



# Remix Option Agreement for City of Commerce (Commerce, CA)

Prepared for City of Commerce (Commerce, CA). By Olivia Ius, Remix (olivia@remix.com) Date: 3/14/18

**What do I get with a Remix License?** **A full transit planning platform for your entire agency. It's an annual subscription for unlimited users, and includes:**

- Fast and accurate sketch planning using existing stop infrastructure
- Instant demographic impact analysis
- Instant cost estimates
- Unlimited exports (excel, shapefile, KML, frequency-based GTFS, high-resolution image)
- Unlimited custom data layers (polygon-based shapefiles)
- Unlimited GTFS uploads
- Public engagement and share features
- Travel-time isochrone visualizations
- Title VI Engine (US) - generate a service equity analysis in less than 10 minutes
- Consistent and regular product improvements / feature launches

**Customer support?** **Our Success Team brings years of transit experience and works with you to develop a customized Success Plan. Each plan has three parts:**

1. Onboard (First 60 Days): Identify a first project and work on it together.
  - Workshops, Project-Assisted Training, Individual Sessions, Video Guides
2. Plan (Months 2+): Bring your plans to life with Remix.
  - Regular Check-ins, Best Practices Blog, Remix Webinars, Remix Conference
3. Measure Results (Months 6+): Document your return on investment (ROI).
  - Develop ROI Report, Set Yearly Goals, Manage Renewal, Plan Ahead

**Technical requirements?** **Remix is entirely web-based and software-as-a-service (SaaS).**

- Everything is in the cloud -- no installations or downloads. Can access from anywhere.
- Every user gets a login + password
- Remix works on the latest version of any browser
- Agency-wide annual subscription -- no maintenance fees.
- Every time we update the platform and launch a new feature, you'll see it the next time you log in. We launched 40+ new features within the last 12 months, rolled out to all customers



## Remix Option Pricing Summary for City of Commerce (Commerce, CA)

Date: 3/14/18. Pricing Summary is valid until 4/30/2018.

Effective Date	May 8, 2018
Commitment Term	Per the agreement executed on May 2, 2017, City of Commerce (Commerce, CA) is exercising Option Year 1 of 2 at the price listed below.
Remix License	<b>\$10,000 based on a total fixed route fleet of 13.</b> <ul style="list-style-type: none"><li>• Remix licenses for an unlimited number of users within organization.</li><li>• Software as a Service (SaaS): fully hosted, cloud-based web platform.</li><li>• Dedicated Customer Success staff.</li><li>• Enterprise Support: response to requests in 1 business day.</li></ul>
Marketing Terms	Willingness to work with Remix to develop a case study, mutually agreeable press release, ability to use Customer as a reference.
2019 Estimated Pricing	US \$10,000 per second option year

### SERVICES AGREEMENT

Welcome to Remix! Thanks for using our platform. This Services Agreement ("Agreement") is entered between Remix Software, Inc., with a place of business at 155 9th St, San Francisco, CA 94103 USA ("Company"), and the Customer listed below ("Customer"), as of the Effective Date. This Agreement includes the above licenses and support (the "Services") and incorporates the above Pricing Summary as well as the Terms and Conditions available at [www.getremix.com/terms](http://www.getremix.com/terms) and contains, among other things, warranty disclaimers, liability limitations and use limitations. There shall be no force or effect to any different terms of any related purchase order or similar form even if signed by the parties after the date hereof.

### City of Commerce (Commerce, CA)

### Remix Software, Inc

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

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

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

Name: Sam Hashemi

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

Title: CEO

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

Date: 3/21/18

Please complete Accounts Payable information legibly:

Billing Contact Name: \_\_\_\_\_

Email: \_\_\_\_\_

Phone: \_\_\_\_\_



## Background on Remix Web-Based Versions

Because Remix is Software-as-a-Service (SaaS), we constantly build new features and improvements. Over time, you can expect to get more value out of the platform.

### **Continuous improvement is our simple model.**

Traditional companies charge a large upfront cost for software, yearly maintenance fees, and additional customer service fees. Whenever a new software version comes out, these companies restart the process and charge all over again. Remix believes in continuous improvement of our software and a simple subscription model to support it.

### **Invest once and get all new versions of Remix.**

Because Remix is web-based, we can release features anytime. Since 2014, Remix has released 17 versions of the product and has added 40+ new features or product improvements. All of these product improvements are released to all of our customers. We want to provide you with the full functionality of Remix, always.

### **We improve because we listen.**

Most of what we build comes directly from customer feedback. We release small improvements every week, and we ship big features at least once per quarter.

### **Our SaaS philosophy allows continual investment in our product.**

We expect to release several major versions every year. Agencies who join Remix later in the year may see a different quote from earlier estimates because they are coming on board with the most valuable, up-to-date version of Remix. Once on board, agencies will get all additional features and product improvements at no additional cost for the duration of their Remix agreement. That's our software-as-a-service philosophy, which allows us to continuously invest in making the product better and provide the most value to our customers.

### **Why do our customers choose to invest in multi-year deals?**

1. They can easily forecast the cost of Remix in the future budget
2. All new features are included in the price
3. No increase in costs if their fleet size increases