CITY OF NORTH ST. PAUL
CITY COUNCIL
ADDITIONAL MEETING AGENDA
JUNE 30, 2020
5:00 PM

Due to the Governor's Emergency Declaration, the Mayor has determined that most in-person meetings during this pandemic are not practical or safe. Most 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 meeting on June 30th will be held via Zoom. Zoom is an online platform that allows attendees to 'join' the meeting via video or telephone. The **June 30th 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 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. Approval of contract with OpenGov to provide Budget, Finance, Reporting and Permitting, License & Code Enforcement Software.

IV. ADJOURNMENT

Agenda Information Memorandum
North St. Paul City Council
June 30, 2020

FROM THE OFFICE OF THE FINANCE DEPARTMENT

Agenda placement: City Business

Subject: OpenGov (Budget, Finance, Reporting and Permitting, License & Code Enforcement Software)

To: Honorable Mayor and City Council

Background/Facts:

- The City of North St. Paul currently uses Incode software by Tyler Technologies to operate its financial system, payroll system, utility billing & collection system, business license, building projects, fixed assets, cash collections and check reconciliation systems.

- The City has been using the Incode 9 product for Utility Billing since January 2003 and for General Ledger, Accounts Payable, and Payroll since June 2007. Additional modules were subsequently added.

- The City owns the license for the software and annually pays $33,500 for software support, system upgrades, technical support, system maintenance, and various interfaces for utility billing.

- During the recent Covid-19 pandemic it has become clear that city needs a comprehensive web based solution to replace Incode 9.
    - Staff has had to cobble together several disjointed applications in an attempt to comply with the governor's work from home directive.
    - Additional hardware and software purchases have been made in order to allow as many employees to work remotely as possible.
    - Community members are currently unable to submit permits or licenses online, resulting in paper documents being distributed.
    - Staff has struggled to maintain continuity due to the work from home order and Incode's requirement of a VPN to access the application remotely.

- After discussions and demonstrations with various software companies, City staff has identified OpenGov as the preferred vendor to provide a modern cloud financial suite. OpenGov has an excellent reputation and is the only vendor who provides an entirely web based product designed exclusively for government that will allow us to better manage the effects of the Covid-19 pandemic, improve our citizen engagement, provide increased transparency, and enhance our customer service experience.

- **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 $142 million. Conducting business in every state, Opengov is the safe and trusted choice of over 1,000 government entities. OpenGov has 267 employees (with over 100 engineers and 35 former government professionals) and is headquartered in Redwood City, CA.

- OpenGov's product lines is separated into three different offerings all standing upon the organizations Reporting & Transparency Platform.
    - Budgeting & Planning
    - Financials
    - Permitting, Licensing, & Code Enforcement

    - **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. The product streamlines and transforms the budget process from the initial stages of planning and personnel forecasting on through final publication while enabling collaboration throughout.

    - **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

    - **Permitting, Licensing & Code Enforcement:** OpenGov PLC is an all-in-one citizen service suite for permitting, licensing, and code enforcement. Receive application forms and payments online, streamline processing, and manage inspections in addition to simplifying your reporting needs. The suite allows you to route applications through multi-step approval workflows across teams and departments, while giving you the ability to communicate with constituents online and record inspection results in real-time onsite from a phone or tablet. PLC's drag-and-drop interface allows governments to bring permitting online by easily creating multi-step review processes, which allow you to efficiently coordinate interactions across departments to track applications from submissions to approval. Users can create guided processes for submitting applications to communicate fee information and required

forms. PLC will guide applicants step-by-step through the process, building their checklist of necessary forms and fees.

- **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.

- Below is a breakdown of implementation hours and responsible department.

Product	**Department Responsible**	**Target Go-Live Date**	**Estimated Implementation Hours****
Permitting, Licensing and Code Enforcement	Community Development	4Q 2020	100
Budgeting & Planning and Reporting & Transparency	Finance	4Q 2020	120
Financials	Finance	1Q 2022*	530

*Full functionality of the financials suite isn't scheduled for delivery until 4Q 2021. Staff will roll out modules within the application as they are fully tested, starting 1Q 2022.

**Implementation hours are estimates, but based on the experience of OpenGov clients the hours listed should satisfy a successful implementation. If additional hours are needed, the department responsible for product implementation will require City Council approval prior to purchasing the requested hours.

Recommendation: Staff is seeking Council approval of the attached contract with OpenGov to provide Budget, Finance, Reporting and Permitting, License & Code Enforcement Software.

Attachments:
Executive Brief
Order Form
Software Services Agreement
Statement of Work
OpenGov Budgeting and Performance Flyer
OpenGov Permitting, Licensing & Code Enforcement Flyer
OpenGov Financials Flyer
OpenGov Financials Utility Billing Flyer
Premium Support Datasheet

Respectfully submitted,

/s/ JZ by mm

Jason Zimmerman

Finance Director

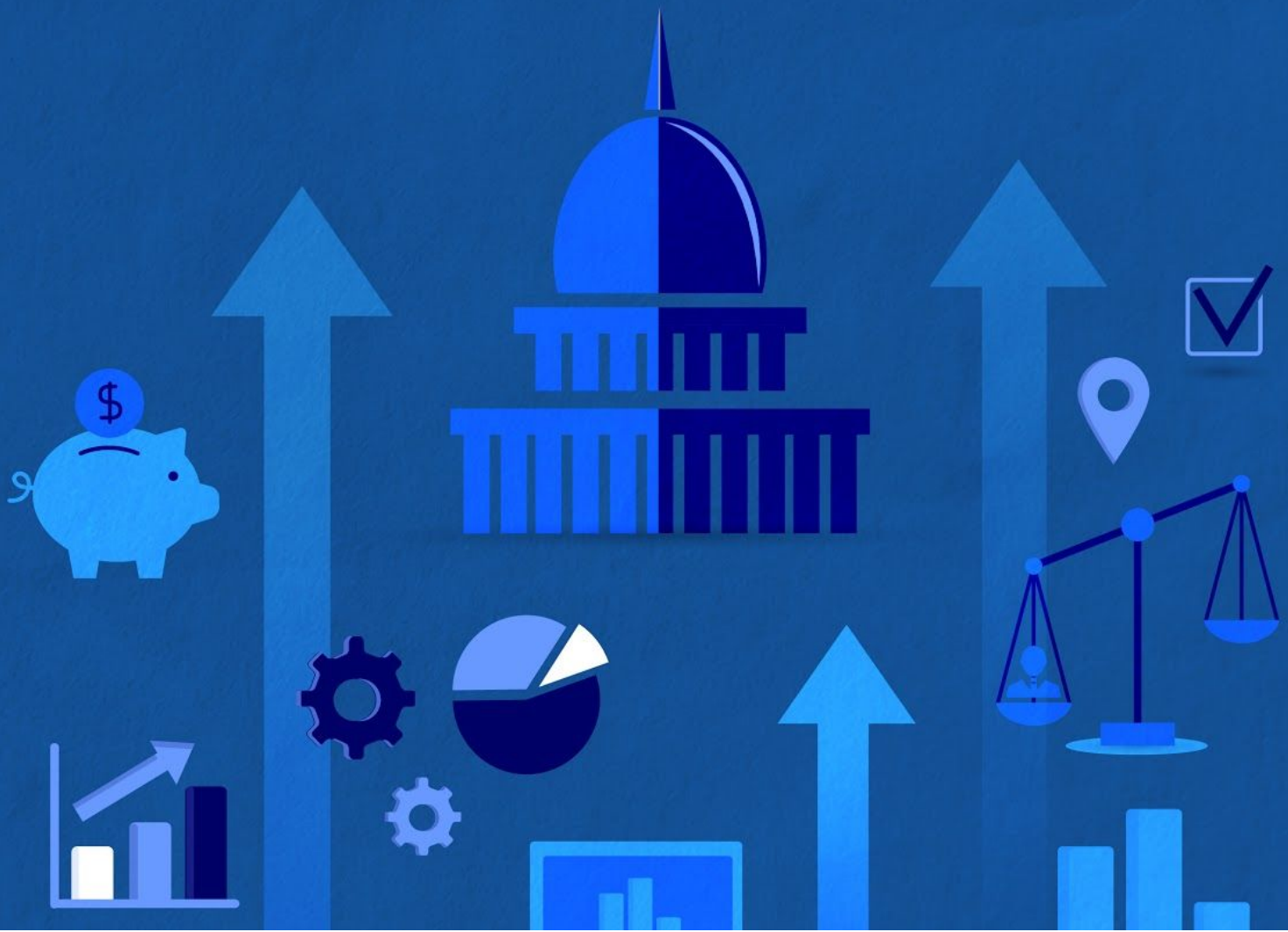
APPROVED FOR AGENDA ENCLOSURE:

/s/ SD by mm

Scott Duddeck
City Manager

OPENGOV

The OpenGov Decision



Jason Zimmerman
Finance Director
City of North Saint Paul, MN
2400 Margaret Street
North Saint Paul, MN 55109

RE: The OpenGov Decision

Dear Jason Zimmerman,

OpenGov is thrilled by the opportunity to partner with the City of North Saint Paul, MN in its efforts to procure and implement technology in its journey to digital transformation. We thank you for your thought and careful consideration. What you are about to read is a sweeping portrait of the government technology industry, consultation on what to look for in a partnership with a vendor, guidance on procurement methods, as well as a comprehensive look into OpenGov's people, products, methodologies, and mission.

OpenGov's cloud-based solutions were purpose-built specifically for the public sector, and we are deeply invested in helping you make the right technology purchase for your government's unique needs. Understanding that daily government operations have direct impacts on all of our standards of living, we are committed to giving you an honest and fair evaluation of the market, our offerings, and your purchasing options so you can make the decision that is best for your organization.

We would be remiss if we did not first address the worldwide pandemic that has befallen us. COVID-19 has ushered us into an unprecedented new world that has had devastating effects on local governments' ability to "stay open" and continue the mission-critical operations that serve the public. While there is no silver bullet in times of crisis other than hard work, collaboration and preparedness, modern technology like OpenGov can help foster virtual two-way communications, maintain continuity of operations, and enable effective planning for ever-changing near and long-term scenarios. We will discuss these capabilities and more in a later section of this document.

As you will discover in the following pages, we are a company comprised of individuals who are passionate about our mission to power more effective and accountable government. To ensure that our products respond to the direct concerns and needs of government, we employ former public sector employees at every level of the company, from Executive Leadership to our Engineers to our Implementation and Customer Success Teams. Whether you are looking to upgrade your ERP system, revolutionize your budget development process, streamline permitting and licensing, or reinforce transparency and collaboration both inside and outside your organization, OpenGov has a solution that can deliver rapid time-to-value and significant RoI for your organization and community.

We often work with governments who are quick to issue an RFP ("Request for Proposal") when they have the budget for a new software procurement. While this is common practice, the RFP process is generally slow, costly, and laborious for both the agency issuing the RFP, as well as the responding vendors, often leading to delays in contract execution and solution implementation and an even lower ROI. OpenGov aims to improve efficiency and effectiveness in government, and the RFP process can often be an impediment to this goal. While RFPs can sometimes be necessary for purchasing over a certain dollar threshold, we've found that with the proper due diligence, internal buy-in, and understanding of available contract vehicles, a thorough evaluation of the market can be completed and a procurement decision reached without always needing an RFP. We will explore this in a later section, but we look forward to discussing with you a range of competitive and legitimate procurement options other than the RFP process.

In the pages that follow, we will provide an overview of the leading solutions in Government budgeting, finance, constituent services, and reporting software, detail the support and collaboration involved in an OpenGov partnership, and overview of OpenGov's advantages to other companies and products on the market. We invite you to join us in our mission of powering more effective and accountable government.

Sincerely,

Joel Pingel: Account Executive
Jim Lee: Director of Solution Engineering
Matt Cahill: Solutions Engineer
Mike Mattson: President of Sales

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Executive Summary

OpenGov is a company of individuals passionate about our mission to power more effective and accountable government. We have a fervent desire to empower the public sector with the tools you need to manage internal and external operations, enable collaboration, and promote clear communication for strategic decision-making. To that end, we have developed a robust set of solution suites specifically designed for government.

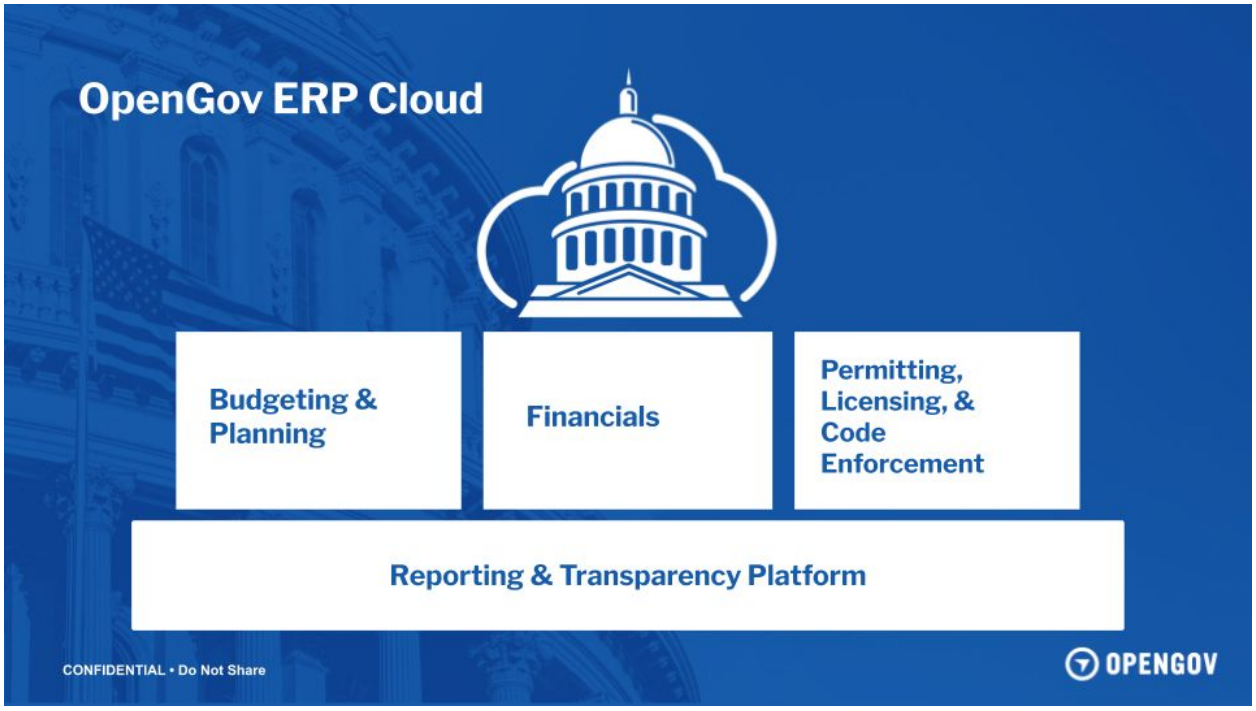
OpenGov is presenting the OpenGov ERP Cloud to the City of North Saint Paul, MN for consideration. The OpenGov ERP Cloud includes:

- **OpenGov Financials™:** OpenGov Financials™ is a 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
    - Accounts Payable
    - Accounts Receivable
    - Payroll
    - Fixed Assets
    - Cash Receipts
    - Timesheets
    - Purchase Cards
    - Bank Rec
  - 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

- **OpenGov 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 cloud solutions suite 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.

- **OpenGov Permitting, Licensing, and Code Enforcement (PLC):** OpenGov PLC is an all-in-one citizen service suite for permitting, licensing, and code enforcement. Receive application forms and payments online, streamline processing, and manage inspections in addition to simplifying your reporting needs. The suite allows you to route applications through multi-step approval workflows across teams and departments, while giving you the ability to communicate with constituents online and record inspection results in real-time onsite from a phone or tablet. PLC's drag-and-drop interface allows governments to bring permitting online by easily creating multi-step review processes, which allow you to efficiently coordinate interactions across departments to track applications from submissions to approval. Users can create guided processes for submitting applications to communicate fee information and required forms. PLC will guide applicants step-by-step through the process, building their checklist of necessary forms and fees.

- **The Reporting and Transparency Platform:** Build trust by simplifying and streamlining the collection, analysis, and communication of complex information with the OpenGov Reporting and Transparency platform. Our platform's solutions reduce 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 quickly identify anomalies.



The State-of-the-Market Overview

Where we've come from and where we are now...

Over the past four decades, the government technology ("govtech") industry has seen transformational shifts in the way the financial, budgeting, constituent services, and reporting challenges of state and local governments have been addressed and handled. As the tech industry as a whole has demonstrated exponential growth with the rapid birth of cutting-edge products released each year, there is a sad truth sitting at the core of the govtech market, specifically: the public sector has largely gone underserved and has grown accustomed to adopting technology that is outdated, very difficult to use, and, quite simply, just doesn't work. Until now.

Rather than spending your time reading endless pages of sales jargon, we thought it would be most beneficial to you, as a decision-maker and leader for your government, to understand the govtech landscape, including its history, the incentives of different companies in the industry, and how different models and approaches impact the customer end users. By presenting a comprehensive map of this market, we hope to empower you with the knowledge you need to decide which direction you want to take your government.

Our mission as a company is to power more effective and accountable government, and whether you decide to work with OpenGov or another vendor, we earnestly believe that empowering your government to make the best technology decision for its unique needs and circumstances helps us execute our vision.

Digital Transformation Has Arrived

Our world is at a very unique point in the timeline of government technology. State and local government employees across the nation are feeling the weight of three major shifts in the market that have made this a pivotal time to procure new technology to manage the mission-critical assets of government operations.

- **Increasing expectations from citizens.** The modern digital era has prompted people to grow more accustomed to active, digital engagement with private sector vendors, such as our personal banking companies, airlines and hotels, and even ride-sharing providers. The general public, in turn, is looking to governments to match this high engagement and digital threshold so the citizenry can keep a pulse on where their taxpayer dollars are being spent. People want their voice to be heard by governments, and, likewise, governments want to encourage transparent communication with the public.

- **Outdated technology.** Faced with demands for delivering essential services to the general population, government leaders are struggling against broken spreadsheets and

stale software that fails to meet basic functional needs, hindering these workers from focusing on the more important work of strategic decision-making. Moreover, many governments are continually forced to pay high fees for hardware and maintenance fees to support legacy, on-premise systems. These outdated software systems need to be continually updated and maintained to meet modern resiliency standards, resulting in costly expenses and a higher burden on your IT department. For the past several decades, the right technology to meet the increasing expectations for state and local governments simply has not existed.

- **Weary workforces.** Government operations are a complicated business. Managing the very fabric by which our everyday life is woven, from resources like parks, roads, libraries, and recreational facilities, to public safety divisions like the police and fire departments, government leaders have a lot to worry about. While these responsibilities are not unique to the modern era, citizens now have heightened expectations for visibility into government operations to see how their elected officials are performing. Increased public expectations for the public sector puts even more pressure on hardworking government employees. Additionally, the wave of baby boomer workers on the brink of retirement means that the public sector is faced with the prospect of increasing labor shortages. State and local governments have already been forced to reckon with this phenomenon, but using legacy software built twenty years ago is hardly appealing to the bright, young stream of new graduates who are as accustomed to having sleek smartphones in their pockets as they are with house keys.

Each of these factors contributing to the current landscape of digital transformation point to the hard truth that the govtech industry as a whole has failed the public sector. The wide gap between technology used by the private sector versus the public sector is accredited not to the shortcomings of government. Rather, this perceived disparity is due in large part to the fact that tech vendors have not adequately built government technology that is scalable, user-focused, and powerful enough to support the mission-critical assets that governments rely upon to operate effectively.

So how did we get here? Let's explore a brief history of government technology to better understand the current landscape.

The Journey of Govtech

As the broader tech industry began to shrug off the mainframe computing model of past years and adopt the new wave of personal computers, the 1990's also saw the rise of local government technology vendors. These small vendors largely focused on serving their local regions, offering homegrown "point solutions" that were built to solve specific challenges for governments. While governments using these software vendors may have benefitted from local support, the vendors themselves were highly limited in their ability to scale with their customers, due to minimal resources and narrow product breadth, and often suffered from low revenue which likewise prevented the necessary investments in product development.

The new millenium ushered in a stream of publicly-traded holding companies, who bought and acquired many of the smaller regional companies, each with their own set of technology

offerings. While some of these large newcomers have reported strong revenue numbers and are publicly traded on the New York Stock Exchange, they actually hold quite a few staggering deficiencies which have caused these corporations--and their customers--to suffer. Rather than investing in product enhancements and focusing on end user success, these companies have tended to hinge their cash flow upon the high maintenance and support costs for the legacy systems they have acquired. This unfairly strains the government end users. Essentially becoming a "house of brands," these large corporations have retained sets of software modules which are siloed and disconnected from each other, lacking in the highly integrated nature of modern technology.

Moving into the 2010's, the next wave of govtech vendors took the form of private equity roll-up companies, or groups of smaller vendors who merged after an acquisition, often formed with the vision of getting sold for a profit by a larger player in the market. Similar to the incumbent publicly-traded holding companies that established themselves in years prior, these roll-ups generally do not invest in their Research & Development teams, instead focusing on garnering enough market value to turn over a favorable profit in an acquisition. These vendors fall short of being able to nourish long-term partnerships with their government customers because their motivation is not customer-focused and they do not take the time to listen to end user needs.

Where We Are Now

These evolutions in the govtech industry have left a glaring void in the market, providing an opportunity for an innovative, customer-centric vendor model to emerge. We've seen this kind of transformation in the private sector quite often in recent years, usually in the form of start-up companies, AKA "disruptors." Such companies, financially supported by Venture Capital firms, are characterized by providing innovative, customer-focused solutions that have enough promise to transform the market. A couple examples of such disruptors would be Uber and Lyft's transformation of the taxi industry, as well as social media giants like Instagram, Twitter, and Snapchat's dramatic effects on traditional media and communication markets. Before now, this phenomenon has not spread to government technology.

This is where OpenGov derived its mission to power more effective and accountable government. The founders of OpenGov were impassioned by the shameful fact that the govtech industry as a whole had not delivered solutions which have long-lasting and scalable value to the public sector. Government workers have better technology in their private lives, with easier access through smartphones in their pockets, than they do when they go to work every day. OpenGov's vision seeks to remedy this great imbalance of technology by providing governments with the tools you deserve and need to effectively serve constituents and communities.

The team at OpenGov understands that governments are looking for long-term partnerships and solutions that will scale and grow as the government's priorities and objectives evolve and expand over time. To that end, we are a mission-based group of individuals whose core drive is to serve state and local governments by delivering cloud solutions that alleviate the common challenges you face as leaders and decision-makers. Rather than being driven by market value or the opportunity of acquisition, OpenGov is laser-focused on our government end users,

incorporating feedback and direction from these governments directly into our product enhancements and developments.

Leading the Digital Transformation

Looking back now at the three critical shifts in government that have led to digital transformation, OpenGov uniquely addresses each of these pain points pressuring state and local governments.

- **Increasing expectations from citizens.** Governments using OpenGov's cloud solutions increase transparency, communication, and collaboration with both internal and external constituents, often yielding 20% fewer FOIA requests from the public, in addition to steep reductions in the number of phone calls and in-person visits from the citizenry. Elected officials can refer to data that is accurate and based on facts, enabling them to make more strategic decisions derived from actionable insights.

- **Outdated technology.** OpenGov's Software-as-a-Service delivery model provides tens or even hundreds of thousands of dollars in savings on hardware and maintenance, resulting in lower costs and increased labor efficiencies. With software updates and enhancements released on a two-week schedule, governments can rest assured that they are always receiving the most up-to-date versions and ongoing support to meet their most critical needs. Many governments report as much as 2% budget savings by using OpenGov to find inefficiencies within their systems, processes, and fund allocations, paving the way for them to future-proof their investments and rely upon technology that is always up-to-date, years ahead from now.

- **Weary workforces.** OpenGov's state-of-the-art technology attracts the next generation of talent, providing younger workers with tools that facilitate efficiencies so that your workforce can focus on the important work at hand. By using advanced software that mirrors the technology the younger generation is accustomed to in their private lives, governments' adoption of this innovative technology leads to higher retention and lower employee turnover.

By addressing each of these pressure points, OpenGov is leading the charge through the digital transformation of modern day government.

Why Do Governments Choose to Partner with OpenGov?

As you determine the best direction for your government, consider the reasons why our government customers have chosen OpenGov:

1. **OpenGov powers Budgeting and Planning; Financial Management; Permitting, Licensing, and Code Enforcement; and Reporting and Transparency solutions for over 1,000 governments.** We are the market leader in cloud, demonstrating trust and innovation to governments, whose rapid adoption of our integrated suites is paving the way to digital transformation.

2. **OpenGov is 100% focused on building solutions for government, by government.** Our solutions are continually informed and enhanced by the governments we work with, enabling our team to be purely focused on delivering mission-critical technology to address the unique challenges public servants face daily. We are purely invested in the interest of governments and their unique use cases and workflows. Our team regularly meets with customers and government professionals from across the country through our Customer Advisory Board, user conferences, local user group meetings, and frequent in-person visits. We take the knowledge we glean from these conversations directly back to our product managers to solidify our product roadmap.

3. **OpenGov offers the only modern ERP Cloud solution built specifically for local government.** The OpenGov ERP Cloud includes solutions for Core Financials, HR/Payroll modules, Operating Budgets, Capital and Workforce Planning, Permitting, Licensing, Dashboards, Reporting and Analytics, Stories, and Integrations, to name a few.

4. **OpenGov employees have collectively served in public sector positions for over 300 years.** This unique expertise in areas like IT and Finance informs how we build our technology and how we do business with government. Built by government for government, OpenGov wants your government to succeed because 'powering more effective and accountable government' is more than just our mission statement, it is our motivating vision as pioneers in this field. At OpenGov, former government employees are interwoven into the very fabric of our organization, serving in major roles across virtually every department in our company. From our Executive Leadership to our Sales Team to our Implementation Personnel, a former government employee is always ready to lend their expertise to ensure your implementation is as smooth and as tailored to your government's unique needs and processes as possible.

5. **OpenGov is focused on developing the best government technology made in America.** Nearly 70 U.S.-based software and data engineers are tasked with envisioning and building the market-leading solutions within the ERP Cloud, leveraging the best technology available. Our cloud platform is built specifically for government and designed for zero downtime, zero customization requirements, immediate access to new capabilities, rapid implementation in weeks (not months), and maximum time-to-value. While other govtech vendors invest as little as 7% of revenue into engineering teams, OpenGov devotes roughly five times this amount of our revenue into our Research and Development organization so that we can deliver the most powerful and robust cloud solutions to the governments we serve.

6. **OpenGov's robust platform seamlessly aggregates government data from ERP, Excel, HRIS, Performance, Public Safety, 311, Permitting, Public Records, and countless other data sources, transforming complex financial and nonfinancial data into actionable insights.** With it, governments can now tie budget dollars to strategic outcomes, promote data integrity, and streamline both internal and external communications.

7. **OpenGov's cloud solutions are available on pre-competed public sector contracts, including NASPO ValuePoint, US Communities, Texas DIR, California SLP, National**

IPA, as well as the GSA and dozens of other state-based agreements. This means that your procurement team does not have to spend long hours with an RFP cycle; rather, you can purchase through contract vehicles that have already required rigorous competitive and screening processes.

8. **OpenGov drives ROI for government.** Current customers spend 50% less time on budget development, achieve 80% time savings on reporting, spend 20% less time on information requests, and have reallocated up to 1% of their budgets for more strategic outcomes.

9. **OpenGov is specifically designed with high standards of usability and delight for our customers.** We follow a key set of design core principles, we highly value our design and research teams, and we aim to increase task completion rates across dozens of government processes. We regularly hear of dozens of hours saved, a reduction in tedious tasks, and the ability of our customers to make better decisions.

10. **OpenGov's mission is to Power More Effective and Accountable Government.** Our purpose is to empower every government with the nation's best technology to future-proof against escalating budget pressures, citizen demands, staff shortages, and economic competition.

Of course, these are just a handful of reasons why governments have selected OpenGov. Together with these governments we have embarked on a long-term partnership, which is cultivated through a mutual desire to enhance operational efficiencies and spawn a new generation of open, effective, and easily accessible technology built for state and local government.

With this knowledge we hope to impart to you a meaningful awareness of the evolution of the govtech market landscape and an appreciation of where this journey has led us. We earnestly believe that technology used by governments should be strictly focused on the mission-critical needs and daily challenges of our government leaders. With more advanced technology and compelling solutions, we as a society are moving closer to powering more effective and accountable government.

Company Overview

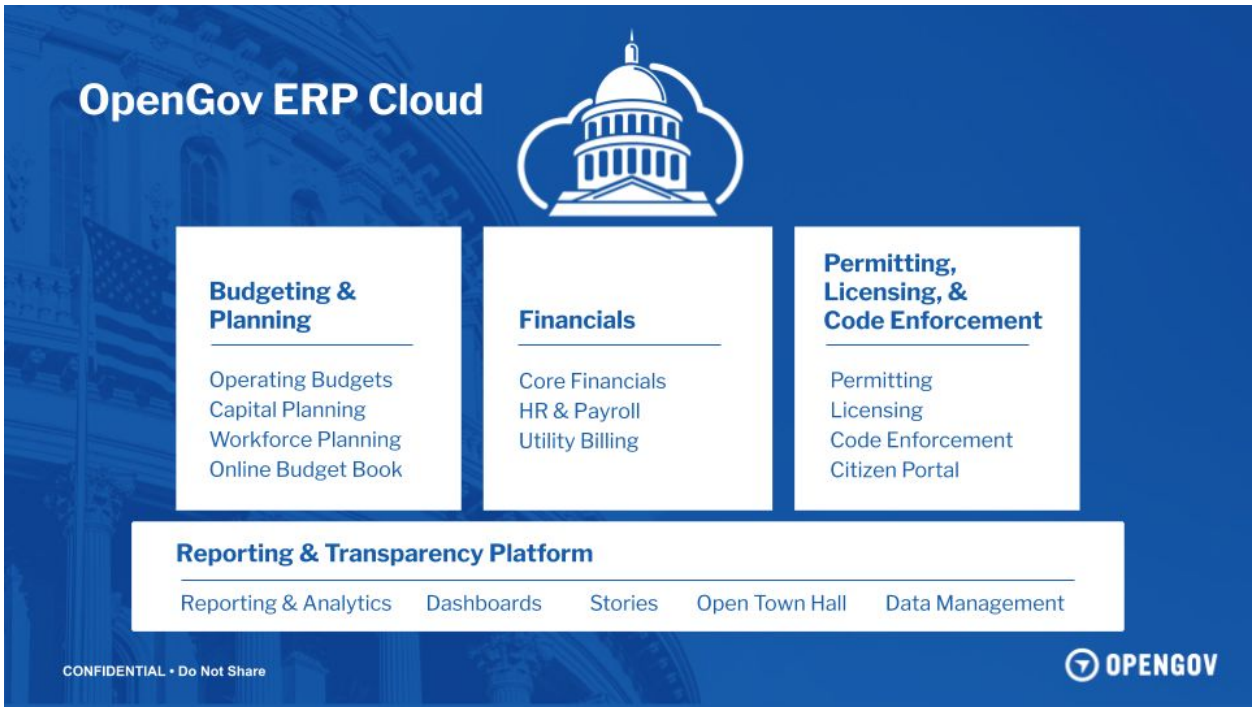
Powering More Effective and Accountable Government.

OpenGov is the leader in Enterprise Cloud Solutions for State and Local Government. Our company 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; and Dallas, TX.

Founded in 2012, OpenGov is backed by the nation's leading investment firms, including Andreessen Horowitz, Emerson Collective, and 8VC. OpenGov currently serves over 1,000 governments, including Minneapolis, MN; Thurston County, WA; Illinois State Treasurer; Bernalillo County, NM; Pompano Beach, FL; Nebraska Department of Transportation, and many others.

The OpenGov ERP Cloud

Drive efficiency and visibility across your government with cloud solutions designed specifically to meet the needs of the public sector.



Modern Government Solutions to Power Effectiveness and Accountability

Over 1,000 governments across the U.S. rely on OpenGov to help allocate resources, increase efficiency, improve public engagement and make data and information readily available to staff and elected officials.

Focus on Complex Accounting - Not Managing Complex Software

Centralize your financials with an end-to-end financial management system that works seamlessly on the OpenGov platform with our Budgeting & Planning, Permitting, Licensing, & Code Enforcement (PLC) suites, and the Reporting & Transparency platform. Enter data once, and use it across the entire system from core financials and general ledger (GL) to payroll, utility billing, and cash management (AP, AR, PO, FA).

Improve Budgeting and Align Spend to Strategic Initiatives

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.

Modernize Your Permitting and Licensing Processes to Streamline Operations and Improve Customer Service

Streamline your daily workflow and gain unparalleled vision into how your team works together, allowing you to process more applications and complete inspections faster (and easier) than ever before. Improve constituent service with intuitive online public portals, in-app communications and a web storefront for submissions, fees, and information.

Power a Data-Driven and Accountable Government

Centralize reporting across the organization - empowering departments, electeds, and the public with insights they need to feel confident about government spending. Provide accurate and up-to-date information with context through internal and external stories, listen directly to constituent feedback, and build trust with elected officials.

A Single Cloud Platform to Seamlessly Support Operations

Synchronize your financial and non-financial data across multiple sources with the OpenGov ERP Cloud. Go from source business documents to accounting, reporting, forecasting, budgeting, and resident services without duplication of work, data translation, or other barriers to slow progress. Then, leverage these insights to make data-driven decisions, provide context, improve resident satisfaction, and share results internally and externally.

Break Down Data Silos
Centralize data across your government and increase efficiency with an integrated end-to-end accounting system spanning core financials, general ledger, accounts payable and receivable, HR payroll, fixed assets, purchasing, requisitioning, and utility billing.

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. Publish an online, interactive budget book to increase internal and external engagement with budget data.

Increase Flexibility and Security
Allow for staff to access mission-critical software from anywhere, reduce IT burden by eliminating software maintenance and expensive updates, and ensure world-class security with role-based access and intuitively designed and secure cloud technology.

Reduce Manual Operations
Centrally manage processes and operations without complex spreadsheets, paperwork, or unwieldy software with a fully integrated cloud government ERP. Automate processes to cut down on time-consuming manual work.

Drive Communication and Transparency
Supplement public hearings with online surveys, virtual town halls and council, and budget simulations. Gather feedback from residents by reducing the barriers of involvement. Publicly demonstrate progress on projects and strategic initiatives backed up by financial and performance data.

Enhance Collaboration
Connect all stakeholders to your budgeting, performance, communications, and reporting processes with key dashboards and performance measures all drawing off a single source of truth.

Improve Community Services
Leverage intuitive cloud technology to allow residents to conduct necessary government business from the comfort of their own home. Residents and businesses can remotely search, apply for, pay for, and renew permits and licenses.

Tie Your Budget to Performance
Centrally track and analyze how budget dollars impact your organization's top priorities. Gain at-a-glance insights with dashboards, take action with customized alerts, or dive into the details for deeper analysis.

Why OpenGov?

➔ A trusted 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.

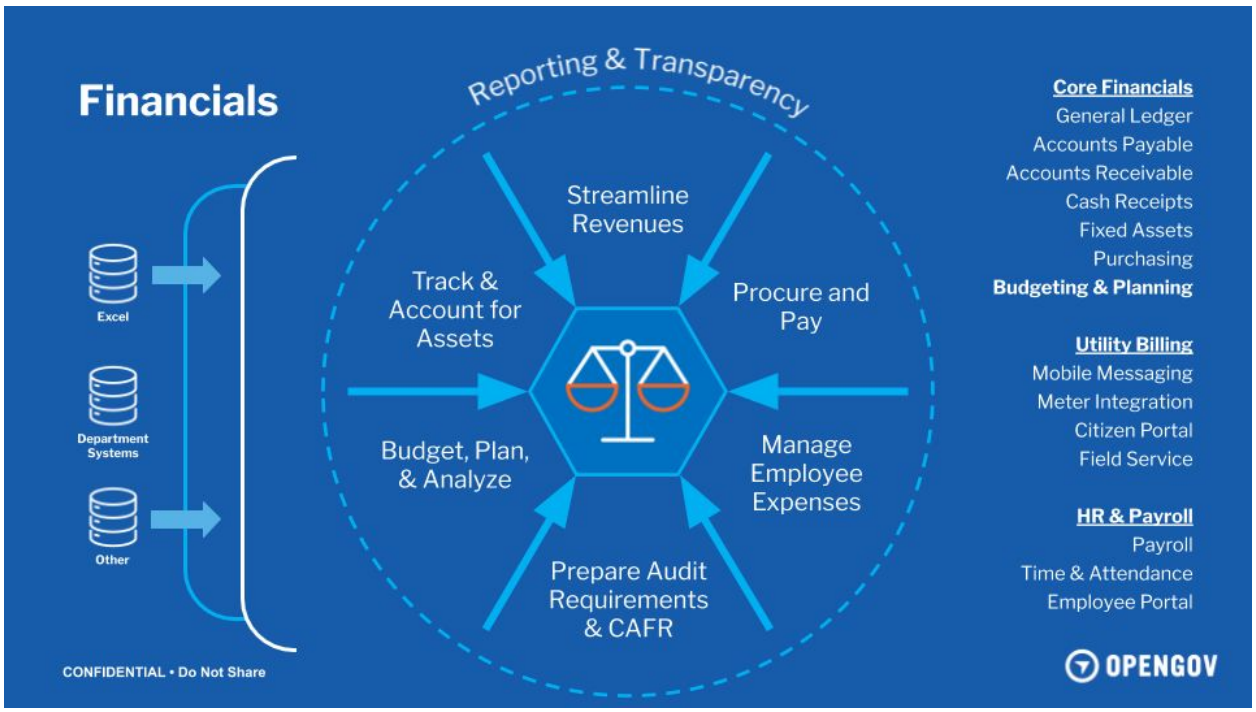
Modern cloud architecture allows us to innovate at an unmatched pace, ensuring all of your users have access to the latest features while reducing your IT burden. OpenGov invests more than 40% of our operating costs into R&D based on customer feedback, helping future-proof your investment.

OpenGov Financials

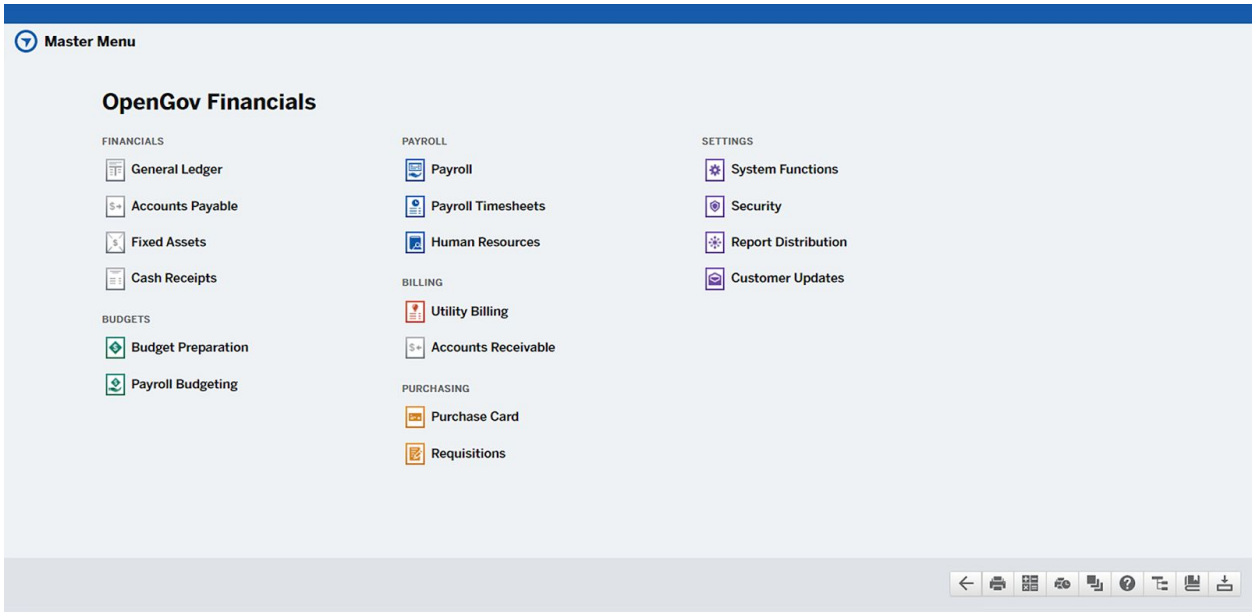
Focus on complex accounting - not managing complex software.

The Only Modern Cloud Financial Suite Designed Exclusively For Government

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.



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.

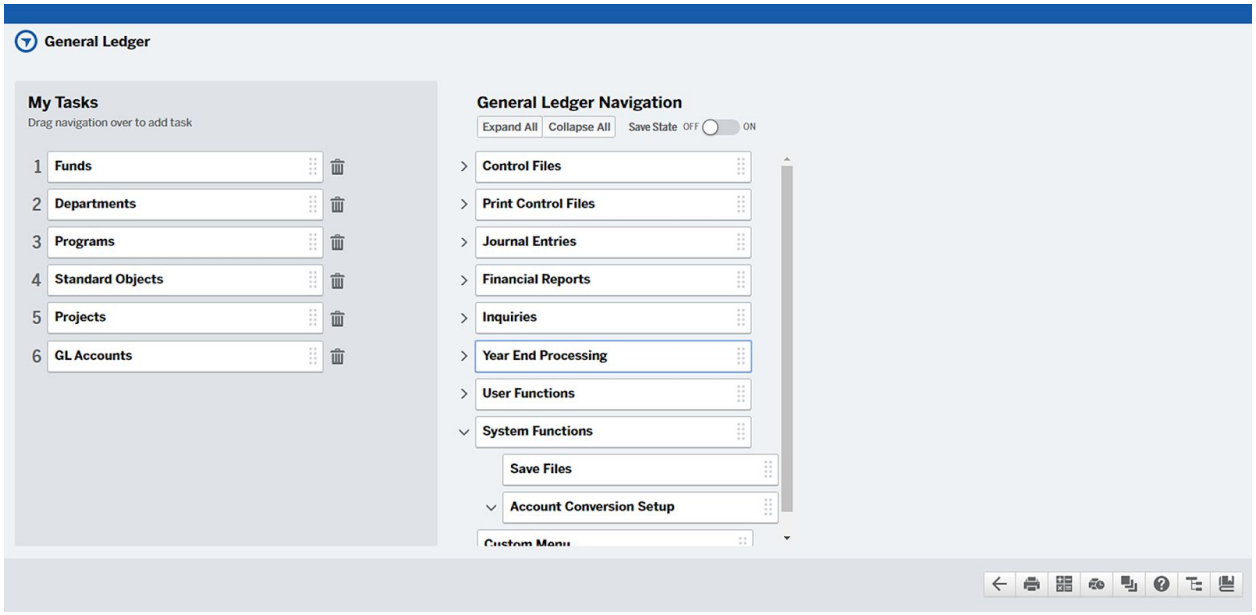
Centralize Data
Enter data once – use it across the system.

Attract the Next Generation of Talent
Compete for and empower top talent with fresh user-friendly software.

Core Financials and General Ledger

The heart of OpenGov Financials is a robust general ledger system designed from the start for GAAP multi-fund accounting and the special needs of governmental reporting under the Governmental Accounting Standards Board. Flexible chart of accounts structure and sophisticated reporting closely support the need to have easily auditable records, comply with complex State regulations and meet the specific management needs of Cities, Counties, Schools and Special Districts.

Core subsystems bundled with the general ledger provide fully integrated accounts payables, accounts receivables, cash receipting (including citation payments), fixed assets, purchasing, and purchasing card management. Advanced features include account level authorization, data masking, journal import, and purchasing workflow. Document management power includes scanning, uploading, and archiving in all modules.



OpenGov Financials: Feature-Rich Core Accounting Processes

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

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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.

Flexible Accounting Options to Meet the Needs of Government

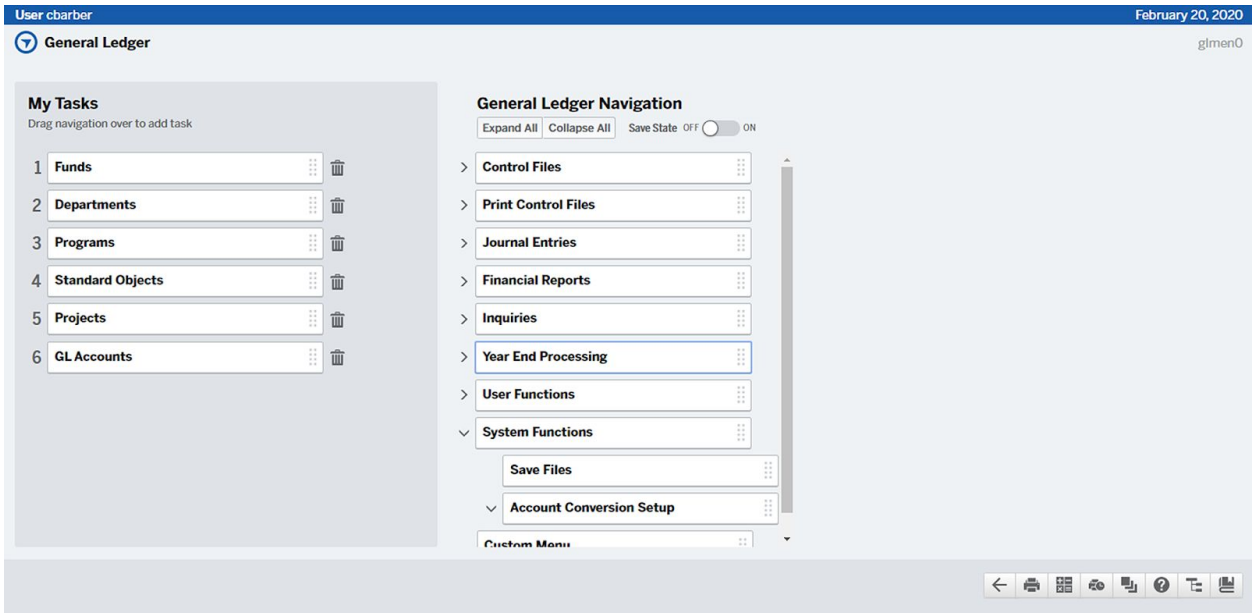
Enhance your power with the additional Payroll/HR and Utility Billing modules. These options are fully integrated with Core Financials for a familiar user experience. Both offer advanced features designed to improve efficiency for these key governmental processes.

Core Financials

End-to-end accounting software for local government.

Financial Management and General Ledger

With the complete integration of all OpenGov Financials modules into the General Ledger, all your financial data is accurately and efficiently captured from the source without further manual entry. Interfaces are available to import journal entry data from many non-OpenGov Financials applications, further reducing manual data entry.



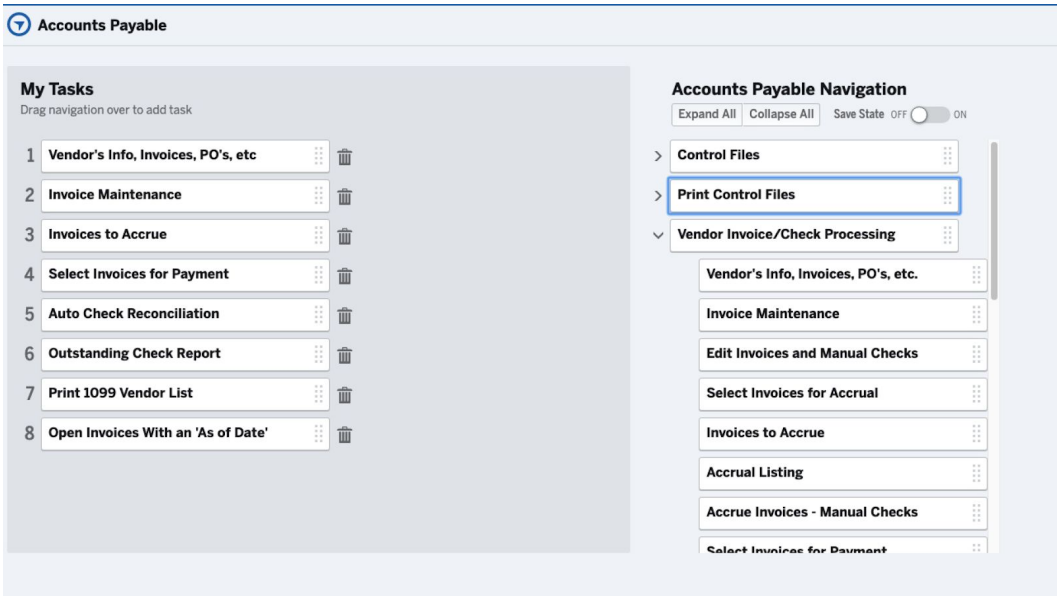
Additional Features

- **Document scanning, uploading, and archiving**
- **Unlimited history is available online**
- **Ability to perform additional period processing**
- **Flexible fiscal year processing.**
- **Ability to implement Pooled (consolidated) cash or Due to/Due from accounting**

Accounts Payable & Encumbrance Accounting

Accounts Payable package provides payment functions for all invoices. Full integration with the other OpenGov solutions allows for payments of such things as deposit refunds in Utility Billing or payroll taxes using the HR application. Budgets are checked in "real-time" as invoices are entered. Encumbrance accounting is supported in accounts payable.

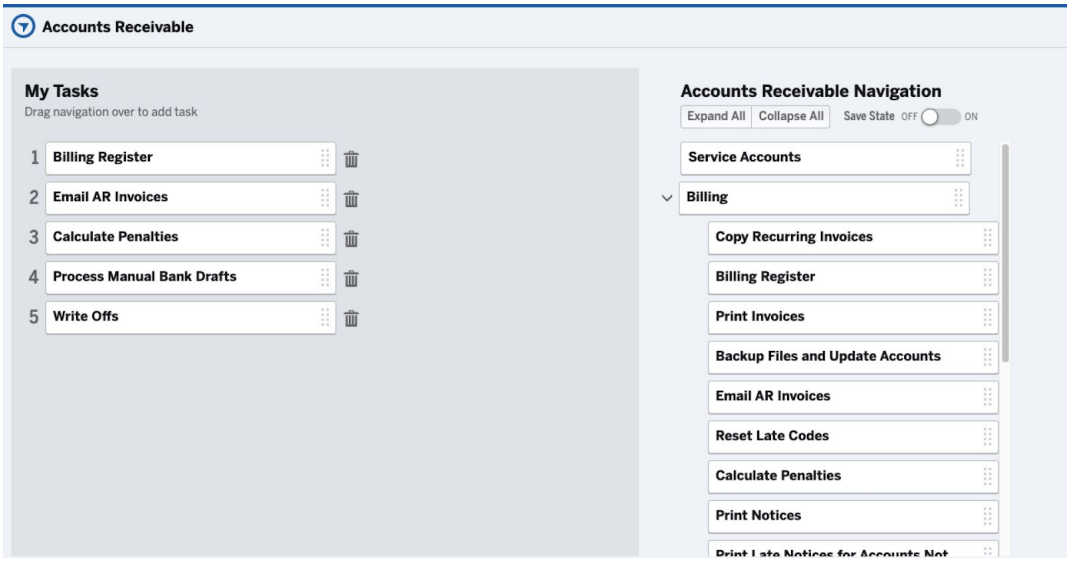
- Document scanning, uploading, and archiving
- Vendor payment through ACH, electronic transfer, checks, and bank specific methods
- Purchase Order Processing
- Integration into Purchase Orders, Requisitions, Utility Billing, Payroll, and Fixed Assets
- Generation of IRS 1099's with all form types
- Positive Pay
- Quick Checks - single check generation
- Checks print on blank check stock, eliminating the need for costly pre-printed checks
- Invoice digital archiving - eliminate storage of paper invoices



Accounts Receivable

Accounts Receivables allow your entity to bill for all services (other than utility billing). With integration into the General Ledger, payments are easily accounted for.

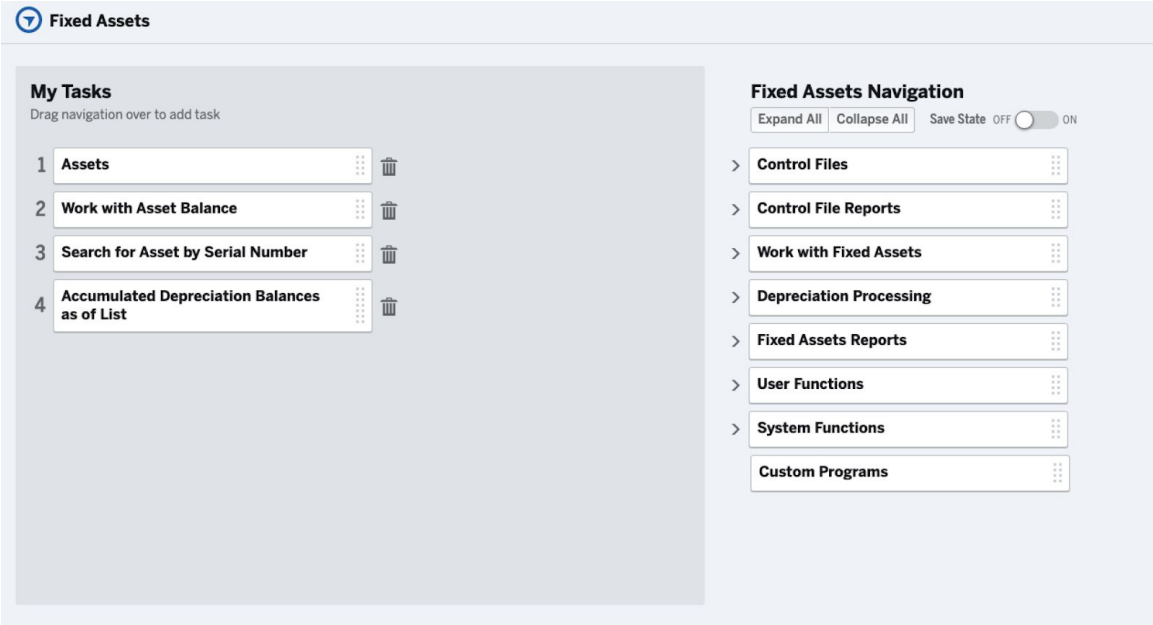
- Email Billing
- Online Payment System
- Late Notices Through Mail or Email
- Document Scanning, Uploading, or Archiving



Fixed Assets

Fixed Assets provide for the physical and financial tracking of all physical assets. Assets can be automatically placed into the records immediately after purchase through the direct integration with Accounts Payable. These assets can be depreciated with standard methods including "straight line" and "sum of the year's digit." Both capitalized and non-capitalized physical assets can be inventoried with Fixed Assets.

- ➔ Calculate depreciation based on built-in IRS formulas and tables to meet GASB34 requirements
- ➔ Printing scan-able barcode labels to expedite asset inventory
- ➔ Execute transfers and disposals, produce gain/loss, and track transfer activity for the life of the asset
- ➔ Document scanning, uploading, and archiving
- ➔ Interface with handheld asset inventory devices



Purchase Cards

Purchase Cards has the ability to interface with all major credit card companies and any bank, allowing a full range of paperless purchasing, purchase card transactions, and purchasing management. Fully integrated with fixed assets, accounts payable and purchase orders.

- Make purchases without the need for handling individual invoices
- Using the transaction data from the financial institution, each credit card transaction is directly imported
- Expenses are updated in Accounts Payable without the need to re enter each invoice
- Flexible approval process
- Document scanning or upload receipts allows you to process each transaction paperlessly

Requisitions

Requisitions allows the user to request the purchase of an item or service. With integration to Accounts Payable and a sophisticated approval process, the approved requisition seamlessly becomes a purchase order to be processed along with an invoice. No manual data entry is required to transform the requisition to a purchase order.

- Automatic email status notifications
- Multi-level approval process
- Customizable approval amounts

User Security

Giving users access to the features they need while controlling which modules they can access is an important part of any enterprise software solution. With OpenGov Financials you have the ability to control user access down to the screen level of each application. With the creation of security groups, the software administrator is able to 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
- Integrated General Ledger (account) security
- Ability to custom tailor group access
- Integrated with all aspects of OpenGov Financials
- Encrypted login information

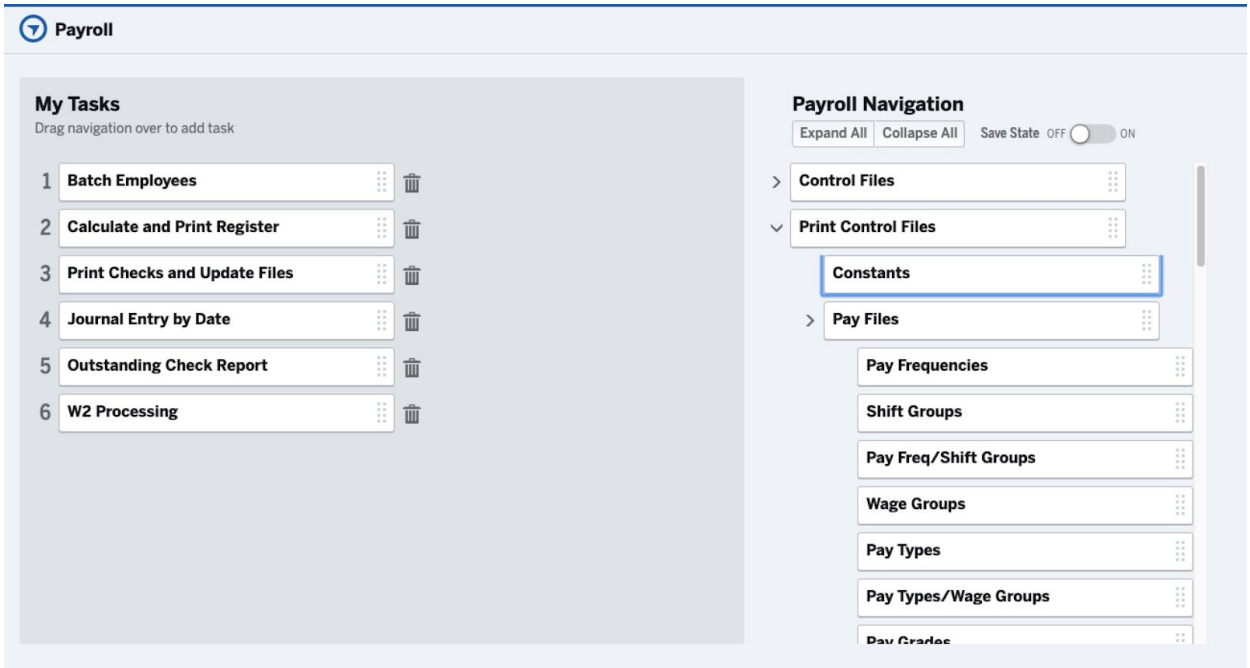
Payroll and Human Resources

With OpenGov Financials, Payroll and Human Resources are rolled into a single package that is completely integrated with the financial management software.

Payroll

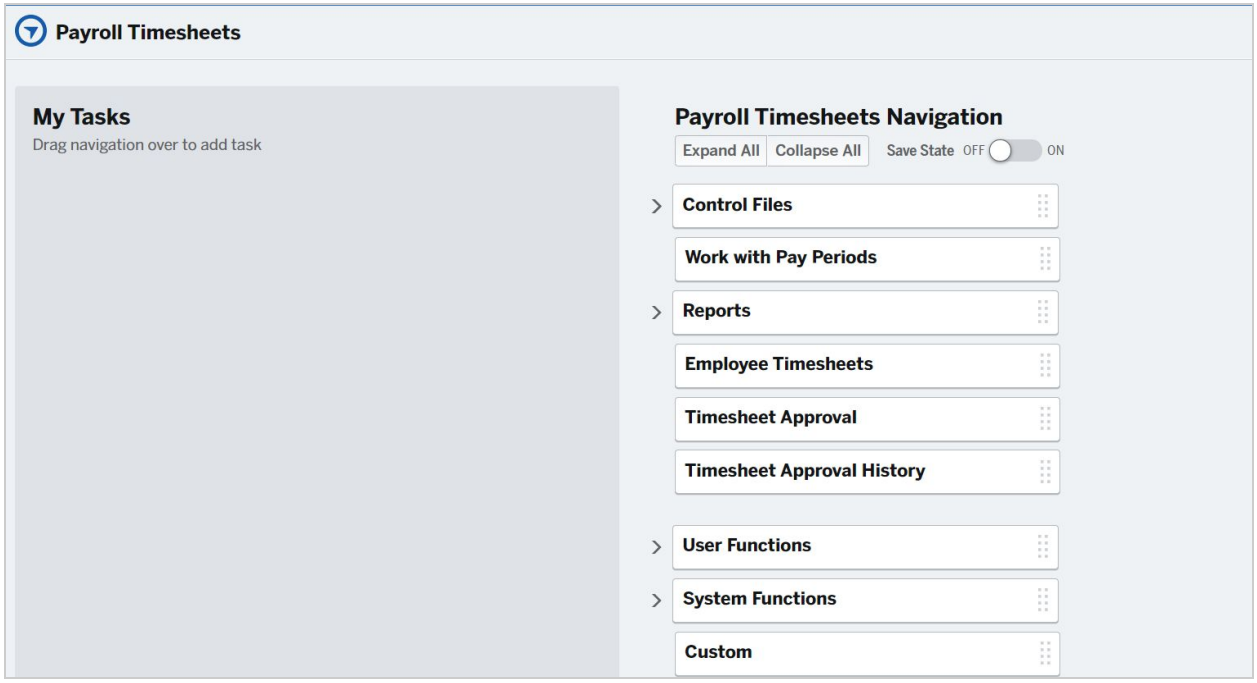
Tightly integrated into the OpenGov Financials General Ledger and Accounts Payable, Payroll provides a seamless solution for paying employees. Included with Payroll is the ability to issue direct deposits or physical checks.

- Paper and electronic W2 processing
- Fully compliant ACA processing
- 941 Quarterly Reporting
- State Reporting
- Unlimited number of deductions, allowances and pay types
- Document scanning, uploading, and archiving
- EEOC Reporting
- Child Support ACH
- Flexible tracking of leave time
- Flexible pay periods including FLSA work schedules for departments such as Law Enforcement and Fire
- Interfaces to many 3rd party time clock software vendors
- Ability to apply global raises
- Positive Pay
- On-line employee portal to allow employees to access W2's, check stubs, and perform information maintenance



Payroll Timesheets

Payroll Timesheets can decentralize the tedious timesheet collection process. Employees can enter their work time, vacation, and comp time, to take ownership of their own timekeeping process. With built-in approval and validation controls, the payroll department has the ability to review and approve all time entered before it is imported into the actual payroll process.



Additional Features

- **Support for alternate FLSA work schedules - often used in Police and Fire services**
- **Live, web based, timesheet input**
- **Multi-layer approval process**
- **Archived timesheets**
- **Easy input and submission**
- **Document scanning, uploading, and archiving**
- **Full General Ledger integration**

Utility Billing and Cash Management

A feature-rich package within the OpenGov Financials suite that allows for billing of any utility, fully customizable to the government's billing and cash management needs.

Utility Billing

Combining simplicity and flexibility, Utility Billing provides the ability to bill any type of metered or unmetered service.

- Text notifications to show billing amounts, online payment site links, cutoff and general notices
- Work orders can be produced and sent over email or printed
- Full Cash Receipts integration, allowing for payments to be instantly applied to customer accounts
- Email or print bills, late notices, and cutoff notices
- Billing export for major bill printing companies
- Online payment integration
- Interfaces to many of the popular meter companies to allow the import of meter reads
- Document scanning, uploading, and archiving
- With our respected partners, you can setup either IVR or Kiosk to receive payments that are instantly applied to a customer's account

Online Bill Payment

Online Bill Payment allows utility users to make payments in a fully PCI compliant manner. Payments are immediately applied to the customer account and can be viewed by the customers and utility billing employees. Customers are also able to view their bill, make changes to their contact information, and look at their water trends.

Additional Features

- **Direct integration to Utility Billing**
- **Online ACH signup**
- **Online Credit Card auto-draft signup**
- **2-year graphical usage history**
- **View bills in PDF format**
- **Sign up for e-bills instead of paper bills**

The Budgeting and Planning Suite

Modernize your budget and align spend to strategic outcomes.

Manage an Accurate, Outcome-Focused Budget Process

Streamline and unify your end-to-end budgeting process, seamlessly tie budget dollars to key organizational initiatives, and draw actionable insights that maximize performance outcomes. Then, through Reporting and Transparency, add context to your results and share internally and externally for better collaboration.

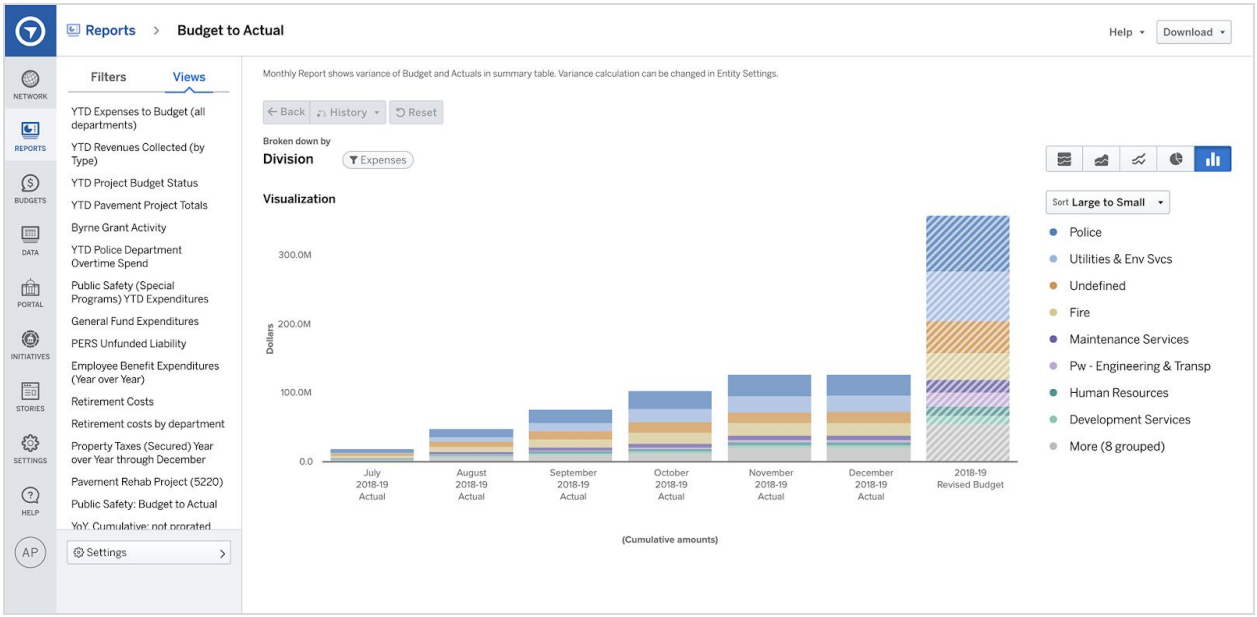
Collaborate More Effectively
Collaborate across departments by sending and receiving budget proposals, tracking performance on strategic objectives, commenting on key reports, and sharing your outcomes with colleagues.

Improve Decision-Making
Glean the context you need for budget decisions and the information you need to manage performance. You can visualize trends and model the impact of proposed budget changes while you transform complex financial and performance data into actionable insights.

Save Time
Through a simple and intuitive user interface, you can see your budget, receive commentary from your team, and get your plans approved. Easily seed the budget by importing last year's actuals, then adjust, add, or compare proposal line items in real time.

Budgeting and Planning Use Cases

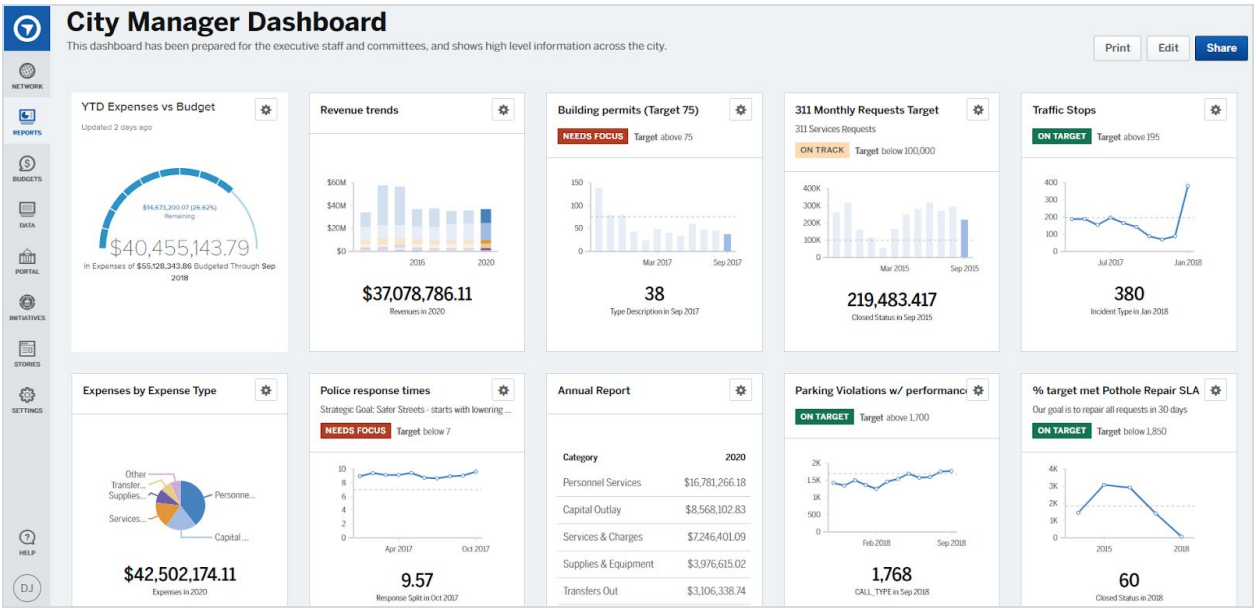
- Collaborative budgeting
- Capital planning
- Online budget book publication
- Workforce calculation
- Budgetary reporting
- Financial projections
- Operating budgets
- What-if scenario analysis
- Strategic initiative tagging



Key Features

➔ Precisely calculate personnel costs through workforce planning.

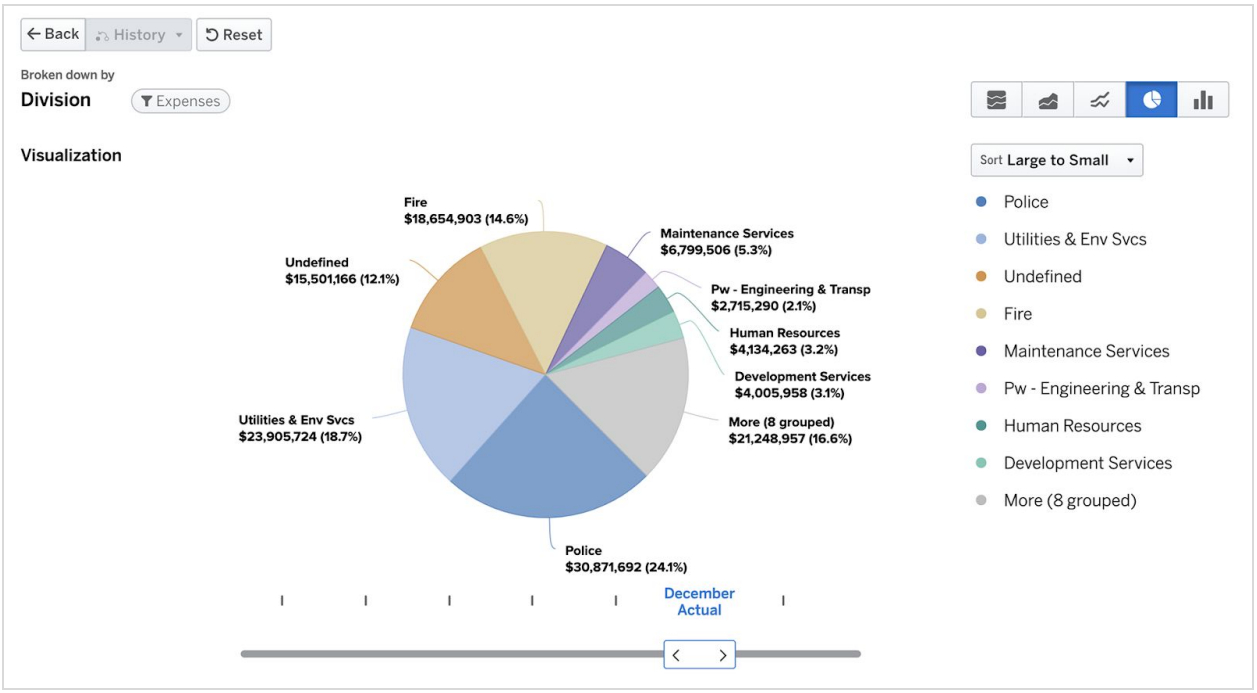
Drive better salary projections, increase visibility into cost drivers, and reduce broad assumptions. You can calculate the fully burdened labor costs of an individual or overall workforce, perform scenario analysis to inform negotiations and budget decisions, run vacancy reporting, compare actual positions to budgeted positions, and request new positions using accurate, updated costs.



Empower stakeholders with financial and performance data.

➔ Forecast long term expenditures for capital planning initiatives.

Seamlessly harness the information your team needs to make educated decisions while providing a working blueprint for sustaining and improving your community's infrastructures. You can send and receive capital planning proposals, adjust proposal line items, track performance on projects, and comment on key reports. Then, easily create printable dashboards to streamline capital meetings.



Show how budget dollars drive key initiatives.

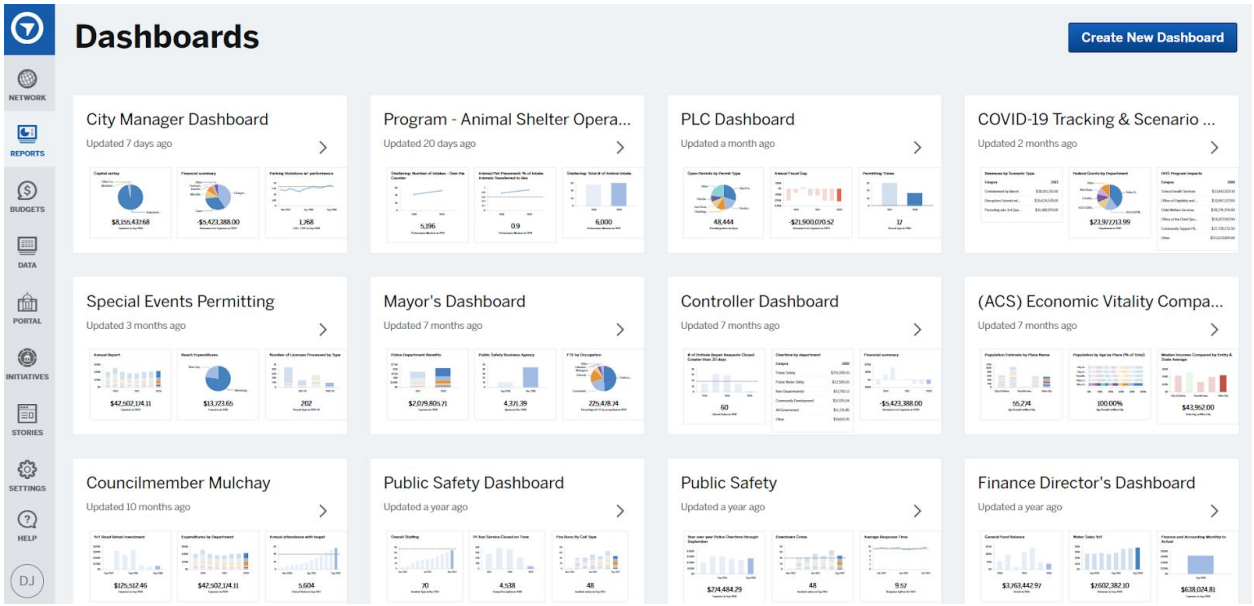
➔ Simplify online budget book publication.

Establish a framework for building your online budget book faster and more accurately, making the process repeatable and scalable for future cycles.

Publish an interactive, easily digestible online budget book.

➔ Centralize dashboards onto a single Reporting & Transparency platform.

Powering OpenGov Budgeting and Planning is the Reporting and Transparency platform. Integrate and synchronize your financial and non-financial data with other data sources including your ERP. When any data point changes, all reports automatically update. You can go beyond seeing your outcomes and truly understand the reasoning behind performance with OpenGov's reporting platform. Then, add context to your outcomes and insights and share internally and externally.



Tie all data sources to OpenGov's centralized hub.

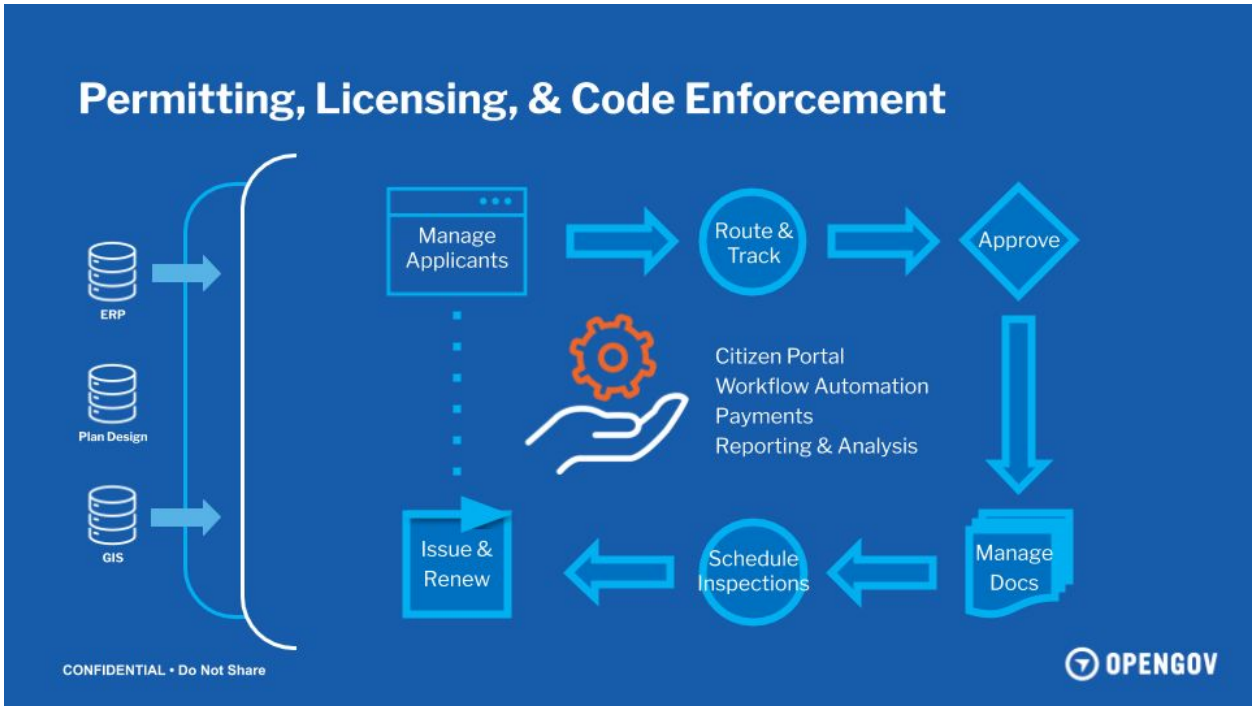
The Permitting, Licensing, and Code Enforcement Suite

Modernize your permitting processes to streamline operations and improve customer service.

Process and Track Permits with Unparalleled Ease

An all-in-one community development suite for permitting, licensing, inspections, and code enforcement.

- ➔ OpenGov Permitting, Licensing, and Code Enforcement (PLC) gives you the power to manage all of your permitting and licensing operations without messy spreadsheets or cumbersome software.
- ➔ With drag-and-drop technology to build workflows, fees, forms, and inspections, you have complete control over the entire process.
- ➔ With powerful customer service tools, you can empower applicants to conduct government business from the convenience of their home or office.

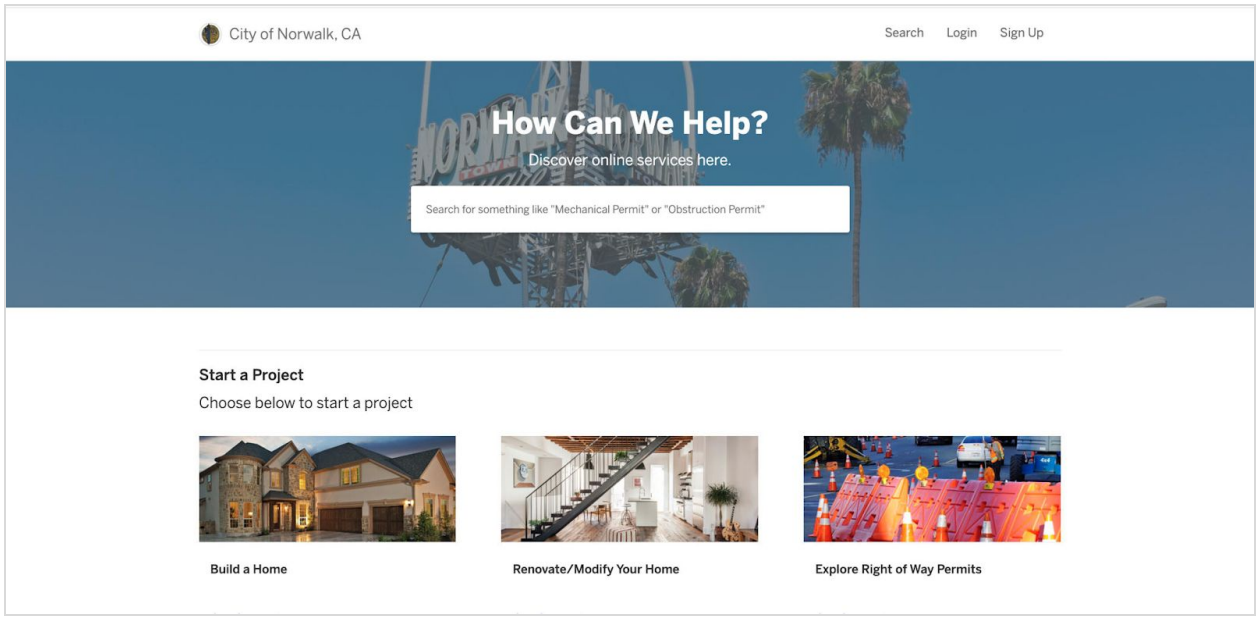


Process
Route, approve, and issue permits electronically up to 5x faster than legacy systems.

Serve
Let applicants apply, pay for, track, and receive their permits or licenses online.

Inspect
Manage schedules, access data, and conduct inspections in the field.

Renew
Automate license renewals, track high-level progress, and enable online renewals.



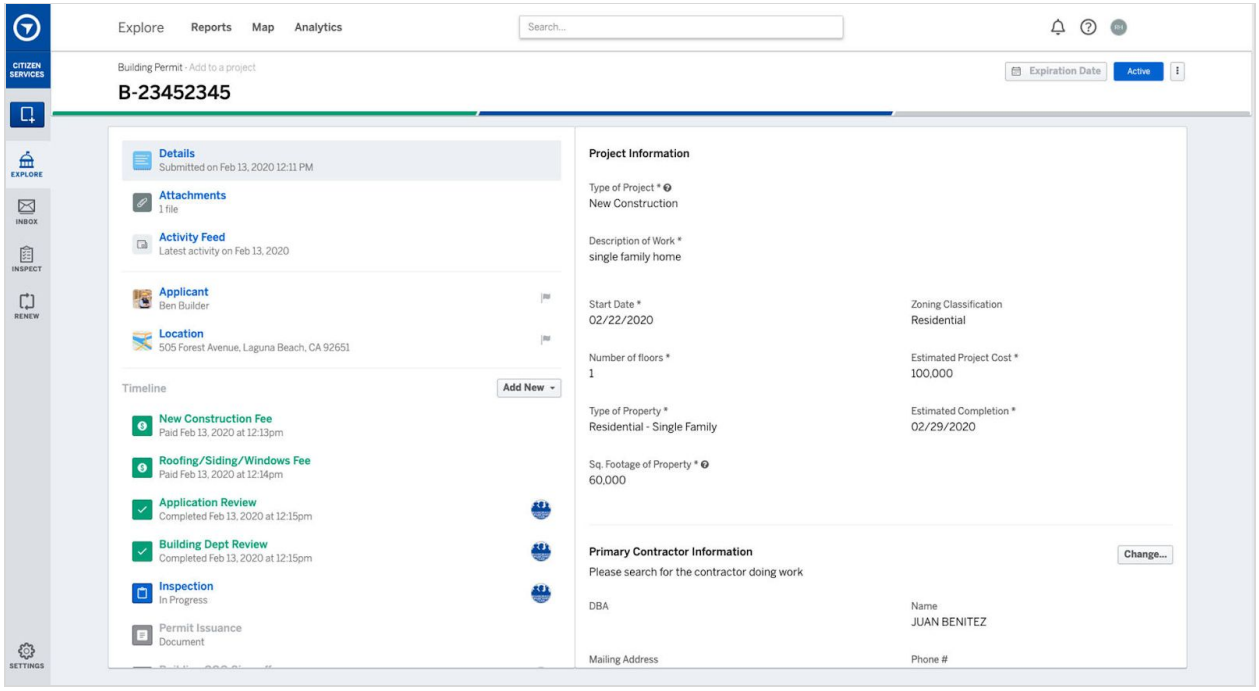
Permitting, Licensing, and Code Enforcement Use Cases

- Business Licenses
- Community Development Permits
- Special Events
- Short-term Rental Registration
- Cannabis Licensing
- Health Permits

Key Features

➔ Streamline multi-department workflows through process automation

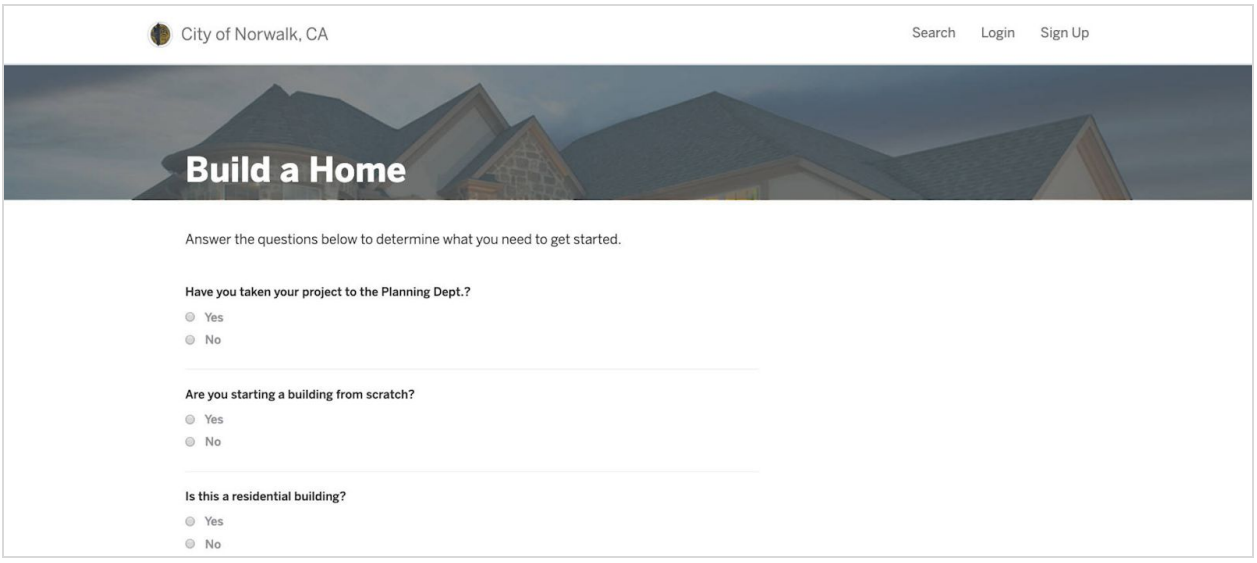
Every record has a workflow where post-submission activity is recorded. Let each submission flow electronically from intake through departmental reviews, automatically assigning steps to the next available employee. Ensure that no permit is ever issued before all required approvals are complete.



Automated workflow for a building permit record.

➔ Help your customers help themselves with constituent services

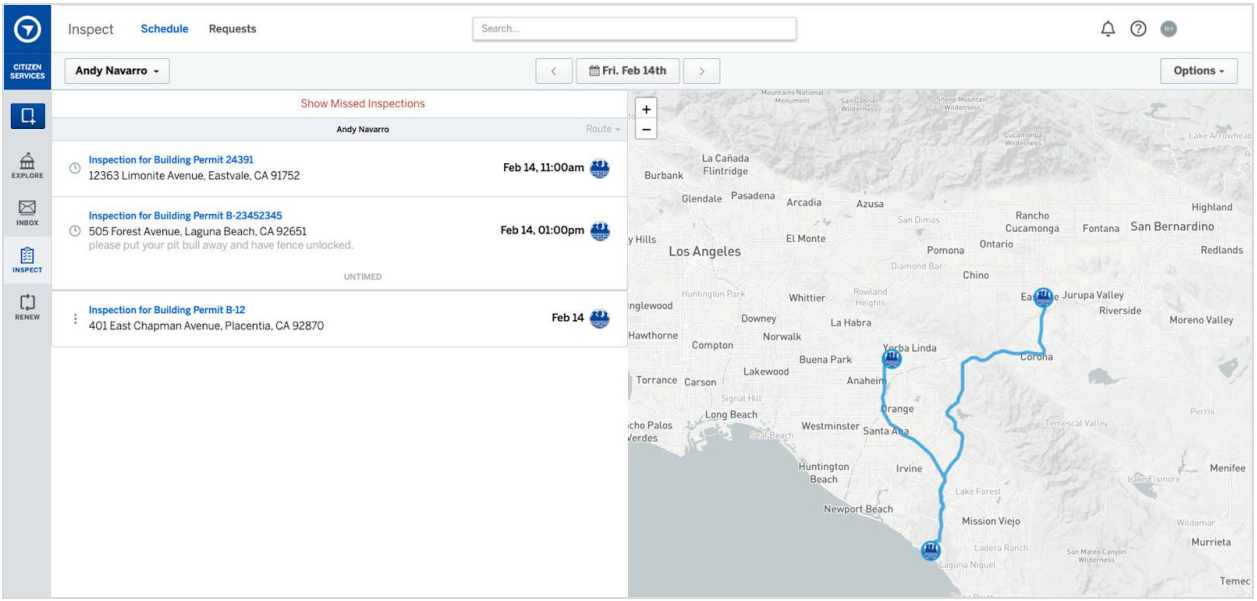
The Storefront customer service portal allows you to educate constituents about service information and submission requirements. Applicants can draft and submit applications, pay fees online, and message reviewers.



Smart projects survey guides applicants step-by-step through the process, building their checklist of necessary forms and fees.

➔ Simplify inspection scheduling and site visits via inspection management

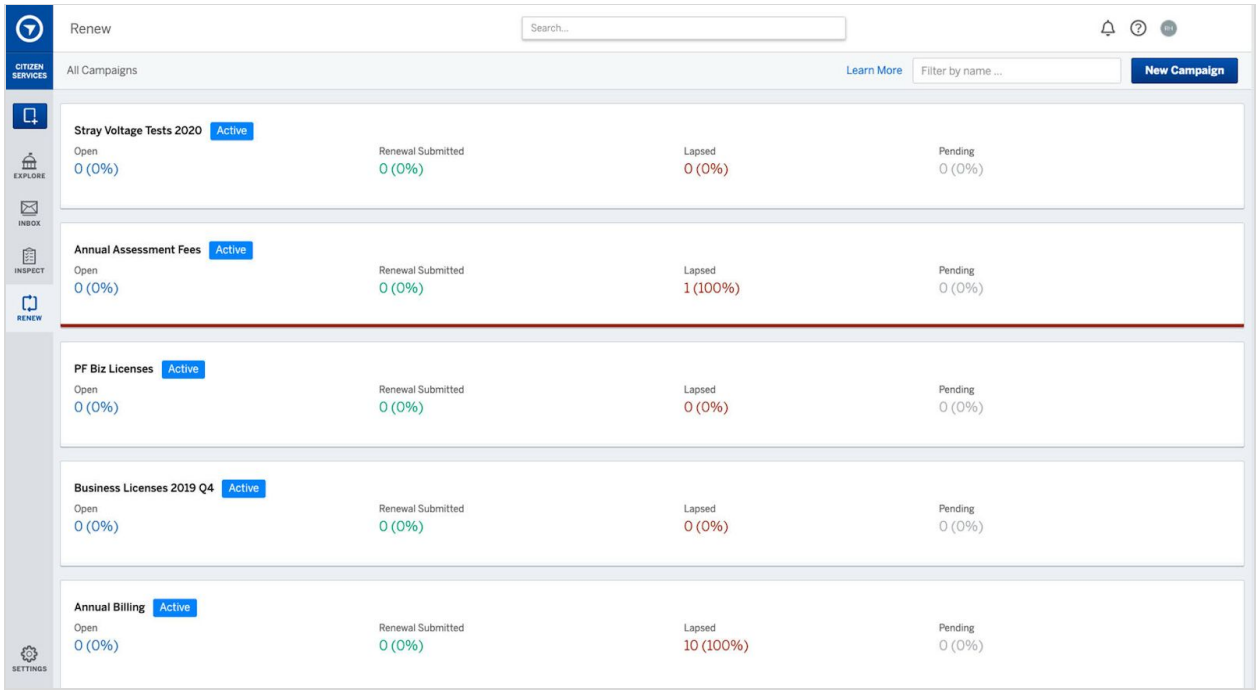
When it's time for an inspection, let applicants request dates online. Assign inspectors manually, or automatically. Save time during the inspection by recording results digitally from a tablet onsite. They'll be immediately available within the platform, for staff and applicants.



Intelligent routing ensures inspectors maximize efficiency in their daily routes

➔ Completely automate license renewals

Streamline the license renewal process to support improved compliance and internal efficiency. In a few easy steps, completely automate license renewals by type and renewal period, so staff members can focus on higher priority tasks.



Streamline licensing and increase compliance with batched campaign renewals.

Additional Features

- ➔ **GIS.** Explore your Esri ArcGIS maps in the platform to conduct spatial analysis around development operations.
- ➔ **Online Payments.** Let applicants pay online via credit card or eCheck and receive direct deposits of permit revenue.
- ➔ **Addressing.** Sync your master address table to bring parcel data into any permit application automatically.
- ➔ **Accounting.** Automatically sync daily financial transactions to your accounting system.

A Trusted Partner

Security

OpenGov PLC works over HTTPS secure protocols to ensure all data is encrypted. Our cloud data centers are backed by best-in-class security.

Reliability

Your data is automatically backed up in real-time, so you're never at risk of loss. We target 99.9% system uptime across a nationwide server network.

Access

Access OpenGov PLC from any web browser on a computer or mobile device.

The Reporting and Transparency Platform

Centralize reporting, align data with context with internal and external stories, and listen directly to constituents in a collaborative environment.

Build Trust with Internal and External Stakeholders

Build trust and transparency with your community on the topics that matter by presenting complex financial information in a simple way with appropriate context to inform your community. Host discussions with Open Town Hall software, and communicate directly with your community. Promote collaboration and efficiency internally with centralized reporting and workflows to increase understanding across your organization through interactive dashboards that turn data into insights.

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 interactive dashboards, take action with customized alerts, or dive into the granular details for deeper analysis.

Broaden citizen engagement.
Supplement public hearings with virtual town halls, budget simulations, and online surveys that are easy and convenient. You can gather broader feedback from residents by reducing the barriers of involvement.

Reduce reporting bottlenecks across your organization.
Free up your IT and Business Intelligence professionals with centralized reporting and immediate access to necessary day-to-day data for every department.

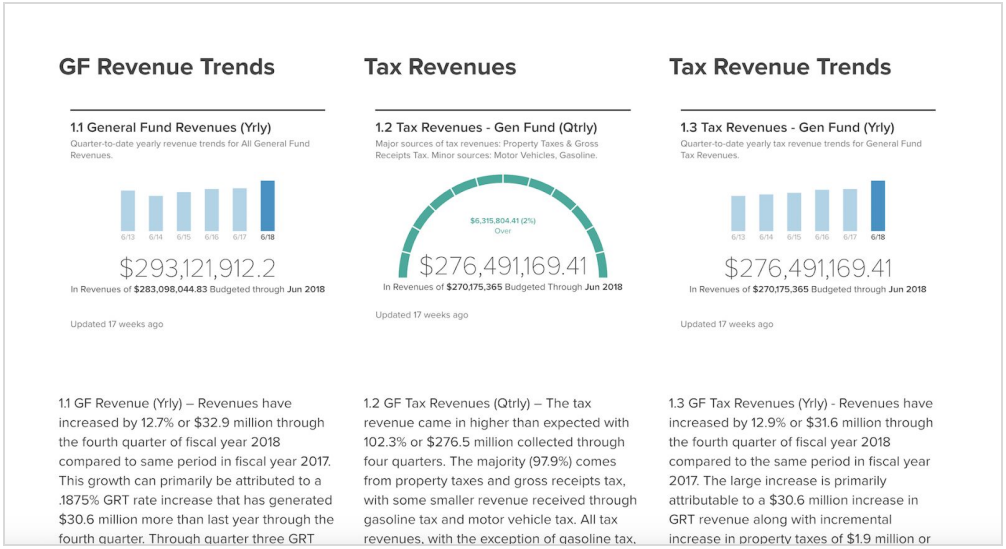
Achieve your communications objectives.
Put your capital and strategic plans online in a way that your citizens can easily understand and even interact with. Tell the stories behind your data by quickly creating, editing, and publishing content in real-time, while easily incorporating feedback. Then, identify and analyze citizen engagement by seeing the number of views, unique visitors, and social sharing metrics.

Permitting, Licensing, and Code Enforcement Use Cases

- Interactive budget summary
- Satisfaction surveys
- Participatory budgeting
- Performance reporting
- Citizen ideas/feedback portal
- Internal project coordination
- Emergency communication
- Strategic planning
- Stakeholder engagement

Key Features

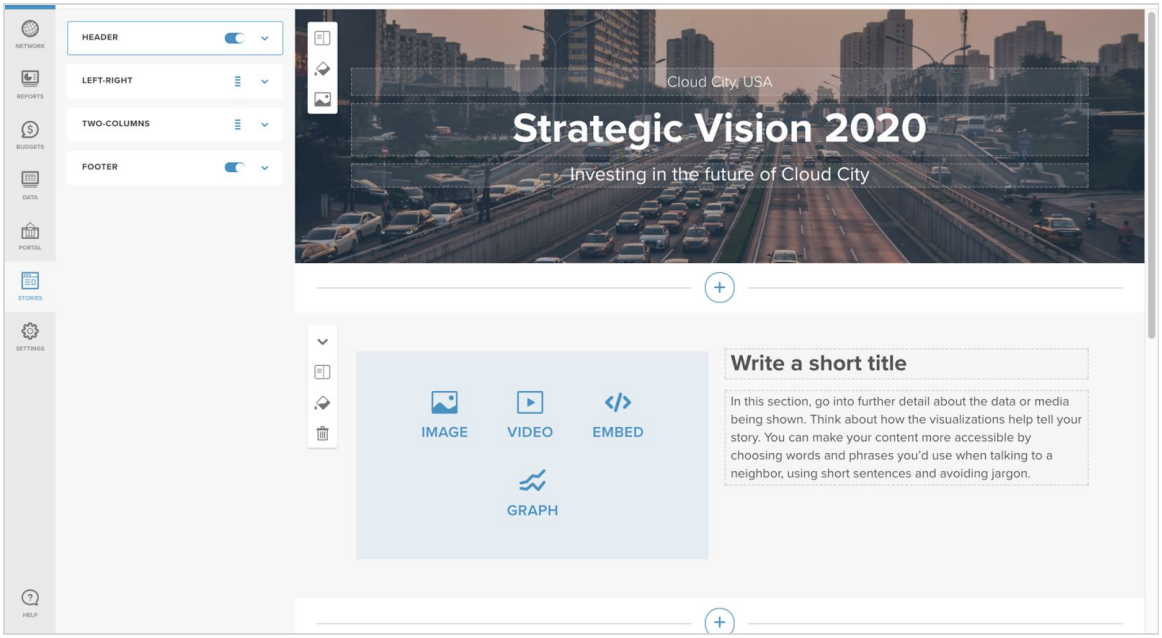
➔ Focus on outcomes with dynamic reporting functionality.
Establish goals for departments, programs, or initiatives, then track relevant KPIs to keep external stakeholders updated on spending, performance, and progress.



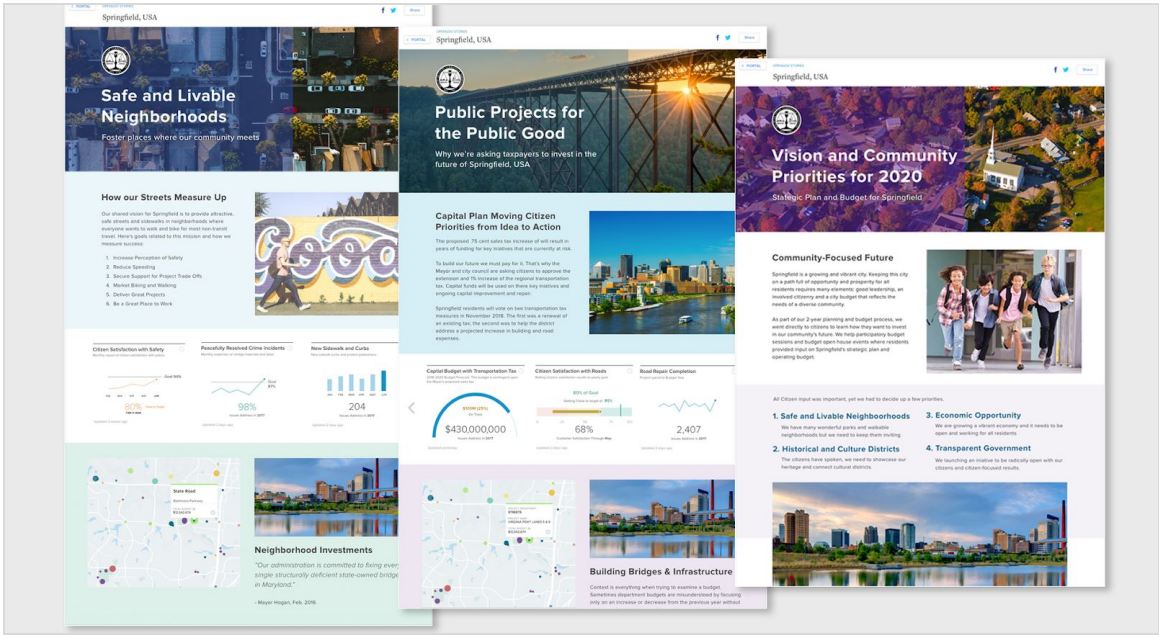
Infuse complex data with meaningful narratives everyone can understand

➔ Communicate clearly and increase transparency with stakeholders.

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.



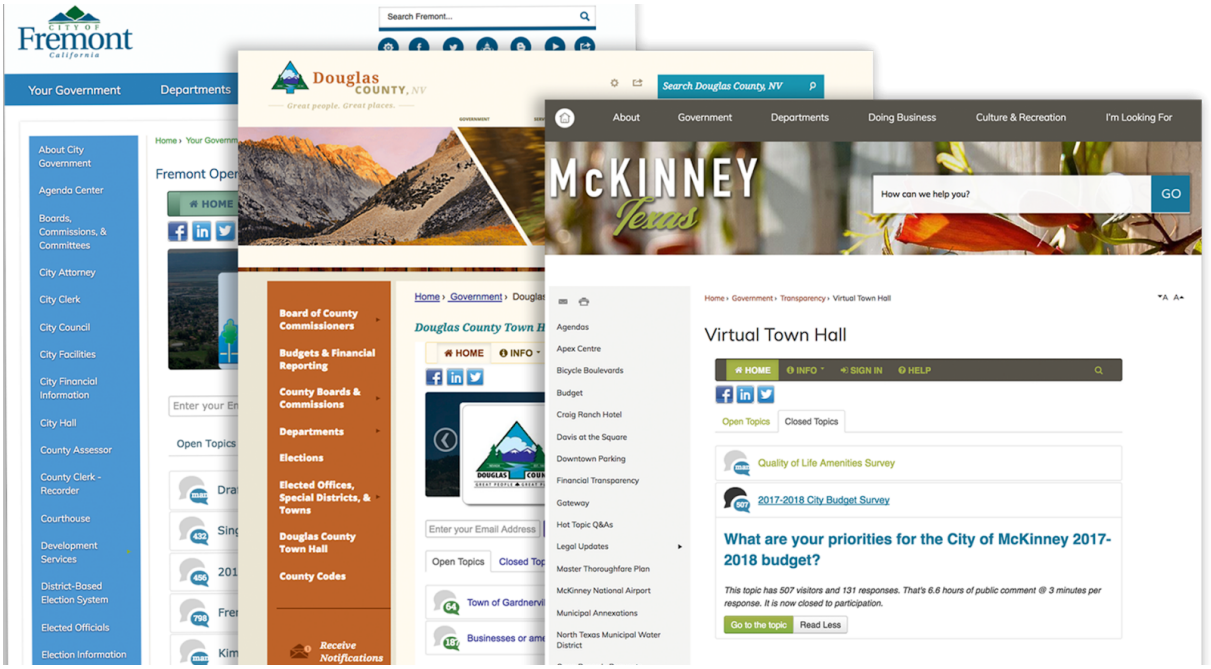
Simple, visual page builder with drag-and-drop components and customizable themes.



Present complex information in a way that's easy for anyone to understand.

➔ **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, mobile forms, or budget simulations.



Agency-branded surveys and online forums.

Additional Features

➔ **Share the data behind the news.** Visually dynamic tiles reveal the yearly, monthly or weekly breakdowns of your underlying report through pie charts, stacked bars, and summary tables.

➔ **Better project planning.** Fulfill public input requirements for grant applications and collect the public response you need to for planning large-scale projects.

➔ **Social media impact.** Share your published pages on Facebook, Twitter, Nextdoor, or LinkedIn and track your story's analytics in OpenGov.

COVID-19 and How OpenGov Can Help

Responding to a crisis affecting your community expediently, effectively, and empathetically is one of the most important duties for public servants. Continuing necessary operations, proactive communication, planning, and analysis are all key for both an immediate response and for making the necessary adjustments needed in the short and long-terms.

As local governments and their communities suffer from the detrimental impacts of the COVID-19 virus upon budgets, staffing, and maintenance of public services, OpenGov has unique solutions that are available to help governments navigate through this crisis by staying "open for service," maintaining necessary communications, strategically planning for the unknown, and budgeting accordingly for these difficult times.

Continuity of Operations in a Crisis

To meet the most core obligations of government, including the allocation and disbursement of funds, you have to have access to mission-critical tools and software systems. With legacy technology, access to these systems is dependent upon either being on-site to access on-premise technology or unwieldy solutions like VPNs or virtual desktops. These legacy systems do not deliver the flexibility needed to effectively maintain continuity of operations when you might not be able to make it into the office, like during a natural disaster or an epidemic.

Modern cloud-based technology can deliver this flexibility to "keep the lights on" and effectively respond during these times when maintaining continuity of operations is so critical. Here is a look at how:

- **Access-Anywhere:** Cloud technology can be accessed anywhere with an internet connection. There is no need to troubleshoot VPNs or virtual desktops to access the necessary systems. Simply get online to access the mission-critical software that keeps the government running. Anywhere there is an internet connection can be transformed into a command center.
- **System Uptime:** As long as an Internet signal is present, the system should be accessible. If an event were to cut power or restrict access to on-premise technology, the flexibility and mobility granted by cloud solutions enables public servants to access needed systems wherever they can find power and an internet connection.
- **Other Benefits:** Beyond giving your government the flexibility to grant access to necessary systems during a crisis, the flexibility provided by cloud technology can enable a more flexible and distributed workforce which can improve worker satisfaction and help attract the next generation of talent.
- **True Cloud Software:** OpenGov is always on and accessible anywhere there is an Internet connection. There is no need to manage and ensure that teams can connect via

VPN or virtual desktop - all that is needed to log in and get to work is an Internet-connected device.

Communicating Effectively in a Crisis

Effective and proactive communications, both internally and externally, are paramount during a crisis. Residents need a central, trusted place to turn to for pertinent information in a crisis to know what they should do, what the government is doing to respond, and how exactly their lives might be affected. Effective internal communications is more important than ever during a crisis to ensure alignment, consistency, and efficiency with response efforts. Leveraging the right technology can play a key role in driving this proactive communication both with the community and throughout your government.

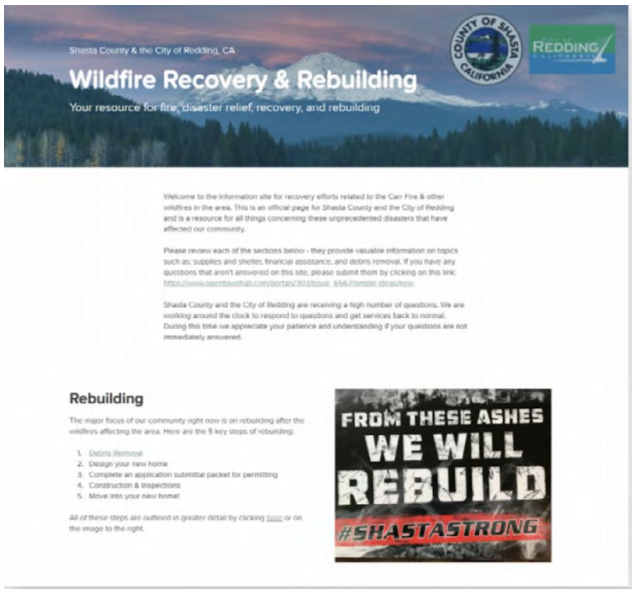
- **External Virtual Communications:** During times of crisis, a central location for updates, outreach, and education will help address fear and uncertainty in the community. Modern technology can provide a one-stop-shop for updates and critical information in a time of crisis. In short, when disaster strikes having the ability to quickly provide information that can be easily accessed and up-to-date is critical. It can make the difference between meeting the public's needs effectively or struggling to keep up with events. Technology can provide this central location for pertinent and trusted information that can include necessary data with supporting context, maps, key contact information, resources, and more. Outside of a central hub, communicating with the community in real-time is also key. Plan how to leverage technologies like social media to quickly address concerns and a shifting landscape to proactively inform and assure residents.
- **Internal Virtual Communications:** Alignment on what actions are needed throughout all departments and the development of a consistent message is the lynchpin of an effective response to a crisis both in the near and long terms. Technology that can provide collaborative and cross-departmental access to key information, reports, and action plans is essential. When evaluating options, look for tools that can enable these communications like reporting and planning software with collaborative capabilities built-in and tools that can keep your team connected on a personal level like group chat and messaging software.
- **Two-Way Virtual Communications:** Solutions that can not only communicate to but can communicate with the community can be invaluable during a crisis. For example, if residents are unable to meet or assemble in person to get their questions answered or provide valuable feedback, then an online portal that can gather feedback from the community will meet that need. Look for technology that can live-stream virtual meetings, collect feedback, and answer questions from your community.

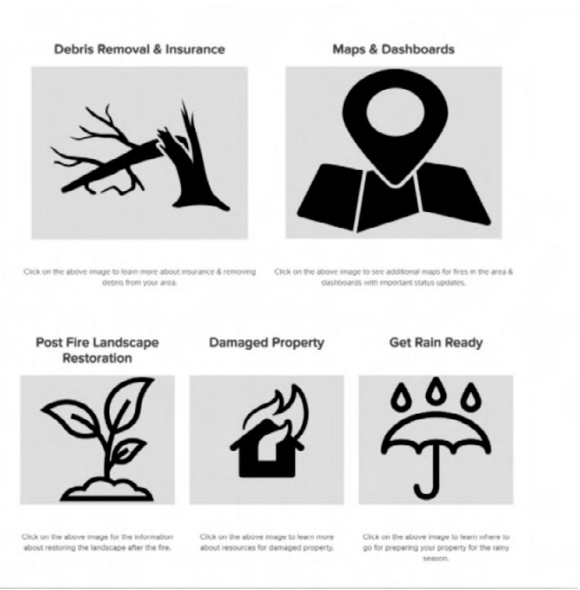
Example: The Carr Fire

In 2018 in Redding, California, the Carr Fire, which is the sixth most destructive wildfire in the State's history, devastated Shasta County. It consumed 229,651 acres of land, more than 1,800 homes and businesses, and displaced thousands of people. Both while the fires were burning

and in the immediate aftermath, the City of Redding needed a way to communicate with residents and provide the leadership and guidance people need to make critical decisions as they begin to recover.

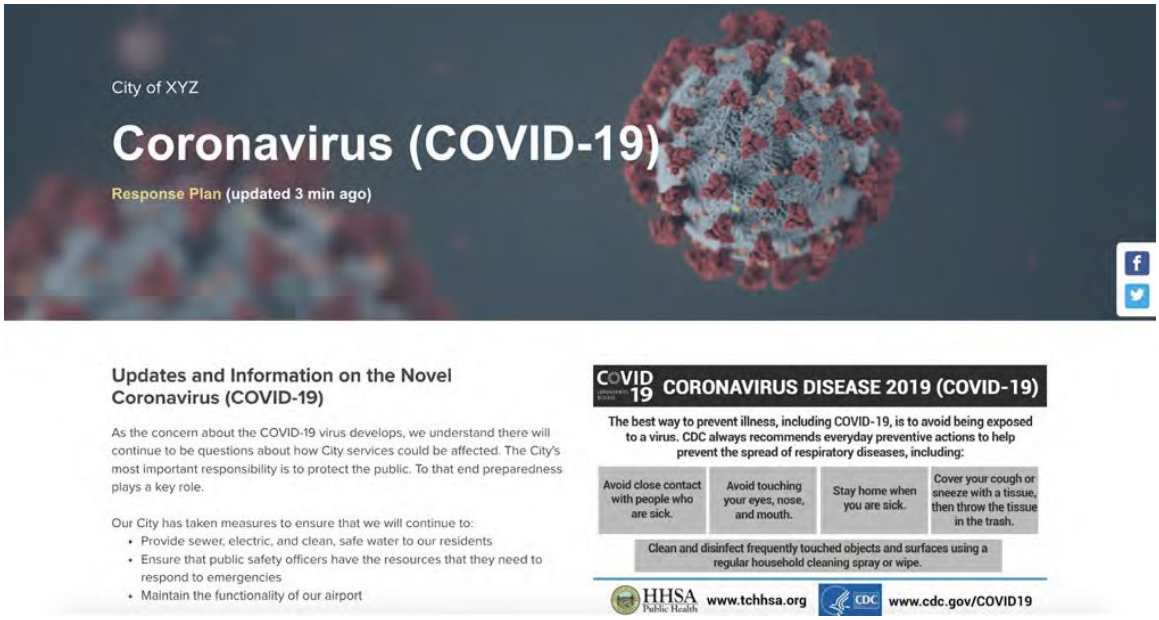
Within 48 hours, Redding leveraged OpenGov Stories to develop a disaster recovery web site to act as a central hub for key recovery information. The site features critical information covering debris removal, the location of active fires, financial assistance, safety information, supplies and shelter, damaged property, housing, how to contact utilities, air quality, school impact, and other recovery action steps. The City of Redding also used Open Town Hall to collect and answer questions from the community. The site was the hub for all recovery communication with community members and in the first 2 days, more than 10,000 people turned to the site. Assisted by OpenGov, the City of Redding updated the site daily to ensure it featured the latest pertinent news on the fire and recovery efforts.





How OpenGov Can Help

Stories: OpenGov Stories helps governments more effectively share information with their communities using easy-to-build (no coding required) web pages that combine data, images, maps, videos, and text. Stories enables government professionals to deliver key data along with necessary context to the public to proactively drive the conversation forward. In the event of a crisis, Stories empowers governments to quickly put together the needed centralized hub of information for the community and keep it updated 24/7.



Open Town Hall: Open Town Hall can integrate with Stories to not only share information with your community but also to remotely collect feedback. In a time of crisis, this feedback from the community can help inform actions taken, and provide insight into how your residents are feeling, how they are coping, and what questions are top of mind. Open Town Hall has even been used for virtual City Council meetings.

Agile Planning in a Crisis

Barring outside funding, a time of crisis usually means two things - reduced revenues and increased expenditures. Crises like natural disasters, epidemics, and recessions impact the local economy and tighten government revenues. Concurrently, crises will often necessitate increased expenses like overtime for first responders and healthcare workers and the rapid deployment of resources to address the most urgent needs of the community. Certain crises, like an epidemic, can exacerbate both of these forces by adversely affecting the local population and economy as well as the national picture.

In the event of a crisis, the ability to do ad hoc modeling and planning is essential. Modern financial technology can
help with the following:

- **Accessing Current Budget and Historical Data:** Rapid scenario modeling and alternative analysis efforts can be more accurate and comprehensive when the work is based on a government's standing budget system and the latest data.

- **Short-Term Responsiveness:** Having a flexible always-on budget system in place in the Cloud means that current detail is available to all planners when and where they need it, whether that is in the office, at the Emergency Operations Center, or at home.

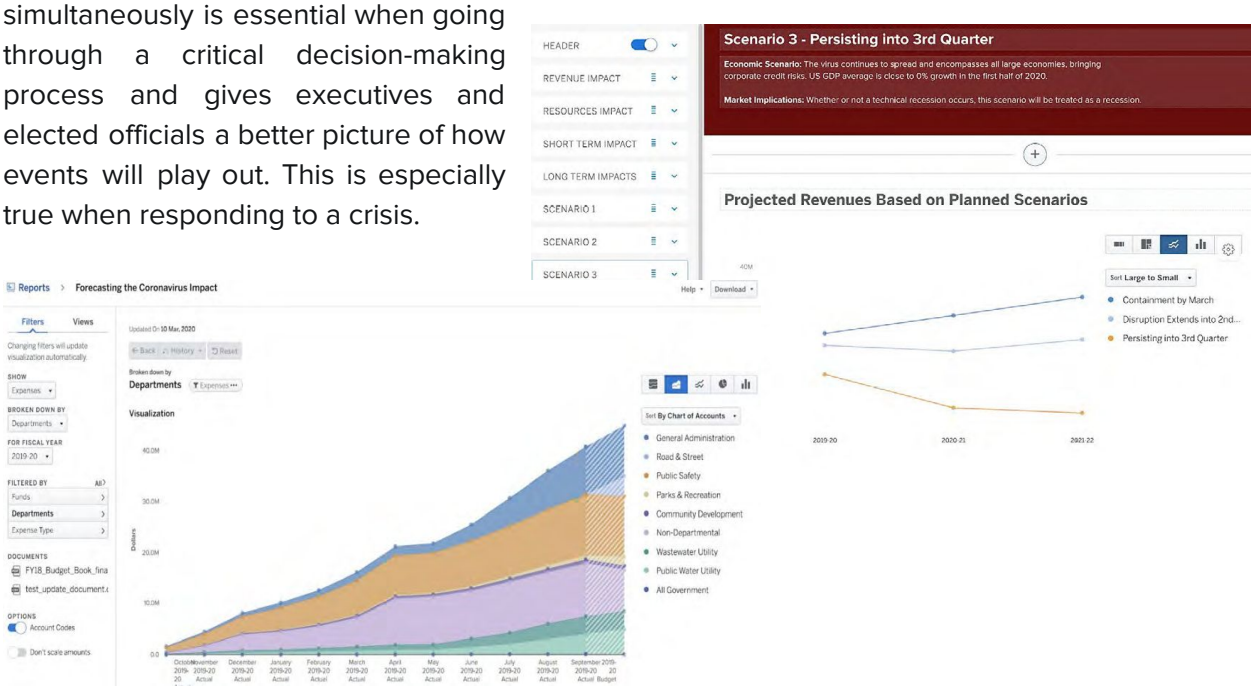
- **Need for Immediate Action:** The effects of events on revenue streams, financial impacts of slowing major projects, evaluation of outsourcing specific government services, are the types of ideas that quickly circulate and call for rapid evaluation using current actual and budget data. Operational alternatives need to be quantified, communicated and adopted efficiently.

- **Long-Term Recovery:** Depending on the nature of the crisis, economic and community recovery may be a quick return to normalcy, a slow recovery, or the start of a dive into a deeper long-term recession both locally and nationally. In-depth analysis and planning for multiple potential economic scenarios through accurate current information, robust reporting, and centralized data are critical.

- **Scenario Analysis:** The government needs to be able to visualize trends, model the impact of different scenarios on revenues, and model the impact of proposed budget changes and workforce adjustments for each scenario. This scenario analysis is instrumental in setting up multiple contingency plans so your team is prepared.

How OpenGov Can Help

Robust Scenario Analysis and What-If Planning: Being able to plan multiple scenarios simultaneously is essential when going through a critical decision-making process and gives executives and elected officials a better picture of how events will play out. This is especially true when responding to a crisis.



Tracking FEMA Grants and other Assistance: Depending on the crisis, the impacts on a government's expenditures and revenues could range from minimal to significant. Being able to track State and Federal Disaster Aid in different scenarios gives a government a better understanding of the financial impacts of tough decisions like using reserves, reducing positions and cutting programs.

Budgeting in Uncertain Times

In normal times budgeting is largely a matter of optimizing on-going operations, improving services, and managing capital projects. Budget development is an orderly process flowing through a set of pre-planned milestones with pauses for private and public review. Key principals include widespread collaboration, evaluation and approval procedures, overall balancing and the application of spending limitations when needed, and the overall public review of the budget as the strategic focus of the community going forward.

In the midst of a major crisis, the strain on normal processes can be extreme. Leaders know that their systems must bend and flex, but cannot let them break under the pressure. The budget has a whole new importance when major changes in revenue forecasts and service demands must be addressed.

- **Amending the Current Budget:** Major adjustments to current revenue and expenditure plans can often be expected and must be calculated, documented and approved at the summary and account detail level. Operating managers and project leaders must be

involved through collaborative, open, and informed efforts. The detailed changes must be evaluated and rolled up to the overall budget and strategic plan impacts understood. In the end the budget must be legally amended by the legislative body.

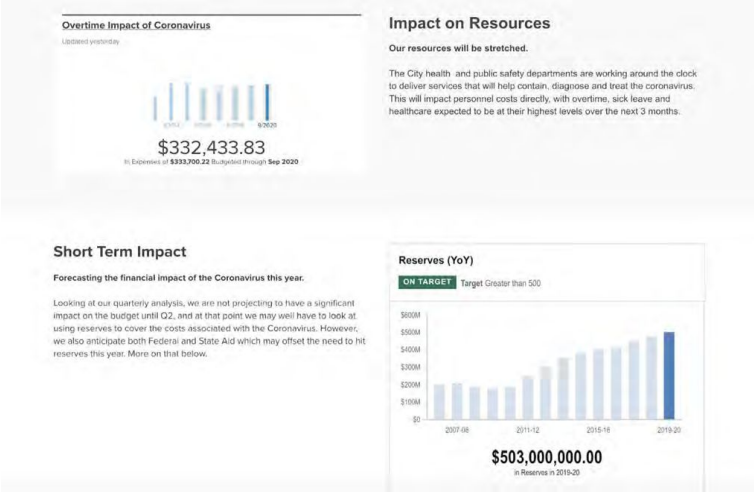
- **Revising Expectations for Future Budgets:** A significant crisis will almost certainly have effects that reverberate across future budget periods and impact planning for revenues, operations, project and financial reserves.
    - Revenue streams are affected by the overall state of the national and local economy. Sales and hotel taxes are impacted immediately, but even property and utility taxes collections may be reduced for years.
    - Resident service needs may increase in everything from safety and health to recreation, child care and libraries, while residents have less money to pay user fees.
    - New high-priority cleanup and recovery projects may put pressure on existing capital projects.

- **Budgeting Under Great Uncertainty:** Modern technology should be able to facilitate simultaneous in-depth analysis and planning for multiple economic scenarios. Accurate current information, robust reporting, and centralized data are essential. The government must be able to visualize trends, model the impact of different scenarios on the revenues and model the impact of proposed budget changes and workforce adjustments for each scenario. This scenario analysis is instrumental in setting up multiple contingency plans so your team is prepared.

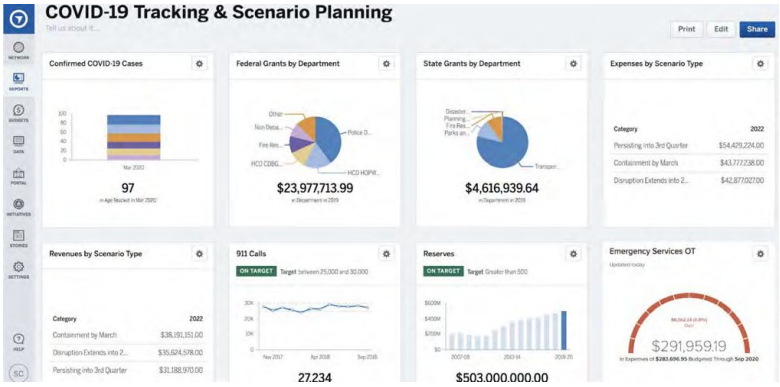
- **Effective Allocation of Grants and Intergovernmental Aid:** As a result of some crises, governments may also be getting outside help. This aid will need to be tracked and properly allocated, making it essential to be able to quickly create an effective budget for those funds. Modern budgeting technology can help provide the flexibility to run a quick analysis of how this influx of aid and model how those funds can be best leveraged to address the crisis.

How OpenGov Can Help

Efficient and Collaborative Budgeting: OpenGov budgeting provides an intuitive interface that allows stakeholders to see the current budget, receive commentary from the team, make proposals, and get plans approved. Easily seed the budget by importing recent actuals, then adjust, add, or compare proposal line items in real-time. Collaborate across departments by sending and receiving budget proposals, tracking performance on strategic objectives, commenting on key reports, and sharing outcomes with colleagues. Efficient and effective budgeting is always welcome, but reducing friction here when dealing with a crisis is even more impactful.

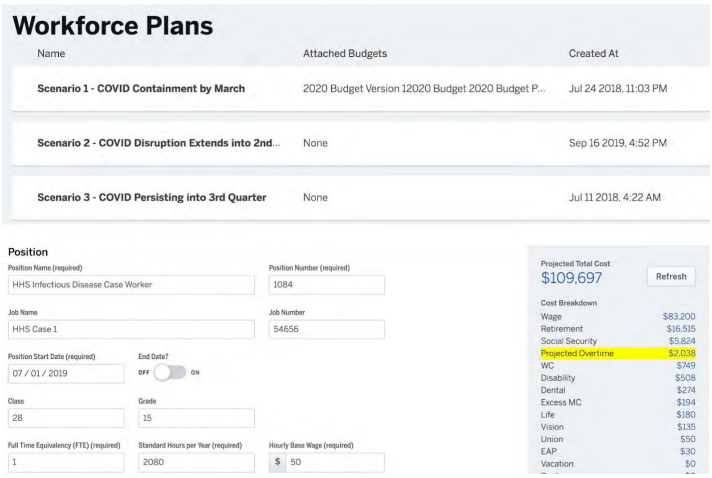


Dashboards: Gain at-a-glance insights with OpenGov dashboards, take action with customized alerts, or dive into the details for deeper analysis. Mirror and explore an organization's financial structure and chart of accounts to get a quicker and easier way to look at data and gain insights. Having a dashboard that combines financial (overtime increases, operating expense increases, revenue decreases,etc.) and non-financial data (number of cases, health response times, hospital occupancy, etc.) helps to quickly see the impact of the crisis on the government and the community.



Creating a Decision Package for Executives: Internal decision making during a crisis is reliant on having that latest data and information available in a comprehensive decision package. Using OpenGov, create decision package templates that pull in data, tables, visualizations, maps, and images from multiple sources that give Executives and Elected Officials a clear understanding of how a crisis is going to impact the Government's revenues, expenditures, and performance.

Plan for Updated Personnel and Workforce Costs: Use OpenGov to create a streamlined personnel forecast and reduce complexities associated with calculations. Have the ability to make decisions on new FTEs and tie personnel costs directly into the planning and scenario process. Most governments can safely assume that overtime for their health and public safety departments will dramatically increase during a major crisis, and being able to plan ahead of time will allow the government to provide the needed resources to its residents.



When you need help the most, the right tools can bolster and support the hard work and collaboration of government professionals needed to meet the demands of the community during a crisis. Moreover, that technology can help determine how to best position the government and

the community for success when looking at an uncertain future following community and sometimes nation-changing events.

Cloud technology, like OpenGov, developed exclusively for the unique needs of the public sector provides the flexibility to support continued operations from anywhere no matter the underlying circumstances. It can also enable the adaptability needed for effective communications, and intelligent planning.

OpenGov was first conceived in the aftermath of the great recession when the company's founders saw that public servants across the nation did not have the modern, flexible, and adaptive software that they needed. Since then, OpenGov has been developing the products that government professionals deserve so they can plan, budget, communicate, and serve their residents as effectively and efficiently as possible. OpenGov is proud to not only serve our customers as they leverage our technology to drive results, improve collaboration and communicate during times of plenty, but also be there to support and provide the tools needed to help them act, communicate, and plan in times of crisis.

Government Procurement & RFPs

OpenGov is on a mission to power more effective and accountable government. Everything we do prioritizes government end users, whether it be developing product features and functionality, enhancing user experience and ease-of-use, or workflows and processes that accompany mission-critical operations. To that end, we see ourselves as a trusted partner and advisor to the governments we serve. Getting to the heart of our mission, we do all that we can to ensure that our customers succeed in every facet of government operations, including procurement. With this in mind, we want your organization to feel enabled and empowered to purchase and procure new software as quickly and as efficiently as possible.

What You Need to Know About RFPs

In our experience working with over a thousand governments, we have learned that Request-for-Proposals, or RFPs, are often the first method of procurement that most decision-makers defer to when it comes time to purchase software. While the RFP process may be the longstanding, conventional way to learn about and decide upon a vendor, there are several reasons why issuing an RFP may actually hinder your government from reaching a decision that is best-fit to meet your needs. Consider the following:

- **RFPs are expensive.** Issuing an RFP is not a trivial exercise. Software RFPs are often complex and highly technical in establishing a scope, set of requirements, and functionalities for the desired solution. Many of the governments we work with are forced to spend thousands of dollars on an outside consultant to help write and organize the scope of work to be delivered.

- **RFPs take time. A lot of it.** In order to accurately write an RFP, you must consult with all the internal departments within your government who will have a say in the decision. These departments oftentimes include Finance, IT, Human Resources, as well as the executive and administrative personnel who are part of the evaluation committee. Even after an RFP is issued and responses are evaluated, it may take weeks or months before a contract is executed and perhaps even longer for the solution to be implemented.

- **RFPs often have limiting scopes that may disqualify the best vendors.** We have seen many RFPs that address a single, very specific issue or challenge that the government is facing. While these challenges need a solution, defining just one particular problem may consequently disqualify an innovative and creative answer to solving the problem at hand. For example, if your organization suffers from data that is siloed among internal departments and your team struggles with accessing the right information when needed, you may be looking for a robust reporting tool. However, if you have reporting challenges,

you probably also struggle with gathering the correct data for your budgeting process. An RFP's scope generally remains unchanged after it is issued, so it can be quite detrimental to your goals if you learn later on that there was a disqualified vendor who could provide you with integrated solutions that address more than just the scope of the RFP.

Sometimes we work with governments who are lawfully required to purchase software through a fair and competitive bidding process for any and all qualified vendors. While this procedure may certainly be required when purchasing over a certain dollar threshold, it may actually be possible for your procurement team to purchase through a different means than issuing an RFP. By attaining the necessary support from internal stakeholders and taking advantage of the available contract vehicles, your team may likely reach a favorable decision without needing to go through the burdensome RFP cycle.

3 Ways to Avoid an RFP

While many government purchasing teams may think that procurement laws strictly limits them to issuing an RFP, we thought we would share a few alternative routes that we have learned from working with over a thousand government customers.

1. **Take advantage of contract vehicles and cooperative purchasing agreements.** Also referred to as "procurement vehicles," contract vehicles are commonly relied upon as the most efficient way for governments to buy goods and services. A contract vehicle, such as NASPO (National Association of State Procurement Officers) or the GSA (General Services Administration) Schedule, is a type of contract which includes several vendors and has been established via a competitive bidding process, much like an RFP cycle. This means that when a government uses a contract vehicle to procure new technology, they are automatically purchasing through a precompeted process, since all the variables that are normally evaluated in an RFP, such as pricing, features, and terms have already been established. In order to be eligible to join a contract vehicle, a vendor must first compete and be evaluated by an association, like NASPO or GSA, who acts independently from the governments who will use them. This method ensures that vendors available through a contract vehicle have been properly vetted so that the purchasing government does not have to wade through countless hours of research and RFP evaluation. Procurement vehicles are an easy way to comply with any purchasing laws requiring a competitive bidding process.

2. **"Sole source."** This method refers to opportunities where a certain vendor is the only provider who is able to deliver the set of solutions that a government is looking for. This can justify the avoidance of an RFP, since there are simply no other vendors in the market who can deliver the necessary goods or services. For example, if a government is looking for cloud-based software to streamline their budget processes, manage their operating and workforce planning, provide accurate and dynamic reporting, and manage their entire financial processes, there is only one provider in the market who can do all of these things. Therefore, issuing an RFP would be rendered moot, as there are no other vendors

who would be able to adequately compete for a resulting contract. This “sole source” rationalization simplifies the procurement process and saves your government time, money, and resources in doing so.

3. **Consult with your preferred vendor.** Our experience working for government has taught us that some governments have stricter procurement laws than others. Certain purchasing rules enforce that any time a government buys a product over a particular dollar threshold, the procurement office must issue an RFP. However, some vendors are able to offer special pricing to remain within the purchasing limits dictated by law. If you have a vendor you are closely working with, it is often more beneficial to have a consultation with them to discuss the pricing options available so that you do not have to issue an RFP. Moreover, if you have a strong relationship with a vendor but feel it necessary to issue an RFP, having a straightforward conversation about your situation can yield much more beneficial and effective results for your organization.

Procuring new technology for your government is often exhausting, stressful, and sometimes even frustrating, but it doesn’t have to be that way. As a loyal partner to over a thousand governments, OpenGov understands these pressures of procurement and wants you to be well-equipped as a buyer and leader for your organization so the hassles and pains of issuing an RFP can be alleviated from your shoulders. Modern government is evolving, and by actively engaging in new and creative ways to improve upon traditional modes of procurement, you are powerfully transforming your government to better serve your communities.

Security & Reliability: Frequently Asked Questions

Our experience in serving over 1,000 state and local governments has informed the way we understand the common fears and pain points for governments of all sizes. As more government leaders in Finance, IT and Innovation embrace the need for adopting modern technology and solutions to address their everyday challenges, they often have questions around the security and reliability of a modern platform delivered by a Software-as-a-Service ("SaaS") company.

At OpenGov, we treat the security and reliability of our cloud platform and that of the data it hosts with the utmost importance. Building that level of trust with our customers is a key priority for us. We thought we would share some of the frequently asked questions that we receive from other government professionals to help you understand the level of dependability our team provides to ensure that we are the safe and trusted partner that you deserve.

What do the terms "cloud solution" and "SaaS" mean?

These terms essentially mean that we are able to deliver our suite of solutions to you through any web browser, on any computer, without the need for hardware or software that needs to be installed locally. The SaaS design gives you on-demand, anywhere access to powerful software through your web browser. While traditional software is installed on-premise and places a heavy burden on every customer to maintain and update, OpenGov's model guarantees that every customer is always using the latest features and enhancements to our software, all at no additional cost.

What are the key differences between the SaaS model and the older "on-prem" model?

Through our team's many decades of experience serving governments and working in the govtech industry, we have learned that SaaS solutions bring the most value to customers while also dramatically decreasing maintenance costs.

SaaS moves programs that were once installed on a single computer to a common infrastructure hosted in the cloud. This means you'll see the same product as other OpenGov customers but tailored to your unique data and configured for your organization. You no longer need to pay for your own customizations and teams of programmers to make a complex, difficult to maintain, and potentially unreliable solution. Instead, you receive a product incorporating feedback from all governments in the OpenGov Network, with bi-weekly updates and ongoing support, so you get the best of all worlds.

Specific Benefits for Administrators and IT Managers

For Administrators

- Get started in days: Avoid buying and setting up expensive, complicated servers. Simply go to opengov.com and log in.
- Access anytime, anywhere: Work with OpenGov on any computer with an Internet connection without worrying about VPNs, local networks, or complicated settings.
- Save changes in one place: Offline software causes inconsistencies, lost changes, and conflicting versions between different computers. SaaS puts information in the cloud, so everything you see is up-to-date.
- Use the latest features and updates: Updates are automatic and seamless, so you're always running the latest and best version of OpenGov.
- Avoid stability or security issues: OpenGov's servers are monitored by the people who know them best: our own engineers. When the software is in professional data servers, we can keep OpenGov safe, secure, and online.

For IT Managers

- Save on server costs: When your software is in the cloud, you don't need to buy expensive servers or pay for costly upgrades, security, and support.
- Focus on what matters: Because we handle routine tasks like maintenance and updates, you don't have to deal with support tickets for simple fixes. Instead, you can prioritize bigger tasks and support your most important strategic objectives.
- Avoid nasty surprises: If your in-house server fails, you have to pay the repair and maintenance costs. Since OpenGov is hosted in the cloud, your system is resilient, with multiple backups and maintenance at all times.

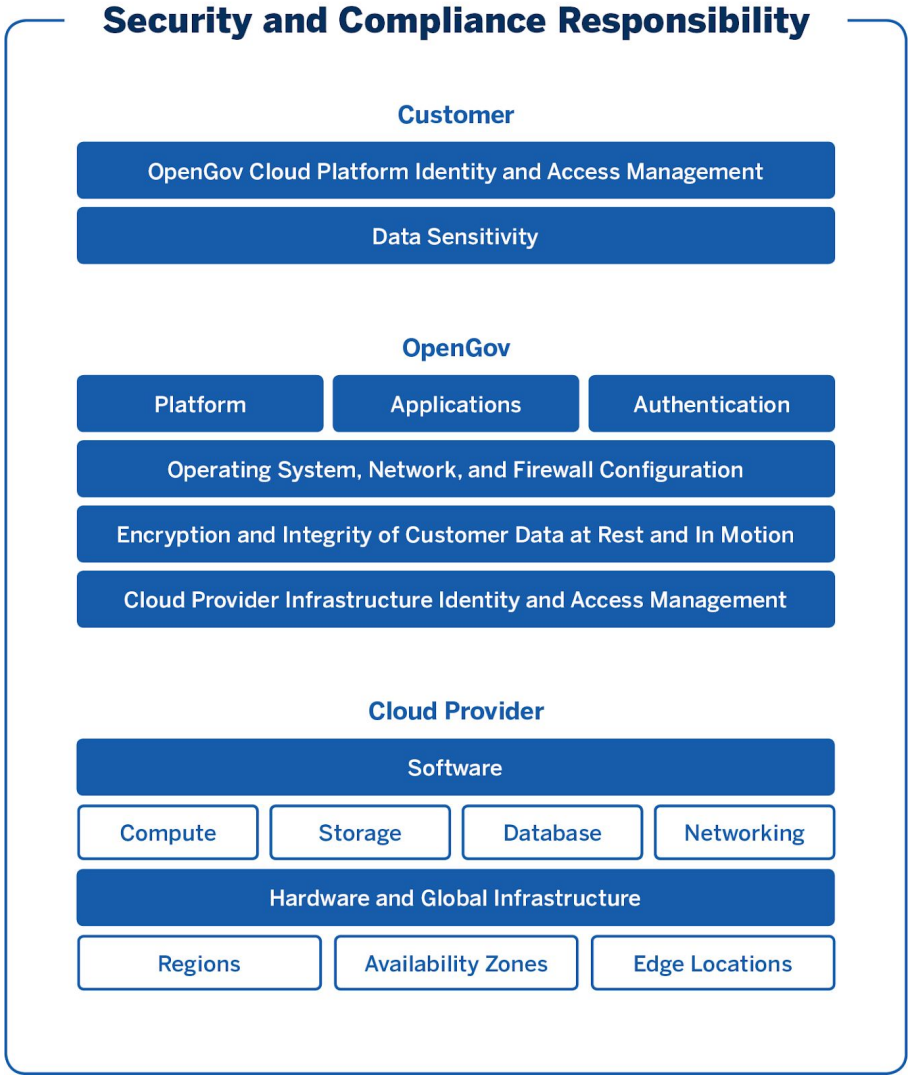
Who is responsible for the security of the cloud platform?

OpenGov has structured the responsibility for security and compliance of its cloud platform such that it is shared between OpenGov, OpenGov's Cloud Provider, and OpenGov's customer. The sharing model leans heavily by design towards OpenGov and OpenGov's Cloud Provider assuming most of the burden for secure operation of our platform, thereby greatly minimizing the concern vectors of our customers.

OpenGov uses infrastructure provided by leading cloud service providers, such as Amazon Web Services (AWS) and Microsoft Azure. Our most prominent cloud service provider, AWS, bears the majority of responsibility for protecting the infrastructure, which includes the hardware, software, networking, and facilities (data centers) that run AWS cloud services.

OpenGov has designed its security infrastructure and configuration using our cloud providers' recommended security best practices.

OpenGov's customers are responsible for controls around Identity and Access Management to interface with OpenGov's authentication frameworks, and appropriately analyzing and assessing the sensitivity of the data that is fed to the platform.



Do you monitor the performance of the platform?

Yes. OpenGov assures reliable operation of its platform and applications using a tightly-integrated suite of industry-standard monitoring and alerting services (e.g. for availability, performance, security, logging, and metrics). These services are supported by optimized processes and expert operational teams that are available 24x7.

Are there any data limitations or restrictions for the platform?

OpenGov's applications and infrastructure are designed to scale quickly and automatically in response to workloads, allowing us to provide steady and predictable performance to our customers. OpenGov can simply provision additional compute and storage based on the requirements of our customers.

Who owns my data?

Our customers own their data. OpenGov can provide exports of customer data if there is ever the need to.

What happens to my data if a disaster strikes?

OpenGov takes full advantage of AWS's features like automated RDS backups, automated AMI snapshots, and availability zones. Environmental systems are designed to minimize the impact of disruptions to operations, and multiple geographic regions and Availability Zones increase resilience in the face of most failure modes, including natural disasters or system failures.

In the case of a server or data center failure within a region, OpenGov relies on AWS's multi-availability zones to ensure that we can continue operations. This service performs real-time replication to separate data centers. If a data center goes down due to a natural or man-made disaster or hardware fault, OpenGov is automatically switched to a replicated database immediately. In case of a failure across the entire region, we will manually switch to another AWS region.

OpenGov has purposefully built geo-isolation between its production and pre-production (e.g. dev/test) environments. Our pre-production environments are provisioned in the US West (Oregon) Region of AWS. OpenGov personnel do not have physical access to the data centers and as such OpenGov fully inherits the physical and environmental controls from AWS. Generally speaking, AWS infrastructure and cloud services are compliant with a number of industry-standard global frameworks such as CSA, ISO, and SOC and U.S. frameworks such as NIST and FedRAMP.

What measures are taken to ensure my data is protected?

OpenGov supports HTTPS using Transport Layer Security (TLS), an IETF standard cryptographic protocol, to provide end-to-end communications security for data that is fed to our platform. TLS is widely used for "encryption-in-transit" scenarios in internet communications and online transactions (e.g. by financial institutions).

Data stored in the OpenGov platform is encrypted "at rest" in the databases and storage using AES-256 (Advanced Encryption Standard with 256-bit keys). Use of AES is approved by NIST in its FIPS 197 publication.

OpenGov's databases use multi-AZ deployment strategy to provide enhanced availability and durability. Database snapshots are taken in the primary Region and transferred to an alternate Region on a regular cadence.

What is the Recovery Point Objective (RPO) and Recovery Time Objective (RTO) of your platform?

OpenGov has a RPO and RTO of 24 hours each.

What is your platform's uptime percentage?

OpenGov's SLA for quarterly uptime percentage for the software is 99.9%.

What measures are taken to ensure the application is secure?

Application services are configured to run in isolated namespaces and containers on the cluster hosts with strict resource limits that prevent an unexpected or malicious activity in one service from affecting others. A minimum number of replicas of each service is deployed for high availability.

OpenGov uses Continuous Integration (CI) and an industry-leading vulnerability analysis service to continuously and automatically scan its applications for vulnerabilities at every stage of their lifecycle, especially during pre-production. All code repositories are continuously scanned for known defects and vulnerabilities, and they're scanned again when that code is compiled into binary artifacts for distribution.

Additionally, OpenGov commissions an industry-leading independent third-party to conduct a penetration test of its applications and infrastructure. This test is conducted at least once a year.

How will the network be protected?

An industry-leading Intrusion Detection Service (IDS) is in place for continuous monitoring across multiple concern vectors: vulnerability detection, file integrity monitoring, configuration auditing, and threat-correlation. A barebones, Linux-based operating system image is used on the hosts and is continuously monitored for vulnerabilities.

OpenGov uses a multi-tiered strategy for the protection of its cloud infrastructure. AWS Virtual Private Cloud (VPC) technology is used for isolation of compute instances and other resources. AWS Security Groups, a form of virtual firewall, are used for inbound and outbound traffic control. Protection against Distributed Denial of Service (DDoS) relies on AWS safeguards. Pre-production assets are protected using a VPN solution.

What kind of protection is there for the hosted environment?

Remote access to OpenGov's production cluster is strictly limited to OpenGov's Engineering personnel. Each access request is approved by management on an as-needed basis, is fully audited, and granted for a limited time. Multi-Factor Authentication (MFA) is required for remote access. AWS IAM is used for fine-grained access.

Will my service be affected by maintenance and software updates?

OpenGov platform updates (whether for hardware, software, performance, or scale) are hassle-free and transparent to our customers. We offer a high-level of predictability while at the same time providing a virtually continuous stream of new features and fixes.

Generally speaking OpenGov updates its applications every two weeks during off-business hours. The only times we make an exception to that is to deliver "hot fixes" for critical service

issues. Regardless of the hour, our maintenance activities are performed without causing any downtime.

OpenGov applications use “feature flags” for controlled rollout of new features. In other words, these feature flags are a way for customers to choose when they want to have access to a new feature in the product. Our releases are not monolithic in nature: we only deploy the set of services that need to change and can roll them back individually if needed. This allows us to isolate potential issues to a specific component of one application, and prevent it from affecting the update of other applications.

Our releases are performed using automated job pipelines and under the supervision of a group of “release managers” who are specifically trained to ensure a high-level of discipline in change management and risk mitigation.

Are OpenGov’s employees required to go through security training?

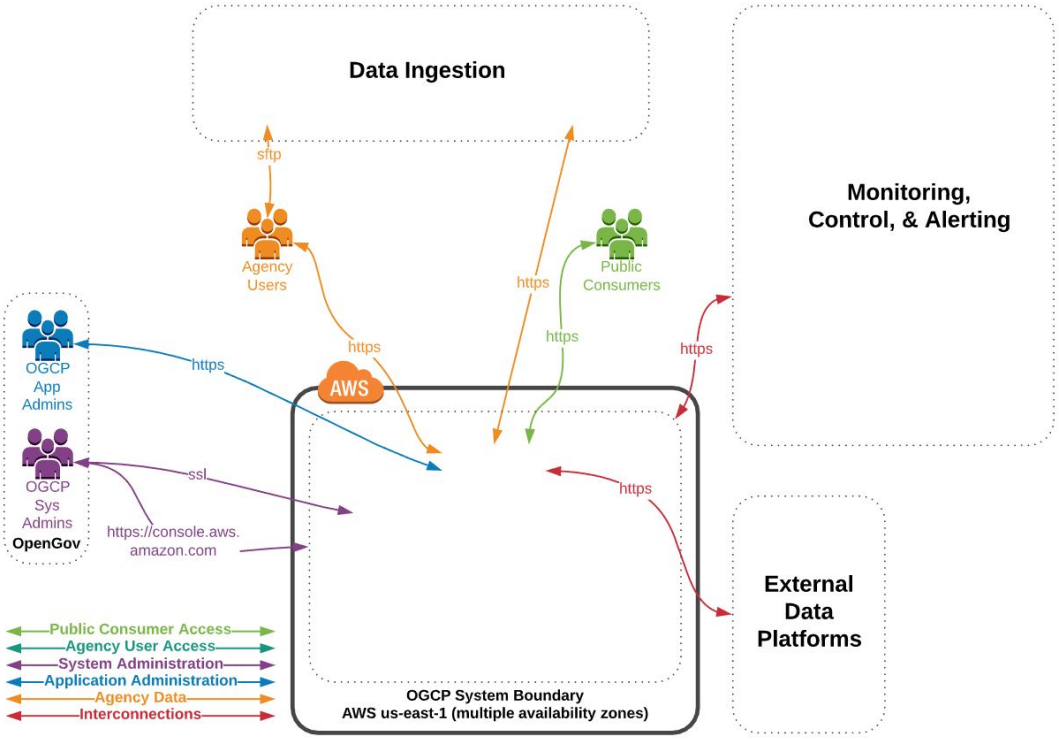
Yes. OpenGov’s policies and procedures are based on NIST 800-53 recommended controls. All OpenGov personnel are required to go through a purpose-built information security and data privacy training upon joining and at least once yearly. Even though security is treated as a shared cross-functional responsibility, a dedicated operational team under the supervision of an Information System Security Officer oversees the entire security and compliance program at OpenGov.

Do you have any security accreditations?

Yes. OpenGov is an accredited technology partner in AWS Government Competency Program. This program recognizes OpenGov for its technical proficiency and proven customer success in delivering mission-critical workloads and applications to government customers on AWS. OpenGov undergoes an in-depth capability review, which is independently performed by AWS using its in-house expertise, every 12 months. Among other things, the review centers around OpenGov solution architecture (see AWS Well-Architected) and solution security (see AWS Security Best-Practices).

Can you provide a high-level diagram of your cloud architecture?

Yes, please refer to the illustration below, which provides an overview of our architectural design and processes. More granular-level details have been removed due to the proprietary nature of this information.



OPENGOV CLOUD PLATFORM (OGCP)
LOGICAL ARCHITECTURE DIAGRAM

Former Government Personnel

OpenGov intimately understands the problems facing governments today. With over 300 years of collective government experience in our company, OpenGov is entirely concerned with providing governments with the tools and expertise they need to best serve the public. Built by government for government, OpenGov wants your government to succeed because 'powering more effective and accountable government' is more than just our mission statement, it is our motivating vision as pioneers in this field.

At OpenGov, former government employees are interwoven into the very fabric of our organization, serving in major roles across virtually every department in our company. From our Executive Leadership to our Sales Team to our Implementation Personnel, a former government employee is always ready to lend their expertise to ensure your implementation is as smooth and as tailored to your government's unique needs and processes as possible. Below, we've included a small sample of some of the key positions at OpenGov filled by former government employees.

Name & Role	Bio

Mike McCann,
Vice President,
Government Finance

Mike is a government finance leader with more than 16 years of experience in public-sector finance. Before joining OpenGov, Mike served as the Finance Director of Ukiah, California, and as the Assistant Finance Director of Monterey, California, where he was responsible for the Budget, Comprehensive Annual Financial Report (CAFR), and operational reporting. Previously, Mike held CFO positions at a Silicon Valley start-up and at a non-profit organization that provided federal and state-funded job training services. He also served with the U.S. Army Security Agency in Vietnam and Japan. Mike holds an MS in Instructional Science and Technology from California State University Monterey Bay and a BS in Accounting from San Jose State University. Mike McCann is a founding employee of OpenGov and helps ensure a government employee's perspective is always present at the executive level.

Kent Hudson,
Application Suite Architect

Kent Hudson has been in Government Financial Software since 1992. A former Finance Director and Assistant City Manager, Kent went on to be one of the first engineers and architects at Incode Corporation, part of the company that became Tyler Technologies. Kent was Executive Vice President of Tyler's Local Government Division, President of Tyler Public Safety and Corporate Director of Strategic Projects. Kent is now an Application Suite Architect at OpenGov responsible for the product roadmap of OpenGov Financials as well as its connections with the other parts of the OpenGov Cloud. Kent will be involved in the continual development of the software and the improvements the City will be seeing throughout their life as an OpenGov customer. He is one of the nation's premier ERP experts and will also be available for calls, advice, or expert consultation as necessary.

Tim Melton,
Vice President, Strategic Sales

Tim serves as the VP of Sales for the State and Federal markets. Throughout Tim's career, he has demonstrated a passion for good government, spending the entirety of his professional career working to make government more effective and efficient. Tim served three terms as a County Commissioner for Oakland County, MI, before serving three terms as a State Representative in the Michigan State Legislature. After leaving the legislature, he served as VP of StudentsFirst, which was a national education reform organization that pushed for policy changes across the country. Tim also had a stint running MyLocalGov and successfully negotiated their sale to Tier Technologies, where he stayed on to run their sales team.

Scott Coble,
Director of Field Product

Scott serves as OpenGov's Director of Field Product, where he helps customers get answers to their technical and process questions related to OpenGov's products. Scott possesses over 16 years of government experience. Most recently, Scott served for nine years with the Montgomery County, MD's (MCG) Office of Management as Budget (OMB). In his final four years with the MCG OMB, Scott worked as the Manager of Process and Technology. In this role, he produced operating and capital budgets, supported and maintained budget and planning IT systems, and prepared the budget publication.

Craig White,
Solution Architect

Craig is a financial and analytical expert, with a deep background in government finance. He has previously worked as the Finance Director for the City of Chesterfield, where he managed the Finance Department, prepared the annual budget, and managed relationships with the City Council. Prior, he served as the Audit Manager for large local governments at RubinBrown, LLP. Through his experience designing, implementing, and communicating the entirety of a budget process to verifying and vetting governments' budgeting data, Craig helps ensure our customers' budget process can smoothly adopt and improve using OpenGov's budgeting software.

Alysa Zyda,
Senior Manager – Methodology & Enablement

Alysa is an experienced project manager and implementation analyst. In her current role, she helps lead, train, and mentor OpenGov's Customer Success Managers and Professional Services Team to bring efficiency and scalability to the team. Previously, she served as the Senior Manager for OpenGov's Professional Services Implementation. Alysa possesses over 9 years of government experience, across various roles and government agencies. In her most recent government role, Alysa served as the Academic Resources Manager for California State University – Long Beach, where she developed, reconciled, prepared, allocated, analyzed, and oversaw approximately $10 million in budgets for the Office of the Provost, Vice Provost, Academic Planning and Graduate Studies, Undergraduate Studies and Advising, and Faculty Affairs.

Seth Cummins,
Implementation Analyst

Seth has a bachelor's degree in Business Administration with a concentration in finance from San Jose State University. Since graduating he has been working to increase his skillset while pursuing greater levels of responsibility whenever possible. Detail-oriented and analytical by nature, he has been involved with the sourcing, evaluating and implementation of several technologies that were geared at the advancement and streamlining of multiple processes, from payroll to community outreach. While providing detailed analysis of equipment purchases, personnel hires and technology adoptions, he has also been involved with the public engagement aspect of municipal budgeting and is always ready for the potential of public speaking. Since working as a Financial Analyst he has taken on roles above the call of his position in order to cover for the year long absence of the Budget Manager. During this period, he has been instrumental in the adoption of two operating budgets, as well as producing one award-winning published budget book and one that is currently awaiting evaluation.

Jamie Castellanos,
Integration Specialist

Jamie works with customers to extract their data and implement ETL solutions for real time data collection and reporting to internal stakeholders and the public. Jamie writes SQL queries to extract the data, acts as a technical resource for the implementation team, and manages customers and the project to ensure a successful finish and a happy customer. Prior to working for OpenGov, Jamie worked for three years in the City of Berkeley IT Department, where she provided ETL support for the city's Open Data project and wrote SQL queries to support city operations.

Mark Welch,
Sales Engineer

With 15 years of government experience, Mark's most recent position before joining OpenGov was the Finance and Administrative Services Director for the City of Ashland, Oregon, where he managed an annual budget of $150 million with 17 staff members. Before that, Mark was the Finance Director for the City of Capitola, California, and the Budget Manager for the City of Santa Clara, California.. Mark's wealth of public sector experience has given him a tremendously valuable perspective as he advises customers on how to receive the most value from the solutions.

Customer Support and Project Management

OpenGov's team of professionals is dead-focused on ensuring that the governments we serve and their users are set up for success when adopting the OpenGov platform. Our training and support strategy is multi-layered with many offerings that will provide end users with the proper guidance and resources necessary to receive the most value from OpenGov's solutions. Training is managed and produced by our Customer Success Team made up of government finance experts. During Deployment, your OpenGov Customer Manager and Implementation Analyst will provide your team with individualized training to get your platform up and running and to ensure your organization has a top-notch engagement and adoption plan for your users.

Throughout deployment and post-deployment our customers are provided with training resources on our resource center and through our learning management system. Monthly webinars are also offered to train customers about a new and engaging topic. Additionally, our Customer Support team is available to troubleshoot issues and ensure that our customers have a great experience with OpenGov. All of our customers have a dedicated Project Manager and Customer Manager who work with the customer teams every step of the way. We pride ourselves on our ability to partner with customers and complete successful projects, and we provide a flexible and comprehensive set of channels for customers to gain service from us.

We have three main components to our philosophy for ensuring successful and happy customers.

1. **Access to our team of Government Solution Experts:** This team, comprised of former government finance directors, chief information officers, budget and performance analysts, and others, provides insight and expertise, leading best practices, and context to the people that build, sell and ultimately use OpenGov, driving efficiency and outcomes for your agency.

2. **Customer Success:** Our Customer Success team supports you from deployment through adoption and beyond. You will get up and running quickly and receive the training and support you need to maximize the value of your investment in the OpenGov Smart Government Cloud.

3. **Customer Support:** Our team of highly trained support analysts are available to solve any issues you have with any part of your solution within OpenGov's solutions. We're committed to resolving your issues as quickly as possible.

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.

Premium Services

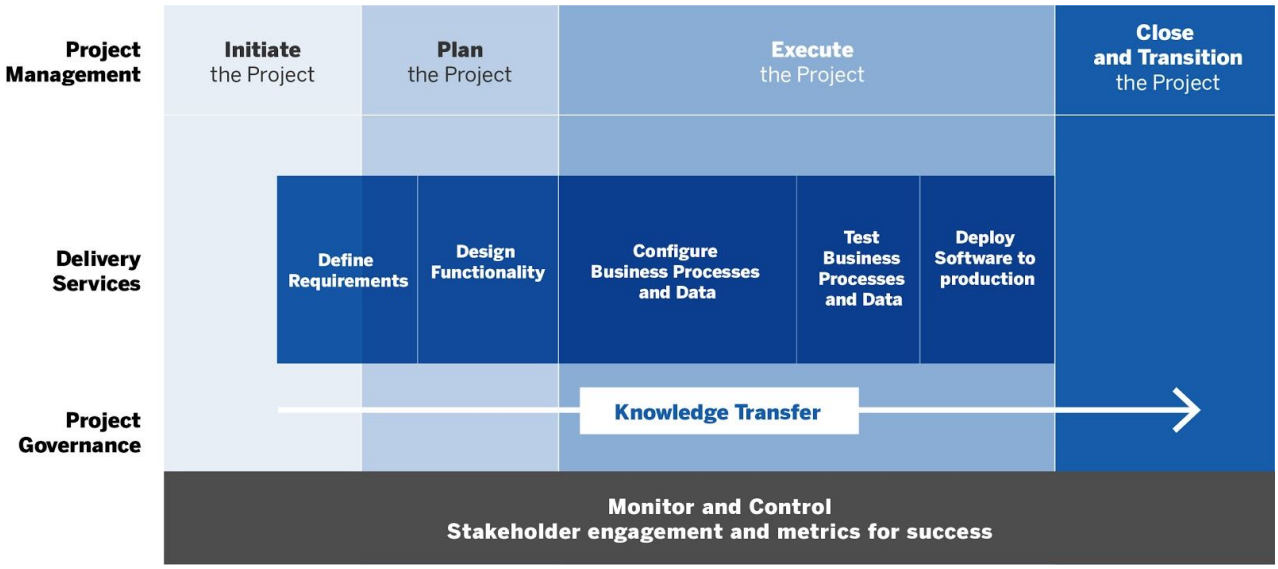
Furthermore, OpenGov offers Premium Services to help organizations on their journey to successfully adopting OpenGov's solution suites. Customers can use Premium Services hours for hands-on configuration, trainings, and consultations to provide the additional structure, support and guidance needed to use the OpenGov software most effectively. Premium Services also fast-tracks Support team responses, ensuring white glove treatment and speedy resolutions. The table below outlines the various support offerings that we provide our customers.

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

OpenGov's Support Philosophy is simple: 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.

Project Management Methodology

OpenGov uses an industry standard project management methodology that is founded upon the tenets of the Project Management Institute (PMI). We provide direction and leadership to ensure the project progresses expeditiously to help your team achieve ownership of the applications, while also ensuring your project is delivered on time, at or below budget, and with the highest level of delivery quality possible. Through planning, risk mitigation, and change management, the Project Manager maintains control of all aspects of the project. In the event the Project Management team is unable to resolve an issue the project escalation process will be followed informing the project's executive leadership. The graphic below shows both the Project Management and Consulting Delivery Methodology that OpenGov uses within its implementations.



Development of the specific Project Plan will begin during the Project Initiation Phase. An overall Project Plan will be developed collaboratively to manage and plan for each aspect of the project, and will be refined before release during the Project Planning Phase.

Based on our prior experience deploying, we begin with a project template. The Project Manager will then modify this template. The OpenGov Project Manager and your Project Leader then validate the Project Plan which takes into consideration the dependencies and configuration requirements and the proposed deployment strategy.

OpenGov's solution set allows for key business processes to integrate transparently across application boundaries. Designed to communicate with one another, the modules provide a seamless user experience while allowing other modules to reference the data when needed. OpenGov's deployment strategy will be phased to include the Core modules in Phase 1, then add the additional modules in Phase 2. The approach allows your team to go live in a way that enables full ownership of each application that empowers you to achieve your goals and objectives for the use of the OpenGov suite.

Additionally, the deployment strategy:

- Reduces dual entry;
- Reduces the number of interfaces needed between the legacy and the new systems;
- Ensures appropriate historical data, as defined in the scope of services, is migrated; and
- Processing is undertaken in the new solution.

Our implementation process will provide an opportunity for you to examine your current business processes and Chart of Accounts structure, and with the help of our consultants, look at ways to be more efficient in the management of your financial activities.

OpenGov's Professional Services team uses an iterative process based upon the Information Technology Infrastructure Library (ITIL). For each module implemented, as shown in the graphic above, Opengov's implementation team will conduct a 5 phase process to ensure a successful deployment of each module for our customers.

We start by **Defining** the government's requirements in greater detail than documented in the Statement of Work (SOW). This effort is imperative toward ensuring that the government's goals for the project are incorporated into the deployment effort.

Once the requirements are validated, we then **Design** how the software will be configured in order to support your business processes. This phase will also begin the data migration, conversion and validation process from your legacy financial management system into the OpenGov Financials modules. At customer acceptance of the design, we then move to the next and most involved phase.

Configuration of the software to support the government's business processes will be a collaborative process, whereby OpenGov's team will work with the customer's staff on configuration aspects that promote knowledge transfer and confidence in the use of the system. For those configuration activities that are one-time only efforts, OpenGov's team will conduct those efforts and will inform the customer staff of what was done. Concurrently, training and knowledge transfer will be occurring throughout the various phases of the project, and will be building upon each prior concept as the implementation continues.

Once all configuration is completed, OpenGov will facilitate **Testing**, which will be focused on your staff running through prepared test scripts with the support and oversight of the Opengov team. This final step before Go Live is intended to be the capstone on customer training and system ownership, while also determining if there are any data anomalies or other inconsistencies in the system. Should those be found, a period of time will be set up to fix these issues prior to go-live.

For each module, our implementation process will ensure that you and your team are given the ability to fully test your data in the OpenGov modules, while also being trained on the functionality of the product to ensure you have full ownership upon deployment of each module. At deployment, you will be transitioned from the OpenGov implementation team to the OpenGov Customer Success and Support teams to ensure that you have all the post-deployment support that you need.

Once all issues are addressed, the system will be **Deployed** to production for use in the live environment. At that point, the OpenGov Project Manager will meet with the customer's Project Lead to validate delivery to contract, and assuming no issues, obtain sign-off from the Project Lead on completion of that phase of the project. Once all modules are completed, the Project Manager will facilitate a hand-off call with the OpenGov Customer Success organization to ensure a seamless support structure going forward.

Customer Success Examples

As a mission-centric company serving the public sector, OpenGov is a company whose success is hinged upon the success of the governments we serve. When we engage with our customers, we not only seek to develop long-lasting professional relationships that grow and flourish over time, but we also nurture close, personal connections with the Budget Directors, HR Managers, IT Administrators, City Managers, and many other government personnel we serve. These profound connections humanize the work that we do and provides us with a deep-rooted understanding of the challenges that public sector employees face when they go to work every day. This understanding, in turn, informs the direction in which we build and further enhance our products. Our focus is on making government employees' lives easier, removing the drudgery of paper-based processes and data silos that hinder you from focusing on the more important, strategic decision-making in mission-critical government-operations.

In working with over a thousand governments across the nation, we have found that when we first meet with a government, they often want to hear how our current customers are using our software and what benefits they have gained from it. Accordingly, we thought we would share a few stories from current customers who have seen incredible success from their partnership with OpenGov so you know what to expect from developing a relationship with our team.

Customer Stories

CITY OF CUPERTINO

Cupertino, CA

Before implementing OpenGov, the City of Cupertino suffered from data silos that prevented leaders from readily accessing the accurate information they needed to make strategic decisions. OpenGov has enabled the City to streamline council communications, eliminate departmental silos, and strengthen constituent trust in the government.

- ➔ Augmented budget presentations and regular reports with dynamic visualizations, enabling faster and more accurate information delivery
- ➔ Utilized interactive map reports, enabling internal teams to track service systems, local business data, and community assets.
- ➔ Streamlined management's presentations to council, reducing budget adoption meeting duration from at least six hours to two.
- ➔ Created nearly two dozen public "Saved Views" that present relevant information, anticipate frequently asked questions, and provide answers proactively

Provincetown, MA

OpenGov worked with the Town of Provincetown to support cross-department collaboration and eliminate the need for producing, printing, and distributing monthly department reports.

- Employees have more time to focus on important tasks rather than copying and distributing reports
- Citizens are more informed and engaged, thanks to OpenGov Stories
- Accurate reports allow budget changes and updates to be made simply with access to the internet
- Ease of accessibility enables stakeholders find the information they need, when they need it

Did You Know?

50%

Governments using OpenGov's budgeting and planning solutions have seen a 50% reduction in the time spent creating the budget.

5X

Process applications up to 5x faster than with legacy systems.

85%

Up to 85% more cost-effective than legacy systems.

Colorado West Metro Fire District

This special district in Colorado used OpenGov's Transparency solutions to show area residents how the organization efficiently uses taxpayers' dollars to provide lifesaving services.

- Reduced the time it takes staff to generate reports by 80%
- Streamlined from four different systems to analyze data down to just one
- Increased accountability and credibility among citizens
- Reduced information requests from department heads by giving direct access to data

Kernersville, NC

OpenGov's PLC team implemented a new permitting system in the Town of Kernersville in only two months, streamlining the inspection and permitting process via a user-friendly and easy-to-use platform.

- Reduced average permit processing time from 2 months to 2 weeks
- Increased productivity by allowing staff to customize their own workflows
- Organized operations and eliminated the need for paper-based tickets and spreadsheet reporting

Ashland, OR

OpenGov's Budgeting solutions helped the City of Ashland save $110k on their annual budget, dramatically reduced time normally spent on reporting and budget development, and helped build both external and internal trust.

- ➔ Saved 3-4 hours of reporting time per month
- ➔ 67% staff time savings for preparing budget
- ➔ Saving $110k annually (1 Financial Analyst FTE)
- ➔ Reduced time spent on rework from 15% to 0%

Illinois State Treasurer

After implementing OpenGov, staff at the Illinois State Treasurer reported compelling time savings in data preparation, as well as considerable reduction in reporting tasks, thanks to OpenGov's Transparency solutions.

- ➔ Generated easy-to-interpret, interactive data
- ➔ Reduced time spent on data preparation by 80% for key divisions within the Treasurer's Office
- ➔ Reduced time spent preparing State investments reports by 95%
- ➔ Increased engagement and trust with citizens by sharing key performance data and relevant context

Farmersville, TX

OpenGov's Budgeting solutions transformed the City of Farmersville's internal processes, delivering significant time savings and process efficiencies to the City Manager and his staff.

- ➔ Time savings of at least 50% for budget development
- ➔ Reports and data automatically update daily
- ➔ Reduced resources used to create the budget book, which is now online and not in print
- ➔ Can easily fix mistakes and change data on the fly

Ravalli County, MT

The County of Ravalli used OpenGov's Budgeting solutions to eliminate the need for spreadsheets-based processes, dramatically reducing time in budget preparation and even freeing up $70k annually in the County's budget.

- ➔ Cut budget completion time by over 30% (from 6 months to 4 months)
- ➔ Reduced costly errors with automated software
- ➔ Annual savings of one FTE ($70k)
- ➔ Self-service reporting reduced reliance on overworked finance staff and improved quality of recommendations and analysis

Customer Quotes

Micah Intermill,
Budget Director, Minneapolis, MN

“With OpenGov, I think a huge part of the value proposition is integrating multiple datasets through one aggregation tool. It’s really about helping us understand not only how the dollars are spent but what . . . value is being delivered back to residents through the services that we provide.”

“We've got project managers who manage capital projects and are taking initiative to add more detail and different levels of detail than even we in the budget office hadn't originally imagined.”

"It's one thing to see the financial information and analyze it, it's another to see that side by side with indicators that show how our services levels are changing over time, and so that's really the power of open governments."

The City of Minneapolis is currently using OpenGov’s Budgeting and Transparency solutions.

Janet Dutcher, Financial Director
Mono County, CA

“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 make a change. I was able to get $2 million back in our budget immediately.”

“The day that I produced the budget books, I went home at five o'clock instead of midnight.”

“Our job is to report the numbers and interpret them...OpenGov gives you the platform in which to take a very complex set of numbers and put it into relationships so that other people can make their own decisions.”

The County of Mono is currently using the solutions in OpenGov’s Budgeting and Planning suite.

Lenora Reid, Deputy Chief Administrative Officer
City of Richmond, VA

"The major successes for us is the transparency and efficiency in creating our budget, and especially using the [Budgeting] tool to have the budget book prepared for us seamlessly, so we're excited about that."

“Prior to implementing OpenGov, we had challenges consistently every budget season, our staff working countless hours getting things into a system or Microsoft Office and Excel. So we were looking for a system that could really help us move into the next era of technology and create some efficiencies that we did not have before...The one piece of advice I would give to other administrative officers is to reach out to OpenGov. Implement OpenGov as soon as possible.”

The City of Richmond is currently using OpenGov’s Budgeting, Reporting and Transparency solutions.

Robin Campbell, Assistant County Manager
Thurston County, WA

“We've had so many successes using OpenGov in Thurston County. We've used the stories and open town hall to run a budget calculator that got nearly 400 responses from citizens when we only have two or three people show up at budget hearings.”

“I prepare a report every month for our County Commissioners, and that report used to take me two to three days to be able to pull the data and complete the report. With OpenGov I’m now able to prepare that report in two to three hours.”

The County of Thurston is currently using OpenGov’s Reporting and Transparency solutions.

Of course, these are just a few examples of what our customers are saying about us. If at any point in your decision-making process you would like to speak to one or more of our customers, we would be more than happy to set up a reference call for you.

The OpenGov Difference

There are plenty of vendors in the govtech marketplace, many of whom offer strong point solutions to specific problems. But OpenGov believes we are the only govtech company in the industry that offers a modern, comprehensive software solution that can address your biggest technology needs in one, unified, cloud-based platform. What sets OpenGov apart isn't just our best-in-class technology, but our dedicated team of support experts, our vision as a partner and collaborator with governments, and our investment in the research and development that will forge what government technology looks like in the 21st century.

Key Differentiators

- OpenGov is the only company that offers **an integrated, cloud-based "suite-of-suites" for Budgeting & Planning, Financial Management, and Permitting, Licensing, and Code Enforcement solutions for local government.** OpenGov's suites sit on top of a state-of-the-art Reporting & Transparency platform that visualizes your data in interactive and attractive visualizations that are easy to share and analyze with stakeholders, whether across the organization or to the public. And, OpenGov's patented Chart of Accounts Engine allows our technology to map to your exact Chart of Accounts, at any level of depth, and with any amount of complexity. This capability enables OpenGov to provide a level of granularity and the ability to drill-down into data for self-exploration that is unmatched in the market.

- In addition to OpenGov's products, we believe what makes us unique is **our vision as a partner, collaborator, and trusted advisor with governments in building the technology toolbox that will serve our communities in the 21st century.** To begin, OpenGov is built "for government by government," and as such, we intimately understand the public sector's specific needs in the market. OpenGov employs former government employees at every level of the company, from Executive Leadership to our Engineers to our Implementation and Customer Success Teams. And OpenGov curates customer feedback groups to ensure our customers are helping to influence the future of our product to match governments' most pressing technology needs.

- Importantly, OpenGov's vision to serve as **a long-lasting technology partner with our customers is reinforced through not only our former government employees and extensive customer feedback programs, but also through the very nature of our company's incentives.** OpenGov is a mission-based, venture-backed company laser-focused on developing new software and providing first-class support and customer service to ensure the software is used to its fullest potential. While smaller

"mom-and-pop" companies often provide good service and specific point solutions, their lack of investment in research and development often contributes to their solutions becoming outdated and difficult to scale and modernize. Meanwhile, private equity firms and publicly traded companies seek to maximize revenue by milking expensive services contracts and cutting costs wherever they can. In fact, while private equity and publicly traded roll-ups spend 7% of their revenue, on average, on research and development, OpenGov devotes 42% of its revenue to developing and improving our software. This massive investment into enhancing our product suites yields tremendous efficiencies and additional value for our customers, who automatically receive these feature updates every two weeks, at no additional cost.

Ultimately, we believe that no other vendor presents as bold and comprehensive of a vision for how a technology company can partner with and create for governments in the 21st century. Our technology is cloud-based, built to scale, and managed so that you are always on the latest version of our software. At every step of product development, OpenGov is gathering feedback from the public sector, whether current customers or former government employees, to create software that best suits government's highest mission-critical demands. And, OpenGov, in contrast to other businesses in this space, was built with an incentive structure that rewards research and development and best-in-class customer service.

Our mission is to power more effective and accountable government, and as such, we have built our entire organization to best deliver on that goal. We hope you join us in our vision to create the world's most impactful network of connected, intelligent governments.

Conclusion

Whether you work for a City, County, State Agency, or other form of government, you understand that the process of finding a new vendor to partner with can be a daunting, arduous, and probably stressful exercise. We hope that this packet of information has alleviated some of those pressures for you as a decision-maker. OpenGov is adamant in our mission to power more effective and accountable government, and we want every government to feel empowered by and aligned to this vision. Our unwavering focus on the governments we serve fuels not only the enhancements to our cloud technology but also our passion to be the trusted advisor you deserve. Modern governments are operating more efficiently and transparently than ever before, and we feel honored to be partnering with over a thousand of these public sector customers.

As more governments embark on the path to digital transformation, we are confident that elected officials, public servants, and communities everywhere are realizing the benefits of implementing innovative government technology. The bright future of government is here, and while there is much work yet to be done, we invite you, as leaders of our nation, to join us in delivering this innovation to your constituents and communities so together we can power more effective and accountable government.

Thank you for your time, patience, and consideration. But most of all, thank you for your dedication to serving the general public and delivering on the mission-critical priorities that our nation's communities rely upon.

Sincerely,

Joel Pingel: Account Executive
Jim Lee: Director of Solution Engineering
Matt Cahill: Solution Engineer
Mike Mattson: President of Sales

OPENGOV

OpenGov Inc. 955 Charter Street
Redwood City, CA 94063
United States

Created On: 6/17/2020
Order Form Expiration: 6/30/2020
Subscription Start Date: 7/1/2020
Subscription End Date: 12/31/2030

Prepared By: Michael Mattson
Email: mmcrae@opengov.com
Term: 126 Months

Customer Information

Customer: City of North St. Paul, MN
Bill To/Ship To: 2400 Margaret Street N, North St. Paul, MN 55109
Contact Name: Jason Zimmerman
Email: jason.zimmerman@northstpaul.org
Phone: (651) 747-2427

Billing Contact: Jason Zimmerman
Email: jason.zimmerman@northstpaul.org
Phone: (651) 747-2427

Order Details

Billing Frequency: Annual in Advance, Except for Professional Services and Transactional Software Services
Payment Terms: Net Thirty (30) Days
Description: See Below

SOFTWARE SERVICES:

Product / Service / Annual	Start Date	End Date	Annual Term	Total Amount
Customer FY20 *(7/1/2020 - 12/31/2020)* Reporting & Transparency Platform *(Reporting & Transparency, Dashboards, Stories, Open Town Hall Surveys)* Budgeting & Planning Suite *(Operating, Capital, and Workforce Budget Development & Planning)* Permitting, Licensing & Code Enforcement Suite *(Permitting, Licensing & Code Enforcement Management Application & Citizen Portal)* Financials Suite *(Core Financial Management & Utility Billing Applications)*	7/1/2020	12/31/2020	Prorated Term *(6 months)*	$17,760.00
Customer FY21 *(1/1/2020 - 12/31/2020)* Reporting & Transparency Platform Budgeting & Planning Suite Permitting, Licensing & Code Enforcement Suite *(Permitting, Licensing & Code Enforcement Management Application & Citizen Portal)* Financials Suite *(Core Financial Management & Utility Billing Applications)*	1/1/2021	12/31/2021	1	$38,480.00
Customer FY22 - FY25 *(1/1/2022 - 12/31/2025)* Reporting & Transparency Platform Budgeting & Planning Suite Permitting, Licensing & Code Enforcement Suite *(Permitting, Licensing & Code Enforcement Management Application & Citizen Portal)* Financials Suite *(Core Financial Management & Utility Billing Applications)*	1/1/2022	12/31/2025	4	$59,200.00
Customer FY26 - FY30 *(1/1/2026 - 12/31/2030)*** Reporting & Transparency Platform Budgeting & Planning Suite Permitting, Licensing & Code Enforcement Suite *(Permitting, Licensing & Code Enforcement Management Application & Citizen Portal)* Financials Suite *(Core Financial Management & Utility Billing Applications)*	1/1/2026	12/31/2030	5	See Billing Table Below**

SOFTWARE SERVICES:

Product / Service / Transactional	Start Date	End Date	Annual Term	Total Amount
Utility Billing Transaction Fee *Billed quarterly in arears as incurred. A "Transaction" is defined as every time a payment is received by OpenGov, regardless of the amount.*	7/1/20	12/31/25	10.5	$1.00 Per Transaction*

** Transaction Fee is exclusive of any fees charged by Customer's payment processor at time of transaction. After 1/1/2021, prior to each annual anniversary date (e.g. 12/31/2021), OpenGov may modify the per-Transaction fee. OpenGov shall provide at least sixty (60) days prior written notice of any such modification.*

PROFESSIONAL SERVICES:

Product / Service	Description
OpenGov Deployment *Scope of 750 hours for the services specified in the attached SOW. If needed, or determined by project changes, additional professional service hours for the deployment of the Software Services may be purchased in blocks at the following rates through 12/31/2021:* - 50 Prepaid Hours @ $185/hr - 100 Prepaid Hours @ $175/hr - 200 Prepaid Hours @ $165/hr *Prepaid hours expire 1 year after purchase if not used/allocated.*	Product configuration, setup, and training described in the attached SOW. Professional Services Payment 1 — Due 7/1/2020: $38,750.00 Professional Services Payment 2 — Due 1/1/2021: $41,250.00* **$41,250 is half of the hours estimated for Phase 2, utilizing Prepaid Hours purchased at $165/hour. Any additional to be performed by OpenGov shall be either pre-paid by Customer at the Prepaid Hourly rates specified herein, or billed as services are performed at the $200/hour rate*

Billing Table for Annual Software Services and Initial Professional Services:

Initial Term**

Amount Due	Billing Date	Amount Due	Billing Date
$17,760.00	July 1, 2020	$65,200.00	January 1, 2026
$38,480.00	January 1, 2021	$65,200.00	January 1, 2027
$44,400.00	January 1, 2022	$65,200.00	January 1, 2028
$14,800.00	Due Upon availability of R&D Services referenced below	$65,200.00	January 1, 2029
$59,200.00	January 1, 2023***	$65,200.00	January 1, 2030
$59,200.00	January 1, 2024***		
$59,200.00	January 1, 2025***		

***Unless either party terminates this Agreement in writing no less than thirty (30) days before the end of the Initial Term, this Agreement shall renew for an additional five (5) year term (the "Renewal Term".) The annual fee for the Renewal Term shall increase by 4% from the annual fee paid the prior year as specified herein.*

*** R&D Services - Enhanced Functionality

OpenGov's current product roadmap for the Financials Suite Software Services plans for including functionality requested for customer by January1, 2022 per outlined in "Software Engineering and Enhancement for NSP" attached. Customer shall have the one time right to terminate the subscription to the Financial Suite Software Services by delivering written notice to OpenGov to legal@opengov.com within ten (10) business days from December 31, 2021. If such written notice is received by OpenGov: a) Customer's $14,800 payment obligation set forth in the Billing Table sh be waived; b) Customer's payment obligations in the Billing Table above, beginning on 1/1/2022 shall be reduced by 25%; and c) Customer license to use the Financials Suite Software Services shall terminate. If such notice is not provided or not provided within the timeframe specified above, Customer's payment obligations in the Billing Table shall remain unchanged regardless of if or when the Functionality is made available by OpenGov to Customer.

Order Form Legal Terms

Welcome to OpenGov! Thanks for using our Software Services. This Order Form is entered into between OpenGov, Inc., with its principal place of business at 955 Charter Street, Redwood City, 940(("OpenGov"), and you, the entity identified above ("Customer"), as of the Effective Date. This Order Form includes and incorporates the OpenGov Software Services Agreement ("SSA") attached, or no such SSA is attached, the SSA available at https://opengov.com/terms-of-service and the applicable Statement of Work ("SOW") incorporated herein in the event Professional Services are purchase The Order Form, SSA and SOW shall hereafter be referred to as the "Agreement". Unless otherwise specified above, fees for the Software Services and Professional Services shall be due and payable, in advance, on the Effective Date. By signing this Agreement, Customer acknowledges that it has reviewed, and agrees to be legally bound by, the OpenGov Terms and Conditions. Each party's acceptance of this Agreement is conditional upon the other's acceptance of the terms in the Agreement to the exclusion of all other terms.

City of North St. Paul, MN

Signature:

Name:

Title:

Date:

OpenGov, Inc.

Signature:

Name:

Title:

Date:

OPENGOV SOFTWARE SERVICES AGREEMENT

This Software Services Agreement (this "**Agreement**") is entered into by OpenGov, Inc., a Delaware corporation with a principal place of business at 955 Charter Street, Redwood City, California 94063 ("**OpenGov**") and the customer listed on the signature block below ("**Customer**"), as of the date of last signature below (the "**Effective Date**"). This Agreement sets forth the terms under which Customer will be permitted to use OpenGov's hosted software services.

1. DEFINITIONS

"Customer Data" means data that is provided by Customer to OpenGov pursuant to this Agreement (for example, by email or through Customer's software systems of record). Customer Data shall not include any confidential personally identifiable information.

"Documentation" means the documentation for the Software Services at the Customer Resource Center page found at https://opengov.zendesk.com.

"Feedback" means suggestions, comments, improvements, ideas, or other feedback or materials regarding the Software Services provided by Customer to OpenGov, including feedback provided through online developer community forums.

"Initial Term" means the initial license term specified in number of years on the Order Form, commencing on the Effective Date.

"Intellectual Property Rights" means all intellectual property rights including all past, present, and future rights associated with works of authorship, including exclusive exploitation rights, copyrights, and moral rights, trademark and trade name rights and similar rights, trade secret rights, patent rights, and any other proprietary rights in intellectual property of every kind and nature.

"Order Form" means OpenGov's Software Services order form that: (a) specifies the Software Services provided by OpenGov; (b) references this Agreement; and (c) is signed by authorized representatives of both parties.

"Renewal Term" means each additional renewal period, which shall be for a period of equal duration as the Initial Term, for which this Agreement is extended pursuant to Section 7.2.

2. SOFTWARE SERVICES, SUPPORT AND PROFESSIONAL SERVICES

2.1 Software Services. Subject to the terms and conditions of this Agreement, OpenGov will use commercially reasonable efforts to perform the software services identified in the applicable Order Form entered into by OpenGov and Customer ("**Software Services**").

2.2 Support. Customer support is available by email to support@opengov.com or by using the chat messaging functionality of the Software Services, both of which are available during OpenGov's standard business hours. Customer may report issues any time. However, OpenGov will address issues during business hours.

2.3 Professional Services.

(a) If OpenGov or its authorized independent contractors provides professional services to Customer, such as implementation services, then these professional services will be described in a statement of work ("**SOW**") agreed to by the parties (the "**Professional Services**"). For Professional Services performed on a time and materials basis, any pre-paid Professional Services Fees must be utilized within one (1) year from the Effective Date. Any unused pre-paid Professional Services Fees shall be forfeited.

(b) Unless the SOW provides otherwise, all reasonable travel expenses, pre-approved by Customer and incurred by OpenGov in performing the professional services will be reimbursed by Customer. Travel expenses include cost of coach airfare travel round trip from the individual's location to Customer's location, reasonable hotel accommodations, ground transportation and meals.

3. RESTRICTIONS AND RESPONSIBILITIES

3.1 Restrictions. Customer may not use the Software Services in any manner or for any purpose other than as expressly permitted by the Agreement. Customer shall not, and shall not permit or enable any third party to: (a) use or access any of the Software Services to build a competitive product or service; (b) modify, disassemble, decompile, reverse engineer or otherwise make any derivative use of the Software Services (except to the extent applicable laws specifically prohibit such restriction); (c) sell, license, rent, lease, assign, distribute, display, host, disclose, outsource, copy or otherwise commercially exploit the Software Services; (d) perform or disclose any benchmarking or performance testing of the Software Services; (e) remove any proprietary notices included with the Software Services; (f) use the Software Services in violation of applicable law; or (g) transfer any confidential personally identifiable information to OpenGov or the Software Services platform.

3.2 Responsibilities. Customer shall be responsible for obtaining and maintaining computers and third party software systems of record (such as Customer's ERP systems) needed to connect to, access or otherwise use the Software Services. Customer also shall be responsible for: (a) ensuring that such equipment is compatible with the Software Services, (b) maintaining the security of such equipment, user accounts, passwords and files, and (c) all uses of Customer user accounts by any party other than OpenGov.

4. INTELLECTUAL PROPERTY RIGHTS; LICENSE GRANTS; ACCESS TO CUSTOMER DATA

4.1 Software Services. OpenGov retains all right, title, and interest in the Software Services and all Intellectual Property Rights in the Software Services. The look and feel of the Software Services, including any custom fonts, graphics and button icons, are the property of OpenGov and Customer may not copy, imitate, or use them, in whole or in part, without OpenGov's prior written consent. Subject to Customer's obligations under this Agreement, OpenGov hereby grants to Customer a non-exclusive, royalty-free license during the Term to use the Software Services.

4.2 Customer Data. Customer retains all right, title, and interest in the Customer Data and all Intellectual Property Rights therein. Customer hereby grants to OpenGov a non-exclusive, royalty-free license to, and permit its partners to, use, store, edit and reformat the Customer Data, and to use Customer Data for purposes of sales, marketing, business development, product enhancement, customer service, or for analyzing such data and publicly disclosing such analysis ("**Insights**"), provided that in all such uses Customer Data is rendered anonymous such that Customer is no longer identifiable.

4.3 Access to Customer Data. Customer may download the Customer Data from the Software Services at any time during the Term, other than during routine software maintenance periods. OpenGov has no obligation to return Customer Data to Customer.

4.4 Feedback. Customer hereby grants to OpenGov a non-exclusive, royalty-free, irrevocable, perpetual, worldwide license to use and incorporate into the Software Services and Documentation Customer's Feedback. OpenGov will exclusively own any improvements or modifications to the Software Services and Documentation based on or derived from any of Customer's Feedback including all Intellectual Property Rights in and to the improvements and modifications.

5. CONFIDENTIALITY

5.1 Each party (the "**Receiving Party**") agrees not to disclose any Confidential Information of the other party (the "**Disclosing Party**") without the Disclosing Party's prior written consent, except as provided below. The Receiving Party further agrees: (a) to use and disclose the Confidential Information only in connection with this Agreement; and (b) to protect such Confidential Information using the measures that Receiving Party employs with respect to its own Confidential Information of a similar nature, but in no event with less than reasonable care. Notwithstanding the above, the Receiving Party may disclose Confidential Information to the extent required by law or court order, provided that prior written notice of such required disclosure and an opportunity to oppose or limit disclosure is given to the Disclosing Party.

5.2 "**Confidential Information**" means all confidential business, technical, and financial information of the disclosing party that is marked as "Confidential" or an equivalent designation or that should reasonably be understood to be confidential given the nature of the information and/or the circumstances surrounding the disclosure (including the terms of the applicable Software Agreement). OpenGov's Confidential Information includes, without limitation, the software underlying the Software Services and all Documentation.

5.3 Notwithstanding the foregoing, "Confidential Information" does not include: (a) "**Public Data**," which is data that the Customer has previously released to the public, would be required to release to the public, upon request, according to applicable federal, state, or local public records laws, or Customer requests OpenGov make available to the public in conjunction with the Software Services. Confidential Information does not include (b) information that has become publicly known through no breach by the receiving party; (c) information that was rightfully received by the Receiving Party from a third party without restriction on use or disclosure; or (d) information independently developed by the Receiving Party without access to the Disclosing Party's Confidential Information.

6. PAYMENT OF FEES

6.1 Fees; Invoicing; Payment; Expenses.

(a) Fees. The fees for the Software Services for the Initial Term and any Renewal Term ("**Software Services Fees**") and the fees for Professional Services ("**Professional Services Fees**") are set forth in the applicable Order Form. Software Services Fees and Professional Services Fees shall hereafter be referred to as "**Fees**".

(b) Inflation Adjustment. OpenGov shall increase the Fees payable for the Software Services during any Renewal Term by 4% each year of the Renewal Term.

(c) Invoicing and Payment. OpenGov will invoice the Customer according to the Billing Frequency listed on the Order Form. Customer shall pay all invoices according to the Payment Terms listed on the Order Form.

(d) Travel Expenses. Unless the SOW provides otherwise, OpenGov will invoice Customer for pre-approved travel expenses incurred in connection with each SOW as they are incurred. Customer shall pay all such valid invoices within thirty (30) days of receipt of invoice. Each invoice shall include receipts for the travel expenses listed on the invoice.

6.2 Credit Card Customers. If applicable, Customer will provide OpenGov with valid credit card information and promptly notify OpenGov of any changes necessary to charge the credit card at billing@opengov.com. Please update your credit card information when necessary. The provision of credit card information to OpenGov authorizes OpenGov to charge the credit card for all applicable Fees plus a 3% credit card processing fee. OpenGov processes credit card payments through a secure third party processing partner and does not take receipt of credit card information itself.

6.3 Taxes. All Fees under this Agreement are exclusive of any applicable sales, value-added, use or other taxes ("**Sales Taxes**"). Customer is solely responsible for any and all Sales Taxes, not including taxes based solely on OpenGov's net income. If any Sales Taxes related to the Fees under this Agreement are found at any time to be payable, the amount may be billed by OpenGov to, and shall be paid by, Customer. If Customer fails to pay any Sales Taxes, then Customer will be liable for any related penalties or interest, and will indemnify OpenGov for any liability or expense incurred in connection with such Sales Taxes. In the event Customer or the transactions contemplated by the Agreement are exempt from Sales Taxes, Customer agrees to provide OpenGov, as evidence of such tax exempt status, proper exemption certificates or other documentation acceptable to OpenGov.

7. TERM & TERMINATION

7.1 Term. Subject to compliance with all terms and conditions, the term of this Agreement shall commence on the Effective Date and shall continue until the Subscription End Date specified on the Order Form (the "**Initial Term**").

7.2 Renewal. Unless either party terminates this Agreement in writing no less than thirty (30) days before the end of the Initial Term, this Agreement shall renew for another period of the same duration as the Initial Term (the "**Renewal Term**" and together with the Initial Term, the "**Term**").

7.3 Termination. If either party materially breaches any term of this Agreement and fails to cure such breach within thirty (30) days after notice by the non-breaching party (ten (10) days in the case of non-payment), the non-breaching party may terminate this Agreement.

7.4 Effect of Termination.

(a) In General. Upon termination or expiration of this Agreement: (a) Customer shall pay in full for all Software Services and Professional Services performed up to and including the effective date of termination, (b) all Software Services provided to Customer hereunder shall immediately terminate; and (c) each party shall return to the other party or, at the other party's option, destroy all Confidential Information of the other party in its possession.

(b) Deletion of Customer Data. If Customer requests deletion of its Customer Data in writing prior to the date of termination or expiration of this Agreement, then OpenGov will permanently and irrevocably delete Customer Data, excluding any Insights, stored by its cloud hosting provider within ten (10) days of the date of termination or expiration of this Agreement. Such request must be addressed to "OpenGov Vice President, Customer Success" at OpenGov's address for notice described at Section 10.

7.5 Survival. The following sections of this Agreement shall survive termination: Section 5 (Confidentiality), Section 6 (Payment of Fees), Section 7.4(b) (Deletion of Customer Data), Section 8.3 (Warranty Disclaimer), Section 9 (Limitation of Liability) and Section 10 (Miscellaneous).

8. REPRESENTATIONS AND WARRANTIES; DISCLAIMER

8.1 By OpenGov.

(a) General Warranty. OpenGov represents and warrants that: (i) it has all right and authority necessary to enter into and perform this Agreement; and (ii) the Professional Services, if any, will be performed in a professional and workmanlike manner in accordance with the related statement of work and generally prevailing industry standards. For any breach of the Professional Services warranty, Customer's exclusive remedy and OpenGov's entire liability will be the re-performance of the applicable services. If OpenGov is unable to re-perform all such work as warranted, Customer will be entitled to recover all fees paid to OpenGov for the deficient work. Customer must make any claim under the foregoing warranty to OpenGov in writing within ninety (90) days of performance of such work in order to receive such warranty remedies.

(b) Software Services Warranty. OpenGov further represents and warrants that for a period of ninety (90) days, the Software Services will perform in all material respects in accordance with the Documentation. The foregoing warranty does not apply to any Software Services that have been used in a manner other than as set forth in the Documentation and authorized under this Agreement. OpenGov does not warrant that the Software Services will be uninterrupted or error-free. Any claim submitted under this Section 8.1(b) must be submitted in writing to OpenGov during the Term. OpenGov's entire liability for any breach of the foregoing warranty is to repair or replace any nonconforming Software Services so that the affected portion of the Software Services operates as warranted or, if OpenGov is unable to do so, terminate the license for such Software Services and refund the pre-paid, unused portion of the Fee for such Software Services.

8.2 By Customer. Customer represents and warrants that (i) it has all right and authority necessary to enter into and perform this Agreement; and (ii) OpenGov's use of the Customer Data pursuant to this Agreement will not infringe, violate or misappropriate the Intellectual Property Rights of any third party.

8.3 Disclaimer. OPENGOV DOES NOT WARRANT THAT THE SOFTWARE SERVICES WILL BE UNINTERRUPTED OR ERROR FREE; NOR DOES IT MAKE ANY WARRANTY AS TO THE RESULTS THAT MAY BE OBTAINED FROM USE OF THE SOFTWARE SERVICES. EXCEPT AS SET FORTH IN THIS SECTION 8, THE SOFTWARE SERVICES ARE PROVIDED "AS IS" AND OPENGOV DISCLAIMS ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, IMPLIED WARRANTIES OF MERCHANTABILITY, TITLE, FITNESS FOR A PARTICULAR PURPOSE, AND NON-INFRINGEMENT.

9. LIMITATION OF LIABILITY

9.1 By Type. NEITHER PARTY, NOR ITS SUPPLIERS, OFFICERS, AFFILIATES, REPRESENTATIVES, CONTRACTORS OR EMPLOYEES, SHALL BE RESPONSIBLE OR LIABLE WITH RESPECT TO ANY SUBJECT MATTER OF THIS AGREEMENT UNDER ANY CONTRACT, NEGLIGENCE, STRICT LIABILITY, OR OTHER THEORY: (A) FOR ERROR OR INTERRUPTION OF USE OR FOR LOSS OR INACCURACY OF DATA OR COST OF PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES OR LOSS OF BUSINESS; (B) FOR ANY INDIRECT, EXEMPLARY, PUNITIVE, INCIDENTAL, SPECIAL, OR CONSEQUENTIAL DAMAGES; OR (C) FOR ANY MATTER BEYOND SUCH PARTY'S REASONABLE CONTROL, EVEN IF SUCH PARTY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH LOSS OR DAMAGE.

9.2 By Amount. IN NO EVENT SHALL EITHER PARTY'S AGGREGATE, CUMULATIVE LIABILITY FOR ANY CLAIMS ARISING OUT OF OR IN ANY WAY RELATED TO THIS AGREEMENT EXCEED THE FEES PAID BY CUSTOMER TO OPENGOV (OR, IN THE CASE OF CUSTOMER, PAYABLE) FOR THE SOFTWARE SERVICES UNDER THIS AGREEMENT IN THE 12 MONTHS PRIOR TO THE ACT THAT GAVE RISE TO THE LIABILITY.

9.3 Limitation of Liability Exclusions. The limitations of liability set forth in Sections 9.1 and 9.2 above do not apply to, and each party accepts liability to the other for: (a) claims based on either party's intentional breach of its obligations set forth in Section 5 (Confidentiality), (b) claims arising out of fraud or willful misconduct by either party and (c) either party's unauthorized use, distribution, or disclosure of the other party's intellectual property.

9.4 No Limitation of Liability by Law. Because some jurisdictions do not allow liability or damages to be limited to the extent set forth above, some of the above limitations may not apply to Customer.

10. MISCELLANEOUS

10.1 Logo Use. OpenGov shall have the right to use and display Customer's logos and trade names for marketing and promotional purposes in connection with OpenGov's website and marketing materials, subject to Customer's trademark usage guidelines provided to OpenGov.

10.2 Notice. Ordinary day-to-day operational communications may be conducted by email, live chat or telephone communications. However, for notices required by the Agreement (in Sections where the word "notice" appears) the parties must communicate more formally in a writing given by personal delivery, by pre-paid first-class mail or by overnight courier to the address specified in the most recent Order Form (or such other address as may be specified in writing in accordance with this Section).

10.3 Anti-corruption. OpenGov has not offered or provided any bribe, kickback, illegal or improper payment, gift, or thing of value to any Customer personnel in connection with the Agreement, other than reasonable gifts and entertainment provided Customer in the ordinary course of business. If OpenGov become aware of any violation of the above restriction then OpenGov shall promptly notify Customer.

10.4 Injunctive Relief. The parties acknowledge that any breach of the confidentiality provisions or the unauthorized use of a party's intellectual property may result in serious and irreparable injury to the aggrieved party for which damages may not adequately compensate the aggrieved party. The parties agree, therefore, that, in addition to any other remedy that the aggrieved party may have, it shall be entitled to seek equitable injunctive relief without being required to post a bond or other surety or to prove either actual damages or that damages would be an inadequate remedy.

10.5 Force Majeure. Neither party shall be held responsible or liable for any losses arising out of any delay or failure in performance of any part of this Agreement, other than payment obligations, due to any act of god, act of governmental authority, or due to war, riot, labor difficulty, failure of performance by any third-party service, utilities, or equipment provider, or any other cause beyond the reasonable control of the party delayed or prevented from performing.

10.6 Severability; Waiver. If any provision of this Agreement is found to be unenforceable or invalid, that provision will be limited or eliminated to the minimum extent necessary so that this Agreement will otherwise remain in full force and effect and enforceable. Any express waiver or failure to exercise promptly any right under this Agreement will not create a continuing waiver or any expectation of non-enforcement. There are no third-party beneficiaries to this Agreement.

10.7 Assignment. Except as set forth in this Section, neither party shall assign, delegate, or otherwise transfer this Agreement or any of its rights or obligations to a third party without the other party's prior written consent, which consent shall not be unreasonably withheld, conditioned, or delayed. Either party may assign, without such consent but upon written notice, its rights and obligations under this Agreement to: (i) its corporate affiliate; or (ii) any entity that acquires all or substantially all of its capital stock or its assets related to this Agreement, through purchase, merger, consolidation, or otherwise. Any other attempted assignment shall be void. This Agreement shall inure to the benefit of and bind each party's permitted assigns and successors.

10.8 Independent Contractors. No agency, partnership, joint venture, or employment is created as a result of this Agreement and neither party has any authority of any kind to bind the other party in any respect.

10.9 Attorneys' Fees. In any action or proceeding to enforce rights under this Agreement, the prevailing party will be entitled to recover costs and attorneys' fees.

10.10 Governing Law and Jurisdiction. This Agreement shall be governed by the laws of the State of California without regard to its conflict of laws provisions. Exclusive jurisdiction for litigation of any dispute, controversy or claim arising out of or in connection with this Agreement shall be only in the Federal or State court with competent jurisdiction located in San Mateo County, California, and the parties hereby submit to the personal jurisdiction and venue therein.

10.11 Complete Agreement. This Agreement is the complete and exclusive statement of the mutual understanding of the parties and supersedes and cancels all previous written and oral agreements, communications, and other understandings relating to the subject matter of this Agreement. No modification of this Agreement will be binding, unless in writing and signed by an authorized representative of each party.

Signatures

Customer:	_____	**OPENGOV, INC.**	
Signature:	_____	Signature:	_____
Name:	_____	Name:	_____
Title:	_____	Title:	_____
Date:	_____	Date:	_____

Statement of Work

City of North Saint Paul, MN

OpenGov ERP Cloud Solution

Created By TJ Isselhard/Adam J. Weems
SOW Creation Date 06/23/20
Version: 2
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 ERP Cloud 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 ERP Cloud.

1.2. 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.

2. Scope

2.1. General Assumptions

OpenGov is excited to work with Customer on the implementation of our OpenGov Financials ERP Suite. As an Early Access Program (EAP) participant, your partnership is appreciated and will be essential to the success of this deployment. In order to ensure we

are able to meet the project timeline, OpenGov asks that Customer abide by the General Assumptions detailed in this SOW.

2.1.1. 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.

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 the Customer project team for review and verification.
3. Provide relevant technical details and documentation for data requirements for Customer's environment.
4. Keep the 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.

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. 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.
8. The Customer will be responsible for ensuring that all meetings and training sessions are attended by personnel, as scheduled.

2.2. Software Implementation Scope of Work

The items detailed in 2.3. Software Implementation Scope of Work below relate to the various OpenGov software modules for which Customer has purchased subscriptions. It also describes the implementation services associated with each module that OpenGov will provide to assist Customer with configuring business processes, converting legacy data, learning the software functionality, and ultimately deploying to production. OpenGov will provide a train-the trainer approach to knowledge transfer, unless otherwise noted. Any items not specifically included in scope will be considered out of scope.

2.2.1. General Project Deliverables

- Solution Design Document
- OpenGov delivered training and training materials
- Engagement Report(s)

2.2.2. OpenGov Platform Scope of Work

OpenGov Platform Configuration	
Engagement	**High-Level Tasks and Deliverables**
Chart of Accounts	The following topics will be covered in lecture/workshop format, hands-on exercises, and follow-up consulting support: ● 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 Deliverables: ● Finalized OpenGov Chart of Accounts structure
Reporting and Transparency Platform	The following topics will be covered in onsite and remote lecture/workshop format, hands-on exercises, and follow-up consulting support: ● Configuration of an OpenGov story ● Open Town Hall site setup and forum theming and development of a standard Open Town Hall topic

	• How to build OpenGov standard reports • How to configure OpenGov Economic Vitality Dashboards • How to configure a financial dashboard and associated tiles Configure best practice business processes within and train the Customer on the use of the following Report Distribution components: • Build reports and saved views • Share reports in OpenGov Transparency Platform • User functions • System functions Deliverables: • 1 OpenGov Story • 1 Open Town Hall instance • 4 Standard Reports (Annual, Budget to Actuals, Change in Fund Balance and Transactions) • 4 department-specific Budget to Actuals reports • 2 Economic Vitality Dashboards of Customer choosing • 1 Financial Dashboard with up to 6 tiles

2.2.3. Budgeting and Planning Suite Scope of Work

Budgeting and Planning Configuration	
Engagement	**High-Level Tasks and Deliverables**

Budgeting and Planning	The following topics will be covered in onsite and remote lecture/workshop format, hands-on exercises, and follow-up consulting support:
	• Operating Budget, Including Workforce Planning
	  ○ Budget Builder setup to complete Customer's Operating Budget
	  ○ Creation of worksheet shells
	  ○ Creation of budgeting reports
	  ○ Workforce planning configuration
	  ○ Data formatting and loading
	• Capital Budget
	  ○ Budget Builder setup to complete Customer's Capital Budget
	  ○ Creation of worksheet shells
	  ○ Creation of budgeting reports
	• Post Go-Live Budget Support
	  ○ OpenGov Project Team to support Customer Administrator weekly throughout Budget Development

	and Adoption Configure best practice business processes within and train the Customer on the use of the following Budgeting and Planning components: ● Position upload ● Cost element creation ● Budget creation ● Proposal creation Deliverables: ● 2 proposal frameworks, per budget ● 2 budget-specific reports, per budget (Budget to Actuals, Milestones, or Project) ● 1 Workforce Plan

Budgeting and Planning Training	
Engagement	**High-Level Tasks and Deliverables**
OpenGov Standard Training	OpenGov's Standard Training Package includes: ● Access to OpenGov University Online ● Train the Trainer Program for primary Customer administrator ● Training for Customer's specific chart of accounts configuration as well as web-hosted documentation for Customer-specific product configurations ● Access to OpenGov Resource Center ● Up to 2, remote 90-min product-specific administrator trainings provided by OpenGov ● Up to 1, 90-minute user training session for up to 20 participants

2.2.4. Permitting, Licensing and Code Enforcement (PLC) Scope of Work

PLC Configuration	
Engagement	**High-Level Tasks and Deliverables**
PLC System Configuration	OpenGov will work with Customer to configure up to 3 record types in the PLC system for Customer's initial service area(s). OpenGov will also provide 2, 90-minute working sessions to enable Customer to own configuration of the remaining record types in Customer's initial services area. OpenGov and Customer's sessions will cover the configuration and

	testing of: • Forms • Workflows • Fee structures • Attachment requirements • Permit/license/letter templates • User access • Renewal processes • Inspection checklists • Public portal
PLC Migrations	
Engagement	**High-Level Tasks and Deliverables**
Document Migration	OpenGov will import documents attached to either migrated permits or locations provided through an MAT integration. OpenGov commits to 2 data loads: • Initial load • Final load immediately prior to go-live Requirement: • Customer must provide a single file (Excel, CSV, etc) with one row per document, with a unique identifier for the related permit or location, and the file's physical location (a file path or URL). • Customer will need to either provide a copy of the files or grant PLC access to the file locations in order to migrate them. • The folder structure of the documents provided must reflect the paths provided in the file. • Data cleanup/correction is not included
PLC Integrations	
Engagement	**High-Level Tasks and Deliverables**
ESRI ArcGIS Server Integration	OpenGov will integrate the PLC suite with Customer ArcGIS Server. This will replace all Google Maps views with Customer's published ESRI map.
Accounting & Finance	OpenGov will integrate with finance software to import transactions from the PLC suite into your finance/accounting system.
Master Address Table- Recurring	OpenGov will import all of Customer location information from your Master Address Table into PLC. This will replace the automated Google

Import	Maps Address Search. Customer will provide a clean master address table including all of the community's location information. It must contain, at minimum, a unique ID field, street number, and street name (in separate columns). OpenGov does not take responsibility for 'dirty' data.
Document Management Integration	OpenGov will set up a Microsoft SQL database view that will contain the filenames and file paths of all submitted forms, issued documents, and record attachments, along with record and location metadata (which the client can choose). OpenGov will provide customer with a username and password to access Microsoft SQL database view. Customer's Laserfiche or other document management software (EDMS) administrator needs to then set their EDMS software to periodically import the files in that View (typically nightly).

PLC Training	
Engagement	**High-Level Tasks and Deliverables**
End-User Education	• 1 end-user training sessions of up to 20 participants per session. • OpenGov will develop a user training plan in conjunction with Customer administrator. • OpenGov will deliver formal and informal training via digital channels to familiarize administrators and users with system functions that apply to their responsibilities. • Trainings conducted in single 2-hour end-user training sessions. • Recordings provided to Customer post training.

2.2.5. Financials Scope of Work

Financials Configuration	
Engagement	**High-Level Tasks and Deliverables**
Chart of Accounts/ General Ledger	The following topics will be covered in onsite and remote lecture/workshop format, hands-on exercises, and follow-up consulting support: • Review of Customer's current Budgeting and Planning Suite Chart of Accounts Structure, specifically Customer's codes, and find compromise to map to existing Budgeting and Planning CoA

	• Review considerations and process for creating a Customer defined chart of account structure using GASB standard best practices as the foundation for the new chart of accounts;
	• Support accounting transactions, consisting of encumbrance and general, budget, recurring and automated journal entries;
	• Day-to-day operational management of current fiscal year's budget-to-actual results
	• Fiscal year-end and budget rollover
	• Assign a role-based security status to the chart of accounts
	• Review the GL Import process to import:
	  ○ General ledger chart of accounts and beginning balances from legacy data
	  ○ External data to Software's general ledger in the Software defined format
	  ○ Review Self-Service Budget Reports
	
	Configure best practice business processes within and train the Customer on the use of the following General Ledger components:
	• Control Files
	• Print Control Files
	• Journal Entries
	• Financial Reports
	• Inquiries
	• Year End Processing
	• User Functions
	• System Functions
	• Custom Programs
	
	Deliverables:
	• Chart of Accounts/ General Ledger Final Build

Accounts Payable	The following topics will be covered in onsite and remote lecture/workshop format, hands-on exercises, and follow-up consulting support: • Report on encumbered funds • Enter and maintain invoices that may be tracked by invoice number, invoices number, and status • Generate, void and reconcile checks and electronic checks • Generate departmental purchase orders for up to first 2 departments and train Customer to create the remaining departmental purchase orders • Utilize self-service for purchasing Configure best practice business processes within and train the Customer on the use of the following Accounts Payable components: • Control Files

	• Print Control Files • Vendor Invoice/Check Processing • Check Reconciliation • Reports • Purchase Order Processing • Quick Check Processing • 1099 Processing • Jury Setup/Processing • User Functions • System Functions • Custom Programs
Fixed Assets	The following topics will be covered in onsite and remote lecture/workshop format, hands-on exercises, and follow-up consulting support: • Maintain information on specific asset restrictions, with donor information and asset disposal • Designate which assets are to be capitalized and create asset records from invoices • Allow entry of renewal information about the asset with insurance policy information and service and warranty contracts • Maintain comprehensive asset value information received from accounts payable • Capitalize, depreciate and dispose of assets • Update applicable general ledger accounts automatically when an asset is disposed • Maintain inventory-only (non-capital) assets Configure best practice business processes within and train the Customer on the use of the following Fixed Assets components: • Control Files • Control File Reports • Work with Fixed Assets • Depreciation Processing • Fixed Assets Reports • User Functions • System Functions • Custom Programs
Payroll	The following topics will be covered in onsite and remote lecture/workshop format, hands-on exercises, and follow-up consulting support for the identified calendar year for current employees: • Process stipends and miscellaneous payments • Perform paycheck modeling and "what-if" scenarios regarding potential changes to wages, taxes, benefits, and deductions

	• Maintain quarterly, year-end processing, and W-2 production • Generate automatic accrual of vacation and sick time for personnel • Post payroll account balances to the general ledger and update current employee history records • Calculate federal and state withholding with baseline delivered subroutine, employer contributions, and other employee deductions and taxes. Define payroll process; print required registers and journals; produce system- generated or hand-typed checks support changes in payroll deductions, benefits, taxes, direct deposits, leave accruals, and earnings • Understand and discuss configuration of time entry • Review Software delivered reports Configure best practice business processes within and train the Customer on the use of the following Payroll components: • Control Files • Print Control Files • Payroll Processing • Monthly Processing • Quarterly Processing • Annual Processing • Other Processing • Inquiries • Reports • ePortal Functions • User Functions • System Functions • Payroll Interfaces • File Purge • Custom
Payroll Timesheets	The following topics will be covered in onsite and remote lecture/workshop format, hands-on exercises, and follow-up consulting support: • Review timesheet reporting practices and implement industry standard best practices as needed. • Identify pay periods and timesheet closure procedures. • Review timesheet approvals/rejections policies and procedures, and determine if changes are required. Configure best practice business processes within and train the Customer on the use of the following Payroll Timesheets components: • Control Files • Work with Pay Periods

	• Reports • Employee Timesheets • Timesheet Approval • Timesheet Approval History • User Functions • System Functions • Custom (as applicable)
Utility Billing	The following topics will be covered in onsite and remote lecture/workshop format, hands-on exercises, and follow-up consulting support: • Define utilities provided by Customer, and review established procedures for updates to industry standard best practices • Review billing cycles, invoice creation and notification procedures and update as needed. • Establish proper controls for Utility Billing among Customer resources. • Identify and create rules for billing adjustments • Define procedures for allocation of payments • Implement procedures to create journal entries, update budgets and ensure collections on outstanding invoices. Configure best practice business processes within and train the Customer on the use of the following Utility Billing components: • Control Files • Customers • Service Addresses • Service Accounts • Meters and Meter Readings • Processes • Reporting • User Functions • System Functions • Custom Functions (as applicable)
Cash Receipts/ Revenue Accounting	The following topics will be covered in onsite and remote lecture/workshop format, hands-on exercises, and follow-up consulting support: • Review industry standard best practices against Customer revenue accounting procedures • Develop or refine internal controls • Implement processing and deposit of receipts standards • Implement proper reconciliation standards • Enable localized cash accounting requirements Configure best practice business processes within and train the Customer on the use of the following Cash Receipts/Revenue Accounting components:

	• Control Files • Cash Receipts • Utility Billing Batch Payments (if applicable) • Accounts Receivable Batch Payments • Pace Transactions • Cash Count • Reporting Menu • User Functions • Supervisor Functions • System Functions • Custom Functions (as applicable)

Accounts Receivable	Contractor will provide training on various aspects of the Accounts Receivable Module to include various interfaces and processes. In particular, the following topics will be covered in lecture/workshop format, hands-on exercises, and follow-up consulting support.
	• Design validation tables, rule forms, and processes to align with Customer needs.
	• Configure data and processes to align with Customer needs.
	• Test/Train appropriate staff on functionality specific to population selection functionality including:
	  ○ Control, rule, application, and validation forms
	  ○ General controls and cashiering
	  ○ Accounts receivable cashiering
	  ○ Miscellaneous transactions
	  ○ Installment plans
	  ○ Account details
	  ○ Deposit details
	  ○ Detail codes
	  ○ Mass billing procedures
	  ○ Returned check processing
	  ○ Third party contracts
	  ○ Exemption/waiver processing
	  ○ Delinquent accounts and collections processing
	
	Configure best practice business processes within and train the Customer on the use of the following Accounts Receivable components:
	• Service Accounts
	• Billing
	• Miscellaneous Processes
	• Adjustments and Charges
	• Journal Entries
	• Batching Payments
	• Reporting
	• User functions
	• Custom Functions (as applicable)
	• Administrative Processes

Report Distribution	The following topics will be covered in onsite and remote lecture/workshop format, hands-on exercises, and follow-up consulting support: • Deliver training on standardized OpenGov reports and establish distribution rules for each. • Determine email preferences for report distribution • Establish parameters for report distribution controls Configure best practice business processes within and train the Customer on the use of the following Report Distribution components: • Control Files • Print Control Files • Setup the Report Distribution Environment • Run Reports • Prepare Reports for Distribution • Distribute Reports • User Functions' • System Functions
OG Financials Tools	OG Financials Tools are the components in the system that support end-user functionality. OpenGov will configure these tools as part of the system installation and set up work conducted by OpenGov's technical staff. Tools are items like: • Scheduler • Spooler • Report Controls • System Setup processes
System Functions	Configure best practice business processes within and train the Customer on the use of the following System Function components: • Email Parameters • User Defined Menus • Report Conversions • STW Directories • Global Menu Controls • Menu Controls • Additional System Functions • Transfer Files
Security	Configure best practice business processes within and train the Customer on the use of the following Security components: • Control Files • User Functions • System Functions • List Security Access
Financials Data Migration and Mapping	
Engagement	**High-Level Tasks and Deliverables**

Planning	OpenGov will provide: ● A planning session for development and delivery of a Data Migration Timeline ● Data Migration Technical Overview for the technical team ● Regular meetings to: ○ Review the status of the data migration effort ○ Review outstanding issues ○ Review the data migration effort and monitor progress to the planned timeline
Data Sets to Migrate	OpenGov led mapping engagements and delivery of migration programs for each of Customer's following migration data sets (for up to 5 years): ● Chart of Accounts/General Ledger ● Accounts Payable ● Budget ● Fixed Assets ● Payroll ● Utility Billing Deliverables: ● Data migration maps for programs described herein. ● Data migration programs for programs described herein.
Data Migration Programs	● Delivery of the migration mapping specification for each migration data set ● Delivery of the migration program
Support	● Deliver changes/updates to migration programs needed as a result of the data testing conducted ● Technical Overview and training session and hand-off to Client to complete the data migration runs during the data migration

Financials Training

Engagement	**High-Level Tasks and Deliverables**
Train-the-Trainer Model	● Training provided by OpenGov for OpenGov's Financials Suite follows a 'train-the-trainer' methodology. This means that members of the Customer Project Team are considered super-users of the system and will be trained to the extent that they will then be able to train other end-users. ● Customer is responsible for development of departmental or "end-user" training plans, end-user documentation, and the delivery of training to these end-users.

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. 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.

5. Fees and Expenses

5.1. 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.

5.2. 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.

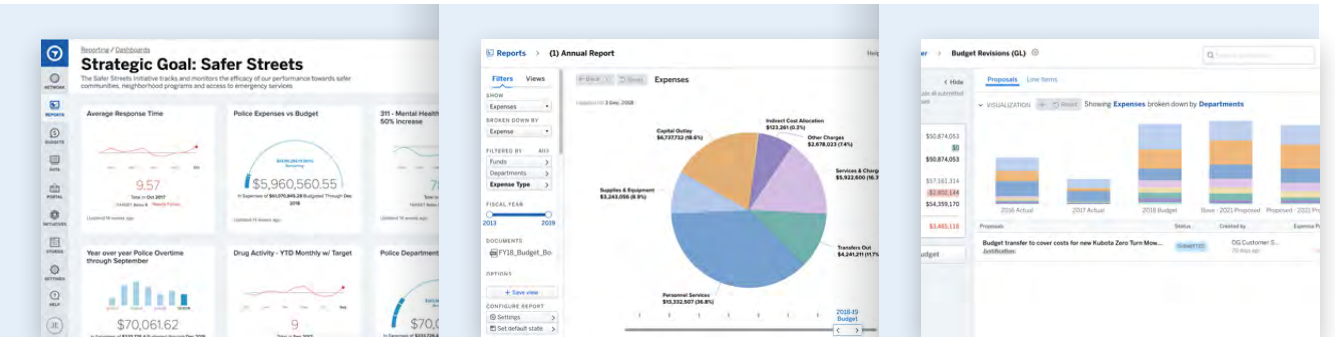
OPENGOV

(650) 336-7167
contact@opengov.com
opengov.com

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**

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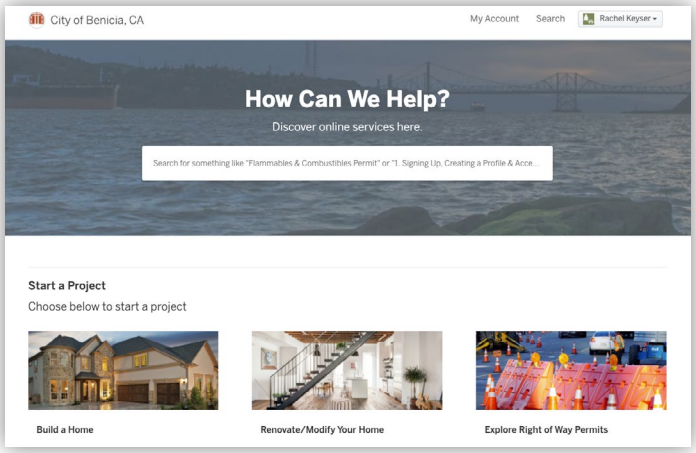
OpenGov PLC
Permitting, Licensing & Code Enforcement



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

5x Faster
Permit Processing

up to 80%
Decrease in Walk-Ins

4.6

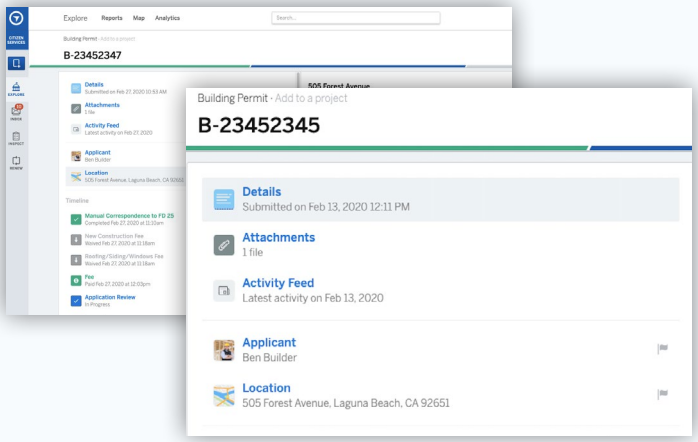
4.6 Star Customer Support Rating

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



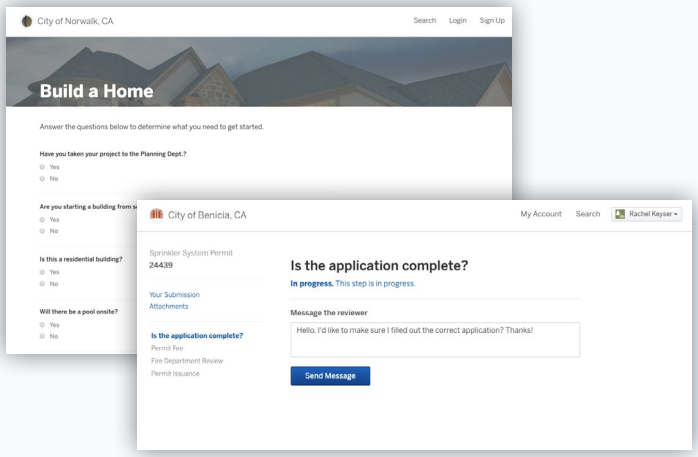
Simple, Automated Workflows

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.

CITY OF **STAMFORD** · STATE OF **RHODE ISLAND** · CITY OF **CHATTANOOGA** · COUNTY OF **SUFFOLK** · STATE OF **IDAHO** · COUNTY OF **MONO**

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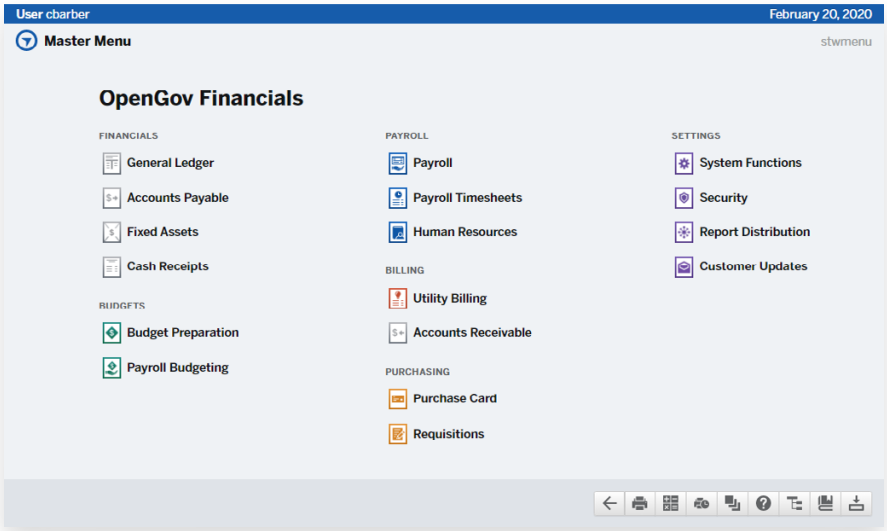
OpenGov Financials

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.

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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?

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Premium Services

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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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