



SECOND AMENDMENT TO MASTER SERVICE AGREEMENT

THIS SECOND AMENDMENT TO MASTER SERVICE AGREEMENT (Second Amendment”) is entered into by and between **CITY OF OCALA**, a Florida municipal corporation (“City” or “Subscriber”), and **IRTH SOLUTIONS, LLC**, a limited liability company duly organized in the state of Ohio and authorized to do business in the state of Florida (EIN# 46-1568259) (“Vendor” or “Irth”).

WHEREAS, on March 19, 2020, City and Vendor entered into a Master Service Agreement (the “Original Agreement”), City of Ocala Contract Number: ELE/200182 for a term of three (3) years, from March 1, 2020 to February 28, 2023; and

WHEREAS, on February 8, 2023, City and Vendor entered into a First Amendment to Master Service Agreement to extend the Original Agreement for a three-year term, from March 1, 2023 to February 28, 2025; and

WHEREAS, City and Vendor now desire to extend the Original Agreement, as amended, for an additional one (1) year term.

NOW THEREFORE, in consideration of each of the foregoing recitals and the following mutual covenants, conditions and other good and valuable consideration, the receipt and sufficiency of which is hereby mutually acknowledged, City and Vendor agree as follows:

1. **RECITALS.** City and Vendor hereby represent and warrant that the Recitals set forth above are true and correct.
2. **INCORPORATION OF ORIGINAL AGREEMENT.** The Original Agreement between City and Vendor, as amended, is hereby incorporated by reference as if set forth herein in its entirety and remains in full force and effect, except for those terms and conditions expressly amended by this Second Amendment.
3. **RENEWAL TERM.** The Original Agreement, as amended, is hereby renewed for an additional one-year term beginning **MARCH 1, 2026** and terminating **FEBRUARY 28, 2027**. Thereafter, the parties acknowledge and agree that there remains the option for the Original Agreement to be renewed for additional terms upon written agreement between the parties.
4. **COMPENSATION.** Subscription fees for the Renewal Term are listed in **Exhibit A – 2026 Renewal Pricing**.
5. **NOTICES.** All notices, certifications or communications required by this Second Amendment shall be given in writing and shall be deemed delivered when personally served, or when received if by facsimile transmission with a confirming copy mailed by registered or certified mail, postage prepaid, return receipt requested. Notices can be concurrently delivered by e-mail. All notices shall be addressed to the respective parties as follows:

If to Vendor:

Irth Solutions, LLC
 Attn: Joe Pardi, CFO
 5009 Horizons Drive
 Columbus, Ohio 43220
 PH: 614-784-8000
 E-mail: jpardi@irthsolutions.com



CONTRACT# ELE/200182

If to City of Ocala:

Daphne M. Robinson, Contracting Officer
City of Ocala
110 SE Watula Avenue, 3rd Floor
Ocala, Florida 34471
PH: 352-629-8343
E-mail: notices@ocalafl.gov

Copy to:

William E. Sexton, Esq., City Attorney
City of Ocala
110 SE Watula Avenue, 3rd Floor
Ocala, Florida 34471
Phone: 352-401-3972
E-mail: wsexton@ocalafl.gov

6. **COUNTERPARTS.** This Second Amendment may be executed in counterparts, each of which shall be an original and all of which shall constitute the same instrument.
7. **ELECTRONIC SIGNATURE(S).** Vendor, if and by offering an electronic signature in any form whatsoever, will accept and agree to be bound by said electronic signature to all terms and conditions of this Second Amendment. Further, a duplicate or copy of the Second Amendment that contains a duplicated or non-original signature will be treated the same as an original, signed copy of this original Second Amendment for all purposes.
8. **LEGAL AUTHORITY.** Each person signing this Second Amendment on behalf of either party individually warrants that he or she has full legal power to execute this Second Amendment on behalf of the party for whom he or she is signing, and to bind and obligate such party with respect to all provisions contained in this Second Amendment.

[REMAINDER OF PAGE INTENTIONALLY LEFT BLANK. SIGNATURE PAGE TO FOLLOW]



CONTRACT# ELE/200182

IN WITNESS WHEREOF, the parties have executed this Second Amendment on

3/24/2026

ATTEST:

CITY OF OCALA

Signed by:

Angel B. Jacobs

8DB3574C28E54A5...
Angel B. Jacobs
City Clerk

Signed by:

Janice Mitchell

55498B48858A4E1...
Janice Mitchell
Chief Financial Officer

Approved as to form and legality:

IRTH SOLUTIONS, LLC

Signed by:

William E. Sexton, Esq.

4A55AB8A8ED04F3...
William E. Sexton, Esq.
City Attorney

Signed by:

Joe Pardi

C702919938654F6...

By: Joe Pardi

(Printed Name)

Title: COO

(Title of Authorized Signatory)



5009 Horizons Dr
Columbus, OH 43220

INVOICE

INVOICE #: SIR011741
DATE: 03/01/2026
CUSTOMER ID: 851
EMAIL: Elecadmingrp@Ocalafl.org

BILL TO: City of Ocala
T & D
2100 B NE 30th Avenue
Ocala, FL 34470

SHIP TO: City of Ocala
T & D
2100 B NE 30th Avenue
Ocala, FL 34470

REFERENCE #	PAYMENT TERMS	DUE DATE
March 2026 - February 2027; Contract ELE/200182	Net 30	03/31/2026

ITEM #	DESCRIPTION	# UNITS	UNIT PRICE (USD)	# PERIODS	COST (USD)
Subs-Fixed Utilisphere	Utilisphere Fixed Subscription Fees	1	\$3,373.6500	1	\$3,373.65
				Subtotal	\$3,373.65
				Tax	\$0.00
				Total	\$3,373.65

ADDITIONAL INFORMATION
Unlimited Ticket Management Users Up to 15,000 Tickets Up to 20 GB Attachment Storage

PAYMENT INSTRUCTIONS

ACH Payments (Preferred)

Bank Name:
Routing Number:
Account Number:
Account Name:

Check Payments

Mailing Address:
PO Box 716184
Cincinnati, Ohio 45271-6184

Certificate Of Completion

Envelope Id: F065E8CA-9497-4397-8EF2-7DF062A919EF

Status: Completed

Subject: REVISED FOR SIGNATURE: Amendment 2 - Renewal - Master Service Agreement - Utilisphere (ELE/200182)

Source Envelope:

Document Pages: 4

Signatures: 4

Envelope Originator:

Certificate Pages: 5

Initials: 0

Patricia Lewis

AutoNav: Enabled

110 SE Watula Avenue

Envelopeld Stamping: Enabled

City Hall, Third Floor

Time Zone: (UTC-05:00) Eastern Time (US & Canada)

Ocala, FL 34471

plewis@ocalaf.org

IP Address: 216.255.240.104

Record Tracking

Status: Original

Holder: Patricia Lewis

Location: DocuSign

3/23/2026 1:26:01 PM

plewis@ocalaf.org

Security Appliance Status: Connected

Pool: StateLocal

Signer Events

Signature

Timestamp

Joe Pardi

jpardi@irthsolutions.com

COO

irth Solutions LLC

Security Level: Email, Account Authentication
(None)

Signed by:

Joe Pardi
C702919938654F6...

Sent: 3/23/2026 1:30:57 PM

Viewed: 3/23/2026 4:03:25 PM

Signed: 3/23/2026 4:05:29 PM

Signature Adoption: Pre-selected Style

Using IP Address:

2600:1009:b11c:7d82:4ab:b396:dc90:6f97

Signed using mobile

Electronic Record and Signature Disclosure:

Accepted: 3/23/2026 4:03:25 PM

ID: 0aacfd67-9820-42eb-be98-4e90612d215b

William E. Sexton, Esq.

wsexton@ocalaf.org

City Attorney

Security Level: Email, Account Authentication
(None)

Signed by:

William E. Sexton, Esq.
4A55AB8A8ED04F3...

Sent: 3/23/2026 4:05:30 PM

Viewed: 3/24/2026 8:00:32 AM

Signed: 3/24/2026 8:03:38 AM

Signature Adoption: Pre-selected Style

Using IP Address: 216.255.240.104

Electronic Record and Signature Disclosure:

Accepted: 9/15/2023 9:02:35 AM

ID: 313dc6f2-e1d0-44c3-8305-6c087d6cdf0b

Janice Mitchell

jmitchell@ocalaf.org

CFO

City of Ocala

Security Level: Email, Account Authentication
(None)

Signed by:

Janice Mitchell
55198B43858A4E1...

Sent: 3/24/2026 8:03:39 AM

Viewed: 3/24/2026 10:11:09 AM

Signed: 3/24/2026 10:11:28 AM

Signature Adoption: Pre-selected Style

Using IP Address: 216.255.240.104

Electronic Record and Signature Disclosure:

Accepted: 3/24/2026 10:11:09 AM

ID: a75abeb6-b58b-4863-9cbd-9e16fb87e939

Angel B. Jacobs

ajacobs@ocalaf.org

City Clerk

Security Level: Email, Account Authentication
(None)

Signed by:

Angel B. Jacobs
8DB3574C28E54A5...

Sent: 3/24/2026 8:03:39 AM

Viewed: 3/24/2026 8:50:57 AM

Signed: 3/30/2026 10:28:27 AM

Signature Adoption: Pre-selected Style

Using IP Address: 216.255.240.104

Electronic Record and Signature Disclosure:

Signer Events	Signature	Timestamp
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Accepted: 3/30/2026 10:28:16 AM
ID: 49b6d675-e0f5-4c3e-b7af-160d2ec8b691

In Person Signer Events	Signature	Timestamp
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Editor Delivery Events	Status	Timestamp
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Agent Delivery Events	Status	Timestamp
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Intermediary Delivery Events	Status	Timestamp
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Certified Delivery Events	Status	Timestamp
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Carbon Copy Events	Status	Timestamp
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Witness Events	Signature	Timestamp
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Notary Events	Signature	Timestamp
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Envelope Summary Events	Status	Timestamps
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Envelope Sent	Hashed/Encrypted	3/23/2026 1:30:57 PM
Certified Delivered	Security Checked	3/24/2026 8:50:57 AM
Signing Complete	Security Checked	3/30/2026 10:28:27 AM
Completed	Security Checked	3/30/2026 10:28:27 AM

Payment Events	Status	Timestamps
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Electronic Record and Signature Disclosure

ELECTRONIC RECORD AND SIGNATURE DISCLOSURE

From time to time, City of Ocala - Procurement & Contracting (we, us or Company) may be required by law to provide to you certain written notices or disclosures. Described below are the terms and conditions for providing to you such notices and disclosures electronically through the DocuSign system. Please read the information below carefully and thoroughly, and if you can access this information electronically to your satisfaction and agree to this Electronic Record and Signature Disclosure (ERSD), please confirm your agreement by selecting the check-box next to 'I agree to use electronic records and signatures' before clicking 'CONTINUE' within the DocuSign system.

Getting paper copies

At any time, you may request from us a paper copy of any record provided or made available electronically to you by us. You will have the ability to download and print documents we send to you through the DocuSign system during and immediately after the signing session and, if you elect to create a DocuSign account, you may access the documents for a limited period of time (usually 30 days) after such documents are first sent to you. After such time, if you wish for us to send you paper copies of any such documents from our office to you, you will be charged a \$0.00 per-page fee. You may request delivery of such paper copies from us by following the procedure described below.

Withdrawing your consent

If you decide to receive notices and disclosures from us electronically, you may at any time change your mind and tell us that thereafter you want to receive required notices and disclosures only in paper format. How you must inform us of your decision to receive future notices and disclosure in paper format and withdraw your consent to receive notices and disclosures electronically is described below.

Consequences of changing your mind

If you elect to receive required notices and disclosures only in paper format, it will slow the speed at which we can complete certain steps in transactions with you and delivering services to you because we will need first to send the required notices or disclosures to you in paper format, and then wait until we receive back from you your acknowledgment of your receipt of such paper notices or disclosures. Further, you will no longer be able to use the DocuSign system to receive required notices and consents electronically from us or to sign electronically documents from us.

All notices and disclosures will be sent to you electronically

Unless you tell us otherwise in accordance with the procedures described herein, we will provide electronically to you through the DocuSign system all required notices, disclosures, authorizations, acknowledgements, and other documents that are required to be provided or made available to you during the course of our relationship with you. To reduce the chance of you inadvertently not receiving any notice or disclosure, we prefer to provide all of the required notices and disclosures to you by the same method and to the same address that you have given us. Thus, you can receive all the disclosures and notices electronically or in paper format through the paper mail delivery system. If you do not agree with this process, please let us know as described below. Please also see the paragraph immediately above that describes the consequences of your electing not to receive delivery of the notices and disclosures electronically from us.

How to contact City of Ocala - Procurement & Contracting:

You may contact us to let us know of your changes as to how we may contact you electronically, to request paper copies of certain information from us, and to withdraw your prior consent to receive notices and disclosures electronically as follows:

To contact us by email send messages to: contracts@ocalafl.org

To advise City of Ocala - Procurement & Contracting of your new email address

To let us know of a change in your email address where we should send notices and disclosures electronically to you, you must send an email message to us at contracts@ocalafl.org and in the body of such request you must state: your previous email address, your new email address. We do not require any other information from you to change your email address.

If you created a DocuSign account, you may update it with your new email address through your account preferences.

To request paper copies from City of Ocala - Procurement & Contracting

To request delivery from us of paper copies of the notices and disclosures previously provided by us to you electronically, you must send us an email to contracts@ocalafl.org and in the body of such request you must state your email address, full name, mailing address, and telephone number. We will bill you for any fees at that time, if any.

To withdraw your consent with City of Ocala - Procurement & Contracting

To inform us that you no longer wish to receive future notices and disclosures in electronic format you may:

- i. decline to sign a document from within your signing session, and on the subsequent page, select the check-box indicating you wish to withdraw your consent, or you may;
- ii. send us an email to contracts@ocalafl.org and in the body of such request you must state your email, full name, mailing address, and telephone number. We do not need any other information from you to withdraw consent.. The consequences of your withdrawing consent for online documents will be that transactions may take a longer time to process..

Required hardware and software

The minimum system requirements for using the DocuSign system may change over time. The current system requirements are found here: <https://support.docusign.com/guides/signer-guide-signing-system-requirements>.

Acknowledging your access and consent to receive and sign documents electronically

To confirm to us that you can access this information electronically, which will be similar to other electronic notices and disclosures that we will provide to you, please confirm that you have read this ERSD, and (i) that you are able to print on paper or electronically save this ERSD for your future reference and access; or (ii) that you are able to email this ERSD to an email address where you will be able to print on paper or save it for your future reference and access. Further, if you consent to receiving notices and disclosures exclusively in electronic format as described herein, then select the check-box next to ‘I agree to use electronic records and signatures’ before clicking ‘CONTINUE’ within the DocuSign system.

By selecting the check-box next to ‘I agree to use electronic records and signatures’, you confirm that:

- You can access and read this Electronic Record and Signature Disclosure; and
- You can print on paper this Electronic Record and Signature Disclosure, or save or send this Electronic Record and Disclosure to a location where you can print it, for future reference and access; and
- Until or unless you notify City of Ocala - Procurement & Contracting as described above, you consent to receive exclusively through electronic means all notices, disclosures, authorizations, acknowledgements, and other documents that are required to be provided or made available to you by City of Ocala - Procurement & Contracting during the course of your relationship with City of Ocala - Procurement & Contracting.