

**GovSense, LLC SaaS
Services Agreement**

Jurisdiction Name: City of Ocala

Contact Name: Tye Chighizola

Email address: TChighizola@Ocalafl.org

Street Address: 201 SE 3rd Street, 2nd Floor

City: Ocala

State: FL

Zip Code: 34471

Telephone Number: 352-629-8490

Billing Contact Name: Kelly Vann

Billing Contact Email: KVann@Ocalafl.org

This Software-as-a-Service (SaaS) Services Agreement (the "**Agreement**") is between You (the "**Client**") and GovSense, LLC (the "**Company**", "**we**" or "**us**") (together with You, the "**Parties**"), and it becomes effective as of the date of Your signature below (the "**Effective Date**"). This Agreement relies on certain defined terms, and these terms are specified in Section 10 or are otherwise defined in context.

1. GovSense SaaS Services. We provide access to a web-based portal containing data, reports, dashboards, and analytics through a product named GovSense (the "**SaaS Services**"). As part of the SaaS Services, the Company will provide support and maintenance services as outlined in the Support Addendum annexed hereto, as well as consulting, implementation assistance, and/or support for the GovSense product as agreed upon in one or more Statements of Work entered into hereunder.

2. Grant of Rights; Intellectual Property Ownership. To provide the SaaS Services, we use proprietary software ("Software"), know-how and other items that together embody GovSense IP. The Company and its licensors own the Software, reports, and all associated intellectual property. You retain ownership of Client Information and intellectual property rights associated with such Client Information. The Company owns the Intellectual Property associated with all the content in the reports, including all information, artwork, text, trademarks, trade dress and report formatting. We grant You a non-exclusive, non-transferable, royalty-free, license to access and use the reports for Your internal business purposes during the Term of this Agreement.

2.1 Custom Developed Software. In the event the Company develops modifications or custom software ("Developed Software"), the Company grants to Client a non-exclusive, fully paid license to use the Developed Software for the Term of this Agreement. The use of the Developed Software shall be in accordance with this Agreement or such other written agreement as the Parties may enter into. Maintenance and support for the Developed Software may be obtained from the Company on a time and materials basis, as defined in one or more SOWs to be entered into between You and the Company, pursuant to this Agreement. The Parties understand and agree that the Developed Software is the

property of the Company and it shall have sole and exclusive ownership of the software including all copyrights, trademarks and patents.

3. Intellectual Property Rights. In the course of performing its duties under the SOWs entered into under this Agreement, the Company may use enhancements, discoveries, processes, methods, designs and know-how, whether or not copyrightable or patentable, which the Company conceived during the course of other consulting engagements. In addition, the Company may independently develop enhancements, processes, methods, designs or know-how during the Term of this Agreement and Client acknowledges that the Company may use such enhancements, processes, methods, designs and know-how in its business operations with other Clients. The Parties understand and agree that the custom developed enhancements, processes, methods, designs, know-how, or other such similar matters are the property of the Company and it shall have sole ownership of all such matters, including copyrights, trademarks and patents.

4. Charges and Payment of Fees. You will pay us for the SaaS Services per Exhibit A outlined in this Agreement. Furthermore, You will pay us for travel and accommodation expenses incurred at Your request.

4.1. Billing. You are responsible for payment of our invoices, and You shall pay such fees directly to us without delay or set-off, as provided in Section 4.2.

4.2. Payment Terms. Except for Project Kick-Off Fee, which is due upon execution of this Agreement, payments are due within thirty (30) days of receipt of invoice.

4.3. Taxes. Unless otherwise stated, The Company's fees do not include any taxes, levies, duties or similar governmental assessments of any nature, including but not limited to value-added, sales, use or withholding taxes, assessable by any local, state, provincial, federal or foreign jurisdiction (collectively, "Taxes"). Client is exempt from all federal excise and state sales taxes (State of Florida Consumer's Certification of Exemption No.: 85-8012621655C-9). Client's EIN is 59-60000392.

5. Confidentiality. Confidential or sensitive information one Party (the "**Disclosing Party**") provides to the other Party (the "**Receiving Party**") under this Agreement shall be governed as follows:

5.1. Confidential Information. "**Confidential Information**" means non-public and proprietary know-how and information disclosed under this Agreement, whether oral or written or electronic, that (a) concerns the SaaS Services, the reports or the software, technology, customers, finances, methods, research, processes or procedures of either the Company or Client; and (b) is designated as "Confidential" or "Proprietary" by the Disclosing Party at the time of disclosure or within a reasonable period thereafter. Confidential Information also includes, without limitation, information relating to the disclosing party's software or hardware products which may include source code, API data files, documentation, specifications, data bases, networks, system design, file layouts, tool combinations and development methods as well as information relating to the disclosing party's business or financial affairs, which may include business methods, marketing strategies, pricing, competitor information, product development strategies and methods, Client lists, and financial results. Confidential Information also includes information received from others that the disclosing party is obligated to treat as confidential and oral information that is identified by the disclosing party as confidential. Confidential Information disclosed by a subsidiary of the disclosing party and/or its agents is covered by this Agreement. Confidential Information includes all tangible materials which contain Confidential Information whether written or printed documents, computer disks or tapes whether user or machine readable. Confidential Information shall not include any information that (1) is already known to the receiving party or its affiliates, free of any obligation to keep it confidential; (2) is or becomes publicly known through no wrongful act of the receiving party or its affiliates; (3) is received by the receiving party from a third party without any restriction on confidentiality; (4) is independently developed by the receiving party or its affiliates; (5) is disclosed to third parties by the disclosing party without any obligation of confidentiality; (6) is approved for release by prior written authorization of the disclosing party; or (7) constitutes a "public record" as defined by section 119.011(12), Florida Statutes and is therefore subject to the access requirements of Florida's Public Records Act (Chapter 119, Florida Statutes) or s. 24, Art. I of the Florida Constitution.

5.2. Non-disclosure. As a result of the business relationship formed by this Agreement, the Parties hereto may have access to Confidential Information. The Parties agree to maintain the confidentiality of the Confidential Information and to protect as a trade secret any portion of the other party's Confidential Information by preventing any unauthorized copying, use, distribution, installation or transfer of possession of such information. The Receiving Party will retain the Disclosing Party's Confidential Information in confidence, and shall not use or disclose Confidential Information except for purposes permitted under this Agreement. The Receiving Party shall be entitled to disclose Confidential Information of the Disclosing Party (i) to its employees, provided such employees are bound by non-disclosure obligations no less protective than those set out in this Agreement, and (ii) to affiliates and vendors, provided such affiliates and vendors are bound by non-disclosure obligations no less protective than those set out in this Agreement.

5.3. Standard. Each Party will use at least the same degree of care in safeguarding the other Party's Confidential Information as it uses in safeguarding its own Confidential Information, but shall not use less than reasonable care and diligence.

5.4. Exceptions. Sections 5.1 and 5.2 will not apply to Confidential Information the Receiving Party can demonstrate: (i) is or becomes a matter of public knowledge through no fault of the Receiving Party; (ii) was or becomes available to the Receiving Party on a non-confidential basis from a third party, provided that such third party is not bound by an obligation of confidentiality to the Disclosing Party with respect to such Confidential Information; (iii) was independently developed by the Receiving Party without reference to the Disclosing Party's Confidential Information; or (iv) is required to be disclosed by law, provided that the Disclosing Party is promptly notified by the Receiving Party to provide the Disclosing Party an opportunity to seek a protective order or other relief.

5.5. Without limiting the generality of the foregoing, neither party shall permit any of its personnel to remove any proprietary or other legend or restrictive notice contained or included in any material provided by the disclosing party and the receiving party shall not permit its personnel to reproduce or copy any such material except as expressly authorized hereunder. The Confidential Information of one party may be used by the other party only to fulfill its obligations under this Agreement.

5.6. The Parties acknowledge that any use or disclosure of the other party's Confidential Information in a manner inconsistent with the provisions of the engagement letter may cause the non-disclosing party irreparable damage for which remedies other than injunctive relief may be inadequate, and both Parties agree that the non-disclosing party may request injunctive or other equitable relief seeking to restrain such use or disclosure.

5.7. The terms and provisions of this Section 5 shall survive any termination of the engagement letter for any reason for a period of 2 years.

6. Term and Termination

6.1. Term. The initial term of this Agreement shall be sixty (60) months commencing December 31, 2022 and ending December 30, 2027 ("**Initial Term**"). This Agreement may be renewed for additional periods each the same length as the Initial Term (each an "**Additional Term**"; together with "**Initial Term**" the "**Term**") upon mutual written agreement of the parties at least ninety (90) days before the end of any Term. Absent mutual written agreement between the parties, this Agreement will expire at the end of the then current Term.

6.2. Termination by City for Cause. Client shall have the right to immediately cancel, either in whole or in part, any portion of this Agreement due to failure of Company to carry out any obligation, term, or condition of the Agreement. Client's election to terminate the Agreement for default shall be communicated by providing Company written notice of termination in the manner specified for the giving of notices herein. Any notice of termination given to Company by Client shall be effective immediately, unless otherwise provided for therein, upon the occurrence of any one or more of the following events: (1) Company fails to timely and properly perform any of the services set forth in the specifications of the Agreement; (2) Company provides product that does not meet the specifications of the Agreement; (3) Company fails to complete the work required within the time stipulated in the Agreement; or (4) Company fails to make progress in its

performance under this Agreement and/or gives Client reason to believe that Company cannot or will not perform to the requirements of Agreement.

6.3. Company Opportunity to Cure Default. Client may, in its sole discretion, provide Company with an opportunity to cure the violations set forth in Client's notice of default to Company. Company shall commence to cure the violations immediately and shall diligently and continuously prosecute such cure to completion within a reasonable time as determined by Client. If the violations are not corrected within the time determined to be reasonable by Client or to the reasonable satisfaction of City, City may, without further notice, declare Company to be in breach of this Agreement and pursue all remedies available at law or equity, to include termination of this Agreement without further notice.

6.4. Client's Remedies Upon Vendor Default. In the event that Company fails to cure any default under this Agreement within the time specified in this section, Client may pursue any remedies at law or equity including, without limitation, the following: (i) termination of this Agreement without further notice; (ii) Client shall be entitled to hire another vendor to complete the required work in accordance with the needs of Client; (iii) Client shall be entitled to recover from Company all damages, costs, and attorney's fees arising from Company's default prior to termination.

6.5. Effect of Termination. In the event of a termination of this Agreement, all invoices and fees owed to us by You shall become immediately due and payable. All terms and provisions under this Agreement that should by their nature survive the termination of this Agreement will so survive, including, without limitation, Sections 4.2, 5, 6.2, 7, 8 and 9.

7. Representations and Warranties; Disclaimers

7.1. GovSense SaaS Services and Reports; Exclusive Remedy. During the Term, the Company will use reasonable efforts to provide the SaaS Services in a good and workmanlike manner. The Company will resolve any breach of this Agreement by the Company within thirty (30) days after receiving Your written notice concerning such breach.

7.2. Hosting Compatibility. You represent and warrant that, You understand that GovSense is a NetSuite hosted product and that You must have a NetSuite license to use the SaaS Services. You are responsible for obtaining such NetSuite license and do not hold the Company responsible for supporting the SaaS Services on any other hosting platform.

7.3. Client Information. You represent and warrant that, during the Term, You hold all rights and permissions necessary to provide Client Information to us for the uses specified in this Agreement. You are responsible for the accuracy, integrity and completeness of Client Information.

7.4. Disclaimers. EXCEPT AS PROVIDED IN SECTION 8.1, WE MAKE NO WARRANTIES OF ANY KIND, WHETHER EXPRESS, IMPLIED, STATUTORY OR OTHERWISE, AND WE SPECIFICALLY DISCLAIM ALL IMPLIED WARRANTIES, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY, NONINFRINGEMENT, OR FITNESS FOR A PARTICULAR PURPOSE, TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW.

8. Limitation of Liability. IN NO EVENT SHALL EITHER PARTY BE LIABLE TO THE OTHER FOR INDIRECT, PUNITIVE, SPECIAL, EXEMPLARY, CONSEQUENTIAL,

INCIDENTAL OR OTHER DAMAGES OF ANY TYPE OR KIND (INCLUDING LOSS OF DATA, REVENUE, PROFITS, USE OR OTHER ECONOMIC ADVANTAGE), EXCEPT DIRECT DAMAGES, ARISING OUT OF, OR IN ANY WAY RELATED TO THIS AGREEMENT OR THE SAAS SERVICES. YOUR REMEDIES UNDER SECTION 8.1 ARE IN LIEU OF ALL OTHER RIGHTS AND REMEDIES. EXCEPT FOR A BREACH OF SECTION 5.2, IN NO EVENT SHALL EITHER PARTY'S AGGREGATE LIABILITY TO THE OTHER UNDER THIS AGREEMENT EXCEED THE AMOUNTS PAID BY YOU TO US. Notwithstanding the foregoing, nothing herein is intended to waive Client's rights or limits of liability existing for Client under section 768.28, Florida Statutes. This provision shall survive the termination of all performance obligations under this Agreement and shall be fully binding until any proceeding brought under this Agreement is barred by any applicable statute of limitation.

9. General

9.1. No Waiver. The failure of either party to enforce its rights under this Agreement at any time for any period shall not be construed as a waiver of such rights.

9.2. Severability. If a court of competent jurisdiction finds any provision of this Agreement to be illegal or unenforceable, that provision will be eliminated to the minimum extent necessary so that this Agreement shall otherwise remain in full force and effect.

9.3. No Agency. For the purposes of this Agreement, the Parties will at all times be independent contractors with no right to bind or obligate the other in any manner whatsoever. Nothing in this Agreement shall operate to create a partnership between the Parties, or to authorize either Party to act as agent for the other.

9.4. Governing Law. Florida law, without reference to rules governing conflict of laws, shall apply to this Agreement and any dispute between the Parties related hereto. Any such dispute shall be resolved through the state and/or federal courts of record in Ocala, Marion County, Florida. The foregoing shall not apply to injunctive relief sought with respect to any breach or alleged breach of Section 6.

9.5. Entire Agreement. This Agreement contains the entire understanding of the Parties regarding its subject matter and supersedes all prior agreements between the Parties, both oral and written, and can be modified only by a subsequent written agreement executed by both Parties.

9.6. Counterparts. The Parties may enter into this Agreement in counterparts, including facsimile, PDF or other electronic copies, which taken together will constitute one instrument.

9.7. Dispute Resolution. As a condition precedent to filing an action in a court of competent jurisdiction in Ocala, Marion County, Florida, the Parties agree to mediate their dispute within forty- five days (45) of either party receiving notice of a request to mediate. The Parties shall agree on a mediator or in the event the Parties cannot agree, each party shall choose a mediator who in turn shall choose the mediator to hear the dispute. The Parties by written agreement may treat the mediation as binding arbitration. The cost of mediation or binding arbitration shall be borne by the losing party.

9.8. Force Majeure. The Company shall not be responsible for failure to perform in a timely manner under this engagement letter when its failure results from any of the following causes; Acts of God or public enemies, civil unrest, insurrection or riot, fire, flood, explosion, earthquake or serious accident, strike,

labor trouble or work interruption or any cause beyond its reasonable control. In addition, the Company shall not be responsible for equipment or component failures due to defective manufacturing or defective software or for delays in shipment of equipment or components timely ordered.

9.9. Notices. Any notice or other communication required or permitted shall be in writing and shall be deemed to have been duly given on the day of service if served personally or by facsimile transmission with confirmation, or three (3) days after mailing if mailed by First Class mail, registered or certified, postage prepaid, and addressed to the respective Parties at their principal place of business or at such other addresses as may be specified by either party.

- **If to Client:** Daphne Robinson, Contracting Officer
City of Ocala – Procurement
110 SE Watula Avenue, Third Floor
Ocala, Florida 34471
E-Mail: notices@ocalafl.org

Copy to: William E. Sexton, Esq., City Attorney
City of Ocala – City Attorneys Office
110 SE Watula Avenue, Third Floor
Ocala, Florida 34471
E-Mail: cityattorney@ocalafl.org

9.10. Services. Client shall provide the Company suitable office accommodations, if needed, and complete access to computer systems so as to enable the Company to perform the services referenced in the engagement letter.

9.11. Independent Contractor. The Company is an independent contractor. Neither the Company nor Client are, or shall be deemed for any purpose to be, employees or agents of the other and neither party shall have the power or authority to bind the other party to any contract or obligation. The Company has the sole authority to direct the work of its employees and determine the materials necessary to perform their duties pursuant to the terms of the contract. The Company shall retain the right to perform work for others during the Term of this Agreement.

9.12. Piggyback. Except as otherwise provided in this section, a governing body or its authorized representative may enter into a contract pursuant to a solicitation by: (a) A governmental entity located within or outside this State with the authorization of the contracting vendor. The originally contracting local government is not liable for the obligations of the governmental entity which enters into a contract in response to the solicitation in accordance with this paragraph.

10. Definitions

10.1. “Client Information” means information generated by You concerning financial, business, and/or resource analytics and/or management.

10.2. “GovSense” is a cloud-based government resource planning (“GRP”) software, providing a full service platform for government and regulatory management offered as part of the SaaS Services.

10.3. “GovSense IP” means methods, algorithms, inventions, know how, information, data, logos, and other elements that we use to provide our SaaS Services, including but not limited to the software code constituting, incorporated into, or otherwise created and used by the Company and/or

its affiliates in association with the GovSense product.

10.4. “Statement of Work” or “SOW” means an agreement entered into pursuant to this Agreement and subject to the terms hereof which sets forth the specific service which the Company agrees to perform for Client and the terms and/or specifications agreed upon with respect to those services. Statements of Work shall, unless agreed specifically to the contrary by the Parties be in substantially the form set forth in Exhibit A to this Agreement.

Each individual that is a signatory below certifies that he/she is the authorized agent/representative of the respective party on which behalf such signatory is executing this Agreement, intending thereby to bind each such respective party with respect hereto.

GovSense, LLC.

BY: _____

NAME: Paul CammisaTITLE: Managing Partner

DATE: _____

CITY OF OCALA

BY: _____

NAME: Ire Bethea, Sr.TITLE: City Council President

DATE: _____

Approved as to form and legality:_____
William E. Sexton
City Attorney**ATTEST:**_____
Angel Jacobs
City Clerk

Support Addendum

THIS Support Addendum ("Support Addendum") is incorporated into the SaaS Services Agreement, between GovSense, LLC (the "Company") and the *City of Ocala* ("Client").

1. Introduction. This Support Addendum covers standards for the provision of maintenance, management and support, and operations by the Company to Client, in connection with that certain SaaS Services Agreement dated as of 12/31/2021, between Client and the Company (the "SaaS Agreement"). The SaaS Agreement terminates on 12/30/2027 (if not renewed) and this Support Addendum, and the pricing contained herein, has been structured to run concurrently with the SaaS Agreement. Capitalized terms used but not defined herein will have the meaning ascribed thereto in the SaaS Agreement.

In accordance with the SaaS Agreement, the Company has granted to Client a license to use the SaaS Services (as defined in the SaaS Agreement). To support Client, the Company will: (i) provide maintenance and support for the SaaS Services, pursuant to Section 7 of the SaaS Agreement and Section 2 of this Support Addendum ("Maintenance Services").

2. Maintenance Services.

2.1 Scope of Services.

(a) The following are the Maintenance Services that will be provided by the Company in connection with the SaaS Services, the Company shall provide Support Services to Client with such services defined as the provision of dedicated, skilled, knowledgeable and experienced employees to staff a "help desk" call center, using a toll free service number and e-mail system. Sufficient staffing shall be maintained to answer all incoming calls or respond by e-mail, within sixty (60) minutes from the initial contact made, either by telephone or email and respond with resolution to issues as outlined in in this Support Addendum.

As of the date of this Agreement the toll-free support number is 888-824-1293 and the support email address is support@govsense.com. Hours for availability of the Support Services are listed below:

SUPPORT SERVICES HOURS

Monday – Friday	8 am to 6 pm EST
Saturday – Sunday	24 hour call back
Holidays	New Year's Day; Martin Luther King Day; President's Day; Memorial Day; Independence Day; Labor Day; Thanksgiving; Day after Thanksgiving; Christmas

2.2 Problem Classification

SEVERITY LEVEL	DESCRIPTION	PROBLEM RESPONSE TIME
3	Mission-Critical Impact-SaaS Services or System Down: Software Application cannot be accessed over a public internet connection	Within 4 Hours
2	Business Productivity Impact: Isolated Issue that Adversely Affects normal business operations	Within 2 business days
1	Minor Service Impact: Minor component of functionality does not operate as intended, but most normal business operations can still be performed	Within thirty (30) business days

Penalties for Vendor Non-compliance to Service Level Agreement where GovSense fails to deliver a resolution to a reported issue within the agreed and accepted time-frames noted above, and provided that the cause of the delay was not due to the fault of the city. GovSense will provide the city with a 3% credit on maintenance cost monthly until the issue is resolved.

GOVSENSE CUSTOMER SUPPORT PORTAL GUIDELINES

The Customer Support Portal exists for customers to log cases for any issues they may be experiencing, while notifying our support team of the creation of the case. The portal not only allows our team to track the case internally, but it also gives customers visibility into the status of the issue.

Once submitted, a confirmation email is prompted from the system to notify the customer that the case has been created. Our support team is immediately notified and will verify the selected priority to ensure the appropriate level of urgency is designated to the case.

One of our consultants will reach out within 1 business day of your submitted case to provide an update on status and answer any questions you may have. Though we cannot guarantee that we will be able to provide a resolution at the time of reach out, we will continue to keep you updated throughout the process.

Upon logging your case, five levels of priorities are given to categorize the issue at hand:

- **Critical (L1):** Business Operations Down
- **Urgent (L2):** Major Business Process Down
- **Non-Critical (L3):** Process Down
- **Non-Urgent Issues (L4):** Minimal Impact on Business Operations
- **Enhancement Requests (L5):** Suggestions, Requests, and Comments

Support Services Hours

- **Monday – Friday:** 8 a.m. to 6 p.m. EST
- **Saturday – Sunday:** 24-hour call back
- **Closed Holidays:** New Year's Day; Martin Luther King Jr. Day; President's Memorial Day; Independence Day; Labor Day; Thanksgiving; Day after Thanksgiving; Christmas

Support Contact

- Direct link: [Support Portal Click Here](#)
- Support Number: 888-824-1293
- Support Email: support@govsense.com

Additional Customer Support Case Guidelines:

- Our support packaging includes 24/7 Customer Portal Access for up to two users via email and phone. Support is based in our Alpharetta, Georgia office from 8 a.m. – 6 p.m. Eastern Time.
- We leverage an on-demand communication platform to screen share and assist customers with specific issues.
- Help is also available to all users 24/7 in GovSense via our on-demand online knowledge base – [SuiteAnswers](#).
- To streamline communication for the customer, support portal access will be given to a maximum of two (2) employees per customer. If you feel it is necessary for more than two (2) employees to have access, please contact support directly at support@govsense.com to accommodate your needs.

When creating a case, we would like to remind you of the following guidelines:

- You understand that any employee with granted access to the support portal accepts responsibility for any cases logged, and your jurisdiction will be billed accordingly.
- Any case created that involves work that may require a significant number of hours will require authorized approval and may be subject to a separate statement of work (SOW).
- GovSense reserves the right to close any cases where there has been no response from customer within ten (10) business days.
- If the chosen priority for a case seems inaccurate, GovSense support team may adjust the priority level of the case to reflect a more fitting level of urgency.

If at any point the created case is not gaining the desired level of traction, please reach out to our support team and we will be happy to assist with the resolution of your case and will escalate the matter accordingly, if necessary.



11675 Great Oaks Way - Suite 125
Alpharetta, GA 30022
www.govsense.com

Estimate - (Exhibit A)

Date	Estimate #
10/28/2022	ES-GS7046

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Bill To

Kelly Vann
Greg Wesolowski
City of Ocala, Florida
110 SE Watula Avenue
Ocala FL 34471
United States

Expiration Date	Subscription Billing Term	License Term	Start Date	End Date
12/1/2022	Annual - Net 30	12 months	12/20/2022	12/19/2023
Billing Contact		Billing Email	Contact Telephone	
Kelly Vann		KVann@Ocalafl.org	(352) 629-8401 ex201	
Item	Qty	Description	Term	Total \$
Planning	1	GovSense Planning Management: - Manage Unlimited Planning Application Processes, Fees, and Workflows - Schedule and Manage Hearings, Meetings, and Public Events - Assign, Route, and Manage Tasks through the Planning Lifecycle - Gain Visibility thorough Project Templates, Cost Management, and Customer Profiles - Real-time dashboards with key business metrics and reports snapshots	12 Month	9,588.00
Permitting	1	GovSense Permit Management: - Manage Unlimited Permit Application Processes, Fees, and Workflows - Assign, Route, and Manage Tasks through the Project & Plan Check Lifecycle - Define Hold, Conditions, and Bonds - Manage Projects, Subdivisions, and Location Driven Decisions - Real-time dashboards with key business metrics and reports snapshots	12 Month	9,588.00
Licensing	1	GovSense Contractor License Management: - Manage Unlimited License Types, Fee Schedules, Statuses, and Approvals - Auto-generate renewals, emails, and payment workflows - Manage holds, alerts, and external communication - Real-time dashboards with key business metrics and reports snapshots	12 Month	9,588.00
Code Enforcement	1	GovSense Code Enforcement Management: - Manage Unlimited Case Types, workflows, and stages - Auto-generate notices, emails, and letters - Manage holds, alerts, and external communication cadence - Store Municipal Code for easy reference - Online compliant management forms and email to case functionality - Real-time dashboards with key business metrics and reports snapshots	12 Month	11,988.00
Inspections	1	GovSense Inspection Management: - Manage Unlimited Inspection Types, workflows, and	12 Month	9,588.00



11675 Great Oaks Way - Suite 125
Alpharetta, GA 30022
www.govsense.com

Estimate - (Exhibit A)

Date	Estimate #
10/28/2022	ES-GS7046

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Item	Qty	Description	Term	Total \$
GIS	1	statusess - Easily accept requests and assign through automation or live edit - Manage holds, alerts, and automated emails and text messages - Automated re-inspection scheduling and fee calculation - Real-time dashboards with key business metrics and reports snapshots GovSense GIS Integration: - Integrate with ESRI ArcGIS Web Platform - Leverage Token-Based Authentication via Web Service Endpoints - Bi-directional sharing of data between ESRI and GovSense - Fully configurable solution to consume or publish data - Integration to ESRI Story Maps - Real-time dashboards with key business metrics and reports snapshots	12 Month	9,588.00
Subtotal				59,928.00
50% Discount		50% Discount	Base Price	-29,964.00
Support	1	Support Service Package: - Our Support includes 24/7 Customer Portal Access for up to 2 users, email and phone support from 8 a.m. - 6 p.m. EST. Annual GovSense Support will be \$39,702.00	Custom	39,702.00
			Total	\$69,666.00