

**CITY OF NORTH ST. PAUL
CITY COUNCIL
WORKSHOP AGENDA
JUNE 2, 2020
5:00 PM**

Due to the Governor's Emergency Declaration, the Mayor has determined that in-person meetings during this pandemic are not practical or safe. All meetings of the City Council and other City-governed boards and commissions will be held by telephone or other electronic means until further notice. (Minn. Stat. 13D.021)

Our upcoming workshop meeting on June 2nd will be held via Zoom. Zoom is an online platform that allows attendees to 'join' the meeting via video or telephone. The **June 2nd meeting can be accessed at: <https://zoom.us/j/95956729904> from a PC, Mac, tablet, iPhone or Android device, or by phone at 1-301-715-8592, meeting ID 959 5672 9904.** The City Council workshop meeting will be 'open to the public' to listen in, but will be muted from contributing at all times.

Please join the meeting early to test your audio and video settings. If you join via a device and your audio is not working, you may need to use the dial-in phone number option in order to be heard.

I. CALL TO ORDER

II. ROLL CALL

Council Member Thorsen
Council Member Petersen
Council Member Walczak
Council Member Sonnek
Mayor Furlong

III. TOPIC(S)

- A. Budget and Transparency Software discussion
- B. Housing Improvement Fund discussion
- C. Gas Franchise Fee Rates discussion

IV. OTHER BUSINESS

V. ADJOURNMENT

Agenda Information Memorandum
North St. Paul City Council
Workshop
June 2, 2020

FROM THE OFFICE OF THE FINANCE DEPARTMENT

Agenda placement: Council Workshop

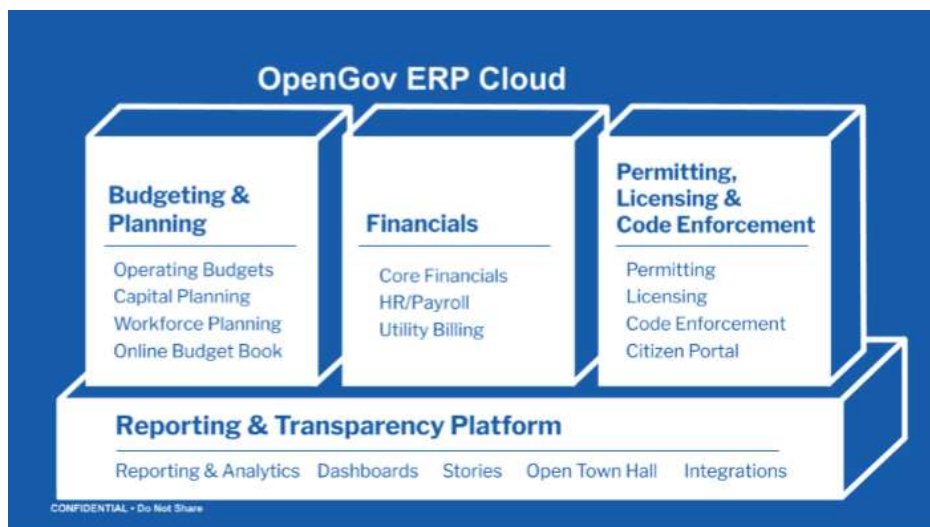
Subject: Budget & Financial Transparency Software

To: Honorable Mayor and City Council

Background/Facts:

- City staff currently use multiple word and excel spreadsheets with locked cells, hidden formulas, and embedded cell references during the budgeting process. These spreadsheets are shared back and forth with department heads, finance, and the City Manager. Significant staff time is spent updating budgets in excel, coordinating delivery of individual workbooks, receiving multiple draft budgets from departments, keeping track of budget worksheets received, combining completed worksheets and verifying calculations.
- In addition, staff doesn't have the ability to accurately forecast personnel including all of the fringe benefits that are associated with each position and the individual cost drivers that are tied to that position. A multi-page excel workbook has been created for budgeting purposes, but this approach is subject to errors and possible broken links. Payroll budgeting is difficult due to:
 - Payroll allocation splits between apartments
 - Five separate union contracts
 - Multiple 457 contribution levels
 - Blended positions for calculating workers compensation insurance rates
 - Two separate pension systems
 - Various dates throughout the year for steps and salary adjustments
- The County also lacks the ability to provide detailed reporting for analysis. It is a very slow process of gathering data from the current accounting system and then manually compiling it.
- The city currently doesn't prepare a formalized budget book or annual Capital Improvement Plan (CIP) for equipment, improvements, and maintenance activities.
 - Preparing a formal budget book will put context around the data for presentation to the public.
 - Publishing an annual Capital Improvement Plan will demonstrate long term fiscal planning and empower Council when making decisions based on current and future resources.
- Based on demonstrations from three Vendors City staff is has determined OpenGov demonstrates the most comprehensive line of products and is the best option to provide Budgeting & Planning and Reporting & Transparency platforms. This platform can integrate with nearly all governmental ERP software.
- Specific features that made OpenGov stand out from the competition:
 - Online Budget Development
 - Multi-Year CIP Planning
 - Budget Book Publication

- Workforce Planning
 - Budgetary Reporting
 - Budget Adjustments
 - Stakeholder Dashboards
 - What-If Scenario Analysis
 - Strategic Initiative Tagging
- **About OpenGov:** OpenGov is the leader in ERP Cloud Solutions for Local Government. Founded in 2012, OpenGov is backed by the nation’s leading investment firms, including Andreessen Horowitz, Emerson Collective, 8VC and Thrive Capital with total investment of over \$128 million according to cruchbase.com. OpenGov currently serves over 2,200 governments across the state and counties, including The State of Oklahoma, Richmond, VA, Boston, MA, Dallas County, TX and Phoenix, AZ and Minneapolis, MN. OpenGov has more than 250 employees (with over 30 former government professionals spanning more than 300 years of government experience) and is headquartered in Redwood City, CA, with additional offices in Portland, OR; Chicago, IL; Boston, MA; Los Angeles, CA; and Grapevine, TX.
 - **Budgeting and Planning:** The OpenGov Budgeting and Planning Suite is the only integrated cloud solution for operating budget development, capital and workforce planning, and online budget book creation. This multi-tenant Software-as-a-Service (“SaaS”) solution connects stakeholders to the budget process, engages them for real-time feedback, accurately forecasts personnel costs, and integrates with key government systems, resulting in improved outcomes, enhanced internal efficiencies, and more time for strategic planning. The integrated suite aggregates and synchronizes financial and non-financial data. Streamline and transform your budget process from the initial stages of planning and personnel forecasting on through final publication while enabling collaboration throughout.
 - **Reporting and Transparency Platform:** The OpenGov Reporting and Transparency Platform simplifies and streamlines the collection, analysis, and communication of complex information. This solution reduces manual reporting, data scrubbing, and formatting by providing on-demand access to dynamic, interactive reports and dashboards. Simple, self-service tools empower anyone with access to the platform to perform analysis without burdening technical teams, making it easier to discover trends, provide historical context, and find anomalies quickly.
 - In addition to the Budgeting & Planning and Reporting & Transparency Platforms OpenGov offers two additional products that round out its complete ERP product lineup.



- **Permitting, Licensing & Code Enforcement:** Permitting, Licensing, and Code Enforcement (PLC) is an all-in-one, cloud-based citizen services platform that gives you the power to manage all of your permitting and licensing operations in one place. PLC helps you streamline approvals efficiently and brings insight and clarity to constituent applications processing.
 - Create guided processes for submitting applications to communicate fee information and required forms.
 - Communicate directly with applications in-platform.
 - Search public records with filterable criteria.
 - Track all application records, payments, documents and previous submissions within the platform.
- **Financials:** GASB compliant fund accounting software solution for local government organizations. OpenGov Financials includes the following functionality:
 - A fully integrated Financial Management System. Each application interacts with the appropriate applications. There is no need to re-enter data from one application to another system.
 - Example Modules include:
 - General Ledger
 - Utility Billing
 - Accounts Payable
 - Accounts Receivable
 - Payroll
 - Fixed Assets
 - Cash Receipts
 - Timesheets
 - Purchase Cards
 - Bank Reconciliation
 - Monthly enhancements and updates are applied without user interruption or cost.
 - Automated interfacing from 3rd party applications like court and web apps.
 - Scanning of supporting documents into all modules.
 - A large library of standard reports in every module.
 - Simple configuration to function within your environment.
 - Unlimited Internal Users
 - Multi-Year & Historical Reporting
- In addition to the requested Budgeting & Planning and Reporting & Transparency platforms, staff has also actively engaged OpenGov in discussion and demonstrations on the above mentioned Permitting, Licensing, & Code Enforcement and Financial products. This suite of products would potentially replace Incode. At this time staff is pursuing a deeper dive into these additional products.

Recommendation: Staff is seeking Council support in pursuing an agreement for Budgeting & Planning and Reporting & Transparency Platforms with Opengov.

Attachments:

OpenGov Budgeting and Performance Flyer
 OpenGov Permitting, Licensing & Code Enforcement Flyer
 OpenGov Financials Flyer
 OpenGov Financials Utility Billing Flyer
 Premium Support Datasheet
 North St. Paul Statement of Work

Respectfully submitted,

/s/ JZ by mm

Jason Zimmerman
Finance Director

APPROVED FOR AGENDA ENCLOSURE:

/s/ SD by mm

Scott Duddeck
City Manager



City of North Saint Paul and OpenGov

Joel Pingel
952-378-7613
jpingel@opengov.com



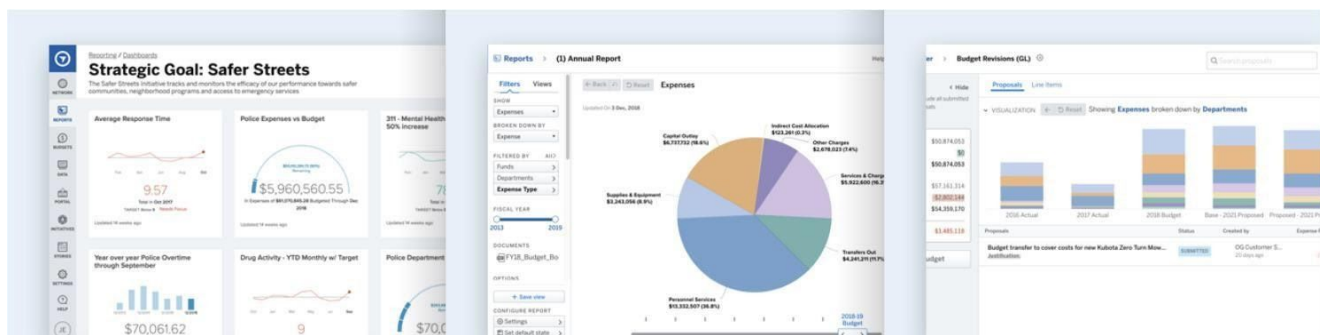
Executive Summary

OpenGov is the leading cloud-based solution for public sector budgeting and performance. OpenGov was founded in 2012, and is backed by some of the top investment groups including Andreessen Horowitz, Emerson Collective, 8VC, and Thrive Capital.

OpenGov currently serves over 2,200 governments ranging in size, including states like California, Texas, Illinois, Florida, Utah, Oklahoma, Colorado, & Ohio. Currently OpenGov is operating in 49 states in the USA. OpenGov is presenting the following solutions to for consideration:

- **The OpenGov Cloud™:** The OpenGov Cloud™ is the only integrated cloud solution for budgeting, performance, communications and reporting. This multi-tenant Software-as-a-Service (“SaaS”) solution connects stakeholders to the budget process, engages them for real-time feedback, accurately forecasts personnel costs, and integrates with key government systems, resulting in improved outcomes, enhanced internal efficiencies, and more time for strategic planning.
- **Budgeting and Performance:** The OpenGov integrated budgeting and performance solution to aggregates and synchronizes financial and non- financial data. Streamline and transform your budget process from the initial stages of planning and personnel forecasting on through final publication while enabling collaboration throughout.
- **Communications and Reporting:** Build trust by simplifying and streamlining the collection, analysis, and communication of complex information with the OpenGov communications and reporting solution.

In addition, OpenGov offers data solutions to simplify the process of integrating information with the OpenGov Cloud. Agencies can establish direct connections to their Enterprise Resource Planning (ERP) or general ledger and indirect Secure File Transfer Protocol (SFTP) connections to a variety of the State’s operational systems.



The OpenGov Advantage

- **Built From the Ground Up for Government**

OpenGov is solely focused on serving the government. OpenGov's software offers a unique (and patented) Chart of Accounts (CoA) Engine that enables OpenGov's products to map to any government's unique Chart of Accounts' organization. By mapping directly to the customer's CoA, OpenGov offers accurate and flexible reporting that is consistent with the customer's prior reporting formats and allows users to drill-down and explore data to the object level.

- **Best Choice for Budget and Performance**

Budgeting and performance are intrinsically connected. Today's state agencies must optimize budgets to drive performance outcomes. With OpenGov, agency leaders can now streamline and transform their end-to-end budgeting process, seamlessly tie budget dollars to key organizational initiatives, and draw actionable insights that maximize performance outcomes.

- **System Agnostic**

OpenGov brings together financial and non-financial data from across your agency or departments, guaranteeing data integrity across all applications and solutions, from budgeting and performance to constituent engagement.

- **Ease of Use**

OpenGov is an intuitive and easy-to-use cloud-based solution designed specifically for non-technical users. Users can derive value quickly and understand the system with minimal training.

- **Quick Time to Value**

OpenGov's implementation is typically measured in months, not years. The full OpenGov cloud can be deployed in a little as two to three months. OpenGov delivers modern cloud-based software that never requires an on-premise installation. Because OpenGov knows intimately the intricacies and unique quirks inherent in any government's CoA, we have a dedicated team of experts to help you implement the product and get the most out of your investment.

- **Innovation**

OpenGov is a multi-tenant Software-as-a-Service ("SaaS") solution, which complements existing ERP investments by enabling cutting-edge visualizations and analysis without needing to overhaul the underlying ERP system. And, because OpenGov's solution is cloud-based, customers automatically receive all updates and improvements to their products as they are released.



50% less time
spent on budget



80% less time
spent on reporting



20% fewer
information
requests



1% of budget
freed for
re-allocation

About OpenGov

Company Background

OpenGov was founded in 2012 by Zac Bookman, Joe Lonsdale, and technologists from Stanford University, who studied government budgeting in the aftermath of the Great Recession. The team observed dedicated public servants struggle against outdated technology that prevented them from accessing timely spending information and communicating their priorities to citizens and elected officials. Believing there was a better way, the team set out to build cloud-based, easy-to-use government performance solutions to power more open, effective, and accountable government.

OpenGov is the leader in cloud-based solutions for government. The OpenGov Cloud™ is the only integrated cloud solution for budgeting, operational performance management, internal and external communications, and financial reporting. This multi-tenant Software-as-a-Service (“SaaS”) solution connects agency stakeholders to the budget process, engages them for real-time feedback, accurately forecasts personnel costs, and integrates with key government systems, resulting in improved outcomes, enhanced internal efficiencies, and more time for strategic planning. OpenGov Inc. has over 200 employees and is headquartered in Redwood City, CA with other offices in Portland, OR; New York, NY; and Chicago, IL.

Why OpenGov?

- Over 2,200 governments are powered by OpenGov.
- OpenGov’s mission is to Power More Effective and Efficient Government.
- OpenGov Employees have served in public sector positions for over 300 years, collectively.
- OpenGov has analyzed over \$10 Trillion in expenses and revenues through its online platform.
- OpenGov’s multi-tenant architecture provides maintenance-free updates so users can always leverage the most modern technology, including every new feature and product release, regardless of underlying IT infrastructure.
- OpenGov is made in America. Our expert U.S.-based Product and Go-to- Market professionals envision, build, and deploy this market-leading solution, leveraging the best technology available.

Relevant Awards

OpenGov has received the following Global Technology Recognition:

- **Named to 2019 GovTech 100 List**
 - OpenGov received the honor of placing on the 2019 GovTech

- 100 because of our unique ability to work with any government in the country, regardless of their current technology platform. OpenGov is the only public-sector software that can uniquely map to government's Chart of Accounts while also integrating with various non-financial data sources.
- **Gartner Recognition**
 - Gartner has named OpenGov as one of three Cool Vendors for Government. The winners offer government CIOs cloud solutions to quickly acquire and deploy services for workforce collaboration and citizen engagement, open financial data, and case management.
 - OpenGov's Software-as-a-Service is delivered through Amazon Web Services ("AWS"), a Gartner Magic Quadrant Industry Leader.
- **World Economic Forum Technology Pioneer Award**
 - OpenGov was selected from among hundreds of companies by a professional committee of 68 academics, entrepreneurs, venture capitalists, and corporate executives as a Technology Pioneer.
 - Past recipients include Google (2001), Mozilla (2007), Kickstarter (2011), and Dropbox (2011).

Press

Below are a few examples of how OpenGov has recently been featured in the news and online press:

- [“West Virginia Taps OpenGov to Streamline Financial Reporting”](#) - *GovTech.com* (August 2019). “Aging technology and manual financial reporting processes have made it difficult to understand, collect, analyze, and disseminate financial data between West Virginia cities and The State. This initiative unites The State and its municipalities with a modern, easy-to-use reporting solution that will empower all involved to better serve our constituents and deliver optimal financial outcomes,” shared West Virginia State Auditor, JB McCuskey.
- [“Oklahoma Opens Its Finances to Increase Transparency”](#) - *GovTech.com* (June 2019). “Since day one I have said we need to put our state government checkbook online so the people of Oklahoma can hold their agencies and elected officials accountable,” said Governor Stitt. “Oklahoma Checkbook creates a level of accountability and transparency within Oklahoma’s government that is unprecedented. I look forward to seeing how this user friendly tool helps keep us on track to becoming a top ten state in budget transparency.”
- [“Idaho Launches Budget Transparency Portal”](#) - *CivSource* (June 2019). “We are making Transparent Idaho a single source of truth for our financial data,” said Idaho State Controller Brandon Woolf. “Every dollar spent by any state entity is the citizen’s money – we must never forget that. This effort is critical to our efforts to provide a clear vision of state spending for all Idahoans while providing the most value out of every taxpayer dollar.”

Leadership

OpenGov's advisors consist of leading experts from the technology, financial, and public service sectors, including John Chambers (Former CEO of Cisco Systems), George Shultz (Former U.S. Secretary of State, Treasury Secretary, and Director of OMB), Lawrence H. Summers (Former U.S. Treasury Secretary), and Byron Dorgan (Former U.S. Senator from North Dakota).

BOARD OF DIRECTORS



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MARC ANDREESSEN
Board Member



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Board Member



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SUMMERS**
U.S. Secretary of the
Treasury; Director,
National Economic
Council



GEORGE SHULTZ
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Director of OMB



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Khosla



ADRIAN FENTY
Former Mayor of
Washington D.C.



KAREN WHITE
Chief Executive
Officer of RMS



**MAURY
BLACKMAN**
President and CEO
of Premise Data



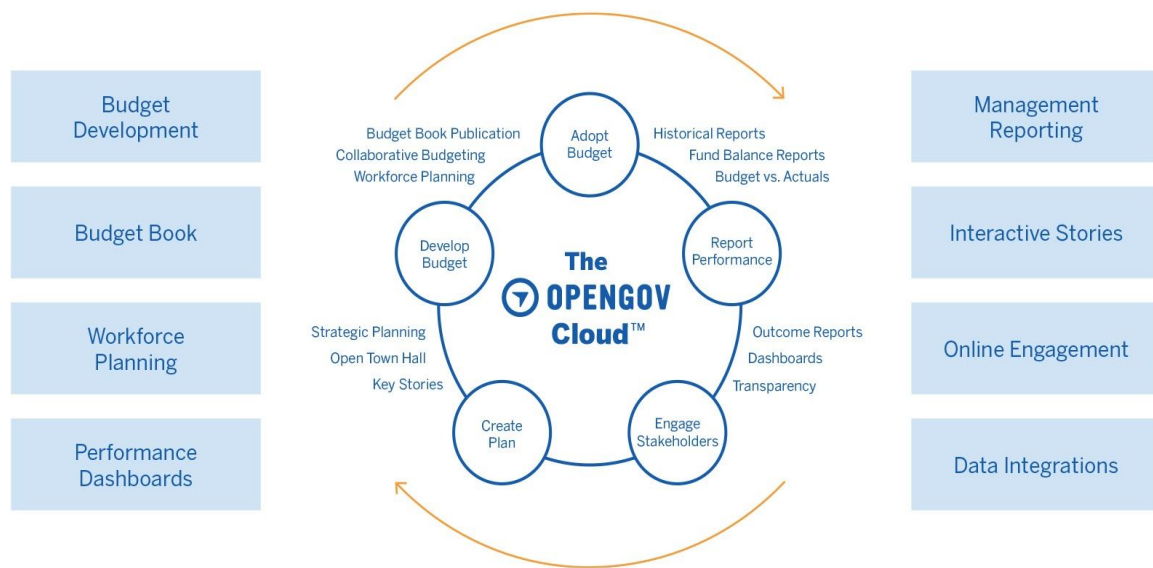
The senior leadership team at OpenGov oversees both the development of OpenGov's products and the successful implementation and management of OpenGov's software for each customer. The team possesses an average of over 18 years of industry experience and will work closely with a dedicated Project Manager, Customer Success Manager, and Customer Success Administrator, who provide support on a day-to-day basis.

OpenGov has successfully served over 2,200 governments. As described above, our leadership team consists of individuals with deep experience in the technology sector, in business, and most importantly in government finance.

The OpenGov Cloud™

Budgeting and Performance | Communications and Reporting

The OpenGov Cloud™ is the only integrated cloud solution for budgeting, performance, communications and reporting. This multi-tenant Software-as-a-Service (“SaaS”) solution connects stakeholders to the budget process, engages them for real-time feedback, accurately forecasts personnel costs, and integrates with key government systems, resulting in improved outcomes, enhanced internal efficiencies, and more time for strategic planning.



Integrated Budgeting and Performance

Leverage OpenGov’s integrated online solution to aggregate and synchronize financial and non-financial data. Streamline and transform your budget process from the initial stages of strategic planning and personnel forecasting on through final publication while enabling collaboration throughout. Plan and manage your strategic initiatives by capturing priorities, tying budgets to initiatives, identifying key outcomes, and engaging stakeholders.

Build Trust With Effective Communication

Engaging with constituents and stakeholders is critical to every public agency’s success. With OpenGov, leaders can analyze and communicate complex topics and decisions in a simple manner anyone can understand. Agencies are able to build trust with colleagues and residents by gathering input on key initiatives and aligning budget and the strategic plan to both performance objectives and public expectations.

A Central Hub For Internal and External Stakeholders

Bring your financial and non-financial data together in one place. Automatically connect your ERP, Excel, HRIS, public safety, 311, and other data sources to The OpenGov Cloud™, ensuring data integrity across the organization. Quickly create and publish content, easily incorporate feedback, and inform and improve your interaction with internal and external stakeholders to strengthen public trust and achieve your communications objectives.

The OpenGov Cloud™

Streamline your budgeting process

Save time and build a better budget by collaborating across departments with an integrated cloud-based solution complete with built-in, editable formulas.

Tie your Budget to Performance

Centrally track and analyze how budget dollars impact your organization's top priorities.

Communicate Clearly

Create, publish and share content quickly and easily with dashboards, images, maps and more. Share via social media, email or your website.

Focus on Outcomes

Establish goals for departments, programs, or initiatives, and track relevant KPIs to evaluate spending, performance, and progress.

Plan Effectively, Together

Connect all stakeholders to your budgeting, performance, communications, and reporting processes.

Act on Analysis

Gain at-a-glance insights with dashboards, take action with customized alerts, or dive into the details for deeper analysis.

Broaden Public Participation

Supplement public hearings with online surveys and virtual town halls. Gather feedback from citizens by reducing the barriers of involvement.

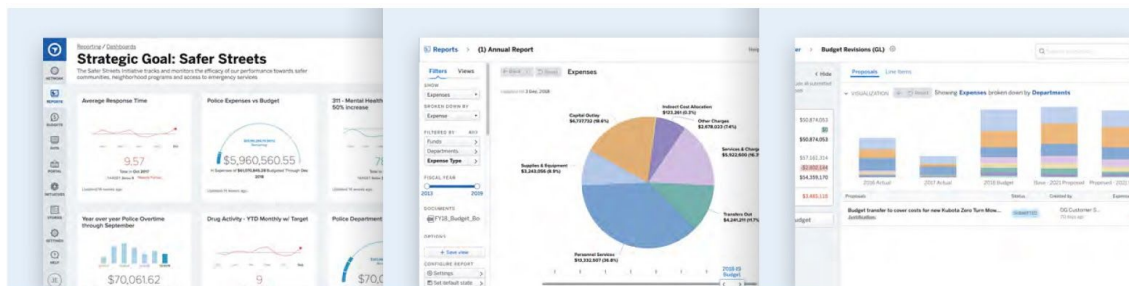
Increase Accountability

Publicly demonstrate progress on projects and strategic initiatives backed up by financial and performance data.

Budgeting and Performance

Budget Effectively and Collaboratively | Align Budget to Performance Outcomes

Budgeting and performance are intrinsically connected. Today's governments must optimize budgets to drive performance outcomes. With OpenGov, leaders can now streamline and transform their end-to-end budgeting process, seamlessly tie budget dollars to key organizational initiatives, and draw actionable insights that maximize performance outcomes.



Integrated Budgeting and Performance

Leverage OpenGov's integrated online solution to aggregate and synchronize financial and non-financial data. Streamline and transform your budget process from the initial stages of strategic planning and personnel forecasting on through final publication while enabling collaboration throughout. Plan and manage your strategic initiatives by capturing priorities, tying budgets to initiatives, identifying key outcomes, and engaging stakeholders.

Act on Analysis

Gain at-a-glance insights with dashboards, take action with customized alerts, or dive into the details for deeper analysis. Mirror and explore your organization's financial structure and chart of accounts. Add geographic context with integrated GIS reporting and maps.

Tie your budget to performance

Establish goals for departments, programs, or initiatives, then track relevant KPIs to keep stakeholders updated on spending, performance, and progress.

Simplify budget book publication and workforce planning

Establish a framework for building your budget book faster and more accurately, making the process repeatable and scalable for future cycles. Easily add new positions and their associated costs with pre-configured templates.

Bring it all together

Synchronize your financial and non-financial data with an efficient, reliable, and automated solution for connecting your ERP, Excel, HRIS, and other performance related data sources to the OpenGov Cloud™.

Collaborate More Effectively

Save time and build a better budget by collaborating across departments with an integrated cloud-based solution. Comment on proposals and engage with colleagues in logged online conversations that won't get lost in your inbox.



Track performance collaboratively and efficiently across your entire government. Comment on key reports and engage with colleagues across multiple teams.

Improve Decision-Making

Visualize trends and model the impact of proposed budget changes, providing the needed context for budget decisions.



Transform complex financial and performance data into actionable insights and have the answers you need at your fingertips.

Save Time

Easily seed the budget by importing last year's actuals. Enable finance staff and budget owners to adjust or add proposal line items in real time on their own with a simple and intuitive user interface.



Quickly create dashboards that are printer-friendly by default for beautiful reports that streamline meetings and reduce cumbersome manual extracts.

Use Cases

- Budget Development
- Multi-Year CIP Planning
- Budget Book Publication
- Workforce Planning
- Budgetary Reporting
- Budget Adjustments
- Performance Dashboards
- What-If Scenario Analysis
- Strategic Initiative Tagging

✓ **50% less time to create your budget**

✓ **1% typical re-allocation of total budget to higher priorities**

✓ **80% less time spent on budget reporting**

Communications and Reporting

Build trust by simplifying and streamlining the collection, analysis, and communication of complex information

Build Trust Through Effective Communication

Engaging with constituents and stakeholders is critical to every public agency's success. With OpenGov, leaders can analyze and communicate complex topics and decisions in a simple manner anyone can understand. Agencies are able to build trust with colleagues and residents by gathering input on key initiatives and aligning budget and the strategic plan to both performance objectives and public expectations.

Focus on outcomes

Establish goals for departments, programs, or initiatives, then track relevant KPIs to keep stakeholders updated on spending, performance, and progress.

Communicate clearly

Create and share content easily and quickly. Use a simple, drag-and-drop page builder to combine your data with images, dashboards, maps, and narrative context. Present complex information in a way that's easy for anyone to understand. Share via email, social media, or through your agency's website.

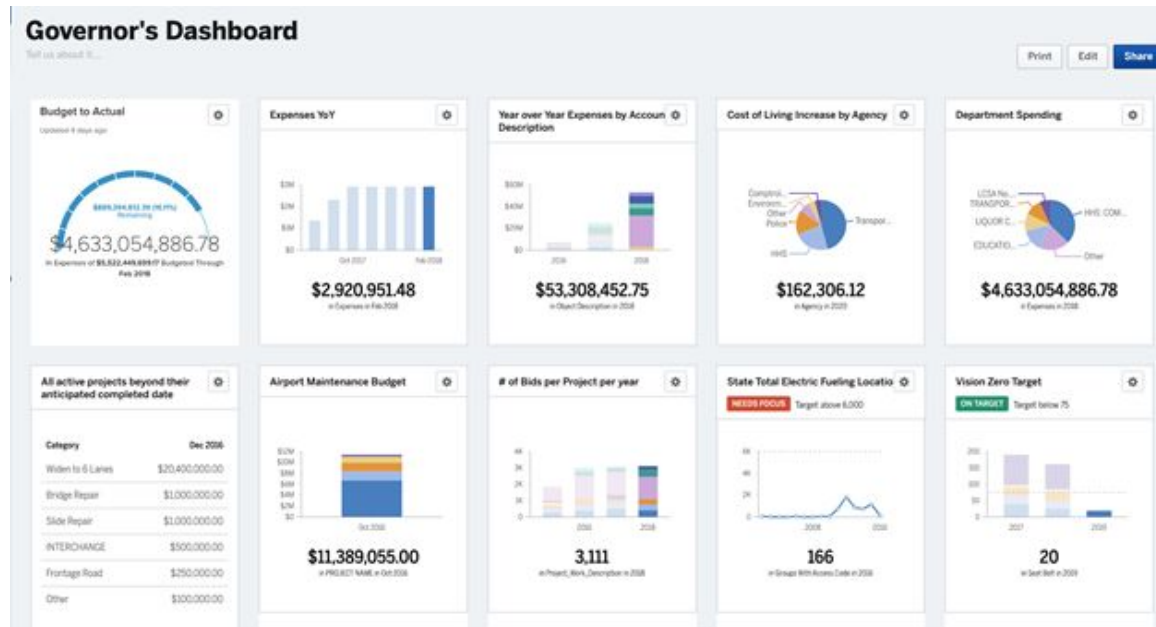
Capture feedback online, at meetings or on-the-go

Record feedback from residents, colleagues, and other stakeholders at any moment through online surveys, virtual town halls or mobile forms.

Increase accountability

Publicly demonstrate progress on projects and strategic initiatives. Show results anyone can understand by uniting financial and performance data and adding valuable context.





Control the Message

Transform complex financial and performance data into actionable insights and communicate them with your internal and external stakeholders.

Present complex information that all parties can understand

- Keep internal and external stakeholders updated on performance and aligned around high-level strategic goals.
- Gain at-a-glance insights with dashboards, take
- action with customized alerts, or dive into the details for deeper analysis.
- Simplify performance reporting through printer-ready dashboards for beautiful reports that streamline meetings and reduce cumbersome manual extracts.

Broaden citizen engagement

Supplement public hearings with online surveys and virtual town halls that are easy and convenient. Gather broader feedback from citizens by reducing the barriers of involvement.

Inform capital project plans

Take the guesswork out of big-ticket items while fulfilling public input requirements for grant applications. Reach out and gather feedback from your constituents to improve buy-in and achieve better results.

Reduce intimidation and undue influence

Civility monitoring and flexible registration options promote respectful interactions that encourage participation and help filter out distortion from the “usual suspects.”

Achieve your communications objectives

Bring your data together in one place, quickly create and publish content, and easily incorporate feedback. Inform and improve your interaction with the community to strengthen public trust.

Use Cases

- Internal Reporting
- Satisfaction Surveys
- Capital Project Plans
- Initiative Communication
- Performance Dashboards
- Citizen Ideas/Feedback Portal
- Participatory Budgeting

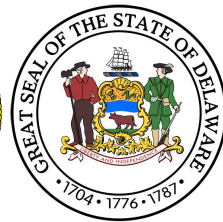
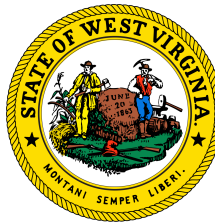
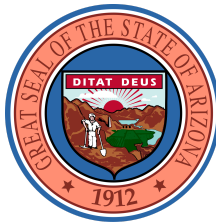
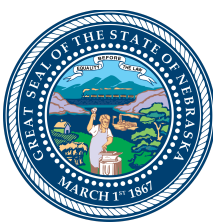
✓ **Share the data behind the news**

✓ **Better project planning**

✓ **Social media impact**

“OpenGov has changed this entire process, giving me back my life and opening up enough time for me to focus on other priorities for the agency. Gone are the days of digging around in spreadsheets and enduring lengthy proposal submission cycles”

Budget Director, TX



OpenGov Customer Engagement Model

Who We Are

Mission-Driven

Powering more effective and accountable government

Trusted

Over 2,200 public agencies leverage OpenGov technology

Innovative

Easy-to-use, best-in-class, and intuitive cloud software

Experts

Over 300 years of public sector experience on staff

OpenGov Implementation is optimized for:



Why work with us?

Your success as a customer is OpenGov's top priority. OpenGov customers receive a tailored deployment offering following standard methodology informed by implementing our software at more than 2,200 government entities. As a customer, you can leverage the knowledge of an OpenGov team comprised of former government finance directors, chief information officers, budget and performance analysts, and Software-as-a-Service (SaaS) professionals to arm you with insight, expertise, and industry-leading best practices enabling you to drive efficiency and outcomes for your organization.

Deployment Methodology



Resources and Support

As an OpenGov customer, you are supported by our Customer Success team from deployment through adoption and beyond. When you contact OpenGov, your first point of contact will be a real, live person. OpenGov provides best-in-class standard support resources such as telephone, email, and an online portal as well as additional support channels like webinars, user groups, a resource center, and a thriving community of tips and best practices provided by your peers.

- **Technical Support:** Our team of highly trained support analysts are available to solve any issues you have with any part of your solution within the OpenGov Cloud.
- **OpenGov Community:** OpenGov has a safe and secure online community for government professionals to connect with their peers, share their experiences, and learn best practices.
- **User Groups:** Our subject matter experts host regular user groups online and in-person. Learn from the pros and your peers!
- **Resource Center:** We provide you with articles and videos to enhance your learning and education of OpenGov.
- **Free Webinars:** As a customer, you can look forward to engaging and informative webinars. Get a crash course in performance management or learn about the latest features of your OpenGov software.
- **Live Chat:** Contact support seamlessly while using the product through our live chat feature staffed by the Customer Success team.

How to work with us

These are some of the typical roles involved during deployment:

- **Project Manager:** the primary point of contact for OpenGov during the implementation.
- **Finance/Budget Director:** partners with OpenGov team to outline applicable budget processes.
- **IT Dept:** provides the necessary data for OpenGov implementation.
- **Communications:** partners with OpenGov to lay out best strategy for launching to stakeholders.
- **Subject Matter Experts:** partners with OpenGov daily to execute the tasks and become a subject matter expert in OpenGov.

“We view OpenGov as a strategic partner. They’ve taken the time to listen to what we wanted and built a true partnership with us. Their responsiveness and collaboration is impressive.”

Maria Zuniga, Business Improvement & Performance Administrator, NM

OpenGov Cloud Pricing & Statement of Work

Pricing

OpenGov's pricing model consists of a flat, annual subscription for the associated software and professional services components. Our professional services include everything needed to ensure a successful launch: Design, Configuration, Implementation, and Training. **OpenGov offers a non-restrictive, unlimited pricing model, meaning customers are not limited to number of users, logins, budget scenarios, dashboards, reports or datasets.** Rather, we charge a flat, annually recurring subscription fee to encourage our customers to utilize the platform, increase adoption throughout their organization, get valuable unlimited usage, and have a predictable annual cost.

Software	Description	Cost	Payment Schedule
Annual Software Cost	Collaborative budgeting, Capital planning, Workforce calculations, Budgetary reporting, Financial projections, Performance reporting, What-if scenario analysis, Strategic initiative tagging	Year 1: \$5,400 Years 2-5: \$19,500	Upfront or Annual
Deployment Fee			
Professional Services (One-time fee)	Design, Configuration, Implementation, etc. For more information, we would be happy to provide a detailed Statement of Work that is configured to meet your specific needs.	\$18,600	One-Time
Total*			
Year 1	\$24,000 (\$18,600 Services, \$5400 Software)		
Year 2	\$19,500		
Year 3	\$19,500		
Year 4	\$19,500		
Year 5	\$19,500		

* Standard billing terms are invoicing annually.



Statement of Work

City of North Saint Paul, MN

OpenGov Budgeting and Planning

Created By TJ Isselhard

SOW Creation Date 05/13/20

Version: 1

Document Number: DD-01004

1. Objective

1.1. Summary

This Statement of Work (“SOW”) identifies services that OpenGov, Inc. (“OpenGov”) will perform for City of North Saint Paul, MN (“Customer”) pursuant to the order for Professional Services agreed to by the parties (“Order Form”) which references the Software Services Agreement or other applicable agreement entered into by the parties (the “Agreement”).

OpenGov will enable and support the Customer to deliver on the Scope of Work outlined below. The objective of this Statement of Work is to define the scope, activities, roles and responsibilities, and timeline necessary to successfully execute this deployment project. This project aims to implement the OpenGov Budgeting and Planning Solution for the Customer to enable effective and accountable governing. This SOW defines the scope and deliverables for a successful implementation of the suites of the OpenGov Budgeting and Planning Solution.

1.2. Solution Overview

This SOW defines the scope and deliverables for a successful implementation of the OpenGov Budgeting and Planning Solution.

2. Scope

2.1. Project Scope

The project scope includes the following services and deliverables. Any items not specifically included in scope will be considered out of scope.

OpenGov will provide Professional Services to implement the OpenGov Budgeting and Planning Solution. The below Phases and their associated tasks are organized based on Customer’s solution. Phases and tasks may start concurrently or prior to the previous Phase’s tasks being completed.

Phase 1: Reporting and Transparency Platform Build

- Kickoff and Project Planning Phase
 - OpenGov to work with Customer to hold a Project Kickoff and create a Project Plan.
 - Chart of Accounts (CoA)
- Customer will provide OpenGov with source data for CoA.
 - OpenGov will configure the CoA in OpenGov Platform for functional review
 - OpenGov will train Customer administrator on these functionalities and secure Customer sign off.
- Financial Integration
 - OpenGov will work with Customer to configure Financial Integration.

- OpenGov will train Customer administrator on these functionalities and secure Customer sign off.
- Reporting and Transparency Platform
 - OpenGov will work with Customer to configure Stories, Reporting, Analytics, and Dashboards.
 - OpenGov will train Customer administrator on these functionalities and secure Customer sign off.

Phase 2: Budgeting and Planning Build

- Budgeting and Planning
 - OpenGov will work with Customer to configure Operating Budget and Workforce Planning.
 - OpenGov will train Customer administrator on these functionalities and secure Customer sign off.
- Project Closure

2.2. Deliverables

OpenGov Budgeting an Planning Platform	
Functionality	Deliverables
Chart of Accounts	● Review and feedback of Customer's source system general ledger chart of accounts ● Chart of accounts functional build and review ● Chart of accounts configuration and peer review
Financial Integration	● Integration of Customer's Tyler Incode 9 Financial System ● Integration of budget and actuals, with transaction-level detail up to 10 years ● Design, map, and validate data from the system ● OpenGov Assumes: ○ The data will be linked to the Customer's chart of accounts. ○ OpenGov will perform the validation for data accuracy for the Integration, working jointly with the Customer team to approve the Financial Integration data. ○ OpenGov will require assistance from the Customer to understand source system specific customizations and configurations when building the data extract. ○ When the source accounting software is hosted by a third party vendor on behalf of the customer, the customer is responsible for

	brokering OpenGov's access to the customer's data residing at the vendor's premises in accordance with OpenGov's data formatting requirements. Integration is unidirectional from the Customer's accounting software into OpenGov.
Reporting and Transparency Platform	Stories - Configure 1 OpenGov standard story Reporting, Analytics, and Dashboards 3 Standard Reports (Annual, Budget to Actuals, Change in Fund Balance and Transactions) 4 department-specific Budget to Actuals reports - Configure up to 2 Economic Vitality Dashboards of Customer choosing - Configure up to 1 financial dashboard for up to 4 departments with to 6 financial tiles per dashboard
Budgeting and Planning	Operating Budget, including Workforce Planning - Setup to complete Customer's Operating Budget - Creation of up to 2 proposal frameworks 2 budgeting reports (Budget to Actuals and Milestones) - Workforce planning configuration based on Customer-provided documentation and cost elements 1 Workforce plan - Data formatting and loading - Validate calculations - Administrator training
Total Estimated Hours	Up to 120 hours

2.3. Assumptions and Exclusions

- The concept of Prepaid Hours means that the Customer is purchasing a package with a set number of Professional Service hours to achieve the outlined deliverables. The hours are based on OpenGov's best estimate given reasonable assumptions outlined in section 4.2, Project Responsibilities. These hours should be adequate to achieve the deliverables, however if they are not, the Customer will need to purchase additional hours.

3. Schedule

OpenGov will schedule resources for this project upon signature of the Order Form. Unless specifically noted, the OpenGov assigned project manager (as identified below or

such alternate designated by OpenGov, the “OpenGov Project Manager”) will work with Customer to develop the project schedule for all requested deliverables under this SOW. OpenGov reserves the right to adjust the schedule based on the availability of OpenGov resources and the deliverables provided by Customer.

4. Project Organization

4.1. Project Team

OpenGov

OpenGov will assign a Project Manager (the “OpenGov Project Manager”) upon execution of the SOW. The OpenGov Project Manager will coordinate any additional resources needed from OpenGov.

Customer

Customer will assign a project manager (the “Customer Project Manager”) and technical resource prior to project kick-off. The Customer Project Manager will be the primary contact person at Customer and will coordinate all Customer resources needed to complete the project. It is anticipated that the areas of need will be in Finance, Data Gathering, and the IT department.

4.2. Project Responsibilities

The project responsibilities for each organization are outlined below:

OpenGov

1. Manage delivery of in-scope items in coordination with Customer.
2. Make available deliverables to Customer project team for review and verification.
3. Provide relevant technical details and documentation for data requirements for Customer’s environment.
4. Keep Customer Project Manager informed of project progress and communicate any issues relating to the project in a timely manner.
5. Establish documentation and procedural standards for the project.
6. Review and administer project change control, as described in Section 5, Change Control Procedures.
7. Ensure that all meetings and training sessions are attended by OpenGov personnel, as scheduled.
8. Budget files are exported as .xlsx. OpenGov may assist in formatting that file, but cannot convert files to any other file types

Customer

1. Make available a representative to serve as the primary contact for OpenGov Project Manager to coordinate project activities.

2. Make available appropriate representatives with the authority to review and approve deliverables produced during the project.
3. Make available appropriate Subject Matter Experts (SME) to support the project needs, test integrations and provide Customer environment specific technical details.
4. Setup firewall rules to allow incoming requests from OpenGov's proxy over HTTP/HTTPS to Customer systems.
5. Communicate any issues relating to the project to OpenGov Project Manager in a timely manner.
6. Provide acceptance of deliverables and Project in a timely manner.
7. If Integration services are purchased, Customer will be responsible for making any configuration changes or modifications to Financial System (ERP) to support integration and make available access for integration to OpenGov software. The Customer will be responsible for ensuring that the versions of Financial System (ERP) running on all environments remain the same across all environments.
8. Customer will be responsible for any infrastructure required to access OpenGov, and will maintain relevant non-OpenGov software licenses and infrastructure needed for this project i.e. accounting system licenses. Please note, OpenGov software is optimized for Google Chrome.
9. The Customer will be responsible for ensuring that all meetings and training sessions are attended by personnel, as scheduled.

5. Change Control Procedures

No amendments, changes or other modifications to this SOW will be effective without a written project change order. The Project Change Order will describe the change, the rationale for the change, and specify any change in the charges, estimated schedule, or other terms. The terms of a mutually agreed upon Project Change Order will prevail over those of this SOW or any previous Project Change Orders. Such Project Change Order may require additional charges, which will be set forth in the Project Change Order.

6. Fees and Expenses

6.1. Fees and Payment Terms

All fees and expenses will be paid in accordance with the Order Form to which this SOW is attached. For any Project Change Orders or for any new Professional Services, fees will be mutually agreed upon provided that any hourly fees shall be based on OpenGov's then-current, applicable hourly rate.

6.2. Travel Expenses

All rates and fees are exclusive of work-related travel, living and other expenses. Customer will be billed for actual expenses as incurred.

All Travel and Lodging expenses will be approved in advance in writing by the Customer Project Manager prior to OpenGov incurring any such expenses and booking

non-refundable travel expenses. Such expenses shall be in compliance with Customer's travel and expense guidelines provided to OpenGov.

Unless otherwise agreed to by the parties, such travel and expenses shall not exceed \$5,000 for the work specified in this SOW. If additional travel is needed as per discussion with the Customer, it will be mutually agreed upon and be billed as incurred.

1. Appendix 1

Implementation Methodology

OpenGov uses an iterative methodology, with a focus on rapid implementation of a configured system. This methodology requires a degree of focus from the Customer and collaboration between both parties to complete work products in a timely manner.



1. Analyze and Design

- a. **Key Activities:** Discovery, Design Sessions, Solution Document Review
- b. **Key Work Products:** Data Inventory, Functional Model Build, Process Flow Documents, Solution Document
- c. **Summary:** Analyze and Design Phase is the first step of the implementation project. The purpose of this phase is to define the success criteria of the project, make design decisions based on the functional model build, and begin gathering data that needs to be loaded into the OpenGov platform. At the end of the Phase, a Process Flow and Solution Document will be created that outlines how the solutions will be implemented.

2. Configure Phase

- a. **Key Activities:** Application and Solution Configuration, Data Load
- b. **Key Work Products:** Solution Configuration, Peer Review
- c. **Summary:** The Configure Phase consists of application configuration, and solution configuration as defined in the Solution Document. OpenGov will also load the data gathered in the Analyze and Design Phase. The Phase ends with a Peer Review done by an OpenGov Subject Matter Expert to confirm that the solution follows OpenGov best practices.

3. Validate Phase

- a. **Key Activities:** User Acceptance Testing, Data Confirmation
- b. **Key Work Products:** Data Validation, Customer Review
- c. **Summary:** The Validate Phase starts with a review of the entire solution with the Customer project team to confirm that all project elements have been implemented. Once that process has been completed, the Customer will validate that data is being represented accurately in the solution. If any issues are found, OpenGov team will assess the issue and resolve as needed. The Phase ends with the Acceptance of by the Customer.

4. Deploy Phase

- a. **Key Activities:** Administrator Training
- b. **Key Work Products:** Project Documentation
- c. **Summary:** The purpose of the Deploy phase is to complete the Administrator Training process and prep for Go Live of the solution. All project documentation will be provided at this point to the Customer OpenGov Administrator documenting the solution configuration and any specific process flows or user guides. At this point, the solution will be configured and ready to Go Live to end users.

5. Own and Enable Phase

- a. **Key Activities:** Go Live, User Training, Transition to Customer Success Manager and Technical Support
- b. **Key Work Products:** Project Acceptance, Transition
- c. **Summary:** The purpose of the Own and Enable phase is to complete the User Training process, Go Live with the solution, and begin Transition activities to close the project. Post Go Live Support is technical assistance with the project team and issue resolution for the solution during the two week period after Go Live. Once this period has passed, the Project team will begin working on transition activities to the Customer, the CSM, and the Customer Technical Support Function. The Project closes upon the acceptance of the project and a brief survey to provide feedback about the experience.

Customer Quotes

On Customer Experience

“Many companies can do the tools and tech; however, it is rare to find a company like OpenGov who does so while staying in touch with its customers, truly listening to its customers’ needs, and adding the appropriate staffing at all levels of management and function to improve both the product offerings and the cus

“The communications between our staff was more like fellow co-workers instead of a Vendor and Client relationship. At all times [our consultant] was open and handled our requests with a great deal of professionalism and a 'Can Do' attitude. We were quite impressed with [our consultant's] understanding and experience with systems that we use.”

Srikanth Karra, CIO, AL

“We view OpenGov as a strategic partner. They’ve taken the time to listen to what we wanted and built a true partnership with us. You don’t see that at other software tomers’ experiences.”

Lisa Desmarais, IT Director, KYcompanies—especially bigger software companies like SAP where we never would get that interaction. Their responsiveness and collaboration is impressive.”

Maria Zuniga, Business Improvement & Performance Administrator, Bernalillo County, NM

On the Product - General

“In all my years working in public accounting and government work, I’ve never had a contract that I got more out of than what I was told I would get. Usually you get disappointed with contracts, but OpenGov way exceeded my expectations.”

Klarryse Murphy, CFO, MT

“We have saved over 90% of our time preparing reports, with OpenGov we can show citizens how we are being fiscally responsible with their tax dollars.”

Kimberly Ruesch, Administrative Services Manager, UT

“I brought up our OpenGov site in a Council Meeting when discussing an increase in real estate taxes. Within seconds, I had a pie chart and we brought facts to the conversation. With that measure passed, we were able to add four firefighters, keeping our response times to a minimum.”

Brian Dehner, City Administrative Officer, KY

“OpenGov has absolutely made us more proactive in looking at data and attacking the data, instead of saying, ‘It’s too big.’”

Andrew McCreery, *Finance Director, PA*

“With OpenGov I think a huge part of the value proposition is integrating multiple data sets through one aggregation tool. It’s really about helping us understand not only how the dollars are spent, but what sort of value is being delivered back to residents through the services that we provide...it’s one thing to see the financial information and analyze it; it’s another to see that side-by-side with indicators to show how our service levels are changing over time. So that’s really the power of OpenGov.”

Micah Intermill, *Budget Director, MN*

On Citizen Engagement

“I knew people were hungry for information and needed a one-stop shop for real-time disaster response and recovery details. I feel relieved that we were able to leverage OpenGov to communicate with our citizens so they were less scared in the midst of the emergency”

Janelle Galbraith, *PIO, CA*

“The core of what we’re trying to do (with Open Data) is drive better outcomes out in the community and enable better decision-making at the executive level.”

Adam Dondro, *Chief Information Officer, CA*

“(Open Data) is flexible, it’s scalable, it’s interoperable, and that provides us with a platform to make our data the most useful as possible”

Michael Valle, *Manager, Tech. Policy & Planning, CA*

“Without data, decision-makers are pretty much blind to what’s going on. With OpenGov, they can ask and answer questions right from their desktops without a team of analysts with them.”

Robert P. David, *Director, OSHPD*

“When we transmitted the info to [our citizens] with OpenGov, it provided a better educated question that came back to me versus ‘what’s your general fund balance?’ or ‘what’s your revenue and expenditures.’ The questions became ‘why are you spending so much on this?’ So it’s given me a better sense of what the community’s real issues were.”

George Rodericks, *City Manager, CA*

On Budget

"Budgeting is easier than it's ever been for me. With Budget Builder, I don't have to recreate the wheel every single year."

Judy Smith, *Finance Director, GA*

"The number one benefit that we got and we saw immediately is this process of one budget, one government, one team...The reason why [OpenGov] is a game changer is...it establishes clarity. You can see a result, you can go back and you can make a change. I was able to get \$2M back in our budget immediately."

Janet Dutcher, *Finance Director, CA*

"The OpenGov team – they are amazing...They did a fabulous job – within 18 hours –getting us setup with every single account code we could have possibly needed."

Dianna Honeywell, *Finance Director, CA*

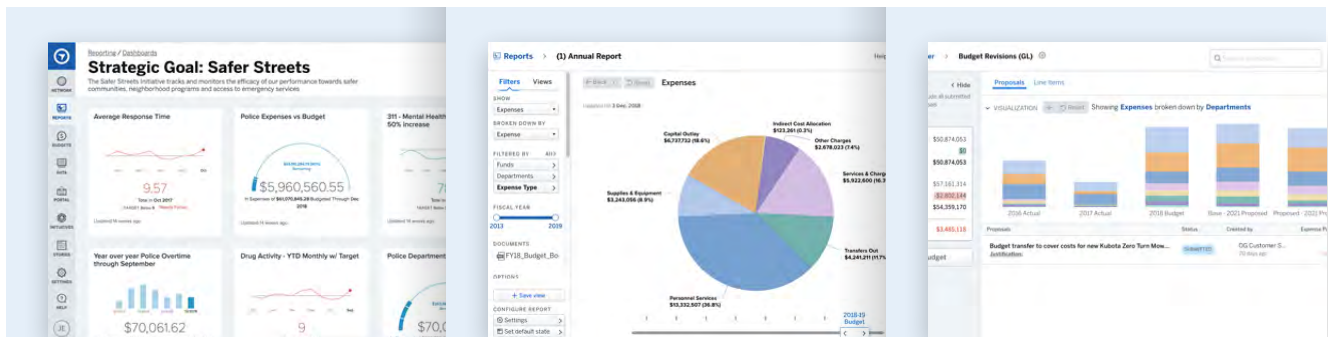
"The responsiveness was incredible. They always had an answer for us and were always open to recommendations and suggestions. I was just blown away by their level of professionalism and knowledge of the system."

Dannette Allen, *Management Analyst, CA*

Budgeting and Performance

Budget Effectively and Collaboratively | Align Budget to Performance Outcomes

Budgeting and performance are intrinsically connected. Today's governments must optimize budgets to drive performance outcomes. With OpenGov, leaders can now streamline and transform their end-to-end budgeting process, seamlessly tie budget dollars to key organizational initiatives, and draw actionable insights that maximize performance outcomes.



Integrated Budgeting and Performance

Leverage OpenGov's integrated online solution to aggregate and synchronize financial and non-financial data. Streamline and transform your budget process from the initial stages of strategic planning and personnel forecasting on through final publication while enabling collaboration throughout. Plan and manage your strategic initiatives by capturing priorities, tying budgets to initiatives, identifying key outcomes, and engaging stakeholders.

Collaborate More Effectively

Save time and build a better budget by collaborating across departments with an integrated cloud-based solution. Comment on proposals and engage with colleagues in logged online conversations that won't get lost in your inbox.



Track performance collaboratively and efficiently across your entire government. Comment on key reports and engage with colleagues across multiple teams.

Improve Decision-Making

Visualize trends and model the impact of proposed budget changes, providing the needed context for budget decisions.



Transform complex financial and performance data into actionable insights and have the answers you need at your fingertips.

Save Time

Easily seed the budget by importing last year's actuals. Enable finance staff and budget owners to adjust or add proposal line items in real time on their own with a simple and intuitive user interface.



Quickly create dashboards that are printer-friendly by default for beautiful reports that streamline meetings and reduce cumbersome manual extracts.

Act on Analysis

Gain at-a-glance insights with dashboards, take action with customized alerts, or dive into the details for deeper analysis. Mirror and explore your organization's financial structure and chart of accounts. Add geographic context with integrated GIS reporting and maps.

Tie your budget to performance

Establish goals for departments, programs, or initiatives, then track relevant KPIs to keep stakeholders updated on spending, performance, and progress.

Simplify budget book publication and workforce planning

Establish a framework for building your budget book faster and more accurately, making the process repeatable and scalable for future cycles. Easily add new positions and their associated costs with pre-configured templates.

Bring it all together

Synchronize your financial and non-financial data with an efficient, reliable, and automated solution for connecting your ERP, Excel, HRIS, public safety, 311, and other data sources to the OpenGov Cloud™.

Use Cases

- Budget Development
- Multi-Year CIP Planning
- Budget Book Publication
- Workforce Planning
- Budgetary Reporting
- Budget Adjustments
- Performance Dashboards
- What-If Scenario Analysis
- Strategic Initiative Tagging

**50% less time
to create your budget**

**1% typical re-allocation of total
budget to higher priorities**

**80% less time
spent on budget reporting**

Why OpenGov?

- Over 2,000 governments are powered by OpenGov.
- OpenGov's mission is to Power More Effective and Accountable Government.
- OpenGov Employees have served in public sector positions for over 200 years collectively.
- Current customers spend 50% less time on budget development, achieve 80% time savings on reporting, spend 20% less time on information requests, and have re-allocated up to 1% of their budgets for more strategic outcomes.
- OpenGov has analyzed over \$10 Trillion in expenses and revenues through its online platform.
- OpenGov's multi-tenant architecture provides maintenance-free updates so users can always leverage the most modern technology, including every new feature and product release, regardless of underlying IT infrastructure.
- OpenGov is made in America. Our expert U.S.-based Product and Go-to-Market professionals envision, build, and deploy this market-leading solution, leveraging the best technology available.

"OpenGov has changed this entire process, giving me back my life and opening up enough time for me to focus on other priorities for the city. Gone are the days of digging around in spreadsheets and enduring lengthy proposal submission cycles"

Connie Maxwell
Budget Director, City of Burnet, TX



CITY OF
MINNEAPOLIS



CITY OF
RICHMOND



STATE OF
IDAHO



STATE OF
OKLAHOMA



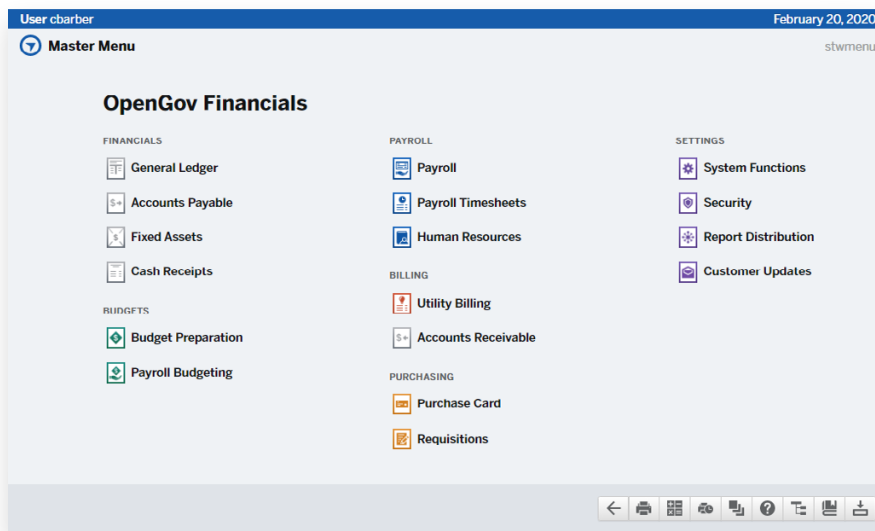
COUNTY OF
SUFFOLK



COUNTY OF
MONO

OpenGov Financials

Focus on complex accounting - not managing complex software.



The OpenGov Financials Suite

The OpenGov Financials Suite is an end-to-end financial management solution that works seamlessly on the OpenGov platform with our Budgeting and Planning, Permitting Licensing and Code Enforcement, and Reporting and Transparency suites. We are the only fully cloud-based management solution designed **exclusively** for the public sector.

With OpenGov Financials, a government can go from source business documents (timecards, invoices, cash receipts, etc.) to reporting, forecasting and budgeting with the OpenGov Budgeting and Planning Suite, without duplicating work, data translation, or other barriers to slow your progress.

OpenGov Financials: Feature-Rich Core Accounting Processes



General Ledger

Full integration of all OpenGov Financials modules into the general ledger



Accounts Payable

Vendor payments are simplified with ACH, electronic transfer, checks, and quick checks (single check generation)



Accounts Receivable

Bill for all services outside of utility billing, email and paper options for billing, late notices, online payments



Fixed Assets

Physical and financial tracking of all assets, inventories, depreciation, barcode labels, handheld asset inventory devices



Purchasing and Requisitions

Sophisticated approval process, and automated conversion of approved requisitions to POs



Purchase Card and E-Procurement

Interfacing with all major CCs, paperless purchasing, scan or upload

Only Modern Cloud Financial Suite Designed Exclusively for Government

Sign-in anywhere

accounting in the cloud means having data and tools when and where you need them

Work efficiently

fully integrated general ledger and subsidiary ledgers reduce manual work and ease analysis

Minimize paperwork

digitize document management with scanning, uploading, and archiving facilities

Improve safety

Store critical data and systems in the AWS Cloud, robust user security and full backup

Centralized Data

Enter data once – use it across the system so your organization can operate off a single source of truth

Attract the next generation of talent

Compete for and empower top talent with fresh user-friendly software

Flexible Accounting Options to Meet the Needs of Government

Enhance your power with the additional Payroll/HR and Utility Billing modules. These options are fully integrated with Core Financials for a familiar user experience. Both offer advanced features designed to improve efficiency for these key governmental processes



Core Financials and General Ledger

The heart of OpenGov Financials. The general ledger system is designed for GAAP multi-fund accounting and the special needs of governmental reporting. Core Financials also includes accounts payable, accounts receivable, fixed assets, purchasing and requisitions, and purchase card and e-procurement.



Payroll and Benefits

People-centric solution for payroll with key HR functionality, employee self-service portal, document and timesheet management. Tightly integrated into the OpenGov Financials General Ledger and Accounts Payable, Payroll provides a seamless solution for your payroll needs.



Utility Billing

Complete utility billing solution supporting multiple metered and non-metered services. Features revenue projections, online payments, consumption analysis, meter reading integration and mobile messaging SMS for outage notices and bill reminders. Available with OpenGov Financials or as a stand-alone solution.



Highly Secure Environment for Users and Data

OpenGov Financials manages user access down to the screen level in each application. With the creation of security groups, the administrator can assign multiple people similar access through a simple process. Users can also be assigned to multiple groups to allow for cross-support between departments, giving the administrator an unlimited number of security scenarios. Pre-built, default security groups, simple "inquiry" access setup, and integrated general ledger (account) security simplify management. The ability to custom tailor group access, integration with all aspects of OpenGov Financials and encrypted login information provide complete control.



A Proud Track Record

OpenGov offers the best cloud-based financial management system available for local government entities. OpenGov staff bring decades of governmental software expertise and over 300 years of combined government service experience, which uniquely qualifies OpenGov to support the governments it partners with today.

"I personally like this application because I know I have a go to person on all matters and I like that in the implementation they went the extra mile to make us happy with the conversion."

Katherine Hudson

County Treasurer, Wise, TX

Built for Government

- Full-featured financial management system with core accounting (GL, AP, AR, FA, PO) functionality
- Fully integrated government-focused payroll and utility billing modules available
- Includes OpenGov's state-of-the-art budgeting, flexible reporting, and community engagement suites
- Commitment to continuing research and development ensures that OpenGov will always be ready to meet changing needs.

Modern Design

- The only pure cloud accounting solution in the local government, education, and special district market
- A single platform to seamlessly support operations from journal entry to long term planning
- Exclusively designed for government use under GAAP for multi-fund accounting
- Trusted financial management system built on a modern tech stack with an intuitive user interface

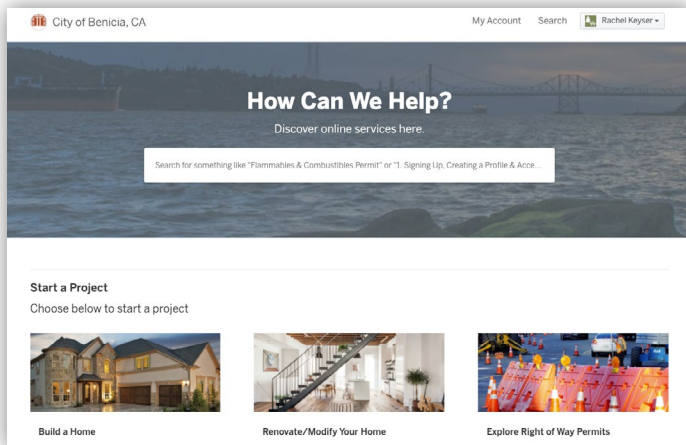
Unmatched safety and support

- Security of the AWS cloud, nightly backups, defense against ransomware and denial of services attacks
- Successful implementation assured with skilled analysts, premium support options
- Extensive online learning resources, and an active user community
- Backed by the most powerful cohort of former finance directors, government auditors and CPA's in the business

If you are interested in learning more about OpenGov Financials or about our additional suites including Budgeting & Planning, Permitting Licensing and Code Enforcement, and Reporting & Transparency, visit opengov.com.

OpenGov PLC

Permitting, Licensing & Code Enforcement



Simplify Constituent Submissions, Streamline Application Processing

OpenGov Permitting, Licensing, and Code Enforcement (PLC) modernizes your constituent services, while simultaneously delivering powerful workflow automation tools to help your departments collaborate efficiently throughout the approvals process. This unparalleled vision into how your team operates allows you to process more applications and complete inspections faster (and more easily) than ever before.



5x Faster
Permit Processing



up to 80%
Decrease in Walk-Ins



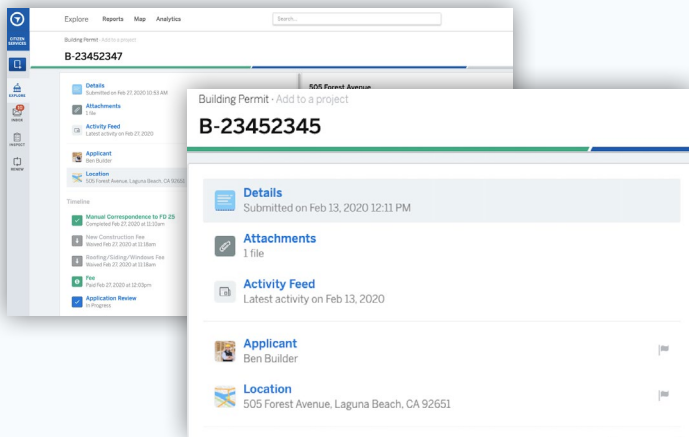
4.6 Star Customer
Support Rating

Key Benefits

- Simplify Permit Approval Processes
- Monitor Departmental KPIs
- Deliver Online Self-Service for Constituents
- Regulate Emerging Industries
- Offer Mobile Inspections Capabilities
- Schedule Inspections Online
- Easily Renew Licenses
- Automate Code Enforcement
- Promote Economic Development

**“Once we started using
OpenGov PLC we realized it was
like we had been working
by candlelight and
now we have electricity.”**

Teresa Graham,
Building & Zoning,
Town of Smithfield, RI



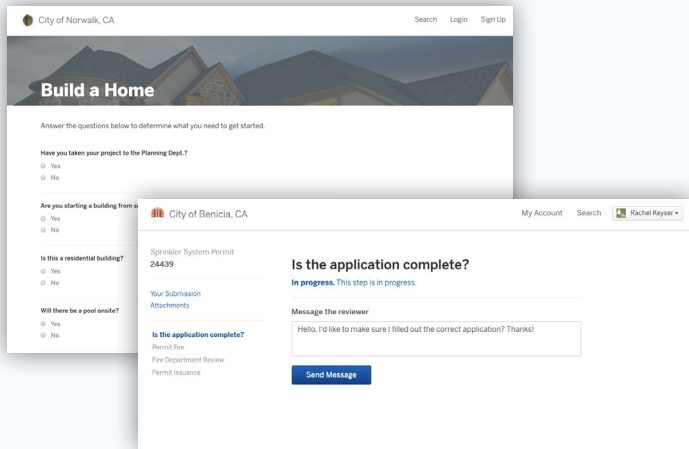
Simple, Automated Workflows

Automatic Internal Routing

Permit and license applications are automatically routed through digital, predetermined workflows according to project type, application information, and team workload.

Improved Inspections

Use intelligent routing to optimize inspectors' daily routes. Using a mobile device, inspectors can conduct inspections, take photos, and attach notes to applications in real-time, keeping projects on track and reducing delays.



Modern Constituent Service

Online Public Portals

Constituents go online to apply for licenses and permits, where smart project surveys and application wizards guide applicants step-by-step through the submission process.

In-App Communication

Approvers can message applicants directly to ask for clarification or missing information. Later, permits can be issued digitally, with set reminders for future renewal deadlines.

Why OpenGov?

- **A trusted and dedicated partner.** More than 1,000 governments nationwide partner with OpenGov to drive more effective and accountable operations through cloud financial solutions. Built exclusively for state and local government, OpenGov's software, services, and expertise are backed by over 300 years of employee experience in the public sector.
- **Solutions designed for transparency and collaboration.** Our intuitive solutions streamline the collection, analysis, and communication of complex information for all stakeholders—helping eliminate silos, accelerate workflows, and increase civic engagement—allowing customers to re-allocate up to 1% of their budgets for more strategic outcomes.
- **A platform built to grow with you.** Modern cloud architecture allows us to innovate at an unmatched pace, ensuring all of your users have access to the latest features while reducing your IT burden. OpenGov invests more than 40% of our operating costs into R&D based on customer feedback, helping future-proof your investment.



Utility Billing



Manage the complexity of your Utilities billing with the leading cloud solution designed exclusively for the public sector. We combine the simplicity and flexibility of OpenGov Financials for any metered or unmetered service for municipalities and independent utility services

Empower your organization to be more efficient, responsive, and effective

Multiple billing types

Bill based on consumption, flat rate, installments and miscellaneous charges. Skip first bill, pro-rate and calculate deposit interest.

Simple Billing

Bill based on cycle to spread receipts across the month. Email, print and mail or export bills for third party printing

Payment Flexibility

Integrate Billing with receipts and cash payments or use our Online Bill Payment option. Kiosk or IVR payments are seamless applied to the customer's account.

Extensive Reports

Reporting on Service Accounts, Service Addresses and Meters, Past Due and Holds. Notes for Accounts and Customers.

User defined Service Codes

Multiple pricing levels based on consumption, taxation, type and other options for accurate billing. Codes specific for new accounts make onboarding easy.

Routes and Work Orders

Optimize time and work with integrated Work Orders and Route management. Full history of service for each service address and meter.

Reduce Time and Costs

Reduce time and postage fees with the ability to send customers Emails or SMS messages to send Bills, Late Notices or Cut Off Notices in one easy process.

Ensure Compliance

Our robust system ensures you will be compliant with regulations regarding billings, service cut-offs and audit trail.

Save time and money with Utility Billing

Combining simplicity and flexibility, the OpenGov Utility Billing module provides the ability to bill any type of metered or unmetered service. quickly and efficiently, saving you time and money and providing your constituents multiple payment options.

Utility Billing

Controls	Meter Management	Billing	Receipts
• Multiple billing types • Pricing levels based on consumption • Residential vs Commercial • Ensure regulatory compliance • Unlimited calculation methods • Include surcharges, penalties, fees	• Change Meter Process • Meter types and locations • Cycles & Routes for manual reading • Import from third party meters • Work Orders • Historical Meter Consumption data	• Email Billing • Online Kiosk access • Export for external printing • Late and Cut Off Notices • Manage On Hold accounts • Pro Rate and other billing rules	• Full integration with Cash Receipts • Allocate payments on demand • Online, Kiosk and IVR • Automatically applied to account

Why OpenGov?

- **A trusted and dedicated partner.** More than 1,000 governments nationwide partner with OpenGov to drive more effective and accountable operations through cloud financial solutions. Built exclusively for state and local government, OpenGov's software, services, and expertise are backed by over 300 years of employee experience in the public sector.
- **Solutions designed for transparency and collaboration.** Our intuitive solutions streamline the collection, analysis, and communication of complex information for all stakeholders—helping eliminate silos, accelerate workflows, and increase civic engagement—allowing customers to re-allocate up to 1% of their budgets for more strategic outcomes.
- **A platform built to grow with you.** Modern cloud architecture ensures all of your users have access to the latest features while reducing your IT burden thanks to seamless upgrades and user-level configurability. OpenGov invests more than 40% of our operating costs into R&D with a roadmap based on customer feedback, helping future-proof your investment.

“

I personally like this application because I know I have a go to person on all matters and I like that in the implementation they went the extra mile to make us happy with the conversion.

Katherine Hudson,
County Treasurer | Wise, TX



CITY OF
MINNEAPOLIS



STATE OF
OKLAHOMA



CITY OF
RICHMOND



COUNTY OF
SUFFOLK



STATE OF
IDAHO



COUNTY OF
MONO

Premium Services

The Leader in Cloud-Based Solutions for Government

The OpenGov Cloud™ is the only integrated cloud solution for budgeting, performance, communications and reporting. This multi-tenant Software-as-a-Service (“SaaS”) solution connects stakeholders to the budget process, engages them for real-time feedback, accurately forecasts personnel costs, and integrates with key government systems, resulting in improved outcomes, enhanced internal efficiencies, and more time for strategic planning.

OpenGov offers Premium Services to help organizations on their journey to more efficient budgeting, management reporting, and citizen engagement. Customers can use Premium Services hours for hands-on configuration, trainings, and consultations to provide you with the additional structure, support and guidance needed to use the OpenGov software most effectively. Premium Services also fast-tracks Support team responses, ensuring white glove treatment and speedy resolutions.

“Many companies can do the tools and tech; however, it is rare to find a company like OpenGov who does so while staying in touch with its customers, truly listening to its customers’ needs, and adding the appropriate staffing at all levels of management and function to improve both the product offerings and the customers’ experiences.”

Lisa Desmarais

IT Director of Kenton County, KY

Benefits	Standard	Gold	Platinum
Unlimited Number of Cases per Year	✓	✓	✓
24/7/365, Unlimited Access to Web Forms	✓	✓	✓
24/7/365, Unlimited Access to OpenGov Knowledge Base	✓	✓	✓
24/7/365, Unlimited Online access to Support Portal	✓	✓	✓
Access to Live Chat 9:00 AM to 5:00 PM US Local Time	✓	✓	✓
Number of Designated Contacts	3	6	12
Extended 1-Hour Training Sessions	-	Up to 4 per year	Up to 12 per year
Support Staff	Pooled Resources	Pooled Resources	Designated Technical Account Manager
Type of commitment	Service Level Targets	Service Level Agreements	Service Level Agreements
Technical Account Manager and Quarterly Reviews	-	-	✓
Hours included for Consultation and Technical Services	-	12 Hours Yearly	24 Hours Yearly
Issue Severity Level	Initial Response Commitment		
Urgent	One (1) Calendar Hour	One (1) Calendar Hour	One (1) Calendar Hour
High	Four (4) Business Hours	Two (2) Business Hours	One (1) Business Hour
Normal	One (1) Business Day	Four (4) Business Hours	Two (2) Business Hours
Low	Two (2) Business Days	One (1) Business Day	One (1) Business Day

Mission-Driven
Powering more effective and accountable government

Trusted
Over 2,000 public agencies leverage OpenGov technology

Innovative
Easy-to-use, best-in-class, and intuitive cloud software

Experts
300+ years of public sector experience on staff

Support Philosophy

You invest in us. We invest in you. We are driven by customer success. If you ever need help or have questions about your system, we want to make sure you get well-informed, proactive support from the OpenGov team. Our goal is 100% satisfaction.

Sample Technical Services and Consultation Uses:

Stories Support	Guide customers to create effective, content-rich Stories.
Budget Year 2+ Assistance	Provide budget configuration guidance for post-deployment customers.
Chart of Accounts Updates	Update the Chart of Accounts including categorizing codes per customer guidance.
Additional Reports and Dashboards	Guide the customer to create additional reports (both financial and non-financial) that are not included in the deployment package.
Manual Data Update	Upload financial or non-financial data to a non-integrated dataset.
Building Upload Templates	Create templates for files that require data transformation for uploads.
Other Technical Tasks within OpenGov Platform	Customers may reach out to their Technical Account Manager to request assistance with technical tasks across the platform.
Extended 1-Hour Training Sessions	Train entity admins on use of OpenGov products.
Workflow Optimization	Re-configure record type workflows to streamline operations, improve internal communication, and enhance the citizen experience.
Form Re-design	Streamline record type forms to allow for a more fluid application process for the public while also making sure the community has all the necessary information in order to review applications.
Fee Updates	Assist communities with updating all of their fees when necessary in order to ensure that the calculation is 100% accurate and citizens are not overcharged for their work.
Online Content	Re-vamp communities online portal in order to make it more appealing and easy-to-navigate for citizens who may not be comfortable submitting online applications.

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"As I had questions or ran into stumbling blocks, my Customer Success representatives were incredibly responsive, knowledgeable, and helpful. It was nearly always only a matter of minutes before I got help. Also, I love that there always seem to be new developments that keep information from seeming static and stale. We have had lots of great feedback since we launched -- people like and actually continue to use the site, which of course is the whole point! OpenGov ROCKS."

Mona Brooks
Accountant, Loveland, CO



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Agenda Information Memorandum
North St. Paul City Council
Workshop
June 2, 2020

FROM THE OFFICE OF THE FINANCE DEPARTMENT

Agenda placement: Council Workshop

Subject: Housing Improvement Fund

To: Honorable Mayor and City Council

Background/Facts:

- The 2019 Management Report produced by the City's independent auditor noted that as of year-end 2019 the Housing Improvement Fund was operating with a negative cash balance and no formal plan to resolve the deficit.
- The table below identifies the current land values within the fund.

PIN	Property Description	Assessed Value	Book Value	Deletions*	Ending Book Value
12.29.22.42.0087	2526 7th Avenue*	\$192,000	\$153,970	(\$153,970)	-
12.29.22.42.0151	2536 7th Avenue*	\$71,200	\$71,200	(\$71,200)	-
12.29.22.42.0093	Triangle behind old City Hall*	\$59,900	\$-	\$-	-
12.29.22.42.0112	2385 Margaret Street	\$39,600	\$39,600	-	\$39,600
12.29.22.33.0019	2357 East 7th Avenue	\$66,000	\$66,000	-	\$66,000
14.29.22.11.0034	2270 7th Avenue	\$66,400	\$66,400	-	\$66,400
12.29.22.33.00.12- 12.29.22.33.00.18	Seven parcels north of 7 th on the east side of 3rd	\$220,800	\$183,483	-	\$183,483
12.29.22.42.0018	2579 East 7th Ave	\$120,000	\$120,000	-	\$120,000
Total	Housing Improvement Fund	\$835,900	\$700,653	(\$225,170)	\$475,483

*City Council approved the sale of these parcels to the developer of the Old City Hall site for \$225,170

- Upon sale of the parcels located on the old City Hall site the cash balance in the fund will be a deficit of \$303,383. The book value of the land is projected to be \$475,483.
- In an effort to resolve this management comment, staff is requesting Council consideration for moving funds and land to resolve the deficit in the Housing Improvement Fund.

- Per the table below (with the land sales related to the development of TIF 4-8 on the site formerly occupied by the old City Hall) staff is recommending all of the land be transferred to the Housing Redevelopment Authority and the Permanent Improvement Revolving Fund.
- All transfers will be less than assessed and book values.

PIN	Property Description	Book Value	Sale to HRA	Sale to PIR	Cash Transfer to HIF
12.29.22.42.0112	2385 Margaret Street	\$39,600	\$0	-	\$0
12.29.22.33.0019	2357 East 7th Avenue	\$66,000	-	\$60,000	\$60,000
14.29.22.11.0034	2270 7th Avenue	\$66,400	-	\$60,000	\$60,000
12.29.22.33.00.12- 12.29.22.33.00.18	Seven parcels north of 7 th on the east side of 3rd	\$183,483	\$183,383	-	\$183,383
12.29.22.42.0018	2579 East 7th Ave	\$120,000	\$0	-	\$0
Total		\$475,483	\$183,383	\$120,000	\$303,383

Cash Balance as of 5/27/2020	\$413,391	\$504,220	\$528,553
Sale of Land at Old City Hall Site	-	-	\$(225,170)
Updated Cash Balance	\$413,391	\$504,220	\$303,383
Cash Balance if Transfers Approved	\$230,008	\$384,220	-

Recommendation: Staff is seeking Council support for the above mentioned transfers.

Attachments:

Respectfully submitted,

/s/ JZ by mm

Jason Zimmerman
Finance Director

APPROVED FOR AGENDA ENCLOSURE:

/s/ SD by mm

Scott Duddeck
City Manager

Agenda Information Memorandum
North St. Paul City Council
Workshop
June 2, 2020

FROM THE OFFICE OF THE FINANCE DEPARTMENT

Agenda placement: Council Workshop

Subject: Gas Franchise Fee Rates

To: Honorable Mayor and City Council

Background/Facts:

- At the February 18, 2020 City Council workshop staff reviewed recent trends related to gas franchise fees within the City of North St. Paul and budgetary considerations.
- The City of North St. Paul's gas franchise agreement runs March 2019 through November 2038.
- The city has three different account types for gas franchise fees:
 - Residential with approximately 3750 accounts.
 - Commercial Firm with approximately 300 accounts.
 - Commercial Large with approximately 15 accounts.
- From 2003-2009 the average franchise fee revenue was \$141,839.
- From 2010-2019 the average franchise fee revenue was \$102,435.
- Gas Franchise fees are consumption based which creates volatility for budgeting.
- Residential accounts comprise 93% of the gas customers and 81% of the franchise fees.
- Using the [Consumer Price Index](#), \$141,839 in December 2009 is worth \$168,401 in April 2020 when adjusted for inflation.
- Staff has prepared three potential options for Council's consideration to establish the gas franchise fee based on set amounts.
 - Scenario's 1-3 attempt to align total revenues to the 2003-2009 average adjusted with inflation to April 2020 values.

Account Type	Number of Accounts	Scenario #1	Scenario #2	Scenario #3
Residential Accounts	3750	\$146,250	\$157,500	\$135,000
Commercial - Firm	300	\$18,000	\$12,600	\$36,000
Commercial Large	15	\$1,800	\$630	\$2,700
Total		\$166,050	\$170,730	\$173,700

Account Type	Number of Accounts	Scenario #1	Scenario #2	Scenario #3
Residential Accounts	3750	\$3.25 Per Month	\$3.50 Per Month	\$3 Per Month
Commercial - Firm	300	\$5 Per Month	\$3.50 Per Month	\$10 Per Month
Commercial Large	15	\$10 Per Month	\$3.50 Per Month	\$15 Per Month

- Scenario's 4-6 attempt to align the total revenues to the 2003-2009 uninflated average.

Account Type	Number of Accounts	Scenario #4	Scenario #5	Scenario #6
Residential Accounts	3750	\$123,750	\$135,000	\$112,500
Commercial - Firm	300	\$16,200	\$10,800	\$32,400
Commercial Large	15	\$1,440	\$540	\$2,160
Total		\$141,390	\$146,340	\$147,060

Account Type	Number of Accounts	Scenario #4	Scenario #5	Scenario #6
Residential Accounts	3750	\$2.75 Per Month	\$3 Per Month	\$2.50 Per Month
Commercial - Firm	300	\$4.50 Per Month	\$3 Per Month	\$9 Per Month
Commercial Large	15	\$8 Per Month	\$3 Per Month	\$12 Per Month

- Scenario's 7-9 attempt to align the total revenues to the 2010-2019 uninflated average.

Account Type	Number of Accounts	Scenario #7	Scenario #8	Scenario #9
Residential Accounts	3750	\$90,000	\$101,250	\$78,750
Commercial - Firm	300	\$14,400	\$8,100	\$27,000
Commercial Large	15	\$900	\$405	\$1,800
Total		\$105,300	\$109,755	\$107,550

Account Type	Number of Accounts	Scenario #7	Scenario #8	Scenario #9
Residential Accounts	3750	\$2 Per Month	\$2.25 Per Month	\$1.75 Per Month
Commercial - Firm	300	\$4 Per Month	\$2.25 Per Month	\$7.50 Per Month
Commercial Large	15	\$5 Per Month	\$2.25 Per Month	\$10 Per Month

- For comparison, the chart below shows the impact of implementing various metro franchise fee rate structures for the City of North St. Paul.

Account Type	Maplewood	Oakdale	Inver Grove	Shoreview	Bloomington	Elk River	Anoka
Residential Accounts	\$135,000	\$67,500	\$90,000	\$58,500	\$168,750	\$180,000	\$156,600
Commercial - Firm	\$43,200	\$18,000	\$37,800	\$28,800	\$27,000	\$14,400	\$12,528
Commercial Large	\$18,000	\$1,440	\$9,000	\$20,160	\$7,200	\$9,000	\$7,564
Total	\$196,200	\$86,940	\$136,800	\$107,460	\$202,950	\$203,400	\$176,692
Residential Accounts	\$3 Per Month	\$1.50 Per Month	\$2 Per Month	\$1.30 Per Month	\$3.75 Per Month	\$4 Per Month	\$3.48 Per Month
Commercial - Firm	\$12 Per Month	\$5 Per Month	\$11 Per Month	\$8 Per Month	\$7.50 Per Month	\$4 Per Month	\$3.48 Per Month
Commercial Large	\$100 Per Month	\$8 Per Month	\$50 Per Month	\$112 Per Month	\$40 Per Month	\$50 Per Month	\$42.02 Per Month

Recommendation: Staff is seeking Council feedback and interest in adjusting the gas franchise fee structure.

Attachments:

Respectfully submitted,

/s/ JZ by mm

Jason Zimmerman

Finance Director

APPROVED FOR AGENDA ENCLOSURE:

/s/ SD by mm

Scott Duddeck
City Manager