies (SaaS) located at [www.accela.com/terms/](http://www.accela.com/terms/).

1.14 “**Subscription Period**” means the duration of Customer’s authorized use of the Subscription Services as designated in the Order.

## 2. USAGE AND ACCESS RIGHTS.

2.1 Right to Access. Subject to the terms and conditions of this Agreement, Accela hereby grants to Customer a limited, non-exclusive, non-transferable right and license during the Subscription Period, to permit: (i) Authorized Users to access and use the internal and administrative interfaces of the Subscription Services in accordance with the Documentation to support Customer’s internal business purposes and (ii) its External Users the ability to access and use the publicly available interfaces to submit requests and information to Customer. Each instance of the Subscription Service shall be provisioned with the amount of storage set forth in the Order and additional storage may be purchased at the then-current rates.

2.2 Support Services & Service Availability. During the Subscription Period, Accela shall provide to Customer the Support Services specified in the Order and shall make all commercially reasonable efforts to attain the service levels specified in the applicable policies. The remedies set forth in the Software Support Services Policies (SaaS) and Service Availability and Security Policy are the sole and exclusive remedies for any breach of the service levels. Customer grants Accela a royalty-free, worldwide, transferable, sub- licensable, irrevocable, perpetual license to use or incorporate into its software or services any suggestions or other feedback provided by Customer or Authorized Users relating to the operation or features of the Subscription Services.

2.3 Purchasing Consulting Services. Customer may purchase Consulting Services from Accela by executing an Order for such services. All prices are exclusive of travel and expenses, which will be invoiced at actual cost, without markup, and will comply with the Consulting Services Policy located at [www.accela.com/terms/](http://www.accela.com/terms/) or as otherwise agreed in the applicable Order. If applicable, one Consulting Services day shall be equal to eight (8) hours.

2.4 Restrictions on Use. Customer shall not, and shall not permit others to: (i) use or access the Subscription Services in any manner except as expressly permitted by the Agreement, including but not limited to, in a manner that circumvents contractual usage restrictions set forth in this Agreement; (ii) license, sub-license, sell, re-sell, rent, lease, transfer, distribute, time share or otherwise make any portion of the Subscription Services available for access by third parties except as otherwise expressly provided herein; (iii) use the Subscription Service in a way that: (a) violates or infringes upon the rights of a third party; or (b) stores or transmits libelous, tortious, or otherwise unlawful material or malicious code or viruses; (iv) create derivative works, reverse engineer, decompile, disassemble, copy, or otherwise attempt to derive source code or other trade secrets from or about any of the Subscription Services (except to and only to the extent such rights are proscribed by law); (v) interfere with or disrupt the security, integrity, operation, or performance of the Subscription Services; (vi) access, use, or provide access or use to the Subscription Services or Documentation for the purposes of competitive analysis or the development, provision, or use of a competing software, SaaS or product or any other purpose that is to Accela’s detriment or commercial disadvantage; (vii) provide access to the Subscription Services to competitors of Accela; (viii) access or use components of the Subscription Service not licensed by Customer; (ix) use or allow the use of the Subscription Services by anyone located in, under the control of, or that is a national or resident of a U.S. embargoed country or territory or by a prohibited end user under Export Control Laws (as defined in Section 12.3, Compliance with Laws); (x) remove, delete, alter or obscure any trademarks, Documentation, warranties, or disclaimers, or any copyright, trademark, patent or other intellectual property or proprietary rights notices from any Subscription Services; or (xi) access or use the Subscription Services in, or in association with, the design, construction, maintenance, or operation of any hazardous environments, systems or applications, any safety

response systems or other safety-critical applications, or any other use or application in which the use or failure of the Subscription Services could lead to personal injury or severe physical or property damage.

2.5 Ownership. Accela retains all Intellectual Property Rights, including all rights, title and license to the Subscription Service, Software, Accela System, Support Services, Consulting Services, and Aggregate Data, any related work product of the foregoing and all derivative works thereof by whomever produced; provided however, that to the extent such materials are delivered to Customer as part of the Subscription Services, Consulting Services or Support Services then Customer shall receive a limited license consistent with the terms of Section 2 to use such materials during the Subscription Period.

2.6 Customer's Responsibilities. Customer will: (i) be responsible for meeting Accela's applicable minimum system requirements for use of the Subscription Services set forth in the Documentation; (ii) be responsible for Authorized Users' compliance with this Agreement and for any other activity (whether or not authorized by Customer) occurring under Customer's account; (iii) be solely responsible for the accuracy, quality, integrity and legality of Customer Data; (iv) use commercially reasonable efforts to prevent unauthorized access to or use of the Subscription Services and Customer Data under its account, and notify Accela promptly of any such unauthorized access or use; (v) use the Subscription Services only in accordance with the applicable Documentation, laws and government regulations; and (vi) pay its Subscription fees in full for the Subscription Period.

### 3. PAYMENT TERMS.

3.1 Purchases Directly from Accela. Except as otherwise set forth in an Order, Subscription fees will be invoiced annually in advance throughout the Subscription Period, and such fees shall be due and payable on the first day of each annual period. At the end of each Subscription Period, the Customer will receive a renewal Order for the renewal Subscription Period, and such renewal fees will be due and payable on the first day of the renewal Subscription Period. Thereafter, Subscription fees for the renewal Subscription Period will be invoiced annually in advance throughout the Subscription Period, and such fees shall be due and payable on the first day of each annual period. All other invoices shall be due and payable net thirty (30) from the date of the applicable invoice. All amounts payable to Accela under this Agreement shall be paid by Customer in full without any setoff, deduction, debit, or withholding for any reason. Any late payments shall be subject to an additional charge of the lesser of 1.5% per month or the maximum permitted by law. All Subscription Services fees are exclusive of any taxes, levies, duties, withholding or similar governmental assessments of any nature (collectively, "**Taxes**"). If any such Taxes are owed or payable for such transactions, they shall be paid separately by Customer without set-off to the fees due Accela.

3.2 Purchases from Authorized Resellers. In the event that Customer has purchased any products or services through a reseller, subject to these terms, any separate payment arrangements and terms shall be exclusively through such reseller and Accela is not a party to such transactions. Accela's sole obligations are set forth herein and Customer acknowledges that its rights hereunder may be terminated for non-payment to such third party.

4. **CONFIDENTIALITY.** As used herein, "**Confidential Information**" means all confidential information disclosed by a one party to this Agreement to the other party of this Agreement whether orally or in writing, that is designated as confidential or that reasonably should be understood to be confidential given the nature of the information and the circumstances of disclosure. However, Confidential Information will not include any information that: (i) is or becomes generally known to the public without breach of any obligation owed to the disclosing party; (ii) was known to the receiving party prior to its disclosure without breach of any obligation owed to the disclosing party; (iii) is received without restriction from a third party without breach of any obligation owed to the disclosing party; or (iv) was independently developed by the receiving party without the use of the disclosing party's Confidential Information. Each party will use the same degree of care that it uses to protect the confidentiality of its own confidential information of like kind (but in no event less than reasonable care) not to disclose or use any Confidential Information except as permitted herein, and will limit access to Confidential Information to those of

its employees, contractors and agents who need such access for purposes consistent with this Agreement and who are bound to protect such Confidential Information consistent with this Agreement. The receiving party may disclose Confidential Information if it is compelled by law to do so, provided the receiving party gives the disclosing party prior notice of such compelled disclosure (to the extent legally permitted) and reasonable assistance, at the disclosing party's request and cost, to contest, limit, or protect the disclosure.

## 5. CUSTOMER DATA.

5.1 Ownership. Customer reserves all its rights, title, and interest in and to the Customer Data. No rights are granted to Accela hereunder with respect to the Customer Data, except as otherwise set forth explicitly in Section 5.

5.2 Usage. Customer shall be responsible for Customer Data, as defined above, and as entered into, applied in, or used in the Subscription Services. Customer acknowledges that Accela generally does not have access to Customer Data as it is entered into the Subscription Services and Accela cannot retrieve lost Customer Data. Customer grants to Accela the non-exclusive right to process Customer Data (including personal data) for the sole purpose of and only to the extent necessary for Accela: (i) to provide the Subscription Services; (ii) to verify Customer's compliance with the restrictions set forth in Section 2.4 (Restrictions on Use) if Accela has a reasonable belief of Customer's non-compliance; and (iii) as otherwise set forth in this Agreement. Accela may utilize the information concerning Customer's use of the Subscription Services (excluding any use of Customer's Confidential Information) to improve Subscription Services, to provide Customer with reports on its use of the Subscription Services, and to compile aggregate statistics and usage patterns by customers using the Subscription Services.

5.3 Use of Aggregate Data. Customer agrees that Accela may collect, use, and disclose Aggregate Data, as defined above, derived from the use of the Subscription Services for industry analysis, benchmarking, analytics, marketing, and other business purposes. All Aggregate Data collected, used, and disclosed will be in aggregate form only and will not identify Customer, its Authorized Users or any third parties utilizing the Subscription Services.

## 6. WARRANTIES AND DISCLAIMERS.

6.1 Subscription Services Warranty. During the Subscription Period, Accela warrants that Subscription Services shall perform materially in accordance with the applicable Documentation. As Customer's sole and exclusive remedy and Accela's entire liability for any breach of the foregoing warranty, Accela will use commercially reasonable efforts to: (a) repair the Subscription Services in question; (b) replace the Subscription Services in question with those of substantially similar functionality; or (c), after making all commercially reasonable attempts to do the foregoing, terminate the applicable Subscription Services and refund all unused, prepaid fees paid by Customer for such non-compliant Subscription Services.

6.2 Consulting Services Warranty. For ninety (90) days from the applicable delivery, Accela warrants that Consulting Services shall be performed in a professional and workmanlike manner. As Customer's sole and exclusive remedy and Accela's entire liability for any breach of the foregoing warranty, Accela will use commercially reasonable efforts to (a) re-perform the Consulting Services in a compliant manner; or, after making all commercially reasonable attempts to do the foregoing, (b) refund the fees paid for the non-compliant Consulting Services.

6.3 Disclaimers. EXCEPT AS EXPRESSLY PROVIDED HEREIN, ACCELA MAKES NO WARRANTY OF ANY KIND, WHETHER EXPRESS, IMPLIED, STATUTORY OR OTHERWISE, AND SPECIFICALLY DISCLAIMS ALL IMPLIED WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY, SECURITY, FITNESS FOR A PARTICULAR PURPOSE OR NON-INFRINGEMENT, TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW.

6.4 Cannabis-Related Activities. If Customer purchases any Subscription Services for use with any cannabis-related activities, the following additional disclaimers shall apply: Accela is considered a software service provider

to its customers and not a cannabis related business or agent thereof. In addition to the foregoing, Accela only retains Subscription Services fees of this Agreement from its Customer for general software services, a state or local government agency, and does not retain these fees from any type of External Users. It is the sole responsibility of the Customer to offer state law compliant services, which may be coordinated and facilitated through the use of the Subscription Services. Accela makes no representations, promises, or warranties with respect to the legality, suitability, or otherwise regarding any third party provider, including partners, and have no responsibility or liability with respect to services provided to Customer by such third parties.

7. **INDEMNIFICATION.** Accela will defend (or at Accela's option, settle) any third party claim, suit or action brought against Customer to the extent that it is based upon a claim that the Subscription Services, as furnished by Accela hereunder, infringes or misappropriates the Intellectual Property Rights of any third party, and will pay any costs, damages and reasonable attorneys' fees attributable to such claim that are finally awarded against Customer, provided that Customer provides: (a) Accela notice of such claim as soon practical and in no event later than would reasonably permit Accela to respond to such claim, (b) reasonable cooperation to Accela, at Accela's expense, in the defense and/or settlement of such claim and (c) Accela the sole and exclusive control of the defense, litigation and settlement of such claim. In the event that Accela reasonably believes, in its sole discretion, that such claim may prevail or that the usage of the Subscription Services may be joined, Accela may seek to: (a) modify the Subscription Services such that it will be non-infringing (provided such modification does not materially reduce the functionality or performance of Customer's installed instance); (b) replace the Subscription Services with a service that is non-infringing and provides substantially similar functionality and performance; or, if the first two options are not commercially practicable, (c) terminate the remainder of the Subscription Period and refund any, pre-paid, unused fees received by Accela. Accela will have no liability under this Section 7 to the extent any claims arise from (i) any combination of the Subscription Services with products, services, methods of a third party; (ii) a modification of the Subscription Services that were either implemented by anyone other than Accela or implemented by Accela in accordance with Customer specifications; (iii) any use of the Subscription Services in a manner that violates this Agreement or the instructions given to Customer by Accela; (iv) a version of the Subscription Services other than the current, fully patched version, provided such updated version would have avoided the infringement; or (v) Customer's breach of this Agreement. THIS SECTION 7 STATES THE ENTIRE OBLIGATION OF ACCELA AND ITS LICENSORS WITH RESPECT TO ANY ALLEGED OR ACTUAL INFRINGEMENT OR MISAPPROPRIATION OF INTELLECTUAL PROPERTY RIGHTS RELATED TO THIS AGREEMENT.

8. **LIMITATION OF LIABILITY.** SUBJECT TO APPLICABLE TEXAS LAW, EXCEPT FOR LIABILITY ARISING OUT OF EITHER PARTY'S LIABILITY FOR DEATH OR PERSONAL INJURY, OR CUSTOMER'S BREACH OF SECTION 2, NEITHER PARTY'S AGGREGATE LIABILITY FOR DAMAGES ARISING OUT OF OR IN CONNECTION WITH THIS AGREEMENT OR FROM THE USE OF OR INABILITY TO USE THE SERVICE, WHETHER IN CONTRACT, TORT OR UNDER ANY OTHER THEORY OF LIABILITY, SHALL EXCEED THE TOTAL AMOUNT PAID BY CUSTOMER HEREUNDER IN THE TWELVE (12) MONTH PERIOD IMMEDIATELY PRECEDING THE INCIDENT. EXCEPT FOR LIABILITY ARISING OUT OF CUSTOMER'S BREACH OF SECTION 2, OR EITHER PARTY'S LIABILITY FOR DEATH OR PERSONAL INJURY, IN NO EVENT SHALL EITHER PARTY OR ANY OTHER PERSON OR ENTITY INVOLVED IN CREATING, PRODUCING OR DELIVERING THE SERVICE BE LIABLE FOR ANY INCIDENTAL, SPECIAL, EXEMPLARY OR CONSEQUENTIAL DAMAGES, INCLUDING LOST PROFITS, LOSS OF DATA OR LOSS OF GOODWILL, SERVICE INTERRUPTION, COMPUTER DAMAGE OR SYSTEM FAILURE OR THE COST OF SUBSTITUTE PRODUCTS OR SERVICES, ARISING OUT OF OR IN CONNECTION WITH THIS AGREEMENT OR FROM THE USE OF OR INABILITY TO USE THE SUBSCRIPTION SERVICES, WHETHER BASED ON WARRANTY, CONTRACT, TORT (INCLUDING NEGLIGENCE), PRODUCT LIABILITY OR ANY OTHER LEGAL THEORY. THE FOREGOING EXCLUSIONS APPLY WHETHER OR NOT A PARTY HAS BEEN INFORMED OF THE POSSIBILITY OF SUCH DAMAGE, AND EVEN IF A LIMITED REMEDY SET FORTH HEREIN IS FOUND TO HAVE FAILED OF ITS ESSENTIAL PURPOSE.

9. **SECURITY.** Accela has implemented commercially viable and reasonable information security processes, policies, and technology safeguards to protect the confidentiality and integrity of Customer Data, personal data protect against reasonably anticipated threats. Customer acknowledges that, notwithstanding security features of

the Subscription Services, no product, hardware, software or service can provide a completely secure mechanism of electronic transmission or communication and that there are persons and entities, including enterprises, governments and quasi- governmental actors, as well as technologies, that may attempt to breach any electronic security measure. Subject only to its limited warranty obligations set forth in Section 6, Accela will have no liability for any such security breach. Customer further acknowledges that the Subscription Services is not guaranteed to operate without interruptions, failures, or errors. If Customer or Authorized Users use the Subscription Services in any application or environment where failure could cause personal injury, loss of life, or other substantial harm, Customer assumes any associated risks and will indemnify Accela and hold it harmless against those risks.

10. **THIRD PARTY SERVICES.** Customer may choose to obtain a product or service from a third party that is not directly produced by Accela as a component of the Subscription Services ("**Third Party Services**"), and this may include third party products resold by Accela. Accela assumes no responsibility for, and specifically disclaims any liability, warranty or obligation with respect to, any Third Party Services or the performance of the Subscription Services (including Accela's service level commitment) when the Subscription Services are used in combination with or integrated with Third Party Services.

## 11. **TERM AND TERMINATION.**

11.1 **Agreement Term.** This Agreement shall become effective on the Effective Date and shall continue in full force and effect until the expiration of the Subscription Periods set forth in an applicable Order governed by the Agreement.

11.2 **Subscription Periods & Renewals.** Subscription Periods begin as specified in the applicable Order and, unless terminated earlier in accordance with this Agreement, continue for the full Subscription Period specified therein. Except as otherwise specified in the applicable Order, (a) all Subscription Services will automatically renew for additional Subscription Periods equal to the expiring Subscription Period, unless either party gives the other at least sixty (60) days' notice of non-renewal before the end of the relevant Subscription Period and (b), Orders may only be cancelled or terminated early in accordance with Section 11.3. Subscription Services renewals may be subject to an annual increase, for which Accela shall provide Customer notice prior to the renewal of the Subscription Period. In the event of any non-renewal or other termination, Customer's right to use the Subscription Services will terminate at the end of the relevant Subscription Period.

11.3 **Termination or Suspension for Cause.** A party may terminate this Agreement and Subscription Services license granted hereunder for cause upon thirty (30) days' written notice to the other party of a material breach if such breach remains uncured at the expiration of such thirty (30) day period. Either party may terminate immediately if the other party files for bankruptcy or becomes insolvent. Accela may, at its sole option, suspend Customer's or any Authorized User's access to the Subscription Services, or any portion thereof, immediately if Accela: (i) suspects that any person other than Customer or an Authorized User is using or attempting to use Customer Data; (ii) suspects that Customer or an Authorized User is using the Subscription Services in a way that violates this Agreement and could expose Accela or any other entity to harm or legal liability; (iii) is or reasonably believes it is required to do so by law or court order or; (iv) Customer's payment obligations are more than ninety (90) days past due, provided that Accela has provided at least thirty (30) days' notice of such suspension for delinquent payment. Should Customer terminate this Agreement for cause, Accela will refund a pro-rata portion of unused, pre-paid fees for the non-compliant Services.

11.4 **Effect of Termination.** If this Agreement expires or is terminated for any reason: (i) within thirty (30) calendar days following the end of Customer's final Subscription Period, upon Customer's request, Accela will provide Customer Data and associated documents in a database dump file; provided that Customer pays (a) all costs of and associated with such copying, as calculated at Accela's then-current time-and-materials rates, and (b) any and all unpaid amounts due to Accela; (ii) licenses and use rights granted to Customer with respect to Subscription Services and intellectual property will immediately terminate; and (iii) Accela's obligation to provide any further

services to Customer under this Agreement will immediately terminate, except as mutually agreed between the parties. If the Subscription Services are nearing expiration date or are otherwise terminated, Accela will initiate its data retention processes, including the deletion of Customer Data from systems directly controlled by Accela. Accela's current Data Storage Policy can be accessed [www.accela.com/terms/](http://www.accela.com/terms/).

11.5 Survival. Sections 2.5 (Ownership), 4 (Confidentiality), 6.3 (Disclaimer), 8 (Limitation of Liability), 11.4 (Effect of Termination), 11.5 (Surviving Provisions), and 12 (General Provisions) will survive any termination or expiration of this Agreement.

## 12. GENERAL.

12.1 Notice. Except as otherwise specified in this Agreement, all notices, permissions, and approvals hereunder will be in writing and will be deemed to have been given upon: (i) personal delivery; (ii) three days after sending registered, return receipt requested, post or; (iii) one day after sending by commercial overnight carrier. Notices will be sent to the address specified by the recipient in writing when entering into this Agreement or establishing Customer's account for the Subscription Services.

12.2 Governing Law and Jurisdiction. This Agreement and any action related thereto will be governed by the laws of the State of Texas without regard to its conflict of laws provisions. The exclusive jurisdiction and venue of any action related to the subject matter of this Agreement will be the state and federal courts located in the Western District of Texas and each of the parties hereto waives any objection to jurisdiction and venue in such courts.

12.3 Compliance with Laws. Each party will comply with all applicable laws and regulations with respect to its activities under this Agreement including, but not limited to, export laws and regulations of the United States and other applicable jurisdictions. Further, in connection with the services performed under this Agreement and Customer's use of the Subscription Services, the parties agree to comply with all applicable anti-corruption and anti-bribery laws, statutes, and regulations.

12.4 Assignment. Customer may not assign or transfer this Agreement, whether by operation of law or otherwise, without the prior written consent of Accela, which shall not be unreasonably withheld. Any attempted assignment or transfer, without such consent, will be null and void. Subject to the foregoing, this Agreement will bind and inure to the benefit of the parties, their respective successors and permitted assigns.

12.5 Publicity. Notwithstanding anything to the contrary, each party will have the right to publicly announce the existence of the business relationship between parties without disclosing the specific terms of the Agreement.

12.6 Miscellaneous. No failure or delay by either party in exercising any right under this Agreement will constitute a waiver of that right. Other than as expressly stated herein, the remedies provided herein are in addition to, and not exclusive of, any other remedies of a party at law or in equity. If any provision of this Agreement is held by a court of competent jurisdiction to be contrary to law, the provision will be modified by the court and interpreted so as best to accomplish the objectives of the original provision to the fullest extent permitted by law, and the remaining provisions of this Agreement will remain in effect. Accela will not be liable for any delay or failure to perform under this Agreement to the extent such delay or failure results from circumstances or causes beyond the reasonable control of Accela. This Agreement does not create a partnership, franchise, joint venture, agency, fiduciary or similar relationship between the parties. This Agreement, including any attachments hereto as mutually agreed upon by the parties, constitute the entire agreement between the parties concerning its subject matter and it supersedes all prior communications, agreements, proposals, or representations, written or oral, concerning its subject matter. No modification, amendment, or waiver of any provision of this Agreement will be effective unless in writing and signed by a duly authorized representative of each party against whom the modification, amendment or waiver is to be asserted. Notwithstanding any language to the contrary, no additional or conflicting terms or conditions stated in any of Customer's purchase order documentation or otherwise will be incorporated into or form any part of this Agreement, and all such terms or conditions shall be null and void.



In WITNESS WHERE OF, the parties have indicated their acceptance of the terms of this Agreement by their signatures below.

ACCELA, INC.

CUSTOMER: \_\_\_\_\_

Signed by:  
Signature: Michael E Gigliello  
73668EE8EB274C8...

Signature: \_\_\_\_\_

Name: Michael E Gigliello

Name: \_\_\_\_\_

Title: Controller

Title: \_\_\_\_\_

Date: Jun-09-2026

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

APPROVED AS TO FORM:

\_\_\_\_\_  
Juan S. Gonzalez  
Senior Assistant City Attorney



Proposed by: Kristine Nelson  
 Contact Phone: 212.430.4767  
 Contact Email: knelson@accela.com  
 Quote ID: Q-39680  
 Valid Through: 4/30/2026  
 Currency: USD

9110 Alcosta Blvd, Suite H #3030  
 San Ramon, CA, 94583

## Renewal Order Form

### Address Information

#### Bill To:

City of El Paso TX  
 7968 San Paulo Drive  
 El Paso, Texas, 79907  
 United States

#### Ship To:

City of El Paso TX  
 7968 San Paulo Drive  
 El Paso, Texas 79907  
 United States

Billing Name: Carolyn Patrick  
 Billing Phone: 915-212-2000  
 Billing Email: patrickc@elpasotexas.gov

Services	Year	Start Date	End Date	Term (Months)	Price	Qty	Net Total
Multi Solution User	Year 1	06/30/2026	06/29/2027	12	\$2,330.47	444	\$1,034,730.28
> Accela Building - SaaS	Year 1	06/30/2026	06/29/2027	12	\$0.00	444	\$0.00
> Accela Environmental Health - SaaS	Year 1	06/30/2026	06/29/2027	12	\$0.00	444	\$0.00
> Accela Service Request Management - SaaS	Year 1	06/30/2026	06/29/2027	12	\$0.00	444	\$0.00
Enhanced Reporting Database (ERD)	Year 1	06/30/2026	06/29/2027	12	\$103,473.03	1	\$103,473.03
Velosimo Connector (3rd Party Service)	Year 1	06/30/2026	06/29/2027	12	\$11,585.03	1	\$11,585.03
<b>TOTAL:</b>							\$1,149,788.34

Services	Year	Start Date	End Date	Term (Months)	Price	Qty	Net Total
Multi Solution User	Year 2	06/30/2027	06/29/2028	12	\$2,423.69	444	\$1,076,119.49
> Accela Building - SaaS	Year 2	06/30/2027	06/29/2028	12	\$0.00	444	\$0.00
> Accela Environmental Health - SaaS	Year 2	06/30/2027	06/29/2028	12	\$0.00	444	\$0.00
> Accela Service Request Management - SaaS	Year 2	06/30/2027	06/29/2028	12	\$0.00	444	\$0.00
Enhanced Reporting Database (ERD)	Year 2	06/30/2027	06/29/2028	12	\$107,611.95	1	\$107,611.95
Velosimo Connector (3rd Party Service)	Year 2	06/30/2027	06/29/2028	12	\$12,048.43	1	\$12,048.43
<b>TOTAL:</b>							\$1,195,779.87

Services	Year	Start Date	End Date	Term (Months)	Price	Qty	Net Total
Multi Solution User	Year 3	06/30/2028	06/29/2029	12	\$2,520.64	444	\$1,119,164.27
> Accela Building - SaaS	Year 3	06/30/2028	06/29/2029	12	\$0.00	444	\$0.00
> Accela Environmental Health - SaaS	Year 3	06/30/2028	06/29/2029	12	\$0.00	444	\$0.00
> Accela Service Request Management - SaaS	Year 3	06/30/2028	06/29/2029	12	\$0.00	444	\$0.00
Enhanced Reporting Database (ERD)	Year 3	06/30/2028	06/29/2029	12	\$111,916.43	1	\$111,916.43
Velosimo Connector (3rd Party Service)	Year 3	06/30/2028	06/29/2029	12	\$12,530.37	1	\$12,530.37
<b>TOTAL:</b>							\$1,243,611.07

Services	Year	Start Date	End Date	Term (Months)	Price	Qty	Net Total
Multi Solution User	Year 4	06/30/2029	06/29/2030	12	\$2,621.47	444	\$1,163,930.84
> Accela Building - SaaS	Year 4	06/30/2029	06/29/2030	12	\$0.00	444	\$0.00
> Accela Environmental Health - SaaS	Year 4	06/30/2029	06/29/2030	12	\$0.00	444	\$0.00
> Accela Service Request Management - SaaS	Year 4	06/30/2029	06/29/2030	12	\$0.00	444	\$0.00
Enhanced Reporting Database (ERD)	Year 4	06/30/2029	06/29/2030	12	\$116,393.09	1	\$116,393.09
Velosimo Connector (3rd Party Service)	Year 4	06/30/2029	06/29/2030	12	\$13,031.58	1	\$13,031.58
<b>TOTAL:</b>							\$1,293,355.51

Services	Year	Start Date	End Date	Term (Months)	Price	Qty	Net Total
Multi Solution User	Year 5	06/30/2030	06/29/2031	12	\$2,726.32	444	\$1,210,488.07
> Accela Building - SaaS	Year 5	06/30/2030	06/29/2031	12	\$0.00	444	\$0.00
> Accela Environmental Health - SaaS	Year 5	06/30/2030	06/29/2031	12	\$0.00	444	\$0.00
> Accela Service Request Management - SaaS	Year 5	06/30/2030	06/29/2031	12	\$0.00	444	\$0.00
Enhanced Reporting Database (ERD)	Year 5	06/30/2030	06/29/2031	12	\$121,048.81	1	\$121,048.81
Velosimo Connector (3rd Party Service)	Year 5	06/30/2030	06/29/2031	12	\$13,552.84	1	\$13,552.84
<b>TOTAL:</b>							\$1,345,089.72

### Pricing Summary

Period	Net Total
Year 1	\$1,149,788.34
Year 2	\$1,195,779.87
Year 3	\$1,243,611.07
Year 4	\$1,293,355.51
Year 5	\$1,345,089.72
<b>Total</b>	<b>\$6,227,624.51</b>

### Renewal Terms/Information:

1. Notwithstanding anything to the contrary, this Order Form for Subscription Services, Enhanced Reporting Database (ERD), and Managed Application Services (MAS) is governed by the applicable terms and conditions at [Accela Terms](#) (collectively, the "Agreement")
2. No additional or conflicting terms or conditions stated in Customer's order documentation, including, without limitation, purchase orders, will be incorporated into or form any part of this Order Form or the governing agreement, and all such terms or conditions will be null and void.
3. For Software Licenses, Accela may terminate this Order Form in the event the Software is phased out across Accela's customer base. In such event, Accela will provide Customer sufficient advance notice and the parties will mutually agree to a migration plan for converting Customer to another Accela generally-available offering with comparable functionality.
4. Subscriptions continue from the Order Start Date through the number of months listed in this Order Form (or if not listed, twelve (12) months). Thereafter Subscriptions automatically renew annually as calculated from Order Start Date of Customer's first Subscription purchase.
5. All Software Licenses, Maintenance, and Subscription purchases are non-cancelable and non-refundable.
6. Pricing is based upon payment by ACH and check. Payment by credit card (including Purchase Cards) for product and services in this Order Form will be subject to a service charge of 3%. There is no service charge for ACH or check payment.
7. Customer may purchase additional licenses at the same price and for the same term as the licenses in this Order Form. Additional licenses purchased in this way will have the same annual price applicable for the purchase period and will have the same uplift and term dates as Customer's existing licenses.
8. Use of Velosimo products is subject to the applicable terms and conditions provided at [Velosimo](#).
9. The necessary access URL and credentials will be provided to allow the Customer and its Authorized Users access to the subscription service.
10. If Customer has Enhanced Reporting Database, pricing will be based on a percentage of SaaS Annual Contract Value. As SaaS Annual Contract Value increases/decreases based on seat count changes or annual uplift ERD pricing will be adjusted accordingly at contract renewal.
11. This Order Form reflects a reduced user count from 481 Multi Solution (Accela Building, Accela Environmental Health, Accela Service Request Management Users to 444 Multi Solution (Accela Building, Accela Environmental Health, Accela Service Request Management Users).

## Signatures

**Accela, Inc.**

**Customer**

Signature:   
Signed by:  
73668EE5EB274C8...

Signature:

Print Name: Michael E Gigliello

Print Name:

Title: Controller

Title:

Date: Apr-07-2026

Date:



Proposed by: Kristine Nelson  
 Contact Phone: 212.430.4767  
 Contact Email: knelson@accela.com  
 Quote ID: Q-40532  
 Valid Through: 6/30/2026  
 Currency: USD

9110 Alcosta Blvd, Suite H #3030  
 San Ramon, CA, 94583

## Renewal Order Form

### Address Information

#### Bill To:

City of El Paso, TX  
 7968 San Paulo Drive  
 El Paso, Texas, 79907  
 United States

#### Ship To:

City of El Paso, TX  
 7968 San Paulo Drive  
 El Paso, Texas 79907  
 United States

Billing Name: Carolyn Patrick  
 Billing Phone: 915-212-2000  
 Billing Email: patrickc@elpasotexas.gov

Services	Year	Start Date	End Date	Term (Months)	Price	Qty	Net Total
Managed Application Services (MAS)	Year 1	09/01/2026	08/31/2027	12	\$187,687.50	1	\$187,687.50
<b>TOTAL:</b>							\$187,687.50

#### Pricing Summary

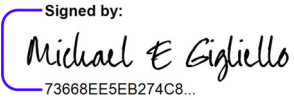
Period	Net Total
Year 1	\$187,687.50
<b>Total</b>	<b>\$187,687.50</b>

#### Renewal Terms/Information:

- Notwithstanding anything to the contrary, this Order Form for Subscription Services, Enhanced Reporting Database (ERD), and Managed Application Services (MAS) is governed by the applicable terms and conditions at [Accela Terms](#) (collectively, the "Agreement")
- No additional or conflicting terms or conditions stated in Customer's order documentation, including, without limitation, purchase orders, will be incorporated into or form any part of this Order Form or the governing agreement, and all such terms or conditions will be null and void.
- For Software Licenses, Accela may terminate this Order Form in the event the Software is phased out across Accela's customer base. In such event, Accela will provide Customer sufficient advance notice and the parties will mutually agree to a migration plan for converting Customer to another Accela generally-available offering with comparable functionality.
- Subscriptions continue from the Order Start Date through the number of months listed in this Order Form (or if not listed, twelve (12) months). Thereafter Subscriptions automatically renew annually as calculated from Order Start

Date of Customer's first Subscription purchase.

5. All Software Licenses, Maintenance, and Subscription purchases are non-cancelable and non-refundable.
6. Pricing is based upon payment by ACH and check. Payment by credit card (including Purchase Cards) for product and services in this Order Form will be subject to a service charge of 3%. There is no service charge for ACH or check payment.
7. Customer may purchase additional licenses at the same price and for the same term as the licenses in this Order Form. Additional licenses purchased in this way will have the same annual price applicable for the purchase period and will have the same uplift and term dates as Customer's existing licenses.
8. Notwithstanding any terms to the contrary, this Renewal Order Form is for a one (1) year MAS renewal.

Signatures	
Accela, Inc.	Customer
Signature:  <small>Signed by: 73668EE5EB274C8...</small>	Signature:
Print Name: Michael E Gigliello	Print Name:
Title: Controller	Title:
Date: Jun-11-2026	Date:



Proposed by: Kristine Nelson  
 Contact Phone: 212.430.4767  
 Contact Email: knelson@accela.com  
 Quote ID: Q-39085  
 Valid Through: 4/30/2026  
 Currency: USD

9110 Alcosta Blvd, Suite H #3030  
 San Ramon, CA, 94583

## Renewal Order Form

### Address Information

#### Bill To:

El Paso City Environmental Services, TX  
 300 N. Campbell  
 El Paso, Texas, 79901  
 United States

#### Ship To:

El Paso City Environmental Services, TX  
 7968 San Paulo Drive  
 El Paso, Texas 79907  
 United States

Billing Name: Miriam Ramirez  
 Billing Phone:  
 Billing Email: ramirez@elpasotexas.gov

Services	Year	Start Date	End Date	Term (Months)	Price	Qty	Net Total
Multi Solution User	Year 1	06/30/2026	06/29/2027	12	\$2,330.47	13	\$30,296.16
> Accela Building - SaaS	Year 1	06/30/2026	06/29/2027	12	\$0.00	13	\$0.00
> Accela Environmental Health - SaaS	Year 1	06/30/2026	06/29/2027	12	\$0.00	13	\$0.00
> Accela Service Request Management - SaaS	Year 1	06/30/2026	06/29/2027	12	\$0.00	13	\$0.00
<b>TOTAL:</b>							\$30,296.16

Services	Year	Start Date	End Date	Term (Months)	Price	Qty	Net Total
Multi Solution User	Year 2	06/30/2027	06/29/2028	12	\$2,423.69	13	\$31,508.01
> Accela Building - SaaS	Year 2	06/30/2027	06/29/2028	12	\$0.00	13	\$0.00
> Accela Environmental Health - SaaS	Year 2	06/30/2027	06/29/2028	12	\$0.00	13	\$0.00
> Accela Service Request Management - SaaS	Year 2	06/30/2027	06/29/2028	12	\$0.00	13	\$0.00
<b>TOTAL:</b>							\$31,508.01

Services	Year	Start Date	End Date	Term (Months)	Price	Qty	Net Total
Multi Solution User	Year 3	06/30/2028	06/29/2029	12	\$2,520.64	13	\$32,768.33
> Accela Building - SaaS	Year 3	06/30/2028	06/29/2029	12	\$0.00	13	\$0.00
> Accela Environmental Health - SaaS	Year 3	06/30/2028	06/29/2029	12	\$0.00	13	\$0.00

> Accela Service Request Management - SaaS	Year 3	06/30/2028	06/29/2029	12	\$0.00	13	\$0.00
<b>TOTAL:</b>							\$32,768.33

Services	Year	Start Date	End Date	Term (Months)	Price	Qty	Net Total
Multi Solution User	Year 4	06/30/2029	06/29/2030	12	\$2,621.47	13	\$34,079.06
> Accela Building - SaaS	Year 4	06/30/2029	06/29/2030	12	\$0.00	13	\$0.00
> Accela Environmental Health - SaaS	Year 4	06/30/2029	06/29/2030	12	\$0.00	13	\$0.00
> Accela Service Request Management - SaaS	Year 4	06/30/2029	06/29/2030	12	\$0.00	13	\$0.00
<b>TOTAL:</b>							\$34,079.06

Services	Year	Start Date	End Date	Term (Months)	Price	Qty	Net Total
Multi Solution User	Year 5	06/30/2030	06/29/2031	12	\$2,726.32	13	\$35,442.22
> Accela Building - SaaS	Year 5	06/30/2030	06/29/2031	12	\$0.00	13	\$0.00
> Accela Environmental Health - SaaS	Year 5	06/30/2030	06/29/2031	12	\$0.00	13	\$0.00
> Accela Service Request Management - SaaS	Year 5	06/30/2030	06/29/2031	12	\$0.00	13	\$0.00
<b>TOTAL:</b>							\$35,442.22

**Pricing Summary**

Period	Net Total
Year 1	\$30,296.16
Year 2	\$31,508.01
Year 3	\$32,768.33
Year 4	\$34,079.06
Year 5	\$35,442.22
<b>Total</b>	<b>\$164,093.78</b>

**Renewal Terms/Information:**

- Notwithstanding anything to the contrary, this Order Form for Subscription Services, Enhanced Reporting Database (ERD), and Managed Application Services (MAS) is governed by the applicable terms and conditions at [Accela Terms](#) (collectively, the "Agreement")
- No additional or conflicting terms or conditions stated in Customer's order documentation, including, without limitation, purchase orders, will be incorporated into or form any part of this Order Form or the governing agreement, and all such terms or conditions will be null and void.
- For Software Licenses, Accela may terminate this Order Form in the event the Software is phased out across Accela's customer base. In such event, Accela will provide Customer sufficient advance notice and the parties will mutually agree to a migration plan for converting Customer to another Accela generally-available offering with comparable functionality.
- Subscriptions continue from the Order Start Date through the number of months listed in this Order Form (or if not

listed, twelve (12) months). Thereafter Subscriptions automatically renew annually as calculated from Order Start Date of Customer's first Subscription purchase.

5. All Software Licenses, Maintenance, and Subscription purchases are non-cancelable and non-refundable.
6. Pricing is based upon payment by ACH and check. Payment by credit card (including Purchase Cards) for product and services in this Order Form will be subject to a service charge of 3%. There is no service charge for ACH or check payment.
7. Customer may purchase additional licenses at the same price and for the same term as the licenses in this Order Form. Additional licenses purchased in this way will have the same annual price applicable for the purchase period and will have the same uplift and term dates as Customer's existing licenses.

Signatures	
Accela, Inc.	Customer
Signature: <span style="border-left: 1px solid black; border-top: 1px solid black; border-bottom: 1px solid black; padding-left: 5px;">                         Signed by:  <i>Michael E Gigliello</i>                          73668EE5EB274C8...                     </span>	Signature:
Print Name: Michael E Gigliello	Print Name:
Title: Controller	Title:
Date: Mar-27-2026	Date: