

Exhibit 2

Service Order Form

CUSTOMER INFORMATION			
Billing Contact information		Shipping Contact Information	
Contact Name: Jeff Bennyhoff		Contact Name (Shipping):	
Organization: City of Merced		Organization:	
Email address: bennyhoffj@cityofmerced.org		Email address:	
Phone:		Phone:	
Bill-To Address: 678 W 18th St Merced CA 95340-4700		Ship-To Address: Same as billing	
Subscription Term Start Date:	Nov 08, 2023	Subscription Term End Date:	Nov 08, 2024
Subscription Term:	12 Months	Billing Frequency:	Annual
PO required on Invoice:	No	PO Number (If Applicable):	
Payment Method:	Wire Transfer	Payment Terms:	Net 30
Applicable Tax Registration:	FEIN	Tax Registration ID:	94-6000371
Is Tax Exempt:		No	

Product Instance ID	Product Instance Domain	No. of Users
145446	cityofmerced.freshservice.com	13

Annual


Type	Item Name	List Price/Unit	Net price/Unit	Duration (months)	Quantity	Net Price
Product	Freshservice - Enterprise Annual Plan	USD 109.00	USD 98.98	12	13	USD 15,441.33
Add-on	Freshservice - 500 Asset Packet V3	USD 75.00	USD 0.00	12	4	USD 0.00
Total Price						USD 15,441.33

Total Net Price:	USD 15,441.33
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COMMERCIAL TERMS
<ul style="list-style-type: none"> The Subscription Term will automatically renew for successive terms unless terminated in accordance with the Terms of this Agreement.

TERMS
<ul style="list-style-type: none"> For any third-party offering or services purchased by a Customer (through the Freshworks Marketplace, provided directly by such third-party, or otherwise facilitated by Freshworks), shall be governed by the

- The continued activation of Customer's Account is based on the successful payment of the Fees.
- This Service Order Form is governed by the Freshworks Terms of Service found at <https://www.freshworks.com/terms/>, unless Customer has a written Freshworks master services agreement executed between Customer and Freshworks Inc. for the Services purchased hereunder, in which case such written Freshworks master services agreement will govern (in either case, the "Agreement").
- The Freshworks Products listed above may have supplemental terms associated with their use which are available at <https://www.freshworks.com/terms/supplemental-terms/>.
- By signing below, Customer represents that the signor is a duly authorized agent of Customer and hereby waives all claims to the contrary.

Freshworks Inc.		Customer	
Name		Name	Scott McBride
Title		Title	City Manager
Signature		Signature	
Date		Date	2/22/24

Graig Cornwell 2/15/2024
City Attorney Date

FINANCE OFFICE

Funds to be encumbered as needed x/c 2/22/24 or 2/22/24

BY Devinchandra Medina
Assistant/Deputy City Clerk

