

Blackbaud Solutions Agreement

This Blackbaud Solutions Agreement (“Agreement”), effective as of the date of Client’s signature on the Order Form (“Effective Date”), is made by and between Blackbaud, Inc., a Delaware corporation having a place of business at 2000 Daniel Island Drive, Charleston, SC 29492, and Client. “Blackbaud” means Blackbaud, Inc. and its affiliates and subsidiaries. “Client” means the client set forth on the Order Form. “Party” means Blackbaud or Client. “Parties” means Blackbaud and Client collectively.

The Parties agree as follows:

1. Definitions

Defined terms shall have the meanings set forth in this Agreement.

2. Ordering Procedure

Blackbaud will furnish to Client and Client will pay for Blackbaud software (“Software”), subscription(s), including application services and payment services (“Subscription” or “Application Services”), support and maintenance (“Maintenance”), and other professional, consulting, or training services (“Services”) detailed in the applicable order form (“Order Form”). Software, Subscriptions, Maintenance, and Services are each individually a “Blackbaud Solution” and collectively “Blackbaud Solutions.” The Order Form, along with its attachments, which may include a statement of work (“SOW”), constitutes the complete and entire Agreement, and supersedes all prior or contemporaneous oral or written agreements concerning such subject matter. In the event of any conflict among the terms of this Agreement, an Order Form, or a SOW, the following order of precedence shall apply: (1) Order Form; (2) Agreement; (3) SOW.

3. Fees, Expenses, and Payment

- a. Fees, Duties, and Taxes.** Fees are described in the applicable Order Form. The fees are exclusive of all duties and taxes imposed upon the provision of goods and services (“Taxes”). Unless Client provides Blackbaud with a valid tax exemption certificate on or before the Effective Date of this Agreement, Client will be responsible for all Taxes. Client shall maintain a current tax exemption certificate on file with Blackbaud and promptly notify Blackbaud if Client’s tax status changes.
- b. Expenses.** Client shall reimburse Blackbaud for all reasonable and necessary travel and living expenses Blackbaud incurs performing Services, all such expenses to be incurred pursuant to Blackbaud’s then-current travel policy.
- c. Invoices.** Initial invoices for Software, Subscriptions, and Maintenance are issued immediately following Order Form signature. All other

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invoices shall be issued as follows: (i) invoices for Services shall be issued in accordance with the applicable SOW; (ii) renewal invoices for Subscriptions and Maintenance shall be issued at least thirty (30) days prior to the start of the renewal term.

- d. Payments and Late Payments.** Payment is due within fifteen (15) days of invoice date, with the exception of renewal invoices which are due within thirty (30) days of invoice date. All payments are non-refundable (except as set forth in Section 8(a), Patent and Copyright Infringement). All invoices shall be deemed final and binding unless Client notifies Blackbaud in writing of any alleged discrepancies no later than thirty (30) days from the date of such invoice. Blackbaud reserves the right to invoice Client the greater of 1.5% per month or the highest interest rate allowable under applicable laws for any outstanding invoice (other than those under good faith dispute) not paid within thirty (30) days after receipt.

4. Confidential Information

- a. Definitions.** "Confidential Information" means (i) all information disclosed by the Owner to the Recipient orally, electronically, visually, or in a tangible form which is either (a) marked as "confidential" (or with a similar legend), (b) is identified at the time of disclosure as being confidential, or (c) should be reasonably understood to be confidential or proprietary; and (ii) the terms of this Agreement, Order Form(s), SOW(s), and any proposals or other documents that preceded this Agreement. Confidential Information includes pricing; trade secrets; computer programs; software; documentation; formulas; data; inventions; techniques; marketing plans; strategies; forecasts; client lists; donor; prospect; donation information; employee information; financial information; confidential information concerning Owner's business or organization; information concerning any of Owner's past, current, or possible future products or methods; and information about Owner's research, development, engineering, purchasing, manufacturing, accounting, marketing, selling, leasing, and software. "Owner" means the Party providing Confidential Information to the Recipient. "Recipient" means the Party receiving Confidential Information from the Owner.
- b. Ownership of Confidential Information.** Recipient shall not obtain any rights, title, or interest in any Confidential Information of Owner.
- c. Treatment of Confidential Information.**
- i. Recipient shall only (i) use Owner's Confidential Information to carry out the purposes of this Agreement; and (ii) disclose Owner's Confidential Information to those third parties operating under non-disclosure provisions no less restrictive than those set forth in this Section 4 and who have a justified business "need to know." Each Party shall protect the other Party's Confidential Information using the same degree of care it uses to protect its own confidential and proprietary information, but in any case not less than reasonable care, and shall protect the other Party's Confidential Information in accordance with applicable laws.
 - ii. This Agreement imposes no obligation upon the Parties with respect to Confidential Information which either Party can establish by legally sufficient evidence: (a) was in the possession of or was rightfully known by the Recipient without an obligation to maintain its confidentiality prior to receipt from Owner; (b) is or becomes generally known to the public without violation of this Agreement; (c) is obtained by Recipient in good faith from a third party having the right to disclose it without an obligation of confidentiality; (d) is independently developed by Recipient without the participation of individuals who have had access to any Confidential Information; or (e) is required to be disclosed by court order or applicable law, provided notice is promptly given to the Owner (to the extent legally permissible) and provided further that diligent efforts are undertaken to limit disclosure.
 - iii. Upon termination of this Agreement, Recipient shall return or destroy all Owner Confidential Information in its possession or control,

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if feasible. If return or destruction of all or part of Owner's Confidential Information is not feasible, Recipient agrees (a) not to use or disclose any of Owner's Confidential Information that remains in its possession or control following termination; and (b) to continue to protect all such Confidential Information in accordance with this Agreement until it is destroyed pursuant to Recipient's information management practices.

5. Access and Use Rights

- a. Subscription Access.** Blackbaud grants to Client, and Client accepts, a nonassignable, nontransferable, nonsublicensable, and nonexclusive right to access the Subscription and use the Subscription and the applicable manuals and documentation that Blackbaud generally provides or makes available for Blackbaud Solutions ("Documentation") solely for the furtherance of Client's internal business purposes during the Subscription term set forth on the Order Form. Client's use of the Subscription is subject to the scope of the use provisions above, and unless otherwise expressly set forth in an Order Form, Client shall not share Subscriptions with subsidiaries or affiliates without the express written agreement of Blackbaud and Client's payment of additional Subscription fees.
- b. Software License Grant and Termination.** Blackbaud grants to Client, and Client accepts, a nontransferable, nonassignable, nonsublicensable, nonexclusive, and perpetual (subject to the termination provisions below) license to use one (1) copy of the Software in machine readable object code form only ("License"). The License includes the right to use the applicable Documentation solely for the furtherance of Client's internal business purposes. The License extends to the computer program delivered by Blackbaud and updates provided by Blackbaud pursuant to Client's continued enrollment in Maintenance and, where applicable, applications created by or on behalf of Client utilizing the Application Programming Interface, Software Development Kit, or Visual Basic for Application contained in the Software ("Blackbaud Tools"). Client may only install and use the Software (i) in accordance with Section 5(e), System Requirements, and (ii) in a manner that ensures that Client's simultaneous use of and access to the Software will be limited as set forth in the applicable Order Form. Client's use of the Software is subject to the scope of the use provisions above, and unless otherwise expressly set forth in an Order Form, Client shall not share Licenses with subsidiaries or affiliates without the express written agreement of Blackbaud and Client's payment of additional license fees. The License is effective in perpetuity unless terminated pursuant to this Section 5(b). Client may terminate a License at any time by providing written notice to Blackbaud. Blackbaud shall have the right to terminate a License by providing written notice to Client (i) upon Client's failure to pay when due any undisputed invoices issued pursuant to this Agreement, provided that Blackbaud has given Client at least five (5) days prior notice of Blackbaud's intention to terminate the License and Client fails to pay the undisputed invoice during that five (5) day period, (ii) upon Client's failure to cure a material default pursuant to Section 15(b), Default, or (iii) if Blackbaud is unable, using commercially reasonable efforts, to obtain the right for Client to continue using the Software if the Software becomes the subject of an infringement claim for which Blackbaud is indemnifying Client pursuant to Section 8(a), Patent and Copyright Infringement. Within fifteen (15) days of the effective date of termination of a License, Client shall certify in writing to Blackbaud that it has destroyed or erased all copies of the Software.
- c. Subscriptions and Maintenance Renewals.** Unless cancelled in accordance with this Section 5(c), Subscriptions and Maintenance shall renew for consecutive one (1) year terms following the initial term set forth on the Order Form. Renewal fees for Subscriptions and Maintenance are subject to an adjustment defined at the annual invoice period. Client may cancel a Subscription or Maintenance by providing written notice to Blackbaud at least forty-five (45) days prior to the start of the renewal term. No credit or refunds will be given for partial Subscription or Maintenance periods. Cancellations will become effective as of the final day of the then-current term. Reinstatement

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of a lapsed Subscription or Maintenance requires full payment of fees that would have been due from the expiration of the last active term through the reinstatement date.

- d. Copyright.** Blackbaud Solutions (i) contain trade secret and proprietary information owned by Blackbaud or its third party licensors and (ii) are protected by United States and international copyright laws and trade provisions. Except for copies as may be required by Client for backup or archival purposes, Client may not disclose, copy, transfer, or transmit Blackbaud Solutions for any purpose. All permitted copies of Blackbaud Solutions must retain Blackbaud's copyright and other proprietary notices and be identified as Blackbaud Confidential Information. Client agrees that all right, title, and interest in and to Blackbaud Solutions remains with Blackbaud and its third party licensors.
- e. System Requirements.** Certain Blackbaud Solutions may only be used or accessed from Client's computer systems that meet the Blackbaud system requirements published at <https://www.blackbaud.com/systemrequirements>, which Client acknowledges it has reviewed.
- f. Suspension; Acceptable Use Policy.** Blackbaud may suspend Client's use of or access to Blackbaud Solutions upon written notice to Client (i) in response to Client's failure to pay when due any undisputed invoices issued pursuant to this Agreement, provided that Blackbaud has given Client at least five (5) days prior notice of Blackbaud's intention to suspend the Blackbaud Solution and Client fails to pay the undisputed invoice during that five (5) day period, or (ii) in response to a violation by Client of the acceptable use policy posted at <http://internet.blackbaud.com/eua/aupolicy> ("AUP"). Blackbaud will lift any payment-related suspension promptly following Client's payment of the undisputed invoice on which the suspension is based. When exercising its right to suspend a Blackbaud Solution for a breach of the AUP, Blackbaud will respond in a manner proportionate to the severity of the violation (e.g., when a single user has breached the AUP, by suspending Subscription access to the user rather than suspending all users or Blackbaud Solutions). With respect to any suspension, Blackbaud and Client agree to work together in good faith to address the violation in a reasonable manner, to prevent similar violations in the future, and to reinstate the suspended Blackbaud Solution as quickly as possible.

6. Security

Blackbaud has implemented and will maintain administrative, physical, and technical safeguards designed to: (i) protect against anticipated threats or hazards to the security of Client Confidential Information, and (ii) protect against unauthorized access to or use of Confidential Information that could materially harm any Client. Blackbaud's technical safeguards include firewalls, virus and intrusion detection, and authentication protocols. Blackbaud reserves the right, in its sole discretion, to change or modify its safeguards at any time. Client understands that Blackbaud Solutions include sending email and publishing web pages over the public Internet using SMTP or HTTP protocols, and that these standard protocols do not support many enhanced data security protections. In no case will the use of the public Internet in this manner be deemed to violate Blackbaud's obligations under this Agreement. Blackbaud reserves the right, in its sole discretion, to change or modify its data security program at any time, but at all times will maintain commercially reasonable database security. Client shall take commercially reasonable security precautions to prevent unauthorized or fraudulent use of Blackbaud Solutions by Client, Client's employees, agents, or any other third parties.

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7. Client Obligations

- a. **Protection of Client Confidential Information.** Client shall be responsible for using commercially reasonable practices to protect Client Confidential Information it shares with Blackbaud.
- b. **Client Control.** Client shall be solely responsible for administering and monitoring the use of login IDs and passwords by its administrators and users. Upon the termination of employment of any such Client administrator or user, Client will immediately terminate access by the login ID and password of that individual to Blackbaud Solutions. Blackbaud is not responsible for any damages resulting from Client's failure to manage the confidentiality of its login ID and passwords. Blackbaud will not solicit any contributions for or on behalf of Client, and Blackbaud will not employ or procure any person to do so.
- c. **Prohibited Uses.** Client shall not modify, rent, sublease, sublicense, assign, use as a service bureau, copy, lend, adapt, translate, sell, distribute, derive works from, decompile, or reverse engineer Blackbaud Solutions, except as explicitly permitted hereunder. Unless otherwise expressly set forth in an Order Form, Blackbaud Solutions shall be used solely by Client, and not (by implication or otherwise) by any parent, subsidiary, or affiliate of Client. In addition, Client shall not use Blackbaud Solutions for any benchmarking or competitive purposes. Client shall not (i) send or store material containing software viruses, worms, Trojan horses, or other harmful computer code, files, scripts, agents, or programs in, to, or from Blackbaud Solutions; (ii) interfere with or disrupt the integrity or performance of Blackbaud Solutions, or the data contained therein; (iii) use Blackbaud Solutions in a manner inconsistent with applicable Documentation; or (iv) attempt to gain unauthorized access to Blackbaud Solutions or related systems or networks.

8. Indemnity

- a. **Patent and Copyright Indemnity.**
 - i. Blackbaud shall indemnify and defend Client against any third party claims that Blackbaud Solutions as delivered or made available to Client infringe any United States or Canadian patent, trademark, or copyright owned by such third party. Blackbaud shall, in its reasonable judgment and at its option and expense, (i) obtain for Client the right to continue using the affected Blackbaud Solution; (ii) replace or modify the Blackbaud Solution so that it becomes non-infringing while giving equivalent performance; or (iii) if Blackbaud cannot obtain the remedies in (i) or (ii), as its sole obligation, terminate the License or access to the infringing Blackbaud Solution and refund any pre-paid Subscription or Maintenance fees related to such Blackbaud Solution.
 - ii. Blackbaud shall have no liability to indemnify and defend Client to the extent (i) the alleged infringement is based on infringing information, data, software, applications, services, or programs created or furnished by or on behalf of Client; (ii) the alleged infringement is the result of a modification made by anyone other than Blackbaud; or (iii) Client uses the Blackbaud Solution other than in accordance with this Agreement, any Documentation, or any delivered Documentation under a SOW(s).
 - iii. This Section states the entire liability of Blackbaud with respect to any type of infringement claim.
- b. **Client Indemnity.** Client shall indemnify and defend Blackbaud from and against any third party claim arising from Client's breach of the AUP or Section 7, Client Obligations.
- c. **Mutual Indemnity.** Each Party shall indemnify and defend the other Party against any third party claims arising from the indemnifying Party's gross negligence or willful misconduct.

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- d. Indemnification Procedures.** The indemnified Party shall give the indemnifying Party prompt written notice of any claims for indemnification and the indemnified Party agrees to relinquish control of defending any such claim to the indemnifying Party, including the right to settle; provided however, that the indemnifying Party will not settle any such suit or claim without the indemnified Party's prior written consent if such settlement would be adverse to the indemnified Party's interests.

9. Representations, Warranties, and Disclaimer

- a. Mutual Representations and Warranties.** Each Party represents and warrants that (i) it has the right and power to enter into this Agreement, (ii) an authorized representative has accepted this Agreement, and (iii) it will comply with all applicable laws and regulations pertaining to this Agreement.

b. Blackbaud Warranties.

- i. **Services.** Blackbaud warrants that the Services will be performed in a professional and workmanlike manner in accordance with industry standards. Deficiencies in the Services must be reported to Blackbaud in writing within thirty (30) days of discovery of the alleged deficiency. The sole and exclusive remedy for breach of the Services warranty shall be reperformance of the deficient Services.
- ii. **Software and Subscriptions.** Blackbaud warrants that Software and Subscriptions will perform substantially in conformance with the functional specifications in the then-current Documentation, provided that, in the case of Software, Client maintains active enrollment in Maintenance. This warranty does not apply if the Software or Subscription is not administered in accordance with the applicable instructions and training provided by Blackbaud. If the Software or Subscription fails to operate as warranted in this Section and Client notifies Blackbaud in writing of the nature of the nonconformance, Blackbaud will use commercially reasonable efforts to promptly repair or replace the non-conforming Software or Subscription without charge. The foregoing provides Client's sole and exclusive remedy for breach of this warranty.
- c. Disclaimer.** Other than applications made by or on behalf of Client using the Blackbaud Tools and within the scope of Section 5(b), Software License Grant and Termination, any modifications that Client makes to Blackbaud Solutions will void any warranty obligations set forth in this Agreement as well as any Maintenance. EXCEPT FOR THE WARRANTIES SET FORTH IN THIS SECTION 9, BLACKBAUD EXPRESSLY DISCLAIMS ALL REPRESENTATIONS AND WARRANTIES, WHETHER EXPRESS, IMPLIED, OR STATUTORY (BY ANY TERRITORY OR JURISDICTION) TO THE EXTENT PERMITTED BY LAW, AND FURTHER BLACKBAUD EXPRESSLY EXCLUDES ANY WARRANTY OF NON-INFRINGEMENT, TITLE, FITNESS FOR A PARTICULAR PURPOSE, OR MERCHANTABILITY.

10. Limitation of Liability

- a.** EXCEPT FOR THE INDEMNIFICATION OBLIGATIONS SET FORTH IN SECTION 8 AND CLIENT'S PAYMENT OBLIGATIONS, EACH PARTY'S MAXIMUM LIABILITY TO THE OTHER PARTY FOR ANY ACTION ARISING UNDER THIS AGREEMENT, REGARDLESS OF THE FORM OF ACTION AND WHETHER IN TORT OR CONTRACT, SHALL BE LIMITED TO THE GREATER OF (X) \$25,000 OR (Y) THE AMOUNT OF FEES PAID OR PAYABLE BY CLIENT FOR THE BLACKBAUD SOLUTION FROM WHICH THE CLAIM AROSE DURING THE SIX (6) MONTHS

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PRECEDING THE CLAIM. IN NO EVENT SHALL EITHER PARTY BE LIABLE FOR INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES OF ANY KIND, EVEN IF A PARTY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. THE PARTIES AGREE TO THE ALLOCATION OF RISK SET FORTH HEREIN.

- b. Blackbaud shall have no liability under this Agreement with respect to (i) customizations created by or on behalf of Client; (ii) use of Blackbaud Solutions by or on behalf of Client other than in accordance with this Agreement and the Documentation; (iii) combination use, failures, or incompatibility caused by third party software or hardware not supplied by Blackbaud; (iv) modifications to Blackbaud Solutions other than those contemplated in Section 9(c), Disclaimer; (v) Client's failure to timely install updates to Blackbaud Solutions; or (vi) compliance with designs, plans, or specifications furnished by or on behalf of Client.

11. Ownership

- a. **Client Ownership and License.** Subject to the rights of Blackbaud set forth below, Client has all right, title, and interest in and to all Client Confidential Information and all Client-provided artwork, logos, trade names, and trademarks ("Client Content"). Solely to the extent necessary for Blackbaud and its agents to perform their obligations under this Agreement, Client grants to Blackbaud and its suppliers a nonexclusive, fully paid-up license to use, reproduce, store, modify, and, with respect to client websites created and/or managed by Blackbaud, display, Client Confidential Information and Client Content.
- b. **Blackbaud Ownership and License.** Subject to the rights of Client set forth above, Blackbaud has all right, title, and interest in and to any expressions and results of Blackbaud Solutions, the work, findings, analyses, conclusions, opinions, recommendations, ideas, techniques, know-how, designs, programs, tools, applications, interfaces, enhancements, other technical information, and all derivatives of the foregoing created in connection with this Agreement ("Work Product"). Blackbaud grants to Client a nonexclusive, fully paid-up license to use Work Product, solely to the extent necessary for Client and its end users to use Blackbaud Solutions in accordance with this Agreement. If Client provides any feedback, comments, suggestions, ideas, requests, or recommendations for modifications or improvements to Blackbaud ("Feedback"), Client hereby assigns all right, title, and interest in any such Feedback to Blackbaud to be used for any purpose. All rights not expressly granted to Client hereunder are reserved by Blackbaud.
- c. **Results.** Client agrees that Blackbaud may (i) aggregate benchmarking results of Client's use of Blackbaud Solutions with results of other customers' use (collectively "Results"), and (ii) use and disclose the Results for any purpose provided that the Results do not individually identify Client, Client's Confidential Information, or Client's use of Blackbaud Solutions.

12. Notice

All notices or other communications referenced under this Agreement shall be made in writing and, in the case of Blackbaud, sent to the address designated above or in the case of Client, sent to the address set forth on the Order Form, or as designated from time to time in writing by the Parties. All notices shall be deemed given to the other Party if delivered receipt confirmed using registered or certified first class mail, postage prepaid, or recognized courier delivery.

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13. Force Majeure

Neither Party shall be liable for any failure to perform its obligations under this Agreement if prevented from doing so by a cause or causes beyond its reasonable control (each such cause, a "Force Majeure"). Any delay in performance due to Force Majeure will be excused for the duration of the event of Force Majeure and the obligations of the Parties will resume immediately upon written notice from the non-performing Party that it is again able to perform.

14. Dispute Resolution; Governing Law

Disputes and claims arising out of or related to this Agreement first will be submitted to senior management of both Parties for amicable resolution. If the Parties cannot settle the matter within sixty (60) days of a written request by either Party to begin dispute resolution proceedings hereunder, the dispute or claim shall be submitted to and resolved exclusively by arbitration conducted in accordance with American Arbitration Association rules, with one (1) arbitrator appointed to conduct arbitration and arbitration taking place in a mutually agreed location. If the Parties cannot agree upon a hearing location by the date of the preliminary hearing held by the arbitrator, the arbitration will be held in Atlanta, Georgia. Any decision in arbitration shall be final and binding upon the Parties. Judgment may be entered thereon in any court of competent jurisdiction. Notwithstanding the above, either Party may sue in any court for infringement of its proprietary or intellectual property rights or to seek injunctive relief and Blackbaud may sue in any court to collect unpaid amounts. CLIENT AND BLACKBAUD EXPRESSLY WAIVE ANY RIGHT TO A TRIAL BY JURY IN ANY PROCEEDING ARISING UNDER OR RELATED TO THIS AGREEMENT. This Agreement shall be governed by the laws of the State of New York, excluding choice of law principles. The Parties agree to waive their right to file a class action, to seek relief on a class basis, or to pursue claims in any consolidated proceeding. The parties acknowledge that their consent to arbitrate is conditioned on the waiver in the preceding sentence ("Waiver"). If any court or arbitrator determines the Waiver is void or unenforceable or that an arbitration involving the parties can proceed on a class or consolidated basis, then the parties will be deemed to have not consented to arbitration.

15. Term and Termination

- a. **Term.** The term of this Agreement shall commence on the Effective Date and continue unless terminated in accordance with this Section 15.
- b. **Default.** Either Party may terminate this Agreement if the other Party materially defaults in performing its obligations under this Agreement and the default remains uncured for at least thirty (30) days following receipt of written notice from the nondefaulting Party. Upon written notice from either Party, this Agreement shall also terminate upon (i) the making of an assignment for the benefit of creditors by a Party or (ii) the dissolution of a Party.
- c. **Effect of Termination.** Upon termination of this Agreement or termination of a Blackbaud Solution, Blackbaud may immediately cease providing any such terminated offering. Where Blackbaud hosts Client's database, Blackbaud will provide a copy of such database to Client upon termination. To the extent an archive copy of Client's database or Client Confidential Information was created by Blackbaud during the course of performing its obligations under this Agreement, Client agrees that Blackbaud may retain such copies following termination subject to Blackbaud's internal practices for record destruction. If this Agreement is terminated for any reason, Client shall nonetheless be obligated to pay Blackbaud upon such termination any and all accrued and unpaid fees and expenses due and payable to Blackbaud as of the date of termination.

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16. Mutual Publicity

Except for disclosures required by law, each Party agrees not to issue a press release or public statement relating to this Agreement or its terms or use the other Party's name, logo, or other identifying information unless in each case the other Party has provided written consent, which shall not be unreasonably withheld. Any such disclosures or uses of name, logos, and identifying information shall be in good taste, shall not be disparaging, and shall uphold the professional standards and goodwill associated with the other Party.

17. Statutory Exceptions

For clients who are qualified public educational or government institutions, any part of this Agreement, such as, by way of example, all or part of the indemnification section, which may be invalid or unenforceable against Client because of applicable state or federal law, shall be deemed invalid or unenforceable as the case may be and instead construed in a manner most consistent with applicable governing law. If required by law this Agreement will be governed by applicable state or federal law.

18. General

Except as otherwise specifically stated herein, remedies shall be cumulative and there shall be no obligation to exercise a particular remedy. No failure or delay in enforcing any term, exercising any option, or requiring performance shall be binding or construed as a waiver unless agreed to in writing by a duly authorized representative of each Party. If any provision of this Agreement is held to be unenforceable, the other provisions shall remain in full force and effect. No purchase order or other ordering document that purports to modify or supplement the printed text of this Agreement or any attached or referenced document shall add to or vary the terms of this Agreement. All proposed modifications, variations, edits, or additions to this Agreement, Order Form(s) or SOW(s) are objected to and deemed material unless otherwise mutually agreed to in writing. Order Forms may be executed in counterparts, which together form one legal instrument. An executed copy of an Order Form made by reliable means shall be considered an original. Either Party may assign its rights or obligations under this Agreement with the non-assigning Party's written consent, such consent not to be unreasonably withheld; provided, however, that Blackbaud may assign its rights and obligations in connection with a change of control without Client's consent. Blackbaud performs its obligations under this Agreement as an independent contractor, not as an employee of Client. Nothing in this Agreement is intended to construe the existence of a partnership, joint venture, or agency relationship between Client and Blackbaud. During the term of this Agreement and for a period of one (1) year thereafter, Client shall not, without Blackbaud's prior written consent, directly or indirectly solicit for employment, hire, or retain the services of any former or current Blackbaud employees or subcontractors of which Client became aware or with whom Client came into contact during Blackbaud's performance of its obligations under this Agreement. Blackbaud shall at all times during the Term maintain commercially reasonable insurance coverage which will in no event be less than the following: (i) workers' compensation and employers liability insurance as required by law; (ii) commercial general liability insurance with a general aggregate liability limit of not less than US\$2,000,000; and (iii) professional liability insurance for errors and omissions, including cybercrime coverage, with an aggregate limit of not less than US\$5,000,000. Upon written request, Blackbaud will provide Client with a copy of its current certificates of insurance for coverage listed above. Any provision of this Agreement that contemplates performance or observance subsequent to termination of the Agreement, regardless of the date, cause or manner of such termination, shall survive such termination and shall continue in full force and effect.

Client has accepted this Agreement by the signing of the Order Form by a duly authorized officer or officer representative.