

AMENDMENT 10 TO THE WEBSITE DEVELOPMENT AND HOSTING AGREEMENT WITH CIVICPLUS, LLC f/k/a ICON ENTERPRISES, INC

This is Amendment 10 to the Website Development and Hosting Agreement, dated July 22, 2013, as amended by Amendment 1 dated May 4, 2015, and Amendment 2 dated October 19, 2016, Amendment 3 dated May 24, 2019, Amendment 4 dated December 22, 2021, Amendment 5 dated May 12, 2022, Amendment 6 dated July 14, 2022, Amendment 7 dated August 26, 2022, Amendment 8 dated January 25, 2023, and Amendment 9 dated January 13, 2026 (together, hereafter “The Agreement”), by and between Snohomish County, a political subdivision of the State of Washington (the “County”), and CivicPlus, LLC, f/k/a Icon Enterprises, Inc., a limited liability company organized under the laws of the state of Kansas (“CivicPlus”) (CivicPlus and County collectively, the “Parties” and each a “Party”).

Whereas, Civic Resident and Community Engagement continues to be a core priority for Snohomish County government and thus a key strategic initiative for Snohomish County IT; and

Whereas, the County desires to acquire and implement DocAccess, a document accessibility platform for use on its website; and

Whereas, the DocAccess platform scans, converts, and monitors PDF documents on websites to support ADA and Section 508 compliance efforts for users with disabilities; and

Whereas, the increased cost to the Agreement for the DocAccess implementation and subscription fees from May 1, 2026 through July 31, 2028 shall not exceed One Hundred Twenty-Two Thousand Five Hundred Forty-One Dollars and Thirty-Five Cents (\$122,541.35) plus applicable sales tax.

NOW, THEREFORE, in consideration of the promises and covenants set forth in this Amendment 10, and for good and valuable consideration, the sufficiency of which is acknowledged, the Parties agree that the Agreement shall amended as follows:

1. Exhibit J, DocAccess Statement of Work is added to the Agreement to describe the services added by this Amendment 10 and incorporated herein by this reference.
2. The Annual CivicPlus Service Fees table in Exhibit B, Compensation, is amended to read as follows:

Annual CivicPlus Service Fees (before applicable Washington State sales tax) (subject to 3% annual increase beginning 8/1/2026)		
Description	Term	Service Fees
CivicPlus Snohomish County Public Facing Website Annual Hosting and Maintenance / Support (includes recurring redesign annual fee and 1 Subsite annual hosting, support and maintenance)	August 1, 2025 to July 31, 2026	\$46,869.95
Active Directory Federation Services (ADFS) Annual Fee	August 1, 2025 to July 31, 2026	\$1,937.05

SSL Certificate Yearly Maintenance for 3 County websites: snohomishcountywa.gov, painefield.com, evergreenstatefair.org plus	August 1, 2025 to July 31, 2026	\$387.41
CivicPlus Hosting and Media Storage	August 1, 2025 to July 31, 2026	\$5,903.38
CivicPlus Platinum Security Services	August 1, 2025 to July 31, 2026	\$5,528.28
CivicPlus CivicEngage Sandbox Site	August 1, 2025 to July 31, 2026	\$2,305.05
CivicPlus CivicEngage One Additional Block of 500 SMS Text Message Subscribers	August 1, 2025 to July 31, 2026	\$1,063.61
AudioEye Managed SaaS Subscription	August 1, 2025 to July 31, 2026	\$29,831.46
Design Center Pro Bundle	August 1, 2025 to July 31, 2026	\$5731.35
48 Month Redesign Premium Annual	August 1, 2025 to July 31, 2026	\$0.00
Subtotal Existing Annual Service Fees	August 1, 2025 to July 31, 2026	\$99,557.54
CivicPlus Chatbot Prorated Year 1 Subscription	January 1, 2026 to July 31, 2026	\$7,291.67
New Total Annual Service Fees	August 1, 2025 to July 31, 2026	\$106,849.21

CivicPlus Service Fees for DocAccess (before applicable Washington State sales tax)		
Description	Term	Service Fees
Initial 12-Month Term and Implementation of DocAccess (Discounted Rate)	Execution of Amendment 10 for 12 Months	\$39,935.68
Annual DocAccess Subscription Beginning with Year 2 (Prorated to Co-Term with Existing Annual Term)	Estimated May 1, 2027 to July 31, 2027	\$16,133.92
Annual DocAccess Subscription (Includes 3% increase)	August 1, 2027 to July 31, 2028	\$66,471.75
Total Fees for DocAccess	May 1, 2026 to July 31, 2028	\$122,541.35

Optional Service Fees		
Additional CivicPlus CivicEngage Sandbox Site	Annual fee, prorated based upon PO Date	\$2,109.44
Additional Block of 500 SMS Subscribers	Annual fee, prorated based upon PO Date	\$973.35

3. Except as expressly amended by this Amendment 10, the terms and conditions of the Agreement remain unchanged and in full force and effect.

IN WITNESS WHEREOF, the parties hereto have caused this Amendment 10 to be duly executed as of the date of the last signature below.

SNOHOMISH COUNTY:

CIVICPLUS:

Snohomish County Executive Director Date

By: 
Amy Vikander



CivicPlus

302 South 4th St. Suite 500

Manhattan, KS 66502
US

Exhibit J: DocAccess Statement of Work

Quote #:

Q-119780-1

CivicPlus Pricing

3/18/2026 3:04 PM

Approval Date:

Expires On:

5/29/2026

Client:

Snohomish County, WA

Bill To:

SNOHOMISH COUNTY, WASHINGTON

SALESPERSON	Phone	EMAIL	DELIVERY METHOD	PAYMENT METHOD
Drew Anderson	(203) 349-6549	drew.anderson@civicplus.com		Net 30

Discount(s)

QTY	PRODUCT NAME	DESCRIPTION
1.00	PDF Accessibility Year 1 Annual Fee Discount	Year 1 Annual Fee Discount

One-time(s)

QTY	PRODUCT NAME	DESCRIPTION
1.00	DocAccess Implementation	Implementation of DocAccess

Recurring Service(s)

QTY	PRODUCT NAME	DESCRIPTION
1.00	DocAccess	DocAccess is a document accessibility platform that scans, converts, and monitors PDF documents on websites to support ADA and Section 508 compliance efforts for users with disabilities. This subscription includes access to Aira's live visual interpretation services, language translation, document outline feature, document analytics, and Ask a Question tool.

List Price - Initial Term Total	USD 89,238.05
Total Initial Investment - Initial Term and Implementation	USD 39,935.68
Annual Recurring Services (Subject to 3% Annual Increase in Accordance with the Agreement, Beginning with Year 2)	USD 64,535.68

Initial Term	12 Months Beginning at Execution of Amendment 10
Initial Term Invoice Schedule	100% of Total Initial Investment Invoiced upon Execution of Amendment 10
Renewal Procedure	Upon mutual agreement between the Parties, unless 60-days' notice is provided prior to renewal date
Annual Increase in Accordance with the Agreement	3% to be applied beginning with year 2
Year 2 Term will be Prorated and Co-Termed with the Annual Term that begins August 1, 2027	

1. This DocAccess Statement of Work ("SOW") shall be subject to the terms and conditions of the Agreement, dated July 22, 2013, to which this SOW is hereby attached as Exhibit J – DocAccess Statement of Work.
2. By signing Amendment 10, Client expressly agrees to the terms and conditions of the Agreement.
3. Upon signing Amendment 10, Client will receive the applicable invoice according to the terms of the invoicing schedule outlined in the Agreement.
4. Shared Responsibility Model. Customer acknowledges and agrees that accessibility obligations are shared:
 - a. CivicPlus: Provides automated accessibility enhancements by converting PDFs to an HTML transcript designed to align with WCAG 2.1 Level AA standards.
 - b. Customer: Remains responsible for overall accessibility compliance of the digital environment in which DocAccess is implemented, including but not limited to the context, labeling, links to original content, and content external to DocAccess transcripts.
5. The Service facilitates accessibility as set forth herein but does not guarantee compliance under all laws, in all contexts, or for all content types.
6. The Service is built to generate accessibility-enhanced transcripts that aim to conform in all material respects to WCAG 2.1 Level AA. Customer understands that:
 - a. Automated accessibility conversion may yield imperfect results due to complexities inherent in original content (such as complex tables, interactive graphics).
 - b. Accessibility performance may vary across assistive technologies and devices.
7. In the event of defect in the Services, Customer agrees to promptly report reproducible accessibility defects to CivicPlus and provide reasonable cooperation to assist with remediation.
8. Customer shall use the Service and accessibility features solely to enhance access to PDFs in native or linked contexts where disabled users require accessible alternatives.
9. No Warranty of External Compliance. The Service does not remediate other elements of Customer's digital properties (such as website navigation, non-PDF content accessibility, multimedia outside the DocAccess viewer). Customer remains responsible for satisfying Accessibility Laws outside of DocAccess transcript content.
10. External Integrations and Third-Party Tools. Customer acknowledges that integrations with third-party plug-ins, translation engines, assistive technologies, or other external services are governed by their respective terms. CivicPlus disclaims responsibility for accessibility performance attributable to third-party tools.
11. End User Experience. Customer acknowledges that End Users may access accessible transcripts through the Service viewer, and that transcripts may include navigation, search, translation, and assisted technologies. The quality of these experiences may depend on the End User's device, assistive technologies, and network conditions.

12. Live Assistance Services through Aira’s visual interpreting platform. Where included, live assistance (such as interpreter access or visual support) is provided solely as a supplement to automated accessibility and does not constitute legal compliance.
13. Customer shall not alter, suppress, or remove accessibility annotations, metadata, or structural markup created by the Service.
14. Service-Dependent Accessibility. Customer acknowledges and agrees that the accessibility enhancements provided by the Service (including, without limitation, the conversion of PDF documents into accessible HTML transcripts) are generated and maintained dynamically and are not permanent modifications to the underlying documents.
15. Effect of Service Termination or Expiration. Upon expiration or termination of Customer’s right to use the Service for any reason:
 - a. Accessible HTML transcripts and related accessibility features will no longer be automatically available;
 - b. Documents will revert to their original, non-enhanced format as hosted or published by Customer; and
 - c. CivicPlus will have no obligation to maintain, host, or provide access to accessibility-enhanced versions of Customer documents.
16. Customer Responsibility for Continued Accessibility. Customer is solely responsible for ensuring ongoing compliance with applicable accessibility laws and standards following termination of the Service, including by implementing alternative accessibility solutions or permanently remediating source documents where required.
17. No Reliance on Post-Termination Availability. Customer shall not rely on the continued availability of accessibility enhancements after the Service ends and agrees that the Service is intended as an ongoing accessibility solution, not a one-time or permanent remediation of content.
18. Customer understands that ongoing accessibility post termination of the Services requires the Customer to download the HTML.
19. Resource Optimization. CivicPlus may implement reasonable technical and operational measures to manage Service performance and processing efficiency. Such measures may include, without limitation, identification of duplicate documents, deduplication of identical content across domains, and prioritization of document processing. These measures are intended to reduce unnecessary processing and improve Service performance and do not alter the accessibility functionality of the Service for documents processed through the Service.
20. Volume Management.

Customer’s Service plan includes document processing capacity appropriate to the Customer’s organization size and document portfolio. For Snohomish County, the Service includes a document processing threshold of approximately **1,946,000 pages** during the applicable term (the “Processing Threshold”).

CivicPlus may monitor document processing volume to ensure use of the Service remains consistent with the Processing Threshold. If Customer’s usage materially exceeds the Processing Threshold, CivicPlus may work with Customer to manage document scope or processing volume. This may include, by way of example, excluding archived, outdated, or non-public-facing content from automated processing or implementing reasonable usage controls.

CivicPlus will provide reasonable notice prior to implementing any material adjustments and will work with Customer in good faith to maintain accessibility coverage within the applicable plan parameters.

21.

Customer's Service plan is structured as an "unlimited" usage model, subject to reasonable use standards and the Processing Threshold described herein.

The Processing Threshold for Snohomish County is approximately **1,946,000 pages** and may be increased by up to **5% annually** to account for changes in document volume, Customer needs, or Service performance requirements. Accessing, viewing, or downloading previously accessible transcripts does not count toward document processing limits.

If customer's usage exceeds the Processing Threshold, CivicPlus and Customer agree to work in good faith to determine an appropriate path forward, which may include implementing document scoping strategies, utilizing smart processing configurations, or purchasing additional processing capacity.

CivicPlus may update processing parameters or plan thresholds from time to time to reflect changes in Service functionality, Customer organization size, document portfolio, or Service performance requirements. CivicPlus will provide Customer with reasonable advance notice of any material changes to such parameters.