

ImageTrend, LLC

THIRD AMENDMENT TO AGREEMENT FOR SERVICES #496

THIS THIRD AMENDMENT to that Agreement for Services #496 made and entered into by and between the County of El Dorado, a political subdivision of the State of California (hereinafter referred to as "CLIENT"), and ImageTrend, LLC, a Minnesota limited liability corporation duly qualified to conduct business in the State of California, whose principal place of business is 1305 Corporate Center Drive, Suite 500, Eagan, Minnesota 55121 (hereinafter referred to as "IMAGETREND").

RECITALS

WHEREAS, IMAGETREND has been engaged by CLIENT to provide emergency medical technician (EMT) license management services and software licensing for the Emergency Medical Services Division pursuant to Software Licensing Agreement #496, dated February 23, 2017, First Amendment to Software Licensing Agreement #496, dated February 22, 2022, and Second Amendment to Software Licensing Agreement #496, dated November 4, 2025, incorporated herein and made by reference a part hereof (hereinafter referred to as "AGREEMENT");

WHEREAS, the parties hereto desire to amend the AGREEMENT to modify the Original Contract and CLIENT's existing orders by including new items and services and increasing the not-to-exceed compensation amount of the Agreement by \$25,000, for a total not-to-exceed amount of \$822,441.08, and adding **Exhibit A3, Order Form**;

NOW, THEREFORE, in consideration of the foregoing and the mutual promises and covenants hereinafter contained, CLIENT and IMAGETREND mutually agree to amend the terms of the AGREEMENT in this Third Amendment to Agreement for Services #496 on the following terms and conditions:

- I. **Exhibit A, Pricing Agreement, Exhibit A1, Pricing Agreement, Work Order Attachment, and Data Exchange Authorization, and Exhibit A2, ORDER FORM**, is amended to include **Exhibit A3, ORDER FORM**, attached hereto and incorporated herein by reference. All references to Exhibit A and Exhibit A1 and Exhibit A2 throughout the AGREEMENT shall read Exhibit A and Exhibit A1 and Exhibit A2 and Exhibit A3 .

Except as herein amended, all other parts and sections of Agreement for Services #496 shall remain unchanged and in full force and effect.

IN WITNESS WHEREOF, the parties hereto have executed this Third Amendment to Agreement for Services #496 on the dates indicated below.

--C O U N T Y O F E L D O R A D O--

By: _____

Purchasing Agent
"Client"

Dated: _____

--I M A G E T R E N D , L L C --

By: _____

Jon Sachs
Chief Financial Officer
"IMAGETREND"

Dated: _____

ImageTrend, LLC

Exhibit A3

ORDER FORM

Prepared For:	Bill To:
Kristine Guth El Dorado County EMS Agency (CA) 2900 Fairlane Court, Placerville, California, United States, 95667 kristine.guth@edcgov.us	El Dorado County EMS Agency (CA) 2900 Fairlane Court, Placerville, California, United States, 95667

Salesperson	Quote Number	Order Form Date
Mike Tamasi Senior Enterprise Account Executive	Q-17730v4	12-09-2025
Signature Customer Success Effective Date	Subscription Term (Months)	
02/24/26	12	

Recurring

Description	Qty	Fee Type	Unit Price	Total
Signature Customer Success	1	Recurring	\$25,0000.00	\$25,000.00
Total Net Price				\$25,000.00

Total Year 1:	\$25,000.00
Total Recurring:	\$25,000.00
Total Value:	\$25,000.00
Total Amount Not to Exceed, as amended	\$822,441.08

IMAGETREND shall provide the following services, at a minimum:

- *Dedicated Technical Account Manager (TAM)*: A high-touch strategic partner who provides insight advocacy, and expert consultation aligned to CLIENT's long-term organizational vision;
- *Recurring Strategic Touchpoints*: Regular meetings (e.g. monthly or biweekly) to align on goals, track progress, and proactively identify opportunities;
- *Performance Monitoring*: Ongoing review of system performance and usage trends, with actionable recommendations and follow-up planning;
- *System Optimization Support*: Evaluation of system configuration and adoption to ensure optimal usage and alignment with operational objectives;
- *Change Management Guidance*: Expert support during administrative turnover, internal change, or organizational restructuring to ensure stability and continuity;
- *On-site Strategic Planning Session*: In-person engagement to align on roadmap priorities, use case development, and platform capabilities;
- *Comprehensive Enablement Program*: Customizable learning paths using a mix of live training, recorded webinars, and certification offerings tailored to CLIENT's needs;
- *Beta Access and Product Feedback Channels*: Early feature previews and a structured mechanism for contributing input into future product development;
- *Development Roadmap Collaboration*: CLIENT feedback is prioritized in ongoing development planning through TAM advocacy and structured roadmap discussions;
- *Conference Access*: Four (4) complimentary passes to the annual ImageTrend Connect Conference for education, collaboration, and thought leadership; and,
- *Support Channels*: Multichannel support through phone, chat, email, and webform requests, backed by expert routing and accountability via IMAGETREND's case management platform.

IMAGETREND shall provide the following deliverables, at a minimum:

- *Recurring Strategic Touchpoints*: Regular meetings with CLIENT's TAM to review progress, optimize outcomes, and support long-term planning;
- *Performance Monitoring*: Ongoing system health reviews with actionable insights and follow-up recommendations;
- *System Optimization*: Tailored guidance to improve adoption, streamline workflows, and align configurations with operational needs;
- *Change Management Support*: Resources and assistance to guide transitions, such as administrator changes or internal restructuring;
- *On-site Strategic Session*: An in-person planning session focused on strategic alignment and roadmap development;
- *Enablement Program*: Access to live and on-demand training, webinars, and certifications to support CLIENT's user proficiency;
- *Beta Access and Feedback Loop*: Early access to new features and a direct channel to provide product feedback;
- *Roadmap Collaboration*: TAM-facilitated input into features and a direct channel to provide product feedback; and,
- *Connect Conference Passes*: Four (4) complimentary registrations to the annual ImageTrend Connect Conference.