



SnailWorks™ Service Agreement

Company Name: City of Redondo Beach, a chartered municipal corporation

This is an "Agreement" between "You" the "Reseller" and "SnailWorks, LLC" (registered in the State of Maryland, Registration ID: W14593479; FEIN: 45-4864603), concerning your use of the SnailWorks services, provided by SnailWorks, LLC.

Services Provided: This agreement provides for integrated marketing support services only, providing postal mail tracking, digital marketing campaign support, and associated services to be provided at prices specified in the attached Pricing Schedule. Additional reports and other services requested that are outside of the scope of this agreement are subject to additional charges.

Terms: Mail Tracking services are purchased as a Monthly Subscription or as Scan Credits.

A Monthly Subscription begins on the "Designated Start Date" set forth below and continues for 12 months. SnailWorks will send you an invoice for the monthly service fee at the beginning of each month. Invoices will be sent before the first day of the month, and the terms of payment are net 45 days.

A Scan Credit purchase begins on the "Designated Start Date" set forth below and allows for the usage of scan credits for 12 months. If additional scan credits are required, they will be issued at the "Overs" CPM rate. Any remaining credits not used will expire after 2 years from the Designated Start Date.

Account Set Up Fee: The Mail Tracking Account Setup fee includes creating a parent account in the SnailWorks system, issuing logins to parent account users, and training of the data processors utilizing SnailWorks for the job creation process.

Vendor Training: For end-users and agencies using multiple vendors for their mailing efforts, a training fee of \$250 applies to any vendor that has not previously been trained on using the SnailWorks system. Fees for vendors previously trained on the SnailWorks system are waived.

Branding: Fees for co-branding apply if that option is selected, unless noted as included with the subscription or scan credit purchase. White label domain is an additional cost.

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Invoicing: Invoices for Monthly Subscriptions are issued at the completion of a monthly period and are sent out no later than the tenth day of the month. The terms of payment are net 45 days. Scan Credit purchases are paid for in full after the Service Agreement has been received by *SnailWorks*. The terms of payment are net 45 days.

Additional Service Fees: In addition to the mail tracking fees specified above, there may be fees charged for other services provided as detailed in the Pricing Schedule in this agreement. These fees will be charged after services are provided monthly. Invoices for such services are sent out no later than the tenth day of the month. The terms of payment are net 45 days.

Unmatched Scan Data: An unmatched scan occurs when a *SnailWorks* customer mails a piece of mail with an IMb Service Type ID for mail tracking and with a Mailer ID delegated to *SnailWorks*, without a billable tracking job created in the *SnailWorks* system.

If such unmatched scans are received by *SnailWorks*, the customer will be billed for the associated pieces at a rate of 10% of the overs CPM tracking charge. This charge will be included in the monthly invoice. Amounts less than \$5.00 in a month will not be billed.

Data Retention: Summary Data is retained for 24 months; Mailing Detail Records are retained for 6 months.

Mailer ID's: *SnailWorks* will manage IV Data Delegation for up to 3 Mailer ID's. Additional Mailer ID Data Delegation to *SnailWorks* is \$100 per MID.

Use of Trademarks: "*SnailWorks*" is a registered trademark of *SnailWorks, LLC*. As an authorized Reseller of *Snailworks* services, you may use the *Snailworks* name, logo, and other associated brands in the marketing of your services if you remain active and paid-up Reseller. Upon cancellation of this agreement by either party, you agree to remove all references and branding related to *SnailWorks* from all your marketing materials (including printed materials, web-based marketing, and web site(s) within 60 days.

Limitations of service: All data is delivered and provided with all faults that *SnailWorks, LLC* makes, and you receive no additional express or implied warranties. We hereby expressly disclaim all other warranties of any kind or nature concerning *SnailWorks* services whether express or implied, including without limitation, any warranty of title, merchantability, quality, informational content, accuracy, or fitness for your specific purpose. We expressly disclaim any warranties that may be implied from the usage of trade, course of dealing, or course of performance. We do not warrant exclusivity or non-infringement worldwide. Access to *SnailWorks* via the Internet is "as is" and "as available" and *SnailWorks, LLC* provides no warranties of any kind regarding the availability, reliability, or integrity of the Internet, or any data transmitted via the Internet.

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SNAILWORKS PRICING SCHEDULE


| Outbound Mail Tracking | Cost | Scans Alloted | Overs |
|-------------------------------------|---|----------------------|---------------|
| Mail Tracking Account Setup | <u>\$300</u> | | |
| Monthly Subscription | <u></u> | <u></u> | <u></u> |
| Scan Credit Purchase | <u>\$1,447.68</u> | <u>96,512</u> | <u>\$15/m</u> |
| Branding (optional if not included) | <input type="checkbox"/> Not applicable | | |
| Vendor Onboarding | <u>\$250/vendor - if training is required (End-Users/Agencies)</u> | | |

| Additional Services | Cost | Additional | Initial Setup |
|--------------------------------------|----------------------|--------------------|----------------------|
| Inbound Response Tracking | | | |
| Inbound Response Static IMb | \$150/four mos. | \$75/mo. extension | |
| Inbound Response Unique Imb | Contract CPM | | |
| Share Mail | \$100/mailing effort | \$2.00/m | |
| Informed Delivery | | | |
| Informed Delivery Campaigns | \$150/campaign | \$50/addl. version | |
| ACS (Address Change Services) | | | |
| ACS (Customer MID) | \$25/mailing effort | Plus \$.08/m | \$150/ setup per MID |
| Other Options | | | |
| Daily Feed Mailpiece Detail | \$125/mo. | | \$150/setup |
| Annual Data Retention | \$750/yr. | | |

Exception Processing/Conditions: This agreement is for ballot mail tracking to and from voters. It covers the Special Election of October 19, 2022 and the General Municipal Election of March 7, 2023. Mail tracking non contract charges are \$300. ACS setup and services are \$300. All services for both elections shall be paid in accordance with the attached schedule. In no event shall the total amount paid exceed \$2,500.

Designated start date: August 15, 2022

For SnailWorks, LLC:

Signature: 

Name: Steve Hertz

Title: Director of Sales

Date: 08/02/2022

**For: City of Redondo Beach,
a chartered municipal corporation**

Signature: _____

Name: William C. Brand

Title: Mayor

Date: _____

ATTEST

Signature: _____

Name: Eleanor Manzano

Title: City Clerk

Date: _____

APPROVED AS TO FORM

Signature: _____

Name: Michael W. Webb

Title: City Attorney

Date: _____

Client Contact Information

Billing Contact

Company Name: City of Redondo Beach, CA

Address: 415 Diamond Street, Redondo Beach, CA 90277

Contact Name: Vickie Kroneberger

Email: Vickie.Kroneberger@redondo.org

Phone: 310.318.0656 x 2644

Technical Contact

Contact Name: Vickie Kroneberger

Email: Vickie.Kroneberger@redondo.org

Phone: 310.318.0656 x 2644

Account Contact

Contact Name: Vickie Kroneberger

Email: Vickie.Kroneberger@redondo.org

Phone: 310.318.0656 x 2644



SnailWorks - 4510 Buckeystown Pike, Frederick MD 21704
Phone: 855-MYSNAIL (697-6245)

Estimate For: City of Redondo Beach
Estimate Date: July 28, 2022
Prepared by: Steve Hertz

Project Description: Ballot tracking for Special Election October 19, 2022 and the General Municipal Election March 7, 2023

| Services | Qty. | Description | Unit Price | Ext. Price |
|----------|--------|---|------------------|--------------------|
| Set Ups: | 1 | Account Setup of the City of Redondo Beach in the SnailWorks system | 300.00 | \$ 300.00 |
| | 48,256 | Outbound/Inbound Ballot Mail Tracking Special Election | \$0.015 | \$ 723.84 |
| | 48,256 | Outbound/Inbound Ballot Mail Tracking General Municipal Election | \$0.015 | \$ 723.84 |
| | 1 | Address Change Services Special Election | 300.00 | \$ 300.00 |
| | 1 | Address Change Services General Municipal Election | 300.00 | \$ 300.00 |
| | | | Sub Total | \$ 2,347.68 |

Pricing includes all account services and processing costs for both the Special Election and General Municipal Election. There are no additional costs for ballot tracking for these elections. If a Run-off election were to occur, SnailWorks will provide a separate estimate for that event.

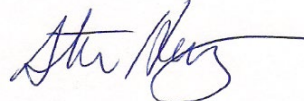
For: City of Redondo Beach

Signature: _____

Print Name: _____

Date: _____

For: SnailWorks, LLC

Signature: 

Print Name: Steve Hertz

Date: July 28, 2022