15 April 2025

Technical Proposal

The City of Superior, Wisconsin
Project: RFP for an Enterprise Resource Planning (ERP)
Software Systems Environment.

GovSense
11675 Great Oaks Way, Suite 125
Alpharetta, GA 30022

Ron Dinino, Senior Account Executive
716.864.7590
rdinino@govsense.com

Our mission is to commit every single day to
helping our customers thrive and reach new levels of
success they never thought possible.

Tab 1 – Company Introduction and Relevant Experience

I. TRANSMITTAL CERTIFICATION

Table 1-01: Transmittal Certification and Primary Contact Information

Field	Response
Name of the Proposer Representative	Tim Shea
Title	VP of Sales and Customer Success
Name of Company	GovSense
Address	11675 Great Oaks Way, Suite 125 Alpharetta, GA 30022
Telephone Number	561-460-8366
Email Address	Tshea@govsense.com
Signature of Authorized Officer of the Firm	*(signature)*
A signature provides the City with the Proposer's acknowledgement and acceptance of the RFP terms, requirements, and conditions, and the execution of same during the discharge of any succeeding contract.	

II. TRANSMITTAL LETTER

A Transmittal Letter, printed on letterhead, shall be submitted and signed by an authorized representative of the Proposer, such as the owner, partner, or in the case of a corporation, the President, Vice President, Secretary, or other corporate officer(s) that address the following:

a. A statement naming the Proposer (legal name and if corporation, whether corporation has corporate seal) and stating the type of entity for the Proposer and any joint Proposer or subcontractor (e.g., corporation, limited liability company, partnership, sole proprietor, etc.); a statement identifying, in summary, the name of the proposed software solution and any third-party partners included as part of the proposal; a statement of acknowledging that all addenda to this Request for Proposal have been reviewed by the Proposer; and a statement disclosing whether or not the proposal contains confidential information, trade secrets or other proprietary data the Proposer does not want to be subject to public inspection.

15 April 2025

Jane Darwin
City of Superior
1316 N. 14th Street, Suite 200
Superior, WI 54880

Dear Ms. Darwin,

GovSense is pleased to submit this proposal in response to the City of Superior's Request for Proposals (RFP) for an Enterprise Resource Planning (ERP) Software Systems Environment.

GovSense is submitting this proposal as a joint venture with Gravity to deliver core services. Our proposed software solution, **GovSense ERP**, is a fully integrated, cloud-native platform built on Oracle NetSuite specifically for the unique needs of local governments.

We hereby acknowledge receipt and review of all addenda issued in relation to this RFP. Additionally, we affirm that this proposal **does not** contain confidential information, trade secrets, or proprietary data that GovSense requests be exempt from public disclosure under applicable open records laws. If applicable, confidential content is clearly marked and segregated within the submission.

We appreciate the opportunity to participate in this competitive process and are confident that GovSense's proven platform and implementation approach align with the City's vision for modernization and improved efficiency. Our approach is straightforward: we deliver powerful tools without complexity, meaningful insight without delays, and modern workflows without unnecessary customization.

We are excited about the opportunity to partner with the City of Superior and confident in our ability to deliver an ERP solution that meets both today's operational demands and tomorrow's strategic goals. We look forward to the next steps in your evaluation process. Please find enclosed our complete proposal, including system overview, implementation methodology, pricing, and project timeline.

Thank you for your time and consideration.

Sincerely

Tim Shea
VP of Sales and Customer Success

III. COMPANY BACKGROUND AND HISTORY

About GovSense

Founded in 2015, GovSense developed the first unified, true-cloud Government Resource Planning (GRP) solution designed specifically for local governments. Unlike legacy systems that are cumbersome and disjointed, GovSense provides a modern, easy-to-use, and fully integrated solution that enables collaboration across departments in finance, budgeting, utility billing, project and fund management, asset management, permitting, inspections, and licensing.

Our cloud-based technology increases efficiency, transparency, and security, allowing jurisdictions to eliminate outdated, siloed systems and embrace a unified, role-based platform that empowers decision-making and streamlines workflows.

GovSense is natively built on the Oracle NetSuite platform, the world's leading cloud-based Enterprise Resource Planning (ERP) solution, which is utilized by over 40,000 organizations globally.

Why GovSense?

The City of Superior will gain significant advantages with GovSense's ERP software solution:

- **Intuitive & Efficient** – The GovSense interface is designed for ease of use, minimizing clicks and simplifying even the most complex transactions. Unlike traditional systems that require extensive training and manual workarounds, GovSense is intuitive and user-friendly, tailored to your workflows.
- **Powerful & Collaborative** – Built as a true-cloud solution, GovSense fosters seamless interaction between departments, leadership, and citizens. The system enables real-time data sharing, limitless reporting, and transparent workflows—without the costly maintenance and inflexibility of traditional systems.
- **Fast & Scalable** – GovSense enables jurisdictions to work faster and smarter, with automated workflows, dynamic reporting, mobile access, and real-time dashboards. Unlike static, outdated ERP solutions, GovSense continuously evolves, ensuring that every user is always on the latest version.
- **Unmatched Security & Reliability** – GovSense eliminates the risks associated with self-hosted, on-premise systems, which are increasingly vulnerable to cyberattacks. Our enterprise-grade cloud security ensures resilience, compliance, and seamless access, allowing local governments to operate with confidence.

Proven Technology & Continuous Innovation

GovSense is built on the Oracle NetSuite platform, a global leader in cloud-based ERP technology, used by 50,000+ organizations worldwide since 1998. Oracle invests over $1 billion annually in research and development, ensuring that the GovSense platform remains at the forefront of innovation. GovSense is the sole entity in North America that holds the certification to resell Oracle NetSuite to the public sector.

With two major system updates per year, GovSense ensures continuous enhancements with no downtime, keeping your system secure, modern, and efficient. These updates occur seamlessly after hours—a stark contrast to legacy systems that require costly, disruptive, and time-consuming manual upgrades.

A Smarter, More Connected Government

Historically, public sector agencies have been forced to work with standalone systems that do not communicate effectively across departments. GovSense uniquely eliminates these inefficiencies by offering a truly unified platform that enables multi-department collaboration within a single solution.

- **360-Degree Organizational Visibility** – GovSense provides a single source of truth, allowing departments to eliminate data silos and access relevant information in real time. This enables better decision-making and fosters engagement between government and community stakeholders.
- **Access Anytime, Anywhere** – Unlike on-premise systems that limit mobility, GovSense provides secure, cloud-based access on any device. Field teams, finance staff, and leadership can work seamlessly from any location, increasing efficiency and ensuring data accuracy. GovSense is browser-agnostic and supports iOS, Android, and all major web browsers.

Faster, More Strategic Implementations

GovSense's business-driven implementation approach is designed to deliver value quickly, without the delays and excessive customization required by legacy solutions. We deploy solutions in weeks and months, not years, tailoring the platform to your specific needs without the heavy IT burden.

A prime example is the City of North Augusta, which transitioned from their previous system to GovSense's fully cloud-based platform in just six months. This streamlined implementation allowed the city to enhance efficiency, improve inter-departmental collaboration, and provide greater transparency to residents—all within a fraction of the time traditional ERP systems require.

A Trusted Partner in Government Innovation

GovSense is more than just a software provider—we are a long-term strategic partner dedicated to helping local governments streamline processes, enhance citizen engagement, and increase operational efficiency. Our approach is built around:

1. **Customer-Centric Partnership** – We don't just sell software; we work side-by-side with jurisdictions to ensure long-term success. Our dedicated team acts as trusted business advisors, tailoring solutions to meet the specific needs of each organization.
2. **Built for the Future** – GovSense was designed for scalability, eliminating the need for frequent system replacements. Our cloud-based platform grows with you, adapting to evolving regulatory and operational needs without the constraints of outdated software.
3. **Seamless, Cost-Free Upgrades** – GovSense customers never pay for system upgrades. All feature enhancements and security updates are deployed automatically, ensuring your system stays up to date without costly IT intervention or system downtime.

The Solution That Adapts to You

Unlike traditional ERP providers that force jurisdictions into rigid, one-size-fits-all solutions, GovSense provides a modular, scalable approach that allows cities to implement what they need, when they need it.

- **Start Small, Scale as Needed** – GovSense allows jurisdictions to adopt only the modules they need initially, then expand functionality without the pressure of a large, upfront investment.
- **Faster Implementation, Higher Adoption** – Phased rollouts ensure efficient implementation, avoiding the lengthy, cumbersome deployments often associated with traditional government ERP systems.

Comprehensive Functionality with Future-Ready Flexibility

GovSense delivers end-to-end capabilities for financial and operational management while offering the flexibility to grow with your organization. Our solution covers:

- **Land Management:** Planning, Permitting, Inspections, Licensing, Code Enforcement, GIS, and Economic Development.
- **Financial Management:** Accounting, Budgeting, Fund & Grant Management, Asset Management, HR/Payroll, Project Management, Utility Billing, and Property Tax Billing.

Human Capital Management (HCM)

GovSense helps drive efficiency for your jurisdiction by integrating HR functionality into the same software suite that you can use to run every aspect of your organization, eliminating repetitive and manual processes. The system includes powerful functionality to manage your core HR workforce management processes, including customizable workflows and reports. The primary features of GovSense HCM/Payroll are:

- Payroll, which is integrated with GovSense accounting features so employees' time entry and attendance translates directly to their payroll with no manual data entry

- Time-off management that allows you to create customized time-off plans, automatic time-off accruals and leave balance reports that help employees and managers proactively plan and approve vacation time
- HR reporting and analytics that provides out-of-the-box reports and dashboards, including overviews of head count, growth and turnover trends.
- The employee directory, which helps employees quickly find and contact the right people for specific issues in your jurisdiction, using keywords to search across all aspects of an employee's profile.

Why GovSense Over Traditional ERP Providers?

Traditional government ERP systems are often rigid, outdated, and slow to evolve. GovSense offerS a modern, cloud-native alternative that eliminates inefficiencies and provides true operational flexibility.

Key Differentiators:
- **True-Cloud, No Legacy Limitations** – Unlike legacy ERP systems, GovSense is built for the cloud, requiring no expensive hardware or outdated infrastructure.
- **Fully Integrated Financial & Workforce Management** – Eliminates disconnected systems by seamlessly combining finance, budgeting, payroll, and HR.
- **Faster Implementation, Higher ROI** – Deployed in weeks or months, not years—ensuring quick adoption and efficiency gains.
- **No Costly Upgrades** – GovSense provides continuous, automatic updates, eliminating downtime and additional costs.
- **Proven Success in Local Government** – Municipalities across the U.S. trust GovSense for modern, scalable, and intuitive financial and workforce solutions.

Why Gravity?

IGM Technology was established in 2013 by a group of financial accounting software veterans that had the vision of creating a user-friendly and affordable financial reporting system. Since 2013, IGM has successfully implemented budget planning, financial reporting, and lease accounting software for numerous public clients across North America in the governmental sector. IGM's leadership team members have more than 20 years of experience in developing and implementing accounting and financial reporting software.

Gravity is one of the leading solutions in the market that provides its users a platform to manage their budgeting process and publish budget books. Gravity's budget management module was designed specifically to address the needs of government entities to address all the complexities of managing budgets in the public sector, including personnel costs, calculations, and allocations, capital projects budgeting, operational budgeting, and more.

Gravity is a template based, user-friendly solution that enables its users to manage the full budgeting cycle in governmental organizations, from managing budget requests (both operational and capital projects), managing changes, such as changes or approvals by a manager and council, and eventually producing the budget book and open data website.

Gravity is a flexible software that enables an unlimited number of years of forecasting and budgeting. Gravity has the ability to run several scenarios for each year and create projection scenarios for multiple years. Gravity has pre-configured and professionally designed reports for budget analysis and a data visualization tool for ad-hoc reporting and data analysis.

Gravity's cloud-based data collection templates provided with the Gravity - Budgeting module make it easy for multiple users across the organization to participate in the budgeting process. Gravity provides a spreadsheet interface, over-the-web, to make it easy to enter data and have this data rollup according to your specific hierarchical structures.

GRAVITY™
IGM Technology Corp.

Gravity also makes it easy to migrate from an MS-Excel based process to the cloud. Your existing MS-Excel spreadsheets can be automatically converted into cloud-based data entry templates, while retaining the same look & feel. These features reduce training costs and enhance user adoption. Gravity streamlines the budgeting process with appropriate controls and procedures. Gravity offers a comprehensive solution specifically designed to meet the unique needs of municipal governments

A Future-Ready Solution for the City of Superior

GovSense and Gravity are committed to helping Superior modernize its financial and workforce management operations. By implementing a unified, cloud-based solution, the City will achieve greater efficiency, cost savings, and improved service delivery—all within a secure, scalable platform designed specifically for local governments.

Table 1-02: Company Background and History

Metric	Response
Name of Proposer:	GovSense
Total number of employees	20+
Type and number of employees committed to the product and support being proposed	20+
Office locations (City and State)	Alpharetta, Georgia
Total number of active clients	Private: Over 250+ Government: Over 25+
Total number of active Private Sector ERP clients	250+
Total number of active Government Sector ERP clients	25+
Total years offering proposed software systems	6 years
Total number of Wisconsin Government clients with breakout by Municipality, County, Other that are using the proposed system	Municipality: Currently no customers in WI. County: Other:
Total number of completed implementations of the proposed product and version	25
Total number of active government clients using the proposed product version	11
Largest and smallest active government installation	Largest: State of Nevada Smallest: Ollivette, MO

Table 1-02: Company Background and History

Metric	Response
Name of Partner/Third-Party Firm:	IGM Technology, dba Gravity
Total number of employees	120
Type and number of employees committed to the product and support being proposed	15
Office locations (City and State)	Toronto, Ontario (Canadian HQ) Winter Garden, FL (US HQ)
Total number of active clients	Private: N/A Government: 220
Total number of active Private Sector ERP clients	N/A
Total number of active Government Sector ERP clients	N/A
Total years offering proposed software systems	11 years
Total number of Wisconsin Government clients with breakout by Municipality, County, Other that are using the proposed system	Municipality: 1 County: 3 Other: 0
Total number of completed implementations of the proposed product and version	221
Total number of active government clients using the proposed product version	221
Largest and smallest active government installation	Largest: State of Colorado Smallest: City of Grand Terrace, CA

IV. RELEVANT EXPERIENCE

i. Please describe your relevant experience working with Wisconsin entities (Counties, Municipalities, etc.)

Gravity works with Wisconsin Cities and Counties to move them away from Excel spreadsheets and Word documents to streamline the budget development process, budget book automation, as well as the automation of financial disclosure reports like the ACFR, PAFR, or GASB statements. Gravity has integrated with most ERP systems to pull up-to-date financial and budget data into Gravity's business intelligence multi-dimensional database to validate, sync, auto-calculate, auto-round, and add into every applicable report output through it's built-in publisher functionality that automates the formatting of the report, including table of contents, page numbering, tabs, the sizing and placement of high resolution images/charts/graphs, client branding, and more. Gravity can also automate other state-specific reports, like for example the PSC report which the City of Wausau is currently implementing. Please describe any relevant

experience working with similarly situated municipalities, including any unique factors that arise during the implementation process.

ii.   Please Describe any relevant experience working with similarly situated municipalities, including any unique factors that arise during the implementation process.

Gravity works with Cities and Counties across the United States to move them away from Excel spreadsheets and Word documents to streamline the budget development process, budget book automation, as well as the automation of financial disclosure reports like the ACFR, PAFR, or GASB statements. Gravity has integrated with most ERP systems to pull up-to-date financial and budget data into Gravity's business intelligence multi-dimensional database to validate, sync, auto-calculate, auto-round, and add into every applicable report output through it's built-in publisher functionality that automates the formatting of the report, including table of contents, page numbering, tabs, the sizing and placement of high resolution images/charts/graphs, client branding, and more.

The implementation process is handled by Gravity, but for the initial access to data, previous year reports, branding guidelines, and data file mapping, workflow and business rules, API access (if applicable) and users that Gravity needs from the client during the project kickoff (initial 1-3 weeks of the project). Gravity handles the bulk of the project work, with regular check-in meetings with the client to ensure deadlines are being met and functionality is set up according to expectations.

iii.   Identify two recent project implementations that are most comparable to the City's proposed implementation, and provide a project profile for each, including: scope of modules; project duration; any unique requirements or circumstances that were a part of, or came up during, the project; the legacy system converted from; etc.

The City of Olivette, Missouri implemented GovSense in 2 phases. They first implemented the GovSense financial module, then the land management module. The functionalities implemented were Finance, Accounting, Purchasing, Fund Management, Land Management, and Community Development. We began their project in 2018 and completed final implementation of phase 2 by 2022. The City of Olivette converted to GovSense from manual processes such as QuickBooks and Excel spreadsheets.

The City of Henderson, Nevada implemented GovSense in 2021. They selected GovSense to replace Tyler Energov. Their successful implementation included GovSense Licensing, Core Finanicals, AR, Mass Billing, and Suite Analytics.

iv.   What sets the product(s) and services that your firm proposes apart from competitors' products and services? Why should the City select your firm to partner with?

For Gravity offerings, there is *no* other vendor that both caters to local governments and offers full end-to-end budget development AND budget book automation AND financial disclosure statement reporting in the same manner and with the same level of attention to data integration, data validation, and branded output with built-in publisher functionality.

V. USE OF SUBCONTRACTORS

i.   The Proposer shall identify any of the required Services that are proposed to be subcontracted, if any. This table is to be copied and filled out for each proposed subcontractor.

Table 1-03: Subcontractor Questions

Question	Response
Does your firm complete the implementations of the product being proposed or is this effort outsourced?	GovSense and Gravity complete implementations of the product. Gravity works closely with GovSense to ensure that the appropriate resources are assigned at the right time during the project, also taking into consideration any parts of the implementation that are dependent on each other or need to follow a certain order of operations.
Has or will any portion of the proposed work be completed by subcontractors or contract employees?	Gravity solutions will be implemented by Gravity
This below portion of the table is to be copied and filled out for each proposed subcontractor.	
Name of subcontractor and address	IGM Technology, dba Gravity 207 W Plant St PO Box 770010 Winter Garden, FL 34777
Summary of Service and estimated percentage of Work the subcontractor will be providing.	Professional Services to implement Gravity solutions. Gravity's part of the entire project will take roughly 12-20 weeks.
Reasons for subcontracting	Gravity is the preferred Budgeting & Planning and Financial Disclosure Management vendor of GovSense.
Experience	Gravity is the only vendor that implements its own solutions and therefore, Gravity is the most experienced.

Question	Response
Detailed subcontractor responsibilities	All tasks associated to the successful implementation of Gravity.
Previous history of projects using the named subcontractor	All gravity clients to date.
Any additional relevant information	Other information may be available upon request.

The City reserves the right to request a copy of the prime contractor/subcontractor contract verifying the prime contractor has the sole responsibility for any and all Services under this RFP and is financially liable, without exception, to the City for all Services contracted by the Proposer and the subcontractor under this RFP.

The City reserves the right to request additional information regarding the subcontractor(s) as it relates to references, history of the firm, and other relative information that has been required of the Proposer to submit in this RFP.

The substitution of one subcontractor for another may be made only at the discretion and prior written approval of the City.

ii. By signature (electronically or via ink) below on the Certification of Subcontractors/Partners, the Proposer and the Subcontractor/Partner certify that the Proposer has received the permission of the third-party to include the scope of software and services under the cover of the submitted proposal.

Table 1-04: Certification of Subcontractors/Partners

Entity	Company Name	Representative Name	Title	Telephone Number	Email Address
Proposer	GovSense	Ron Dinino	Senior Account Executive	716-864-7590	rdinino@govsense.com
Partner/Third-party software provider	Gravity	Megan Gonyo	Account Executive	608-345-5965	mgonyo@igm.technology.com

Proposers are instructed to return a copy of this Certification table signed by an authorized firm agent as part of proposal responses.

X_____

VI. ACKNOWLEDGEMENT OF ADDENDUMS:

Addenda: The City will post an Addendum to the City's procurement website. Proposer shall acknowledge the Addendum by signing and including it within this Tab 1 of the Technical Proposal.

ADDENDUM NO.	DATE ISSUED
1	25 March 2025
2	27 March 2025

Please see signed Addendum No. 1 and Addendum No. 2 included in Tab 1 of this Technical Proposal.

Addendum No. 1 – March 25, 2025

Request for Proposals for Software and Implementation Services for an Enterprise Resource Planning Software Systems Environment

==UPDATED Due Date and Time: Tuesday, April 15, 2025 by 2:00 pm CT==

_____

A Pre-Proposal Vendor Teleconference was held on March 6, 2025 at 11:00 a.m. (CT). The Pre-Proposal Teleconference was facilitated by the City and the City's consulting partner, BerryDunn. The Pre-Proposal Vendor Conference was held via teleconference.

Attendance at the Pre-Proposal Vendor Teleconference was **not** mandatory.

The following vendors identified themselves as being in attendance via phone:

Company	Representative
Andrews Technology	Jamie Blundell
BS&A	Max Bisschop
ClearGov	Tyler Bridges
Crowe	Glendon Haney
Gravity	Megan Gonyo
Oracle NetSuite	Matt Sorrell
PDS	Darrell Vandergrifft
ProLim	Ashif Bagalkoti
ProLim	Aditya Kulkarni
Righit Solutions	Madhu Navale
Righit Solutions	Jainy Varghese
Strada	Matt Friedman
Strada	Peg Daneau
TCP Software	Dana Nance
Tyler Technologies	Alban Michaud
UKG	Danny Spencer
Univerus	Tom Glassco

Please find below questions received prior to and during the March 6, 2025, Pre-Proposal Teleconference, and responses from the City.

1. Would the City consider accepting email submissions of the proposal and waiving the requirement for a mailed hard copy/USB to support environmental sustainability?

   City Response: No.

2. Has a budget range been identified for the current project - Implementation cost, Annual cost, and number of years? If so, is it possible to share?

   City Response: Refer to Section 2.9 of the RFP Specifications document.

3. How many administrative roles will be required for both Financial and HR departments?

   City Response: Approximately 5 individuals.

4. The City is currently using Time Clock Plus, does the City wish to interface with Time Clock Plus or replace it?

   City Response: The City is open to review what is available in the marketplace and proposing vendors' best practices.

5. Will scheduling for the City's Fire and Police remain in place? Do they use Time Clock Plus?

   City Response: No, the Fire and Police Departments do not use Time Clock Plus. The City is only open to reviewing what is available in the marketplace for the general government staff for time and attendance.

6. How many City employees does the City anticipate using time and attendance?

   City Response: Approximately 300.

7. Does the proposal have to include all the functional areas?

   City Response: Refer to Section 2.2 of the RFP Specifications document.

8. Demo Logistics – Our Sales team has a mandatory all-hands business meeting from June 9-11, 2025, and if we are down-selected for a demo, we would not be available during those dates. Would it be possible to schedule the demo the following week instead? Also, could you confirm whether the demo will be virtual or on-site?

   City Response: The City may be able to accommodate demonstration dates and will make a determination at the time of shortlist if the demonstrations will be held onsite or virtually. The City reserves the right to determine when the demonstration dates will be at the time of shortlisting.

9. Employee Count Breakdown – Could you provide a breakdown of the City's employee counts, including Full-time employees, Part-time employees, and Seasonal/temporary employees.

   City Response:
   Full-time employees: 300
   Part-time employees:8
   Seasonal/temporary employees: 56

10. Contract Term – How long does the City anticipate the contract term to be with the selected vendor? Do you have a preferred contract duration in mind?

    City Response: The City reserves the right to determine contract term length during the contract negotiations process.
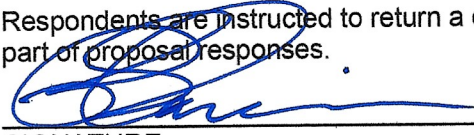
11. Given the many detailed requirements necessary for this response, will the city consider a 2-week extension to enable the best responses from vendors?

> **City Response:** The City will grant a one (1) week extension to the due date. The proposal submission due date is now Tuesday, April 15, 2025 by 2:00 pm CT.

12. Can the agency extend the response deadline.

> **City Response:** See response to question #11.

Respondents are instructed to return a copy of this addendum form signed by an authorized firm agent as part of proposal responses.

_____
SIGNATURE

GovSense, LLC
_____
COMPANY

4/9/2025
_____
DATE

Addendum No. 2 – March 27, 2025

Request for Proposals for Software and Implementation Services for a Enterprise Resource Planning Software Systems Environment

Updated Due Date and Time: Tuesday, April 15, 2025 by 2:00 pm CT

1. How many total employees need to be tracked on the system (full time, part time, and seasonal combined)? (please consider the City's busiest month of the year when answering) does the 350 number provided in the RFP include all part time and seasonal?

   City Response: Full-time employees: 300
   Part-time employees:8
   Seasonal/temporary employees: 56

2. How many supervisors, managers, administrators will need access to the system to make approvals, edits or run reports?

   City Response: Approximately 5 individuals.

3. How many time clocks should we include in our proposal?

   City Response: 1

4. Is it desired for the time clocks to be Biometric Finger, Biometric Facial Recognition, or HID proximity (Card Swipe)?

   City Response: The City is open to reviewing what is available in the marketplace.

5. If proximity is preferred will the new Vendor provide the HID cards? or will we be asked to work with the City's existing HID cards?

   City Response: The City is open to reviewing what is available in the marketplace

6. Will Advanced scheduling be included in this scope of work? (Advanced scheduling is defined as employees who need to do Shift swaps, vacation bidding, or having scheduling rules in the system which automatically assign the correct employees to open shifts)

   City Response: No.

7. If Advanced scheduling is needed. how many employees will need to be licensed for it?

   City Response: N/A

8. Is FMLA Case Management required? Defined as the new time & attendance system automating the process of requesting FMLA leave, allowing employees to fill out required forms directly in the new Time & Attendance system, and tracking the open case, automatically alerting employees/managers when an employee is due back or running out of FMLA time?

   City Response: Refer to Attachment B, Tab 12. Time Entry, TE.29, TE.104, and TE.141.

9. Is it desired for employees to punch in/out from a computer or smart phone?

   City Response: The City is open to both.

10. Will any employees be allowed to either fill out their timesheets online, or have their timesheets auto populate based on their schedules? (these groups of employees would not punch in/out)

    City Response: Yes.

11. Is it desired for employees to request time off electronically at a computer or smart phone?

    City Response: Yes.

12. Do employees need to be able to view timesheets, view schedules, or request time off from the time clock? or will the ability to do these functions at a computer /smartphone suffice?

    City Response: The City is open to reviewing what is available in the marketplace.

13. Is there a need to support multiple languages at the time clock?

    City Response: Yes.

14. Do employees need to be restricted (locked out) from punching too early before their scheduled start time at the time clock? or restricted from punching too late after their scheduled end time at the time clock? Example: employees can only punch in up to X number of minutes before their scheduled start time, anything earlier then that means the employee is locked out at the time clock and would require a manager override.

    City Response: The City is open to reviewing what is available in the marketplace.

Respondents are instructed to return a copy of this addendum form signed by an authorized firm agent as part of proposal responses.

SIGNATURE _____

COMPANY _GovSense, LLC_   DATE _4/9/2025_

Tab 2 – Software Solution, Data Conversion, Architecture, Security, and Hosting

I.   SUMMARY DESCRIPTION OF EACH FUNCTIONAL AREA

GovSense Financial Management

General Ledger – GovSense's general ledger allows organizations to maintain their financial records, track transactions, and generate financial reports. It supports multi-currency accounting and provides tools for automated journal entries and reconciliations.

Accounting – Local government jurisdictions today demand a financial management solution that is flexible enough to accommodate dynamically changing needs. With GovSense, you can optimize accounting efficiencies, eliminate manually intensive spreadsheet-based reporting, and improve employee productivity. You can streamline all your financial processes, including accounting, accounts payable, and accounts receivable.
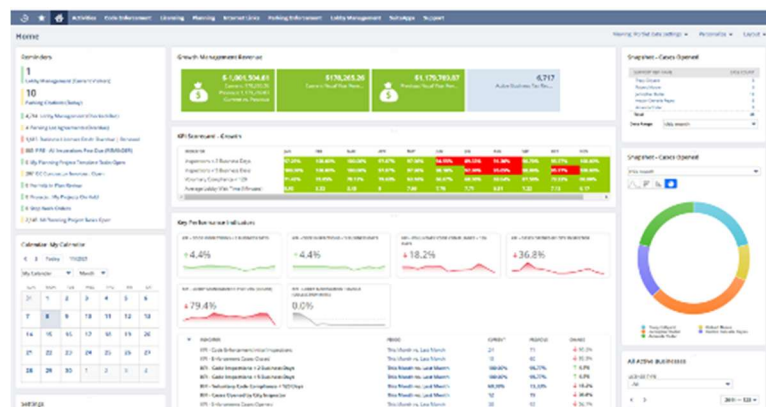
Because you control your data, you can:

- Expedite accounting and closing processes while running accurate, dependable reports.
- Process card payments quickly and easily with our PCI-compliant processing system.
- Set up and configure an unlimited number of workflows to streamline the subtasks that slow you down while maintaining good internal controls.
- Access consistent real-time data from a single, jurisdiction-wide system (in formats from dashboards to full reports) without relying on a data analyst to retrieve the numbers.

Accounts Payable – A comprehensive solution for managing and automating the payables process in businesses. It enables efficient tracking and handling of vendor invoices, payments, and expenses. The module streamlines the entire accounts payable workflow, from invoice receipt to payment, ensuring accuracy and transparency with features like automated approval workflows, vendor management, and integration with other financial modules.

Cash Management/Bank Reconciliation – GovSense's cash management functionality is designed to empower organizations with efficient control and visibility over their cash positions. This functionality enables organizations to centralize their cash-related activities, facilitating real-time monitoring and analysis. GovSense cash management simplifies financial processes, minimizes manual errors, and enhances overall cash flow visibility.

Miscellaneous Billing/AR – GovSense offers a flexible and user-friendly platform for managing invoices and payments. It streamlines the billing process, ensuring accuracy and efficiency for various operations. With real-time tracking and reporting, it enhances financial transparency and simplifies revenue management.

Purchasing – GovSense's purchasing module automates and streamlines the procurement process, from purchase requisitions to purchase orders and vendor management. The system supports approval workflows, real-time tracking of orders, and integration with inventory and financial modules, ensuring efficient and accurate procurement operations. With features like vendor performance tracking, automated order generation, and comprehensive reporting, GovSense helps organizations optimize their purchasing processes and control costs.

Project & Grant Accounting – GovSense's government project and grant management module enables you to accurately plan, track, and execute projects and grants. Managers and coordinators get real-time visibility into project/grant status as well as the finances that go along with it. You can manage responsibility, resource allocation, deadlines, and run reports all from one system. The system has global automation of tasks, notifications, and reminders with complete visibility by all members of the project team. Within the application, there are detailed data elements that include tracking detailed transaction data, supporting multi-year projects, assigning user-defined project codes and templates, and allocating to specific fund accounts. There are also detailed data elements that let you keep projects on track with comprehensive filtering capabilities that help ensure milestones are met, even when managing multiple projects and types. GovSense also has reporting that includes Gantt charts for visual analytics, reports that satisfy local, state, and federal requirements, and details about all expenditures by funding source.

Capital Planning – GovSense enables organizations to manage and plan for large capital expenditures effectively. The system allows for the budgeting, forecasting, and tracking of capital projects, ensuring alignment with financial goals and strategies. It also provides tools for evaluating project feasibility, monitoring spending against budgets, and generating reports to support informed decision-making and long-term financial planning.

Inventory/Fixed Assets – GovSense helps you precisely manage the wide variety of assets your jurisdiction uses to deliver quality services to your constituents. The software makes it easy for you to meet the strict requirements of your asset management policy, developed to ensure tax dollars spent on assets are fully utilized, maintained, and safeguarded. GovSense lets you systematically and consistently account for and inventory all assets by:

- Maintaining your established capitalization thresholds to accurately classify property as capital assets or operating costs.
- Providing inter-departmental collaboration to report inventory changes in a timely manner, such as asset transfers, dispositions, or acquisitions.
- Producing preconfigured reports, such as asset registers and depreciation schedules, including reports that help facilitate periodic inventories and assessments of property conditions.

Gravity Budgeting

Gravity is one of the leading solutions in the market that provides its users a platform to manage their budgeting process and publish budget books. Gravity's budget management module was designed specifically to address the needs of government entities to address all the complexities of managing budgets in the public sector, including personnel costs, calculations, and allocations, capital projects budgeting, operational budgeting, and more.

Gravity is a template based, user-friendly solution that enables its users to manage the full budgeting cycle in governmental organizations, from managing budget requests (both operational and capital projects), managing changes, such as changes or approvals by a manager and council, and eventually producing the budget book and open data website.

Gravity is a flexible software that enables an unlimited number of years of forecasting and budgeting. Gravity has the ability to run several scenarios for each year and create projection scenarios for multiple years. Gravity has pre-configured and professionally designed reports for budget analysis and a data visualization tool for ad-hoc reporting and data analysis.

Gravity's cloud-based data collection templates provided with the Gravity - Budgeting module make it easy for multiple users across the organization to participate in the budgeting process. Gravity provides a spreadsheet interface, over-the-web, to make it easy to enter data and have this data rollup according to your specific hierarchical structures.

Gravity also makes it easy to migrate from an MS-Excel based process to the cloud. Your existing MS-Excel spreadsheets can be automatically converted into cloud-based data entry templates, while retaining the same look & feel. These features reduce training costs and enhance user adoption. Gravity streamlines the budgeting process with appropriate controls and procedures.

Gravity - Budgeting Planning makes it easy to collect budget requests from departments and component units, plan the next annual/biennial budgets from future capital expenditures, conduct what-if modeling of future revenues and expenses according to a wide variety of scenarios and visualize budgets using a set of intuitive dashboards.
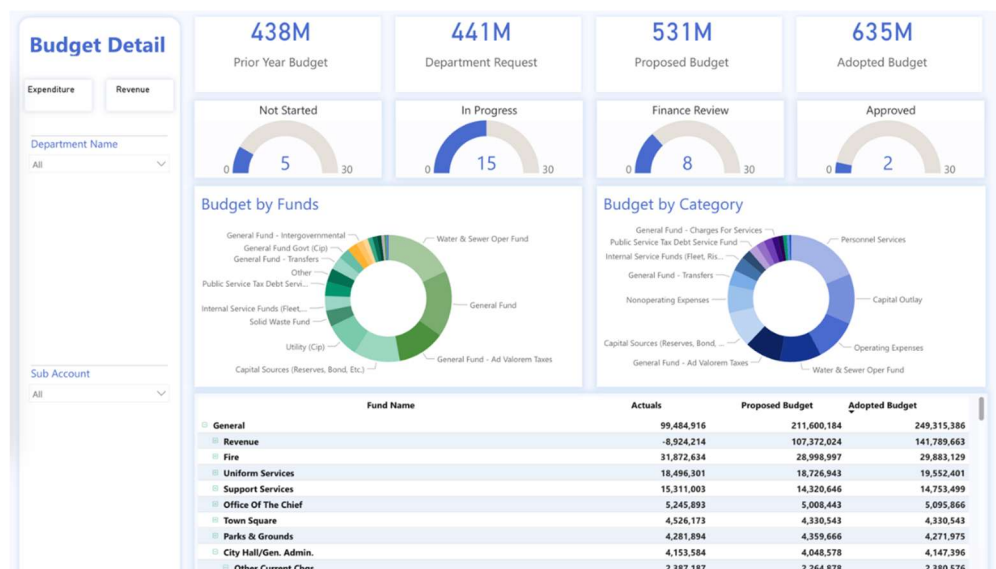
Using the three main Budgeting Planning Data Collection Templates the user is able to collect budget requests from departments & agencies. As information collected is approved, relevant data will be distributed across all relevant sections of the proposed and adopted budget reports. Department users can also access Gravity to create and maintain budget narratives.

Operational Budgeting – Gravity provides easy-to-use Operational data entry templates that support a variety of budgeting methodologies: incremental, program, performance, zero-based and/or priority-based budgeting. Budget submissions can be supported with performance measures, advanced analytics, supporting documents, and insights to improve decision-making. Gravity's integrated data collection and analysis platform presents prior years' data and simplifies collecting the following year's annual budget information. It allows users the ability to collaborate seamlessly with any number of budget contributors across the organization, customize templates to your specific requirements and design the column structure for data entry and reporting (actuals, budgets, estimates, etc). Users of Gravity are able to itemize the budget starting at the departmental requests stage, manage layouts to sort, group order and filter the template, attach supporting documents to each budget request and set workflows and budget stages according to your specific approval processes. Gravity sets validation rules to minimize data entry errors and tracks all changes with a full audit trail of all user activity.

Personnel Budgeting – Each employee's compensation is calculated in detail to the applicable cost element, position, labor group, department, etc. Multi-year scenarios can be created and easily ported to line-items in your Operating Budget. Gravity personnel budgeting module enables users to integrate HR and salary applications data with vacant position information from the budgeting module in one platform. Users are able to calculate base salary automatically according to step tables, cost of living adjustments and any number of additional parameters. Automate the calculation of premiums and benefits using an intuitive management panel, allocate each position to the relevant fund, program, project or account, project future personnel expenses by managing different scenarios and introduce rule-based calculations to fit your organization's requirements.

Capital Improvement Planning – Gravity project templates empower you to easily create, update and maintain your multi-year capital improvement plan. The first year(s) capital budget is automatically integrated with the overall budget summary, along with each project's related impact on operating revenues and expenses. Gravity's capital projects budgeting templates are tailored to your project process and structure allowing you to collect project status updates and projects requests from departments and component units, link projects to the General Plan's goals and policies and prioritize capital expenses with an intuitive ranking methodology. Users can allocate funding sources to each project, share capital projects data with decision makers using a set of detailed dashboards and manage any meta-data related to the project.

With Gravity, finance teams have complete control over the budgeting and reporting process. The Budget Manager controls the design of the data entry templates, when the templates are made available to the department managers for data entry, and when the process is locked down. Gravity ensures that data is entered consistently and with data validation controls, to ensure accurate and relevant data goes into the system. Gravity Workflow ensures that users follow a structured process in the data submission, review and approval process. Furthermore, Gravity's dashboards always provide the budget manager with clear visibility and control over the status of the budgeting and reporting process.

Reporting - Gravity offers robust, user friendly, reporting capabilities designed to meet the needs of government entities. The platform provides users with access to a comprehensive set of built-in reports as well as the flexibility to create customized ad-hoc reports tailored to specific organizational requirements. In addition, Gravity's Budget Book module allows users to generate the Budget Document directly within the system. By utilizing the Budgeting Planning Data Collection Templates, budget requests from departments and agencies can be efficiently collected, and once approved, the relevant data is automatically distributed across all pertinent sections of the proposed and adopted budget reports.

Gravity has been successfully implemented in over 250 cities and counties across North America, including recent projects that demonstrate our ability to handle budget planning and reporting for similar size and complexity to the Town's. With over 98% client retention and a growing number of satisfied customers, Gravity has proven its ability to meet the diverse and evolving needs of public sector financial management.

Key Features:

1. Built-In and Ad-Hoc Reporting
   Gravity includes a broad library of standard reports, such as:
   o Detail Request Report
   o Budget vs. Actuals Report
   o Justification Report
   o Personnel Allocation Report
   o Fund Balance
   o Revenues and Expenditures
   o Employee Costs
   o Itemization Reports
   o Interfund Operating Transfers
   o Revenue Source Report
   o Summary Report

The platform's flexibility enables users to create ad-hoc reports with ease, ensuring that every data point can be visualized and analyzed as needed. All information is provided in real time and can drilled into for further analyzation.

2. Dashboards and Visualization Tools
   Gravity's dashboards provide real-time insights into the budgeting and reporting processes. Users can drill into budget details, track budgets against actuals, validate data, and perform what-if scenario analysis. These dashboards transform complex budget data into an easy-to-read and digestible format, allowing decision-makers to gain critical insights at a glance. Please see a few examples of Gravity's dashboard capabilities following.

3. ACFR Automation
   Gravity's ACFR Automation module is designed to streamline financial reporting by adhering to GASB 34 and GFOA standards. The system includes pre-built financial rules, eliminating the need for manual links between data values across reports. This ensures that all disclosures and reports remain accurate and up to date. Gravity's Multi-Dimensional Financial Management (MDFM) tool powers this process, enabling compliance with governmental accounting standards while maintaining a "links-free" environment.

- o Data Model and Integration: The MDFM leverages data from budget templates, ERP systems, and other financial and operational systems. Updates to any data point are automatically distributed throughout the system, ensuring seamless integration and real-time accuracy.

- o Rounding Automation: Gravity's multi-relational rounding capabilities ensure vertical and horizontal alignment of financial data. When new trial balances or adjustments are posted, the rounding engine recalculates across the financial module. Flexible dynamic rules allow for precise rounding tailored to organizational requirements.

4. Seamless Data Updates and Integration
   Gravity's architecture ensures that all data is linked throughout the system. Any update to the budget or financial data is automatically reflected in all associated reports, spreadsheets, charts, graphs, and paragraphs. This integrated approach eliminates the need for manual linking and ensures consistency across all outputs.

By combining advanced reporting tools, dynamic dashboards, ACFR compliance capabilities, and a flexible data integration model, Gravity empowers government organizations to streamline their financial reporting processes while maintaining accuracy and compliance with industry standards.

GovSense Integration to Third-Party Human Capital Management (HCM)

GovSense offers robust interface capabilities designed to keep your systems connected and your operations running smoothly. With flexible APIs and efficient import/export functionality, GovSense enables seamless data exchange between platforms. Our open integration framework allows us to connect with any third-party Human Capital Management (HCM) system – ensuring your organization can work with the tools you trust, without compromise.

GovSense typically partners with UKG (Ultimate Kronos Group) for all Human Capital Management (HCM) and Payroll functionality. While UKG is our preferred and established partner for these services, they will be submitting a separate proposal and pricing for their solution. This ensures clarity and flexibility for the client in evaluating best-fit options for HCM and payroll components while maintaining seamless integration with the GovSense platform.

GovSense and UKG solutions can be fully integrated, and we have a proven track record of successful joint implementations across multiple government clients.

UKG

UKG is a leader in human capital management (HCM) and workforce management (WFM), offering a comprehensive suite of solutions and services. With a global presence, UKG serves over 80,000 customers across 150 countries, catering to diverse sectors such as manufacturing, healthcare, retail, education, and government. UKG has a robust public sector focus, with over 40 years of experience and over 2,800 public sector clients. Formed in 2020 from the merger of Kronos Incorporated and Ultimate Software, UKG combines decades of expertise in HCM and WFM.
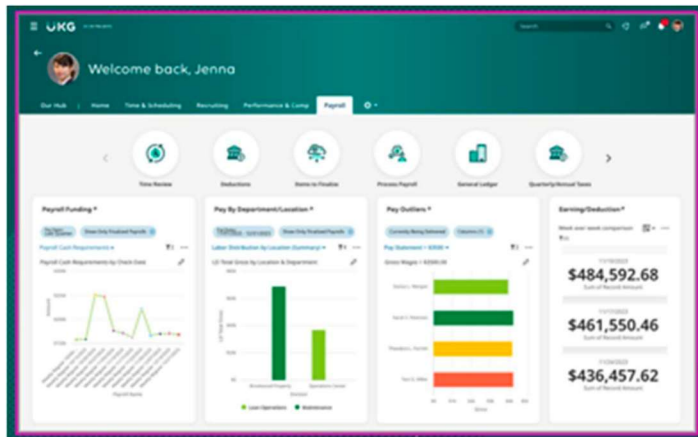
II. SOFTWARE DOCUMENTATION FEATURES AND FUNCTIONS

GovSense built the first unified, true-cloud software solution designed specifically for local government that is easy, powerful and fast. This state-of-the-art, cloud-based technology empowers local government by increasing efficiency across all departments, streamlining processes, increasing the interaction of local government leaders and their constituents, and providing the most secure system in the industry. The City of Superior will benefit from these advantages of the GovSense software solution:

- **Easy to use –** The intuitive user interface makes even your most complex transactions easy to accomplish and with fewer clicks than other software systems.

- **Powerful –** The true-cloud solution lets you provide easy access to GovSense for your constituents and internal departments. The power of the cloud enables transparent collaboration that results in better, more informed decisions for the City of Superior

- **Fast –** GovSense helps increase exponentially the speed at which your jurisdiction functions with features such as automated workflows, quick reporting, user-defined dashboards, mobile access and user self-sufficiency. Every user will always be utilizing the same, latest softest version.

III. PROPOSED SOFTWARE MODULES TABLE

Table 2-01: Proposed Functional Areas/Modules

Proposed Software Information	
Product Component/Suite *(Name and Version of the Proposed Software Solution)*	**GovSense**
Time on Market	GovSense has been on the market since 2015, while Oracle NetSuite has been on the market since 1998.
Release Date of Most Current Version	NetSuite 2025.1
Next Major Release Date	April 2025
Next Minor Release Date	October 2025
Was the product proposed originally developed by your firm, or, was the product acquired from another developer/entity?	The proposed product was originally developed by GovSense, built on Oracle NetSuite.
If the proposed product was acquired, what was the date of acquisition?	The proposed product was not acquired.
What is the future roadmap for the proposed product? Is there an end of sales or support date for the product?	Oracle reinvests approximately $1 billion in research and development with a staff of 2,000 on an annual basis. No, GovSense does not have any plans to discontinue sales or support of any of its solutions.
Does your company have plans to release a differing product that offers the same or similar functionality in the next 5-10 years?	No.
Licensing	
Describe how the software is licensed (e.g., named user, concurrent users, enterprise/site, power user) and the options available for licensing:	General User – fully licensed user with access to the core system interface, tailored by assigned roles and permissions. Self-service level – Limited access, ie submit expenses, access internal documents, update personal information.
How many licenses have been proposed for each license type?	45 General Users, 90 Self-service users

Proposed Software Information	
Are the same licenses required for all users, or, would some users (e.g., those only accessing employee self-service) have a different license type than other users (e.g., Human Resources Director)?	GovSense has two levels of users, General users with full access to the entire system (based on permissions), and self-service users who have limited access.
How are new users added to the system? Are there incremental costs per user?	General users can be added per person. Self-Service users can be added in 5-packs.
If an existing user separates from service at the City, may their license be re-assigned to a new staff member, or, must a license remain assigned to that staff member in order to maintain employee records/retiree benefits/etc.?	It may be reassigned at separation.

Deployment Model			
Deployment Model Proposed to the City *(Corresponding Attachment C Cost Worksheets shall be completed for deployment model proposed)*	City-Hosted (Perpetual License)	Proposer-Hosted (Perpetual License)	Software-as-a-Service (Subscription)
	☐	☐	x

Table 2-01: Proposed Functional Areas/Modules

Proposed Software Information	
Product Component/Suite *(Name and Version of the Proposed Software Solution)*	**Budgeting & Planning Suite** **Budget Book Studio** **Financial Disclosure Management**
Time on Market	4 years for Budgeting & Planning Suite and Budget Book Studio; 11 years for Financial Disclosure Management Suite (ACFR).
Release Date of Most Current Version	Q1 2025
Next Major Release Date	Q2 2025
Next Minor Release Date	Minor releases/bug fixes as needed.
Was the product proposed originally developed by your firm, or, was the product acquired from another developer/entity?	Originally developed by IGM/Gravity.
If the proposed product was acquired, what was the date of acquisition?	The proposed product was not acquired.
What is the future roadmap for the proposed product? Is there an end of sales or support date for the product?	Gravity's product managers continuously stay on top of market needs and prioritize current customer requests to inform the product roadmap. Specific details of the roadmap are not disclosed and can change at any time. No, Gravity does not have any plans to discontinue sales or support of any of its solutions.
Does your company have plans to release a differing product that offers the same or similar functionality in the next 5-10 years?	No.
Licensing	
Describe how the software is licensed (e.g., named user, concurrent users, enterprise/site, power user) and the options available for licensing:	Gravity is a Software-as-a-Service solution and is licensed according to number of user licenses needed and usage. The latter is sized up by agency total budget size as an aggregate estimation of usage.
How many licenses have been proposed for each license type?	10 Administrative User Licenses 25 Department (Budget only) User Licenses

Are the same licenses required for all users, or, would some users (e.g., those only accessing employee self-service) have a different license type than other users (e.g., Human Resources Director)?	See above for the two types of User Licenses that Gravity offers. Department (Budget Only) users have access to submit requisitions, as well as forecasting, scenario planning, and dashboards. Administrative and Department user licenses can be further configured to limit access to record types through roles and permissions.
How are new users added to the system? Are there incremental costs per user?	New user accounts can be added to Gravity by making the request through the Customer Success Manager. Yes, the addition of new user licenses adds incremental cost to the existing annual subscription.
If an existing user separates from service at the City, may their license be re-assigned to a new staff member, or, must a license remain assigned to that staff member in order to maintain employee records/retiree benefits/etc.?	Yes, the existing licenses may be re-assigned.

Deployment Model			
Deployment Model Proposed to the City	City-Hosted (Perpetual License)	Proposer-Hosted (Perpetual License)	Software-as-a-Service (Subscription)
(Corresponding Attachment C Cost Worksheets shall be completed for deployment model proposed)	☐	☐	x

Summary of Modules Proposed			
No.	Functional Area	Name of Proposed System Module(s) to Address Requested Functional Area	Previous Third-Party Partnerships and/or Solutions Successfully Integrated* With
1	General Ledger and Financial Reporting	GovSense Financial Management	Gravity – Financial Discloser Management Suite (for the scope of ACFR)
2	Budgeting	N/A	Gravity – Budgeting & Planning Suite and Gravity – Budget Book Studio
3	Capital Asset Accounting	GovSense Financial Management	N/A
4	Purchasing	GovSense Financial Management	N/A
5	Accounts Receivable	GovSense Financial Management	N/A
6	Accounts Payable and Cash Receipts	GovSense Financial Management	N/A
7	Project Accounting and Grant Management	GovSense Human Capital Management	N/A
8	HR and Personnel Management	Human Capital Management	UKG
9	Applicant Tracking	Human Capital Management	UKG
10	Benefit Administration	Human Capital Management	UKG
11	Time Entry	Human Capital Management	UKG
12	Payroll	Human Capital Management	UKG
13	Compensation	Human Capital Management	UKG

Successful integration should include only those instances where both the software and the client are in production environments.

IV. OPTIONAL AND COMPLEMENTARY MODULES

What other system modules or products, not included in the scope of your proposal, would the Proposer recommend to be complementary or optional to the Project Scope?

Table 2-02: Optional and Complementary Modules

No.	Module Name	Narrative Description of Functionality Provided
1	N/A	**N/A**
2		
3		

V. PARTNERSHIPS/THIRD-PARTY PRODUCT RELATIONSHIP

Table 2-03: Partnership and/or Third-Party Product Identification

Name of Partnership/Third-Party Software Firm	Name of Software Product	Name of existing Clients using Proposer's system and the Partnership/Third-Party Software	Number of years Client has been using the two products together
Gravity	Gravity Budgeting & Planning Suite and Financial Disclosure Management	City of Altus, Oklahoma	Currently in implementation

i.   For each product proposed as a Partnership/Third-Party product, detail the options available to the City as it relates to contracting relationship between the City and the Partnership/Third Party.

The contract for Gravity software and services is on Gravity paper and separate from GovSense contract.

ii.   Proposer to provide the approach and responsibilities for managing the implementation and acceptance testing for each of the proposed Partnership/Third-Party products.

Govsense approaches the implementation and acceptance testing of third-party or partnership products with a structured methodology designed to ensure accountability, integration efficiency, and quality assurance.

Implementation Approach

a. Project Planning & Coordination
- Govsense works closely with both the customer and third-party vendors to align implementation timelines, responsibilities, and resources.
- A comprehensive project plan is created, detailing deliverables, milestones, risk management, and communication protocols.

b. Integration Oversight
- Govsense acts as the primary integrator, ensuring third-party products conform to system architecture and functional requirements.
- Data mapping, API integration, and process alignment are handled by Govsense in collaboration with the third-party provider.

c. Configuration & Customization
- Govsense configures the system and any necessary interfaces to accommodate the third-party solution within the broader platform.

iii.   Proposer to provide the approach and responsibilities for the SLA/maintenance related to the Partner/Third-Party provider.

No Maintenance involved in our SaaS solution.

iv.   Proposer to submit six references and qualification statements for each of the proposed Partners/Third-Party firms and attach as an Exhibit to Tab 2 (see Tab 5 for References instructions).

X Confirmed

See Exhibit A attached.

v.   Proposer shall indicate if the proposed approach utilizes a systems integrator or consulting firm as the third-party.

GovSense does not utilize a system integrator or consulting firm as the third-party.

VI. General

i.   Proposer shall fully describe the integration/interface/data exchange capabilities of the proposed system, including available API's, middleware, web services, etc.

Please see the Oracle Industry standards-based integration:
https://www.netsuite.com/portal/platform/developer/suitetalk.shtml

Gravity offers three integration types:

1.   API

2.   Flat file automated ETL, or

3.   Manual, on-demand flat file uploaded by client

ii. For available API's, does the proposed pricing include access to the entire API library? What functionality is exposed in the systems' APIs?

Yes, an interface to the ERP system and/or financial & budget data source(s) is included in the pricing.

iii. Proposer shall describe available hardware options to support cash register/drawer functionality the City will consider these on an optional basis, and costs shall not be included in the technical proposal.

This does not apply to GovSense, as we are a true cloud-based solution.

iv. Proposer shall describe available time clock options to support time capture functionality the City will consider these on an optional basis, and costs shall not be included in the technical proposal.

GovSense offers flexible integration capabilities, including APIs and import/export functionalities, allowing seamless connection with third-party Human Capital Management (HCM) systems. This enables organizations to utilize various time clock solutions for accurate time capture

v.   Describe your proposed reporting features native to the system, and how the City staff will be trained to develop and configure their own reports.

Reporting Features

GovSense report development involves creating customized, data-driven reports that cater to the specific needs of government agencies. The process typically includes gathering data from various sources, designing user-friendly templates, and ensuring compliance with governmental standards and regulations. Reports are then built with dynamic features, such as filtering, drill-down capabilities, and automated scheduling, to provide actionable insights and support data-driven decision-making within government operations.

Dashboard Capabilities

1. **Portlets**
   o   Dashboards are made up of portlets, which are like widgets or tiles.
   o   Each portlet displays different types of data, such as KPIs, graphs, reports, reminders, or recent records.

2. **KPI Meters & Scorecards**
   o   Track and visualize critical Key Performance Indicators (KPIs) like revenue, expenses, customer churn, inventory levels, etc.
   o   Use KPI Scorecards to compare multiple KPIs side-by-side, including period-over-period trends.

3. **Trend Graphs**
   o   View data trends over time using line, bar, or column charts.
   o   These are interactive and often linked to reports or saved searches.

4. **Custom Reports & Saved Searches**
   o   Dashboards can display data from custom reports or saved searches, enabling highly specific views.
   o   Saved searches can be filtered, sorted, and updated in real-time.

5. **Reminders Portlet**
   o   Shows actionable items like overdue invoices, open cases, tasks, or unapproved expenses.
   o   Keeps users informed of to-do items.

6. **Snapshot Views**
   o   See summaries like cash flow, sales performance, forecasts, and project status at a glance.

7. **Role-Based Customization**
   o   Dashboards are customizable per role.
   o   Each role can have a personalized view showing only the most relevant data.

8. **Navigation & Shortcuts**
   o   Add quick links, recent records, and navigation tiles to streamline workflow.

Training for GovSense is typically provided through various channels, including official training programs, documentation, and educational resources. The GovSense Professional Services team provides training to your core implementation staff as functionality is reviewed, requirements are finalized, and the solution is built. General end-user training will be available throughout all phases of the project.

vi. What strategic decisions or direction is your firm taking or making related to the product being proposed today?

AI Integration Across GovSense

In March 2024, Oracle introduced over 200 AI-driven features to NetSuite which powers GovSense, focusing on areas such as finance, supply chain, sales, and customer service. These enhancements are designed to automate routine tasks, improve decision-making processes, and increase overall efficiency. Notably, Oracle has embedded these AI capabilities without additional costs, distinguishing itself from competitors who may charge premiums for similar features.

vii. What are the 3 – 5 most innovative and unique features or functionality that your software offers that would, from your firms' perspective, drive process improvement for an organization such as the City? For example, use of Artificial Intelligence/Machine Learning, automated invoice scanning/voucher creation, etc.

1. **Cloud-Native Platform with Modular Configuration**
   GovSense is 100% cloud-based and designed for scalability. Cities can implement modules as needed and grow the system over time—without costly upgrades or disruption. The platform is accessible anytime, anywhere, enabling hybrid work and field operations without sacrificing security.

2. **AI Integration Across GovSense/NetSuite**
   In 2024, Oracle introduced over 200 AI-driven features to NetSuite which powers GovSense, focusing on areas such as finance, supply chain, sales, and customer service. These enhancements are designed to automate routine tasks, improve decision-making processes, and increase overall efficiency. Notably, Oracle has embedded these AI capabilities without additional costs, distinguishing itself from competitors who may charge premiums for similar features.

3. **Fully Integrated, Role-Based Dashboards**
   GovSense provides intuitive, role-based dashboards that offer real-time visibility into tasks, approvals, and KPIs. These dashboards ensure that staff at all levels stay informed and focused on high-impact activities, improving cross-departmental coordination and transparency.

4. **Flexible API and Open Integration**
   Our API architecture and data exchange capabilities make it easier to connect with existing systems, such as payroll providers, time clocks, HRIS platforms, and more. Our integration ensures smoother operations.

5. **Predictive Insights and Analytics**

GovSense applies artificial intelligence and learning to identify and surface meaningful insights from your data. Predictive models can assist with budgeting, revenue forecasting, and workforce planning – enabling departments to make smarter, data-driven decisions with confidence.

VII. DATA CONVERSION APPROACH

Proposer to detail their approach to developing and implementing the data conversion plan, and what processes will be undertaken by the Proposer's project team to convert existing data, as well as to interface with identified source systems. Include methods of quality control and testing that will be utilized specifically to data conversion.

Data Conversion Plan
The GovSense Team has a long history of successfully converting enterprise-level data from both on-premise and cloud-based solutions. Because our underlying framework, Oracle | NetSuite, is used by more than 40,000 organizations, data conversion has been simplified so that programmers do not need to spend days building one-off import processes. Data loads can be managed and verified in real-time by consultants and customers. Usual engagements for GovSense involve three primary stages for data validation:

Stage 1: Engagement with key data stakeholders to define data export formats and template design.
GovSense will analyze each business system's output fields and map to existing and necessary fields in GovSense. The agreed upon deliverable of this stage is a data conversion plan containing the data elements that need to be merged or configured and the party responsible to conduct those efforts.

Stage 2: Iterative data loads are created in a sandbox instance for validation.
In accordance with the agreed upon data migration plan, GovSense will begin to load data provided to us by our Client based on process or function, e.g., electrical permits, building permits, customers, invoices, payments, etc. GovSense consultants will then conduct the first round of data validation through reconciliation reports, e.g., number of transactions, number of related transactions, invoice amount, total due per transaction type, etc. Once our team validates transaction data for a particular process or function, we ask the project leaders to review transactions for their level of satisfaction. To make this process easy for end-users and testers when they are validating records, they can easily flag a record within the sandbox to notify GovSense of a discrepancy.

Stage 3: Promotion to production.
Once each process and subsequent historical data is validated, GovSense will bundle the data and promote it to the production environment. This can be done throughout the implementation, making Go-live a positive, uneventful process.

Testing Process
- On a high level, our testing process is broken into three stages including high level navigation, user acceptance training and hands-on training. Validation of the configuration is done by using a combination of test scenarios provided from your team as well as test scenarios that GovSense has. All scenarios are tested and resolved before moving information to production.

- The GovSense professional services team follows a testing and quality assurance plan that combines the GovSense team as well as your project team. The methodology includes a framework of phases, tasks, and milestones dates based on best practices and our team's depth of experience. There is a sandbox available at all times for testing new processes, new integrations, and updates. Each sandbox has the same configuration, data, and customization as the Customer's production account. Sandbox can be refreshed periodically from production, upon your request. There is no additional cost to refresh the sandbox.

- UAT (User Acceptance Testing) is use case training where problems are discovered and reported back to GovSense for additional modifications. Test environments of the configured GovSense environment will be made available to the county to test the solution and practice using the GovSense environment in a sandbox. GovSense may provide generic test scripts that the Customer can customize per the specific user roles, solution scope, and business processes. The Customer will perform test transactions to validate the solution works as expected in the sandbox. Any identified system modifications will be documented and applied to the production environment.

Describe your organization's recommended approach toward retention of legacy data. Please describe what options are available, and supported, within your proposed solution. Also, please provide any relevant references of organizations that have successfully addressed legacy data with your solution.

GovSense will work with the City staff to develop a plan to extract the data in an acceptable format for importing from the City's Legacy System. This will also include the development of the application configurations, integrations, data migration and training materials. The GovSense application will be set up and configured based upon the processes and configuration requirements captured. This will be an iterative process which includes a series of review meetings to help ensure progress and accuracy. While GovSense assists the City, the City is responsible for cleaning and validating their data.

VIII. ROLES AND RESPONSIBILITIES

The Awarded Proposer will assist the City in the conversion of both commercially available software-based data, and any applicable data maintained in Microsoft Excel and Access, in to the new system as further described in the sources identified in Attachment B, Data Conversion tab.

It is expected that the City will be responsible for data extraction from current systems and data scrubbing, and that the Awarded Proposer shall be responsible for overall data conversion coordination, definition of file layouts, and data import and validation into the new system(s). Awarded Proposer should plan to have converted data ready for the User Acceptance Testing (UAT) phase of the Project.

As part of the resulting Project, the Awarded Proposer shall develop and provide a detailed Data Conversion Plan that describes how files will be converted to the proposed system (e.g., through software conversion aids/utility programs or special programs that must be written, the actual conversion procedures). A conversion schedule should identify planned conversion steps, estimated hours, and what resources will be required (by the City or Awarded Proposer) for all pertinent legacy data.

i.   Proposer to confirm their proposal includes providing the services identified in this Section (Item VIII Roles and Responsibilities) and provide any additional services that are also provided as part of your Data Conversion Plan/Program.

GovSense confirms that our proposal includes full support for the data conversion services outlined in Section VIII of the RFP. We understand that the City will be responsible for extracting and scrubbing data from current systems, including Excel and any commercially available software platforms, and that we, as the Awarded Proposer, will lead the overall data conversion process.

Our responsibilities will include:

- Coordinating the data conversion effort, ensuring alignment with project timeline and readiness for User Acceptance Testing (UAT).
- Defining clear file layouts and data mapping logic based on the City's source data and new system requirements.
- Providing technical guidance to support structured and accurate data preparation.
- Executing the data import into the new system.
- Validating converted data.
- Developing a comprehensive Data Conversion Plan.

ii. Proposer to specify or provide the format in which legacy system data should be extracted and provided to the Proposer for conversion activities.

For a smooth and efficient data conversion process, legacy system data should be extracted and provided to GovSense in structured, machine-readable formats that align with the system's import templates. The recommended formats include: CSV (Comma-Separated Values), Excel (.XLSX), Delimited Text Files (.TXT), and JSON or XML formats.

IX. RESPONSIBILITY OF DATA CONVERSION ACTIVITIES

Proposer to provide detailed explanation of the roles and responsibly for the data conversion methodology and approach.

1. Program Manager
- **Responsibilities**:
    - Oversees the entire data conversion project, ensuring alignment with organizational goals.
    - Manages resources, timelines, and stakeholder communications.
    - Addresses high-level issues and risks that may impact project success.
    - Defines the business requirements and objectives for the data conversion.
    - Ensures that the converted data meets operational needs and compliance standards.
    - Provides final approval on data accuracy and completeness.

3. Functional Lead
- **Responsibilities**:
    - Acts as the liaison between technical teams and business stakeholders.
    - Translates business requirements into functional specifications for the data conversion.
    - Validates that the converted data supports business processes effectively.

4. Technical Lead/Solution Architect
- **Responsibilities**:
    - Designs the technical strategy and architecture for data extraction, transformation, and loading (ETL).
    - Ensures that the data conversion approach aligns with the organization's IT infrastructure and standards.
    - Addresses technical challenges and optimizes performance during the conversion process.

X. GENERAL APPLICATION ARCHITECTURE OVERVIEW

GovSense proposes a unified, true-cloud architecture designed specifically for local governments, emphasizing flexibility, security, and scalability. The system is built on a secure, cloud-based infrastructure, ensuring users have access to the most recent versions at all times. This architecture allows for seamless updates through API integrations or data imports, providing unparalleled control over accounting operations.

To ensure resilience against security breaches, GovSense's architecture includes features such as disaster recovery, redundancy, offsite backups, hot backups, scalability, complete separation of duties, fully guarded premises, continuous security monitoring, and managed physical access.
GovSense's approach ensures that local governments can manage their operations efficiently, securely, and with the flexibility to adapt to evolving needs.

XI. SYSTEM AND APPLICATION ARCHITECTURE QUESTIONS

i.   What is the source language(s) of the product?

The front-end is developed in HTML5.

ii.   How many environments are available with your proposed solution at no additional cost (e.g., test, training, production)?

2; Production and Sandbox.

iii.   List all browsers that are certified for use with the application and describe any required browser add-ons, function enablement, etc.

GovSense runs on Oracle Cloud Infrastructure (OCI) and is accessible through all web browsers. Users access NetSuite through a standard web browser, such as Chrome, Firefox, or Safari with no required browser add-ons.

iv.   The underlying architecture of the application design is important to the City. Please describe your system architecture model and explain the capabilities and features of this model that led to your use of it in developing this system.

System Architecture – GovSense runs on Oracle Cloud Infrastructure (OCI) and is accessible through all web browsers. GovSense, being a cloud-based solution, is deployed through a software-as-a-service (SaaS) model. This means that GovSense is accessed over the internet, and the software is centrally hosted and maintained by Oracle, the company that owns NetSuite. Users access NetSuite through a standard web browser, such as Chrome, Firefox, or Safari. By leveraging the cloud-based SaaS model, GovSense offers the advantages of accessibility, scalability, and reduced infrastructure management overhead for organizations seeking a new solution. Users can access GovSense from anywhere with an internet connection, making it a flexible and convenient solution for organizations of various sizes.

v.   Please describe how data privacy and security compliance is supported within your proposed software solution. Is the system HIPAA compliant?

GovSense prioritizes data privacy and security compliance through a comprehensive approach that encompasses advanced security technologies, strategic partnerships, and adherence to industry standards.

Collaborative Security Measures
In response to the escalating cyber threats targeting governments, GovSense has partnered with Oracle Security Infrastructure (OCI) to provide robust solutions tailored for local government

entities. This collaboration offers advanced threat detection mechanisms, stringent access controls, robust encryption protocols, and compliance with established security standards, thereby safeguarding sensitive data and critical infrastructure assets from malicious actors.

Comprehensive Security Program

GovSense maintains an exhaustive security program aimed at securing and maintaining the integrity of customer data through physical and logical security measures, as well as data encryption. This program encompasses the technology platform, and the processes involved in software development, testing, and deployment. Third-party security audits are conducted to ensure compliance with standards such as SOC 2, Type II, which covers security and data privacy. Additionally, the platform includes rigorous backup processes, built-in redundancy, and disaster recovery mechanisms to protect against data loss.

As far as HIPAA compliance goes, that is addressed under our HR/HCM partner, UKG, who is HIPAA compliant.

vi.   Describe your approach to ensure scalability of the product. This includes transaction growth, upgrades, and replacements of components of the architecture, technology, and application.

Oracle NetSuite has over 40,000 customers and is growing with the capability to handle 350 billion application requests just last year. Billions of dollars have been invested in the Oracle cloud infrastructure to ensure this scalability.

vii.   List all hardware/operating system/database/mobile platforms upon which the product is supported.

GovSense is a cloud-based solution. This means that there is no hardware to purchase or maintain. You can access GovSense from anywhere with an internet connection. GovSense supports several popular web browsers. The recommended browsers are Google Chrome, Microsoft Edge, Firefox, and Safari.

XII.   GENERAL SECURITY OVERVIEW

Proposer to provide a description of the proposed application security features/functionality as well as the underlying technology used to support hosting and access to the software by clients.

We leverage the best policies for application security in the industry, beginning with state-of-the-art role-based security. We allow administrators to assign and delegate rights at the object, form or field level. This ensures not only that the user is seeing the appropriate information but also streamlining their experience by not cluttering the screen with unnecessary information. Finally, system options such as multi-factor authentication via security questions, user/administrator authentication alerts and IP restrictions can be implemented if desired.

Oracle NetSuite provides an extensive array of multi-factor authentication to its application. Being and application that resides inside of the Oracle Cloud Infrastructure, the application is also FedRamp and FBI credentialed for any size public sector entity.

A full array of the functionality is available at the link below:
https://docs.oracle.com/en/cloud/saas/netsuite/ns-online-help/chapter_4369651411.html

XIII.   SECURITY QUESTIONS

Proposer to respond to the following questions related to system security and access controls.

i.   Is Active Directory integration and/or single sign-on supported? Please provide applicable diagrams and/or details to substantiate the level of integration and compliance with published internet standards (i.e., LDAP and DNS).

GovSense gives ability to natively integrate with Active Directory and Outlook for user, mail, and calendar functions.

ii.   Proposer shall detail the ability of the proposed system(s) to integrate with Active Directory Domain Services implemented in accordance with published internet standards such as Lightweight Directory Access Protocol (LDAP) and Domain Name System (DNS). If such integration is not offered, Proposer shall explain the identify management solution that is provided.

GovSense gives ability to natively integrate with Active Directory and Outlook for user, mail, and calendar functions.

Please see the Oracle Industry standards-based integration:
https://www.netsuite.com/portal/platform/developer/suitetalk.shtml

iii.   Describe how the SaaS application/service provides two-way user and group synchronization with Active Directory (AD). (e.g., As users and groups are added to and removed from AD, these changes are reflected in the SaaS applications). Would the City AD be able to push, and the SaaS applications able to receive, user profiles and groups?

GovSense through Oracle NetSuite does not offer native two-way synchronization with Microsoft Active Directory (AD) for user and group management. However, organizations can achieve integration through Single Sign-On (SSO) solutions and third-party tools.

Single Sign-On (SSO) Integration

NetSuite supports SAML 2.0-based SSO, allowing users to authenticate using their AD credentials. This integration streamlines access by enabling users to log into NetSuite with their existing AD accounts. To implement SSO, administrators need to configure both NetSuite and their Identity Provider (IdP) to establish a trust relationship. This setup facilitates user authentication but does not synchronize user or group attributes between AD and NetSuite.

User Provisioning and Synchronization

For comprehensive user and group synchronization, third-party Identity and Access Management (IAM) solutions can bridge the gap between AD and NetSuite. These tools can automate the provisioning and de-provisioning of user accounts, ensuring that changes in AD are reflected in NetSuite. While this approach enables synchronization, it requires additional configuration and maintenance.

Considerations for Integration

- **Security**: Implementing SSO enhances security by centralizing authentication and reducing password proliferation.
- **Maintenance**: Utilizing third-party tools introduces additional components that require monitoring and upkeep.
- **Customization**: Organizations may need to customize integrations to align with specific business processes and compliance requirements.

In summary, while NetSuite does not natively support two-way synchronization with Active Directory, organizations can achieve integration through SSO configurations and third-party IAM solutions. Careful planning and consideration of security and maintenance implications are essential for a successful implementation

iv. When a user is added to AD, are the proposed solutions automatically provisioned and, conversely, when a user is removed from AD, access is automatically revoked?

GovSense does not natively support automatic user provisioning and de-provisioning directly through Active Directory (AD). While it does support Single Sign-On (SSO) using SAML 2.0, which allows users to log in using their AD credentials, this only handles authentication—not full lifecycle management of user accounts.

To achieve automatic provisioning and de-provisioning, organizations typically need to implement a third-party Identity and Access Management (IAM) solution such as: Microsoft Entra ID (formerly Azure AD) with SCIM provisioning Okta, OneLogin, or Ping Identity.

These tools can automate the creation and removal of GovSense user accounts based on changes in AD. For example: When a user is added to AD, the IAM solution can create a corresponding GovSense user and assign roles. When a user is removed or deactivated in AD, the IAM system can revoke their GovSense access.

v.   Are users able to sign on to the Windows network once, and then easily gain access to the proposed applications without having to enter an additional set of credentials?

You would need to sign into Govsense additionally.

vi.   The City has external auditors that may require access, or benefit from having access, to the core ERP system for annual audits. Please describe how access for auditors can be provisioned within the proposed system, particularly for this type of "user" that is not set-up within the City's Active Directory.

GovSense is a true-cloud solution designed for local governments, offering secure access to authorized users, including auditors, from any device with an internet connection. This flexibility allows auditors to perform their duties remotely without the need for additional hardware or software installations.

Access to GovSense is managed through user-specific credentials, ensuring that only authorized personnel can log in. Auditors are typically provided with unique usernames and passwords, granting them access to the specific modules and data necessary for their roles. The system supports role-based access controls, allowing administrators to define and restrict access based on user responsibilities.

vii.   Will Proposer require remote access to the City systems/network to provide support/management of the solution either during implementation or post go-live? If yes, please describe in detail what type of access is required.

GovSense typically does not require remote access to a city's internal systems or network during implementation or post go-live. However, specific access requirements may vary depending on the integration needs and configuration of the city's existing systems.

viii.   If any access, remote or physical, is required for accessing the City's systems/network, will Proposer agree to reviewing and having applicable staff consent to follow applicable the City Security Policies?

Yes.

ix. Will Proposer staff resources be accessing the City systems/network remotely from outside the United States? If yes, please describe in detail the reasoning and how security will be managed.

No.

XIII. SOFTWARE HOSTING QUESTIONS

i. Where are the data center and storage facilities?

Oracle NetSuite has 16 primary global data center regions. The United States based data centers include:

- Ashburn, Virginia
- Phoenix, Arizona
- San Jose, California (legacy NetSuite data center)
- Chicago, Illinois (disaster recovery)

ii. What availability and response time do you guarantee?

GovSense support, which begins in year 2 of your subscription term, includes 24/7 Customer Portal Access for up to two users and email and phone support based in our Alpharetta, Georgia office from 8 a.m. – 6 p.m. Eastern Time. We leverage an on-demand communication platform to screen share and assist customers with specific issues. Help is also available to all users 24/7 in GovSense via our on-demand knowledge base.

GovSense classifies and responds to issues based on the level of impact to business operations, ensuring timely resolution according to severity. Mission-Critical Impact issues—such as when SaaS services or the software application cannot be accessed over a public internet connection—are addressed with the highest priority, with a target resolution time of within four (4) hours. Business Productivity Impact refers to isolated issues that disrupt normal operations but do not affect the entire system; these are resolved within two (2) business days.

Lastly, Minor Service Impact involves non-critical functionality that is not operating as intended but does not significantly hinder overall operations; these are resolved within thirty (30) business days. This tiered approach ensures that service levels align with the urgency and scope of the issue.

iii. How many instances of unplanned outages have any of your customers experienced within the past five years? Describe the nature of any such outages, including the mitigating steps that have been established to minimize repeat outages. What has been the duration and scope of such unplanned outages?

No outages in the past five years

iv.   What are the standard relief schedules for unplanned system downtime/outages? In how many instances has your firm had to pay client relief for unplanned outages?

By utilizing the secure Oracle cloud, we have not encountered any outages and have not had to pay any client relief for unplanned outages.

v.   What is your process for notification of standard maintenance and downtime?

GovSense via Oracle NetSuite provides proactive notifications for planned downtime or maintenance through the NetSuite Status Page and email alerts.

Planned Maintenance: Customers are notified in advance via email and dashboard alerts, typically at least 72 hours before scheduled maintenance.

vi.   What data security and system redundancy capabilities are available at Proposer's data center and storage facilities?

GovSense via NetSuite's security redundancy is built on Oracle Cloud Infrastructure (OCI), offering high availability and robust data protection. It includes:

- Redundant data centers with geographically distributed failover capabilities
- Real-time data replication and daily backups
- Disaster recovery protocols ensuring business continuity
- 24/7 monitoring, encryption at rest and in transit, and multi-layered access controls

vii. Will data be encrypted at rest, and in transit? Please explain any applicable protocols.

24/7 monitoring, encryption at rest and in transit, and multi-layered access controls

viii. Provide relevant documentation related to any recent certifications pertaining to the Proposer's hosting technical and operation capabilities or that of their subcontracted provider for these services.

Oracle's Cloud Compliance documentation outlines the certifications, attestations, and frameworks Oracle adheres to for its cloud services. It includes global standards such as ISO 27001, SOC 1/2/3, GDPR, and FedRAMP. The documentation also details how Oracle ensures data privacy, operational security, and regulatory compliance across its cloud infrastructure. Customers can use these resources to verify that Oracle Cloud meets their industry-specific compliance needs. Please see link below:

https://www.oracle.com/corporate/cloud-compliance/

ix. Provide detailed information on the way(s) in which the City will access the software if deployed in a SaaS or hosted environment. Such information should include how the software is accessed when on or off the City network, as well as any additional hardware/software that may be required for accessing the software.

A user can access NetSuite in the following ways:

1. **Web Browser** – The most common method is through a secure login using a supported browser (Chrome, Edge, Firefox, Safari, etc).
2. **Single Sign-On (SSO)** – If enabled, users can access NetSuite through their organization's identity provider using SSO with SAML 2.0 integration.
3. **NetSuite Mobile App** – Users can access key features of NetSuite on the go via the official mobile app (available for iOS and Android).

x. How is data stored? Would the City data be physically or logically segmented from other client data?

In Oracle Cloud Infrastructure (OCI), each client's data is **logically separated** using **dedicated schemas**, **access controls**, and **virtualized resources**, ensuring complete **data isolation** and preventing access by other tenants.

xi. Please describe the database storage capacity of the proposed solution. Are there limits on the amount of data that can be stored in the proposed solution? If applicable, what tiers of storage are offered in the hosted/SaaS environment?

GovSense via Oracle NetSuite provides cloud-based, multi-tenant database storage, with capacity based on your subscription plan and data usage.

There are no hard storage limits for most standard use cases, but thresholds do apply based on the number of records, file storage, and customization complexity. We don't anticipate any thresholds being approached with Superior's records.

What disaster recovery services are provided under your standard hosting agreement? If not standard, is there a separate agreement/cost associated with disaster recovery?

Disaster Recovery
- Data in the primary data center is replicated and synchronized across data centers.
- For any natural disaster all operations fail over and are duplicated at another data center.

EXHIBIT A – Gravity Reference Tables:

Reference Table
Reference Number: 1
Governmental Entity Name: City of Wausau, WI What is the approximate staff count of the Entity? Unknown What is the approximate population served by the Entity? 40,000
Detailed narrative description of work completed for this reference (e.g., upgrade process, new implementation for a client transitioning from a different legacy system): The City recently implemented Workday and Adaptive Planning as its new ERP and Budgeting software systems, respectively, but came to Gravity to automate the Budget Book. Most recently, the City expanded its investment in Gravity to add on the Capital Budgeting Module, the CIP Report, and automation of the WI PSC report.

Contact Information
 	
      Address: 407 Grant Street
 	
      City, State, Zip: Wausau, WI 54403
 	
      Reference Contact Name: MaryAnne Groat Title: Finance Director
 	
      Phone No.: (715) 261-6645 Email Address: mgroat@ci.wausau.wi.us
 	
      Start Date of Project: __7/2024_ Go-Live Date: __9/2024____
 	
Project Information
 	
      Vendor Project Manager/Lead for this Client: Ryley Davenport, Director of Customer Success
 	
      Name and Version of software system installed: Gravity Budget Book Studio and Capital Budgeting Module
 	
      Legacy software system replaced: Workday Adaptive Planning and Excel/Word
 	
      Scope of Modules installed: Budget Book and Capital Budgeting Module used
 	
      Model used (Hosted, On-Premise, SaaS, etc.): SaaS
 	
      Is this reference still using the software? Yes X   No _____
 	
      Total Project Cost: Undisclosed

Reference Table
Reference Number: 2
Governmental Entity Name: Racine County, WI What is the approximate staff count of the Entity? Unknown What is the approximate population served by the Entity? 195,000
Detailed narrative description of work completed for this reference (e.g., upgrade process, new implementation for a client transitioning from a different legacy system): The County moved away from spreadsheets and Word docs as a very manual and time-consuming process to Gravity's Budget Book Studio.

Contact Information

        Address: 730 Wisconsin Avenue

        City, State, Zip: Racine, WI 53403

        Reference Contact Name: Gwen Zimmer Title: Finance Director

        Phone No.: (262) 636-3455   Email Address: gwen.zimmer@racinecounty.com

        Start Date of Project: 7/2022   Go-Live Date: 10/2022

Project Information

        Vendor Project Manager/Lead for this Client: Ryley Davenport, Director of Customer Success

        Name and Version of software system installed: Gravity Budget Book Studio

        Legacy software system replaced: Excel/Word

        Scope of Modules installed: Budget Book

        Model used (Hosted, On-Premise, SaaS, etc.): SaaS

        Is this reference still using the software? Yes X   No _____

        Total Project Cost: Undisclosed

Reference Table
Reference Number: 3
Governmental Entity Name: Sauk County, WI What is the approximate staff count of the Entity? Unknown What is the approximate population served by the Entity? 64,000
Detailed narrative description of work completed for this reference (e.g., upgrade process, new implementation for a client transitioning from a different legacy system): The County is a new customer, pending Board approval on 4/15/25. The County is moving away from spreadsheets and Word docs as a very manual and time-consuming process and complementing the existing ERP environment of Tyler Munis with Gravity's full Budgeting and Planning Suite and Budget Book Studio.

Contact Information
 	
       Address: 505 Broadway Street
 	
       City, State, Zip: Baraboo, WI 53913
 	
       Reference Contact Name: Lynn Horkan Title: Finance Director
 	
       Phone No.: (608) 355-3236   Email Address: lynn.horkan@saukcountywi.org
 	
       Start Date of Project: 4/2025   Go-Live Date: anticipated 7/2025
 	
Project Information
 	
       Vendor Project Manager/Lead for this Client: Ryley Davenport, Director of Customer Success
 	
       Name and Version of software system installed: Gravity Budgeting & Planning Suite and Budget Book Studio
 	
       Legacy software system replaced: Tyler Munis and Excel/Word
 	
       Scope of Modules installed: Budgeting & Planning and Budget Book
 	
       Model used (Hosted, On-Premise, SaaS, etc.): SaaS
 	
       Is this reference still using the software? Yes X   No _____
 	
       Total Project Cost: Undisclosed

Reference Table
Reference Number: 4
Governmental Entity Name: City of Altus, OK What is the approximate staff count of the Entity? Unknown What is the approximate population served by the Entity? 18,000
Detailed narrative description of work completed for this reference (e.g., upgrade process, new implementation for a client transitioning from a different legacy system): The City moved away from ClearGov to Gravity to streamline its budgeting process further and automate the production of the Budget Book.

Contact Information

       Address: 509 South Main Street

       City, State, Zip: Altus, OK 73521

       Reference Contact Name: Jan Neufeld Title: CFO

       Phone No.: (580) 481-2210   Email Address: jneufeld@altusok.gov

       Start Date of Project: _TBD___   Go-Live Date: _TBD___

Project Information

       Vendor Project Manager/Lead for this Client: Ryley Davenport, Director of Customer Success

       Name and Version of software system installed: Gravity Budgeting & Planning and Book Studio

       Legacy software system replaced: ClearGov

       Scope of Modules installed: Budgeting & Planning and Budget Book

       Model used (Hosted, On-Premise, SaaS, etc.): SaaS

       Is this reference still using the software? Yes X   No _____

       Total Project Cost: Undisclosed

Reference Table

Reference Number: 5

Governmental Entity Name: City of Boynton Beach, FL

What is the approximate staff count of the Entity? Unknown

What is the approximate population served by the Entity? 78,000

Detailed narrative description of work completed for this reference (e.g., upgrade process, new implementation for a client transitioning from a different legacy system): The City was (and is still) using CentralSquare and chose Gravity to complement the ERP system and streamline processes around Budgeting & Planning, Budget Book, and Financial Transparency. Currently considering an extension of Gravity contracted services to add ACFR, GASB 87, Quarterly Reports, among other things.

Contact Information

      Address: 100 E. Ocean Avenue

      City, State, Zip: Boyton Beach, FL 33435

      Reference Contact Name: Peter Kajokas Title: Finance Director

      Phone No.: (561) 742-6000   Email Address: kajokasp@bbfl.us

      Start Date of Project: 10/2023   Go-Live Date: 1/2024

Project Information

      Vendor Project Manager/Lead for this Client: Ryley Davenport, Director of Customer Success

      Name and Version of software system installed: Gravity Budgeting & Planning, Budget Book Studio and Open Data/Financial Transparency

      Legacy software system replaced: Excel/Word

      Scope of Modules installed: Gravity Budgeting & Planning, Budget Book Studio and Open Data/Financial Transparency

      Model used (Hosted, On-Premise, SaaS, etc.): SaaS

      Is this reference still using the software? Yes X   No _____

      Total Project Cost: Undisclosed

Reference Table

Reference Number: 6

Governmental Entity Name: City of Rochester Hills, MI
What is the approximate staff count of the Entity? Unknown
What is the approximate population served by the Entity? 76,000

Detailed narrative description of work completed for this reference (e.g., upgrade process, new implementation for a client transitioning from a different legacy system): The City evaluated Gravity in 2023 via an RFP process for a Budgeting and CIP solution against ClearGov, Questica and OpenGov. He said he found all three to do budgeting and CIP their way and found our solution to have the flexibility needed to do it the Rochester Hills way.   Fast forward a year later, and the city is very happy with the deployment and results so far. The fact that our CIP templates flow into the O&M process was very nice for him.   Our support organization has been great to work with always responsive to their questions and needs. They said their Budget Book looks fantastic and the Interactive Budget (Transparency Portal) has been very well received by both Council and citizens.   They will start entering CIP data into Gravity last month and hope to publish their CIP Book in April with Gravity .

Contact Information

> Address: 1000 Rochester Hills Drive
>
> City, State, Zip: Rochester Hills, MI 48309
>
> Reference Contact Name: Joe Snyder   Title: CFO
>
> Phone No.: (248) 841-2534   Email Address: snyderj@rochesterhills.org
>
> Start Date of Project: 2/2024   Go-Live Date: 7/2024

Project Information

> Vendor Project Manager/Lead for this Client: Ryley Davenport, Director of Customer Success
>
> Name and Version of software system installed: Gravity Budgeting & Planning, Budget Book Studio and Open Data/Financial Transparency
>
> Legacy software system replaced: Excel/Word
>
> Scope of Modules installed: Gravity Budgeting & Planning, Budget Book Studio and Open Data/Financial Transparency
>
> Model used (Hosted, On-Premise, SaaS, etc.): SaaS
>
> Is this reference still using the software? Yes X   No _____
>
> Total Project Cost: Undisclosed

Tab 3 – Implementation Methodology, Key Personnel, Training Plan, and Testing and Quality Assurance Plan

I. PROJECT APPROACH

Proposer to provide a description of the proposed approach for providing the Scope described in the RFP, including a comprehensive description of the proposed implementation methodology for the Project. The description should include how the Proposer has developed this methodology to both incorporate lessons learned from experiences as well as to meet the needs described in the RFP.

- GovSense is personalized for every client. We take a crawl, walk, run approach for delivering our services for specific projects. We monitor and manage the implementation from start to finish while being mindful of your budget, resources, and what you are looking to accomplish within it. It is essential for GovSense to get clients up and running as quickly and efficiently as possible. This is our phased approach, and we do this by configuring what you need on day one and continuing to build on that software foundation. This approach also allows for testing and feedback throughout the entirety of projects.

- At GovSense, we use a proven and strategic approach to implementations. GovSense's Professional Services (PS) project team follows an implementation approach that aligns the PS project team with the City of Superior's project team. This implementation methodology is a framework of phases, tasks, and milestone dates based on best practices and PS's depth of experience. GovSense and Client will work together during the engagement to ensure a successful on-time and on-budget implementation. Further analysis will be required for GovSense to provide a comprehensive implementation schedule with key activities and milestones as not enough information is known at this time.

- GovSense will handle all communication throughout the implementation, being the single "throat to choke" across all third-party vendors. We will meet with your team if selected as vendor of choice to discuss what would be included in each phase to ensure we are being mindful of city resources throughout the entirety of the project. With being the face of communication and having a phased approach, we ensure that all pre-discussed goals are accomplished within the proposed timeline.

i.   Based on information provided in this RFP and experience in working with other localities, what is the Proposer's perspective on the most significant risks to this Project, and how do you plan to mitigate these risks?

GovSense's Perspective on Project Risks and Mitigation Strategies
Based on the information provided in this RFP and our experience working with other local governments, GovSense identifies the following as the most significant risks to the success of the Project:

1. Data Quality and Migration
Risk: Incomplete, outdated, or inconsistent legacy data can delay migration and impact system functionality.
Mitigation: GovSense will conduct early data assessments, provide templates for data preparation, and offer expert guidance throughout the cleansing and mapping process.

2. Limited Internal Resources or Availability
Risk: City staff may be balancing daily responsibilities alongside implementation, affecting project momentum.
Mitigation: We will create a realistic, collaborative timeline, clearly define resource needs up front, and maintain regular check-ins to adjust as needed.

3. Change Management and User Adoption
Risk: Resistance to change or lack of engagement can reduce adoption and ROI.
Mitigation: GovSense integrates change management from the start—offering tailored training, clear communication plans, and involving end users early to build buy-in.

4. Scope Creep
Risk: Unmanaged requests outside the original scope can lead to delays and increased costs.
Mitigation: A formal change control process will be established, and all scope changes will be documented, reviewed, and approved by both parties.

5. Integration Complexity
Risk: Integrations with existing City systems (e.g., financial, HR, or GIS platforms) may present technical challenges.
Mitigation: Our team will work closely with City IT staff to assess integration requirements early, validate APIs, and plan phased deployment if needed.

GovSense's implementation methodology is designed to identify, track, and proactively address these risks, ensuring a smooth and successful rollout aligned with the City's goals.

ii.   With what frequency will Proposer's Project Team staff be on-site at the City during implementation? Will staff be on-site for full or partial weeks? Has this approach been standard for other implementations?

We have priced out 5 onsite visits for implementation. That can be changed and negotiated up or down depending on the City's needs.

iii.   Describe in detail the approach to developing interfaces/integrations/data exchanges. What is the division of responsibility between the City and Proposer project teams? What technical skills are required of the City staff for this work?

Approach to Developing Interfaces/Integrations/Data Exchanges

Govsense takes a structured, collaborative approach to ensure accurate and reliable integrations with City and third-party systems. The process includes:

1. Requirements Gathering:
 Govsense leads joint discovery sessions to identify integration needs, including data sources, formats, frequency, and security requirements.

2. Design & Documentation:
 Govsense prepares Interface Control Documents (ICDs) outlining data mappings, API specs, validation rules, and error handling. The City reviews and approves these documents.

3. Development & Configuration:
Govsense builds or configures interfaces using APIs, file transfers, or middleware, using reusable components where applicable.

4. Testing & Validation:
Govsense performs unit and integration testing. The City participates in User Acceptance Testing (UAT) to confirm functionality and data accuracy.

4. **Deployment & Monitoring:**
Govsense manages deployment, sets up monitoring tools, and ensures the integration is stable and auditable.

Technical Skills Required of City Staff

City staff are not required to be developers but should:

- Understand business workflows and data needs
- Participate in testing and review processes
- Be familiar with common data formats (CSV, JSON, XML)

a. Following go-live of the software, what is the role of the Proposer in supporting the ongoing maintenance of developed interfaces/integrations/data exchanges?

Following go-live, GovSense remains actively involved in supporting the ongoing performance of all developed integrations. Our responsibilities include:

- **Monitoring & Issue Resolution:** Troubleshooting and resolving integration-related issues as they arise, in coordination with City IT staff.
- **System Updates Compatibility:** Ensuring that integrations remain functional through system upgrades, both on the GovSense side and with connected third-party platforms.
- **Technical Support:** Providing access to our support team for questions, updates, or enhancements related to integrations.
- **Documentation & Knowledge Transfer:** Delivering clear documentation for all integrations and, when requested, training City staff on ongoing oversight or basic maintenance tasks.

iv. Describe in detail the approach to configuration and set-up activities. Will the Proposer team complete the majority of the configuration based upon information gathered from the City subject matter experts, or will the City be expected to perform much of the configuration?

GovSense's Approach to Configuration and Setup Activities

GovSense follows a collaborative, consultant-led approach to system configuration that minimizes the burden on City staff while ensuring the system is tailored to the City's unique needs.

1. Discovery & Requirements Gathering
GovSense begins by working closely with City Subject Matter Experts (SMEs) to conduct discovery workshops that focus on existing processes, goals, and compliance requirements. The insights gathered form the foundation for system configuration.

2. GovSense-Led Configuration
Based on the information provided by the City, the GovSense implementation team will perform the majority of the system configuration. This includes:

- Setting up business rules, workflows, and forms
- Configuring modules (e.g., budgeting, permitting, licensing, finance)
- Creating role-based dashboards and user permissions
- Mapping and loading data structures for legacy data migration
- Preparing interfaces or integrations with external systems

3. Iterative Review and Feedback

After initial setup, GovSense conducts walkthrough sessions with City SMEs to validate configurations. This iterative process allows the City to:

- Review system behavior
- Provide feedback or request adjustments
- Participate in minor setup elements, if desired, for internal learning and ownership

4. City's Role

While GovSense leads configuration, the City is expected to:

- Participate in discovery and validation workshops
- Provide timely data, documentation, and decisions
- Assist in testing and reviewing configured components

5. Training and Knowledge Transfer

GovSense also trains key City users and administrators so they can manage basic settings and minor adjustments after go-live—supporting long-term sustainability.

Summary:

GovSense completes the bulk of configuration work based on input from City SMEs. The City's role is to provide expertise, feedback, and support during validation, not to perform the configuration itself. This ensures the system is professionally implemented while promoting internal understanding and long-term success.

v.   Describe any additional assumptions made in the Proposal, not already identified in detail. These should include any assumptions related to the current the City technical environment, staffing, project management approach, and the City resources available during implementation and support phases.

Everything relating to the implementation and support processes, the city's technical environment needed, all project management approach and resources needed is thoroughly covered in several places throughout this RFP response.

II. GO-LIVE AND ONGOING SUPPORT

GovSense Go-Live and Ongoing Support

GovSense is here to help with Go-Live and Post-Go-Live Support. We have a customer support portal for customers to log cases for any issues they may be experiencing while notifying our support team of the creation of the case. The portal not only allows our team to track the case internally, but it also gives customers visibility into the status of the issue. Once your case is submitted, a confirmation email is prompted from the system to notify the customer that the case has been created. Our support team is immediately notified and will verify the selected priority to ensure the appropriate level of urgency is designated to the case. One of our consultants will reach out and work with the team to ensure that everything is running smoothly.

GovSense support, which begins in year 2 of your subscription term, includes 24/7 Customer Portal Access for up to two users and email and phone support based in our Alpharetta, Georgia office from 8 a.m. – 8, we p.m. Eastern Time. We leverage an on-demand communication platform to screen share and assist customers with specific issues. Help is also available to all users 24/7 in GovSense via our on-demand knowledge base. Offering a true-cloud solution provides a single-user experience with one database. This means that whether you are utilizing the ERP and/or Community Development modules, the user experience is consistent for all. One system. One login. No limits. There are higher tiers of support that can be purchased.

i. What are the standard hours that support is offered, and through what means (telephone, web ticket submission, etc.)? Are afterhours and weekend support offered, and if so, is this part of the standard support offering or part of a different tier/offering?

Standard support is offereed from 6:00am to 8:00pm M-F, and we have a 24/7 customer portal. See answers above.

ii. Describe the support that is offered to assist in potential situations where the City is unable to conduct certain mission-critical processes, such as processing payroll, due to emergency situations.

GovSense is committed to providing exceptional software support and maintenance, ensuring that your systems run smoothly and efficiently. Our dedicated support team offers timely assistance, addressing any issues that arise and providing continuous updates to enhance system performance. With comprehensive maintenance services, GovSense ensures your software remains secure, up-to-date, and aligned with the latest industry standards. Below is the Severity Level Problem Classification and Problem Response Times.

Severity Level	Description	Problem Response Time
3	**Mission-Critical Impact:** SaaS Services or System Down; Software Application cannot be accessed over a public internet connection	Within four (4) hours
2	**Business Productivity Impact:** Isolated issue that adversely affects normal business operations	Within two (2) business days
1	**Minor Service Impact:** Minor component of functionality does not operate as intended, but most normal business operations can still be performed	Within thirty (30) business days

iii.   Is product support offered by Proposer, through the software developer/provider, or sub-contracted?

Product support is offered by GovSense.

iv.   Are there optional, "enhanced" support tiers or offerings above and beyond what has been proposed?

At GovSense, we believe that evbery customer deserves the highest level of support – no exceptions. That's why we don't offer tiered or premium support packages. Whether you're a small town or a large county, your needs are critical, and our commitment to responsive, knowledgeable service doesn't depend on how much you pay. We've built our support model around fairness, consistency, and genuine partnership – because helping you success is our priority, not a product upsell.

v. How often are releases provided, how is advance notification provided to customers of upcoming releases, and what is the process to test each release? Would the City be able to test releases in a test environment prior to pushing updates to a live environment?

Oracle NetSuite releases two major upgrades every year in spring and fall; GovSense releases module updates and new functionalities on the same time schedule. These software enhancements cause no downtime and the upgrades happen overnight.

vi. Does the system have the ability to roll back updates should challenges or bugs be encountered?

Oracle releases two major upgrades every year in spring and fall; GovSense releases module updates and new functionalities on the same time schedule. These software enhancements cause no downtime and the upgrades happen overnight.

vii. Are there future costs associated with upgrade processes? For example, costs associated with purchasing licensing for upgrades, professional services costs associated with implementing upgrades, etc.? Proposer to describe the frequency of upgrades and any price ranges for anticipated upgrades.

GovSense, powered by Oracle NetSuite operates on a true cloud SaaS model, meaning all customers run on a single, continuously updated version of the software. As such:

No Licensing Costs for Upgrades
- All upgrades are included in the annual NetSuite subscription—there are no additional licensing fees for accessing new features or versions.
- Customers automatically benefit from system enhancements, security improvements, and performance optimizations.

viii. What is the role of the City in providing ongoing support and maintenance of the system proposed? How many FTE are typically required to support the system on the client-side, and what tasks are entailed?

Customers are responsible for:
- Managing internal users and permissions
- Providing first-line support to their own staff (especially in larger organizations)
- Coordinating with GovSense Support for issues that require vendor resolution

Summary:
GovSense provides robust support services, and while customers may choose to manage some aspects internally (like user questions or training), GovSense does not require customers to provide technical support for the platform themselves.

III. STATUS REPORTING

Proposer to detail their approach to providing status reports throughout the course of the Project. This section should include an example of the recurring status report and identify the expected delivery mechanism that will be used to provide the report to the City.

During implementation, **GovSense provides status reporting** through structured project management tools and regular communication checkpoints to ensure transparency and progress tracking. A key component of this is the use of a **dedicated implementation dashboard** that allows both GovSense and the client to:

- Monitor **milestones**, **task completion**, and **deliverables**
- View real-time **project status updates** and potential risks
- Receive **automated notifications** for upcoming deadlines or items needing attention
- Participate in **weekly or bi-weekly status meetings** for consistent progress reporting

These reports help ensure that all stakeholders—GovSense team members and client representatives—stay aligned on timelines, responsibilities, and implementation goals throughout the project lifecycle.

IV. RESOURCE HOURS

Proposer to provide a breakdown of the anticipated resource levels for the City Implementation Project Team and the Proposer Implementation Project Team based on typical project role. This section should include any comments related to phase-specific involvement, and other assumptions should be noted here.

GovSense and the City will collaborate through clearly defined project roles to ensure a successful implementation.

City Project Team:
- **Executive Sponsor:** Provides strategic oversight, involved at key milestones.
- **Project Manager:** Oversees City-side project activities throughout all phases.
- **IT Staff:** Support integrations, data migration, and go-live readiness.

GovSense Team:
- **Executive Sponsor:** Ensures alignment of GovSense resources.
- **Project Manager:** Leads implementation, coordinates with the City PM.
- **Technical Lead:** Manages configurations, integrations, and data migration.
- **Training Specialist:** Delivers tailored user training before go-live.

Assumptions:
- City resources will be available as needed.
- Regular status meetings will maintain alignment.
- Training and change management are built into the process.

V.   IMPLEMENTATION PLAN

Proposer shall submit a Sample Implementation Plan as an Exhibit to Tab 3.

Exhibit submitted   Yes **X**   No

See Exhibit B attached.

VI.   PROJECT MANAGEMENT PROCESS

Proposer to provide their overall approach for managing the City's Project, including the following areas:

- Scope Management, Schedule Management, Risk Management, Quality Management, Communication Management, Organizational Change Management, System Interface Plan, Resource Management Plan.

GovSense is personalized for every client. We take a crawl, walk, run approach for delivering our services for specific projects. We monitor and manage the implementation from start to finish while being mindful of your budget, resources, and what you are looking to accomplish within it. It is essential for GovSense to get clients up and running as quickly and efficiently as possible. This is our phased approach, and we do this by configuring what you need on day one and continuing to build on that software foundation. This approach also allows for testing and feedback throughout the entirety of projects.

At GovSense, we use a proven and strategic approach to implementations. GovSense's Professional Services (PS) project team follows an implementation approach that aligns the PS project team with the City of Superior's project team. This implementation methodology is a framework of phases, tasks, and milestone dates based on best practices and PS's depth of experience. GovSense and Client will work together during the engagement to ensure a successful on-time and on-budget implementation. Further analysis will be required for GovSense to provide a comprehensive implementation schedule with key activities and milestones as not enough information is known at this time. GovSense will handle all communication throughout the implementation, being the single "throat to choke" across all third-party vendors. We will meet with your team if selected as vendor of choice to discuss what would be included in each phase to ensure we are being mindful of city resources throughout the entirety of the project. With being the face of communication and having a phased approach, we ensure that all pre-discussed goals are accomplished within the proposed timeline.

VII.   ORGANIZATIONAL CHART

i.   The City anticipates that any staff assigned to the Project will remain assigned to the Project, unless the City deems the services to not meet expectations at which point the Contractor and the City will work together to remedy such non-conforming services. Proposer to identify the approach to assignment and (as necessary) replacement/removal of vendor staff during the implementation process.

GovSense Staffing Assignment and Replacement Approach
GovSense is committed to maintaining continuity by assigning experienced implementation staff who remain dedicated to the project through its duration. Each team member is selected based on their expertise relevant to the City's scope and objectives. In the event a performance issue arises or services do not meet expectations, GovSense will promptly collaborate with the City to address concerns. This may include coaching, role reassignment, or replacing the individual to ensure service quality and project success. Any staff changes will be communicated in advance and coordinated to minimize disruption.

ii.   Proposer to submit as an Exhibit to Tab 3, an Organizational Chart including subcontractors and reporting structure of the entire team.

Exhibit submitted   Yes **X** No

See Exhibit C attached.

VIII.   PROJECT TEAM RESUMES (PROPOSER)

i.   As an Exhibit to Tab 3, resumes shall be provided for the implementation team, as well as additional personnel involved in the proposed project governance structure, including any partners/subcontractors. Resumes shall be specific to the actual personnel to be assigned to this Project for all primary roles (e.g., Project Manager, Conversion Lead). Resumes to include listing of past software implementation projects and certifications held for each team member.

Exhibit submitted   Yes **X**   No

See Exhibit D attached.

ii. Summary of Project Team: Proposer shall complete the table on the following page listing a summary of the Project Team Members including any partners/subcontractors.

Team to be assigned upon down-selection of GovSense.

Table 3-01: Proposer Project Team Members

Proposer Project Team Members						
Name	**Title**	**Role on Proposed Project Team (e.g., PM)**	**Years of Relevant Experience**	**Years with firm**	**Number of implementations completed within past five years**	**Identify Scope of Services/Tasks this individual will be working on for the City**	**Relevant certifications (PMP, etc.)**

IX. PROPOSED TRAINING APPROACH/STRATEGY

i. Proposer to describe the proposed approach to training users of the system, including the frequency of training, timing in the overall sequence of the implementation, as well as training resources/materials that will be provided to trainees.

Training for GovSense is typically provided through various channels, including official training programs, documentation, and educational resources. The GovSense Professional Services team provides training to your core implementation staff as functionality is reviewed, requirements are finalized, and the solution is built. General end-user training will be available throughout all phases of the project. Training is a key component of the implementation strategy and means we listen to you first to understand your unique needs, involving every user and every business process owner.

Project Team Training
Project team training and adoption is critical to the success of the project; therefore, we recommend the following action plan for project team training.

Post-Contract Signing / Pre-Project Kickoff:

- Watch GovSense Overview and General Navigation videos.
- Review initial training outline and project team training goals.

Post-Project Kickoff:

- Classroom style training with GovSense Team:
  - GovSense provides structured, engaging training presentation and hands-on guidance using a complete training instance of GovSense.
  - Trainees receive a presentation and general training materials.
  - Trainees receive a workbook for post-training activities in preparation for working models.

Post-Working Models:

- GovSense will provide configuration training scenarios that align with defined user stories and requirements.

End-User Training

End-user training will occur once the sandbox instance is fully configured and signed off on. GovSense highly recommends that department heads take GovSense standard training templates and design them to meet the needs of the audience. Department heads know the intricacies of each department and end-users' needs. Therefore, we believe it is ideal that you utilize our templates to make them your own. This process also helps with early and consistent project engagement and adoption and ownership of the configuration and process.

We cannot over-emphasize the importance of across-the-board user adoption to the success of your system implementation and to achieving the comprehensive business benefits of the software solution. Here are the reasons comprehensive and continuous training helps ensure universal dedication to the GovSense solution:

- **It all starts at the top** – we work with village leaders to ensure we are all on the same page from the very beginning in complete support of resource dedication to training.
- **We listen first to your unique needs** – we will work with you to define exactly what you need to do up front to coordinate and ensure cooperation for user training.
- **We do not want you to depend on us** – unlike other solution providers, our goal is to make you self-sufficient. While we are always there when you need help, we make sure you are completely immersed in your new GovSense solution, so you work with confidence.

- We provide pre-project kickoff training assignments to make sure all team members are thoroughly prepared for the project and can hit the ground running.
- Classroom-style post-project kickoff training with GovSense, provides structured, engaging presentations and hands-on guidance using a complete training version of the software.
- We provide configuration training scenarios that align with user stories and requirements that you define.

ii. Proposer to provide their approach to the training plan and what makes their training plan successful and effective for system implementations. Include your approach to when and why you choose to use on-site training versus a webinar or a train-the-trainer format.

Training will be a constant throughout the entire implementation. The GovSense Project Manager will provide training to the core City implementation team as functionality is reviewed, requirements are finalized, and the solution is built. The work performed by GovSense assumes the majority of the work will be performed remotely with onsite visits for key milestones throughout the project. Eg. Project kick-off. Training quantities and availability of training staff for both client-site and virtual training during implementation are decided after Scope of Work has been determined by the City and GovSense. General end- training will be available throughout all phases of the project. Please see below for details of specific roles as part of the proposed training plan.

GovSense and the City will conduct weekly status calls with the Project Manager and customer project team as well as a weekly status report. Progress, schedule and budget monitoring and reporting are all contained within the weekly status report. Risks are notated and tracked in the weekly status report. Escalation starts with the Project Manager and moves up to the Executive Sponsor as necessary.

The work performed by GovSense assumes the majority of the work will be performed remotely with onsite visits for key milestones throughout the project. Eg. Project kick-off. Training quantities and availability of training staff for both client-site and virtual training during implementation are decided after Scope of Work has been determines by the City and GovSense.

iii. Proposer to detail the knowledge transfer strategy proposed to prepare the City staff to maintain the system after it is placed into production.

Comprehensive Knowledge Transfer
There are various ways that we ensure a transfer of knowledge back and forth to the City. As mentioned above, our implementation is an extremely collaborative process. We do not want the City to be dependent on us. Unlike other solution providers, our goal is to make you self-sufficient. While we are always there when you need help, we make sure you are completely immersed in your new GovSense solution, so you work with confidence. We provide pre-project kickoff training assignments to make sure all team members are thoroughly prepared for the project and can hit the ground running. We also provide other resources such as classroom style kickoff training with engaging presentations and hands on guidance. We have had many successful implementations with this approach.

iv. Proposer to detail the approach to conducting training using webinar (e.g., GoToMeeting, Zoom, Teams, Skype), including how Proposer staff will monitor staff comprehension and, if applicable, provide assistance to trainees on navigation through the system.

GovSense has found active client participation during each phase of the implementation yields exceptional results at Go-Live. We recommend the establishment of multiple roles from as part of the implementation.

<u>**Additional User Help and Training:**</u>

System Documentation and Manuals - There are various resources available for system documentation and manuals. Some of these resources are a help portal, learning center, suite answers, etc. There are also additional resources available for purchase if the Village is requiring extensive help.

Online User Community - Oracle NetSuite offers an online user community known as the NetSuite User Group. This community provides a platform for NetSuite users to connect, collaborate, and share insights and best practices. Members of the NetSuite User Group can participate in discussions, ask questions, and access resources related to using NetSuite effectively.

User Conferences - SuiteWorld is an annual conference hosted by Oracle NetSuite. It is a gathering of NetSuite users, partners, and developers, providing users with an opportunity to learn about the latest developments, enhancements, and best practices related to NetSuite's cloud-based business management suite. The conference typically includes keynote presentations, breakout sessions, hands-on training, and networking opportunities.

v.   Proposer to identify the requested analysis/training room environment requirements and any other requirements related to the training facility/room/equipment. Requirements may include any presentation equipment, whiteboards, seating style, number of computers, printers, and other amenities needed to support on-site implementation activities.

Standard HDMI or remote connection to large screen in moderate conference rooms. Zoom connectivity will also be needed for offsite training.

X. TRAINING PLAN AND RESOURCE HOURS

Proposer to provide a detailed training plan and resource hours allocated for the City's project, including description of the type of delivery mechanisms (e.g., in-person/live training, recorded videos, scenario-based) that would be used to support the delivery of the training.

Proposer to submit as an Exhibit a Sample Training Plan and insert in Tab 3.

Exhibit submitted   Yes **X**   No

See Exhibit E attached.

XI.   TRAINING COORDINATION

Proposer to detail the roles and responsibilities for the training effort:

Project Manager
- Owns and manages the execution of the project.
- Involved in day to day and cross functional activities to ensure optimal business processes are executed.
- Manages action items owned by City.

System/Application Administrator
- Assist with cross-functional sessions and initial configuration.
- Owns configuration post go-live.
- Assists with data conversion and validation.

Working Team
- Assist in User Acceptance Testing (UAT).
- May serve as "power user".

Track Leads
- Responsible for working models, processes, and requirements.
- Reviews best practice processes, current processes, and future processes.
- Schedules internal discussions to gather information quickly for the project team.
- Likely assists with initial configuration.
- Assists in building training Scenarios for track.
- Provides regular status to Project Manager.
- Serves as single point of contact for department.
- May serve as "power user".

Executive Sponsor
- Decision-maker.
- Serves as an escalation point for risks and open cross-functional decisions.

XII.   SYSTEM DOCUMENTATION

Training Manuals
GovSense and Oracle NetSuite offer comprehensive training manuals designed to help users understand and maximize the platform's features. These manuals cover a wide range of topics, from basic navigation to advanced functionalities, making them suitable for users at all levels. GovSense firmly believes that all organizations change their internal processes on a regular basis throughout the first 1-2 years after go-live. In conjunction with that approach, we also believe that any specific training guides (for example property tax collection, utility billing, etc.) be completed and updated by the client directly with our assistance. This ensures client adoption and knowledge of the application along with accountability to client senior leadership to ensure accountability by department.

XIII.   APPROACH TO TESTING AND QUALITY ASSURANCE

On a high level, our testing process is broken into three stages including high level navigation, user acceptance training and hands-on training. Validation of the configuration is done by using a combination of test scenarios provided from your team as well as test scenarios that GovSense has. All scenarios are tested and resolved before moving information to production.

User Acceptance Training is use case training where problems are discovered and reported back to GovSense for additional modifications. Test environments of the configured GovSense environment will be made available to the city to test the solution and practice using the GovSense environment in a sandbox. GovSense may provide generic test scripts that the City of Superior can customize per the specific user roles, solution scope, and business processes. The City will perform test transactions to validate the solution works as expected in the sandbox. Any identified system modifications will be documented and applied to the production environment.

XIV.   SAMPLE PLAN

Submit a Sample Testing and Quality Assurance Plan that would be very similar to the plan utilized for the City's Project. Proposer to submit as an Exhibit a Sample Plan in Tab 3.

Exhibit submitted   Yes **X**   No

The GovSense professional services team follows a testing and quality assurance plan that combines the GovSense team as well as your project team. The methodology includes a framework of phases, tasks, and milestones dates based on best practices and our team's depth of experience. There is a sandbox available at all times for testing new processes, new integrations, and updates. Each sandbox has the same configuration, data, and customization as the City's production account. Sandbox can be refreshed periodically from production, upon your request. There is no additional cost to refresh the sandbox.

See Exhibit F attached.

XV. PLAN DETAILS

Awarded Proposer will be responsible to provide a Testing and Quality Assurance Plan that describes all phases of testing that may be used: unit, system, interface, integration, regression, parallel, and user acceptance testing (UAT). It is the City's expectation that the Testing and Quality Assurance Plan govern all phases of the Project and that the Proposer will also provide assistance during each testing phase involving the City users. The Awarded Proposer will develop the initial UAT plan, provide templates and guidance for developing test scripts, and will provide onsite support during UAT. The Awarded Proposer will also provide a plan for stress testing the system, which will occur during or after UAT. Proposer to confirm their proposal includes providing the services identified in this Section (Item XV Plan Details) and provide any additional services that are also provided as part of your Testing and Quality Assurance Plan not listed.

XVI. LEVELS OF SUPPORT

What levels of support will be provided by the Proposer during the City testing phases (e.g., parallel and UAT)? Will Proposer resources be onsite during certain testing phases? Are varying service levels offered for testing support?

GovSense is here to help with Go-Live and Post-Go-Live Support. We have a customer support portal for customers to log cases for any issues they may be experiencing while notifying our support team of the creation of the case. The portal not only allows our team to track the case internally, but it also gives customers visibility into the status of the issue. Once your case is submitted, a confirmation email is prompted from the system to notify the customer that the case has been created. Our support team is immediately notified and will verify the selected priority to ensure the appropriate level of urgency is designated to the case. One of our consultants will reach out and work with the team to ensure that everything is running smoothly.

XVII. PARALLEL TESTING

Describe the proposed approach to payroll parallel testing, including the number of anticipated parallel tests which would be performed for payroll processes.

Parallel Testing Prior to Go Live - On a high level, our testing process is broken into three stages including high level navigation, user acceptance training and hands-on training. Validation of the configuration is done by using a combination of test scenarios provided from your team as well as test scenarios that GovSense has. All scenarios are tested and resolved before moving information to production.

EXHIBIT B – Implementation Plan:
General Implementation Approach

GovSense has helped many jurisdictions modernize their business systems and processes. For example, we helped one of our clients replace a 20-year-old technology that was being leveraged across 30+ departments. GovSense works with all sizes of jurisdictions. We have customers with five users as well as customers with hundreds of users. With our experience in the public sector realm, we have truly seen everything in-between.

GovSense is personalized for every client. We take a crawl, walk, run approach for delivering our services for specific projects. We monitor and manage the implementation from start to finish while being mindful of your budget, resources, and what you are looking to accomplish within it. It is essential for GovSense to get clients up and running as quickly and efficiently as possible. This is our phased approach, and we do this by configuring what you need on day one and continuing to build on that software foundation. This approach also allows for testing and feedback throughout the entirety of projects.

At GovSense, we use a proven and strategic approach to implementations. GovSense's Professional Services (PS) project team follows an implementation approach that aligns the PS project team with the City's project team. This implementation methodology is a framework of phases, tasks, and milestone dates based on best practices and PS's depth of experience. GovSense and Client will work together during the engagement to ensure a successful on-time and on-budget implementation. Further analysis will be required for GovSense to provide a comprehensive implementation schedule with key activities and milestones as not enough information is known at this time. GovSense will handle all communication throughout the implementation, being the single "throat to choke" across all third-party vendors. We will meet with your team if selected as vendor of choice to discuss what would be included in each phase to ensure we are being mindful of city resources throughout the entirety of the project. With being the face of communication and having a phased approach, we ensure that all pre-discussed goals are accomplished within the proposed timeline.

Viewed graphically, the project implementation methodology typically looks something like this. Again, GovSense will collaborate with the City to customize our proven best practices to the specific goals of the project.
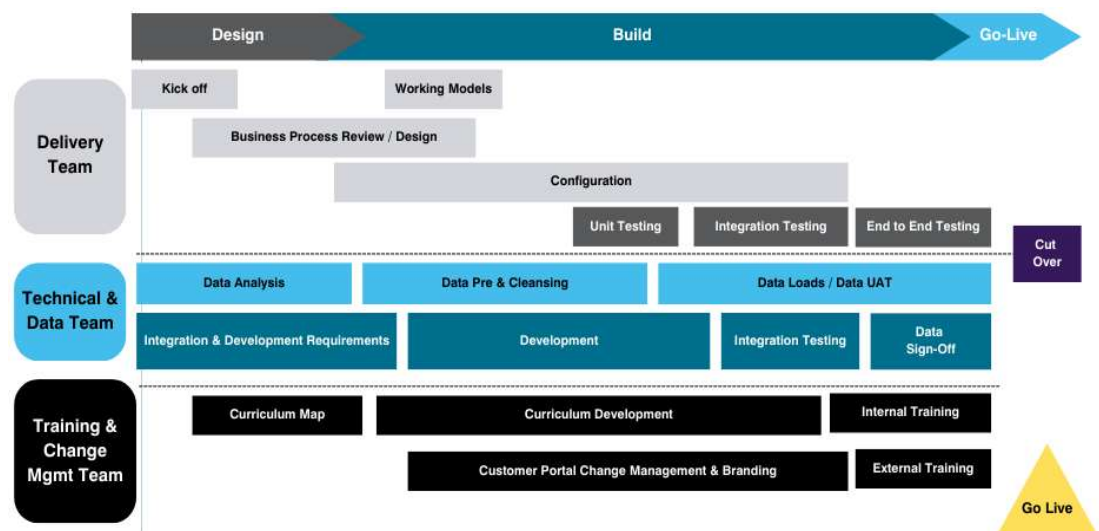
Provided is a simple overview of the implementation milestones:

Milestone	Objectives
Kickoff Workshop	Review track-specific system functionality vs. best practices, data and process flows, system objects, functional requirements and source data
Working Models	Review unified processes and supporting designs, identify and validate department-specific processes, confirm user stories and requirements, address open configuration items in sandbox environment
Validation	View system demos in sandbox with majority of changes in place, perform screen-by-screen layout and content review then freeze requirements
Unit Testing	Ensure that individual functions are working and verify that scoped requirements are being met
Integrated Testing	Test all scenarios and use cases against configuration and system integrations; focus on subset of data to facilitate testing
End-to-End Testing	Flow test scenarios from end to end, validating integration points across systems; focus on validation of entire data set
Go-Live	Begin cutover Friday evening, validation testing Sunday, full production go-live Monday. This is typically aligned to a new fiscal period.

Description of Implementation Services

Leveraging the implementation methodology previously discussed, GovSense applies a project/management plan that supports that approach. To ensure on-time project success, we have identified five (5) stages that provide details for how GovSense will achieve this objective:

- Stage 1 – Design
- Stage 2 – Build
- Stage 3 – Validate
- Stage 4 – Deploy
- Stage 5 – Optimize

Stage 1: Design

GovSense has a team of consultants with years of experience running enterprise-level engagements. A designated Project Manager (PM) will partner with The City from the outset to define objectives and requirements. The PM and your project team will review existing processes and agree to a project plan that identifies how and when the GovSense solution will be delivered and the benefits to be achieved. The PM and The City's project team will agree on a mutually satisfactory system Go-Live date. A Project Charter will be developed as the implementation is kicked off to ensure focus and to document the desired results. A detailed work plan and requirements document will also be designed with The City's project team.

Deliverables

As part of the GovSense methodology, the PM will work with you to agree upon a requirements document. This document will include overall operational goals for The City. GovSense will then manage regular status meetings to discuss the budget and timing of each task and deliverable to mitigate any surprises and keep the project on track. GovSense asks that your Project Lead meet regularly to provide a one-slide status update on the implementation. GovSense's Project Manager compiles these slides and presents them to The City's project team.

Stage 2: Build

GovSense will work with The City's staff to develop a plan to extract the data in an acceptable format for importing from your current environment. This will also include the development of the application configurations, integrations, data migration, and training materials. The GovSense application will be set up and configured based on the processes and configuration requirements captured. This will be an iterative process that includes a series of review meetings to help ensure progress and accuracy.

Deliverables

GovSense will develop a data conversion plan that identifies the data to be converted and the mapping of historical data to new fields in GovSense. Contained within the document will be the roles and responsibilities for the data extraction. Along with this will be the delivery of defined configurations, data migration, and integrations.

Stage 3: Validate

GovSense recommends the approach of testing processes according to a structured plan. This ensures the users selected are focused on the identified processes and can provide feedback related to their process. Once the final testing process is defined and completed, scenarios are completed in preparation to deploy and Go-Live. Tested integrations and tested migration data will also be part of the validation. Test environments of the configured GovSense environment will be made available to Your team to test the solution and practice using the GovSense environment, assuming that The City has purchased Sandbox environments of the applicable applications. We may provide generic test scripts that you can customize per specific user roles, solution scope, and processes. Your team will perform test transactions to validate the solution works as expected. Any identified system modifications will be documented and applied to the production environment.

Deliverables

Testing plans will be jointly developed and then performed by Your team. All testing will be conducted in the sandbox. Once accepted, the process will be bundled and deployed to production.

Stage 4: Deploy

GovSense strongly advocates that training begins on day one of the implementation. GovSense takes every opportunity to discuss and demonstrate how processes can be managed with real-world scenarios within the application. The GovSense team can run training scenarios for end-to-end processing, but The City's employees should provide context on specific decisions to which users can relate. Once the training plans are developed, your team will execute those test plans utilizing a train-the-trainer approach. Additionally, the source data will be migrated over to facilitate Go-Live with timely data. Day 1 of the Deploy phase is the Go-Live date in the production environment.

Deliverables

GovSense focuses on empowering stakeholders, administrators, and department power users as their leadership ensures the change management success of the project. As part of the training plan, GovSense will assist in the development of classes and curriculum, a training schedule, and standard documents. The project sponsor is responsible for attendance and scheduling users' time. Data migration into the production environment is refreshed to facilitate Go-Live.
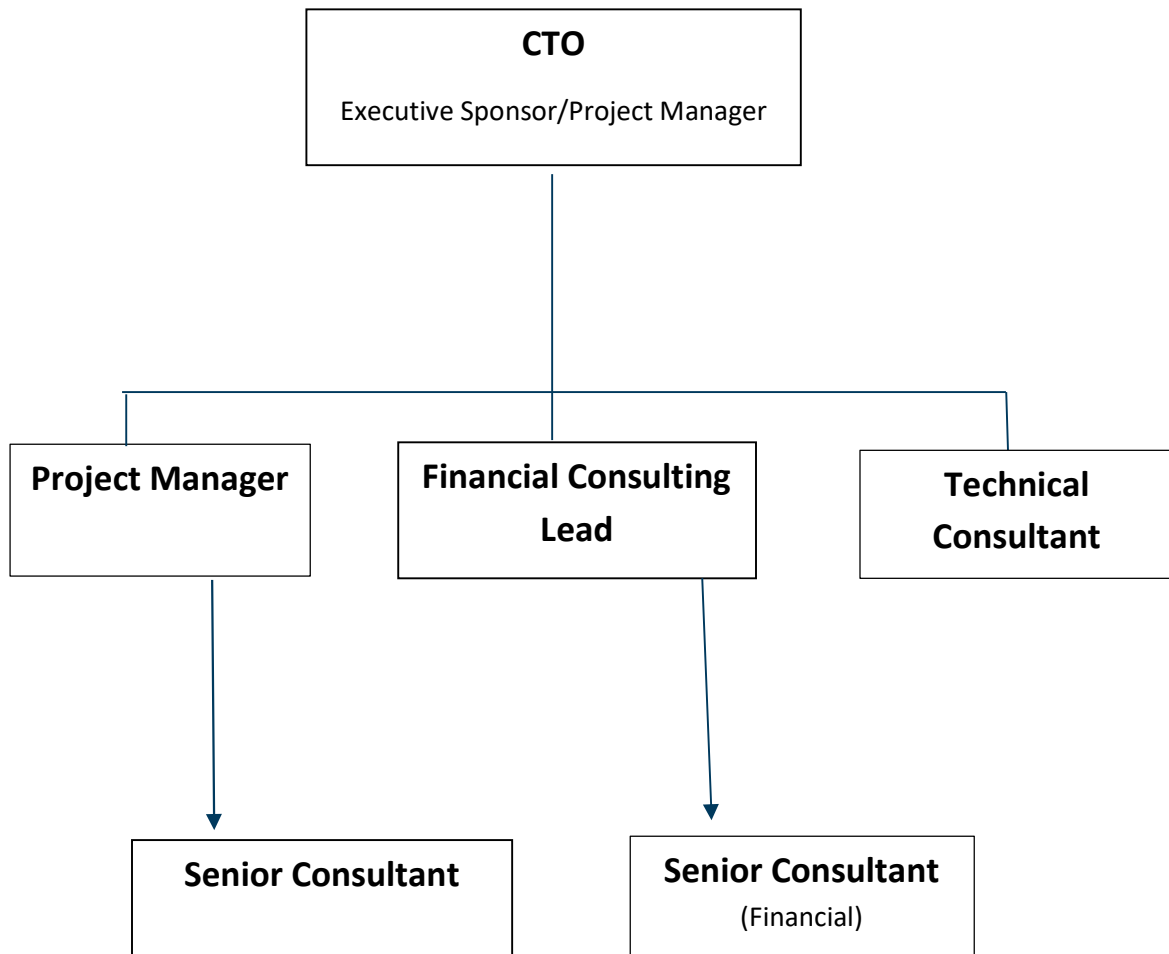
Stage 5: Optimize

Most of the administrator and power user training will be accomplished throughout the implementation. As an organization, GovSense believes that with proper analysis, testing, and deployment, Go-Live should be a non-event and transition smoothly.

Deliverables

The standard GovSense process for deliverables will assist in building a Go-Live cut-over plan. GovSense is very well documented and was built to be a point-and-click, customizable solution. At this point, there will be a formal introduction to the Client Success Manager for continued support and account management, with regularly scheduled meetings to be held with The City's staff.

EXHIBIT C – Organizational Chart:

```
                        ┌─────────────────────────────────┐
                        │              CTO                │
                        │  Executive Sponsor/Project Manager │
                        └─────────────────────────────────┘
                                      │
         ┌────────────────────────────┼────────────────────────────┐
         │                            │                            │
┌──────────────────┐   ┌─────────────────────────┐   ┌──────────────────┐
│  Project Manager │   │  Financial Consulting   │   │    Technical     │
│                  │   │          Lead           │   │   Consultant     │
└──────────────────┘   └─────────────────────────┘   └──────────────────┘
         │                            │
         ▼                            ▼
┌──────────────────┐   ┌─────────────────────────┐
│ Senior Consultant│   │   Senior Consultant     │
│                  │   │      (Financial)        │
└──────────────────┘   └─────────────────────────┘
```

EXHIBIT D – Staff Resumes:

Below are resumes for the GovSense staff who will be assisting in this project. Further details will be disclosed when selected as a contributing vendor.

Name and Title	**CTO**	Description of Project Roles and Responsibilities	Ensure Project Timeline, Overall Customer Success, and Implementation of Best Business Practices
Role on the Project	Executive Sponsor/Project Manager		
Home Office Location	Alpharetta, GA	Listing of Past Projects Where Resource Implemented the Proposed Product	A list can be provided reflecting 50+ implementations.
Educational Background	Bachelor of Administration (BA) in Economics, Bachelor of Administration (BA) Management, Minor in Computer Science		
Professional Registrations and Memberships	Technology Association of Georgia, Vice Chair, Public Sector Youth Sports Volunteer Coach	Listing of Past Projects Where Resource Implemented Other Software Products	A list can be provided of over 250 implementations.
Professional References (from previous implementations)	A list can be provided of over 250 implementations.		
Additional Relevant Information			

Name and Title	**Project Manager**	Description of Project Roles and Responsibilities	Oversee project timeline, budget, and implementation. Point of escalation for client.
Role on the Project	Project Manager		
Home Office Location	Alpharetta, GA	Listing of Past Projects Where Resource Implemented the Proposed Product	List can be provided reflecting 5+ implementations.
Educational Background	Bachelor of Administration (BA) in Management Information Systems (MIS)		
Professional Registrations and Memberships		Listing of Past Projects Where Resource Implemented Other Software Products	List can be provided reflecting 5+ implementations.
Professional References (from previous implementations)	List can be provided reflecting 5+ implementations.		

Name and Title	**Senior Consultant**	Description of Project Roles and Responsibilities	Implementation, Configuration & Support.
Role on the Project	Consultant		
Home Office Location	Alpharetta, GA	Listing of Past Projects Where Resource Implemented the Proposed Product	A list can be provided reflecting 20+ implementations.
Educational Background	Associates in Social Sciences		
Professional Registrations and Memberships		Listing of Past Projects Where Resource Implemented Other Software Products	A list can be provided reflecting 20+ implementations.
Professional References (from previous implementations)	A list can be provided reflecting 20+ implementations.		

Name and Title	**Senior Consultant**	Description of Project Roles and Responsibilities	System Integrations Architect, NetSuite SuiteScript Developer, ESRI API Specialist, Customer Success
Role on the Project	Technical Consultant		
Home Office Location	Alpharetta, GA	Listing of Past Projects Where Resource Implemented the Proposed Product	List can be provided reflecting 10+ implementations.
Educational Background	Master of Science (MS) in Informatics, Bachelor of Arts (BA) Public Administration		
Professional Registrations and Memberships	Celigo Level 4 Certification	Listing of Past Projects Where Resource Implemented Other Software Products	List can be provided reflecting 10+ implementations.
Professional References (from previous implementations)	List can be provided reflecting 10+ implementations.		

Name and Title	**Financial Consulting Lead**	Description of Project Roles and Responsibilities	Implement Best Practices, Overall Customer Success, and Implementation.
Role on the Project	Financial & Accounting Consultant		
Home Office Location	Alpharetta, GA	Listing of Past Projects Where Resource Implemented the Proposed Product	A list can be provided reflecting 20+ implementations.
Educational Background	*Ongoing* Bachelor of Science (BS) in accounting.		
Professional Registrations and Memberships		Listing of Past Projects Where Resource Implemented Other Software Products	A list can be provided reflecting 20+ implementations.
Professional References (from previous implementations)	8 Years of Business, Finance, and Accounting Operations		

EXHIBIT E – Sample Training Plan:

Below is a Sample Training Plan:

Phase	Timing	Activities	Deliverables
Pre-Project Kickoff	Post-Contract Signing	-Watch GovSense Overview & Navigation videos -Review training goals & outline	*Familiarity with platform basics *Aligned training expectations
Project Kickoff	Start of Implementation	-Instructor-led training with GovSense team -Interactive sessions using a training environment -Live Q&A and hands-on practice	*Training materials & presentation *Training workbook with guided exercises
Post-Working Models	After Initial Configuration	-Scenario-based training aligned with real workflows -Hands-on exercises using working models	*Configuration training tied to user stories *Preparedness for UAT and go-live

EXHIBIT F – Sample Testing and Quality Assurance Plan:

Below is a Sample Testing and Quality Assurance Plan:

Altus User Testing & Training Weekly Agenda				
*The list of topics and detail is subject to change as see fit. This agenda encompasses just the financial and accounting portion of the project within GovSense. City of Altus is required to fill out column D (Attendees) with the users who should be in attendance of the Walkthrough.				
Week	**Date**	**Altus Attendees**	**Topics**	**Detail**
Week 1	Week of January 6th		Login Process	Username & Password
				Roles
			Vendors	Creating and updating vendor Record
				Enter 1099 and W-9
				Certificate of Insurance
			Purchase Orders	Creating and updating Purchase Order Record
				Approval Workflow
Week 2	Week of January 13th		Vendor Invoices	Creating and updating vendor invoices Record
				Approval Workflow
			Purchase Contracts	Creating and updating Purchase Contract Record
				Approval Workflow
			Expense Reports	Creating and updating an Expense Report Record
				Approval Workflow
Week 3	Week of January 20th		Bill Payment	Creating a vendor bill payment record
			Checks	Creating and updating a Check Record
				Printing Checks
			ACH Payments	How to process payments
Week 4	Week of January 27th		Purchase Contracts	Creting a purchase contract and approval process.
				How to process payments
			P Cards	Creating and updating a credit card record through CSV Import
Week 5	Week of February 3rd		Encumbrances	Creating an Encumbrance, setting controls and how this looks on procurement transactions
			Purchase Contracts (Continued)	Creating a purchase contract and approval process.
			P Cards (Continued)	Creating and updating a credit card record through CSV Import
				Creating and updating a Fixed Asset

Tab 4 – Project Schedule

I.   PROJECT SCHEDULE

i.   Proposer shall submit a proposed Project Schedule with the major milestones, activities, and timing of deliverables for the Scope of Work described in the RFP. In addition, the response should reflect Project predecessors, successors, and dependencies.

- The City requests that the sample Project Schedule be in a Gantt chart format.
- The City would expect implementation to begin in October 2025.
- Proposer to submit as an Exhibit, a sample Project Schedule and insert in Tab 4
  Exhibit submitted   Yes **X**   No

  See Exhibit G attached.

II.   PROJECT DELIVERABLES, MILESTONES, AND PAYMENT APPLICATIONS

i.   Proposer to include a list of deliverables and milestones of the Project and should describe exactly how and what will be provided to meet the needs of the City.

ii.   Proposer to submit their payment schedule, tied to the listed deliverables and milestones for review by the City. This schedule shall be consistent with the terms provided in Cost Narrative below and should not include the dollar amounts for payments, but rather the events that would trigger payments.

Exhibit submitted   Yes **X** No

See Exhibit H attached.

III. PROJECT SCHEDULE QUESTIONS

Table 4-01: Project Schedule Questions

1. Based on current obligations, what is the earliest you can begin implementation after contract signing?	You would expect to begin implementation within 2 weeks of contract signing.

2. What activities would the Proposer expect to occur within the first 60 days of contract signing?	GovSense – First 60 Days Implementation Activities
	
	1. **Project Kickoff Meeting**
	    a. Introduce teams
	    b. Review project scope, goals, timeline, and communication plan
	2. **Initial Discovery & Requirements Gathering**
	    a. Conduct department-specific workshops
	    b. Document current workflows, data sources, and desired outcomes
	3. **Environment Setup**
	    a. Provision GovSense cloud instance
	    b. Set up security roles and access for City users
	4. **Data Assessment & Planning**
	    a. Identify data sources for conversion
	    b. Begin mapping and cleansing efforts
	    c. Define data migration strategy
	5. **Integration Planning**
	    a. Review systems requiring integration (e.g., AD, financial systems)
	    b. Identify APIs, data formats, and technical points of contact
	6. **Implementation Plan Finalization**
	    a. Confirm timeline, resource availability, and milestone expectations
	    b. Tailor phased rollout approach based on City readiness
	7. **Training & Change Management Planning**
	    a. Identify key user groups and training needs
	    b. Begin preparing user communication and training plans

3. How long does the typical implementation of the product being proposed take for an organization of similar size to the City?	We expect full implementation to be completed within 9-12 months of project start.

4. What special considerations are there related to the timing of go-live activities? Does it vary based on functionality (e.g., benefits go-live being aligned with open enrollment, payroll with calendar year or quarter)?	That can be defined by the City and GovSense upon initial talks. Quarter end or year-end traditionally are the best times to Go-Live with new ERP software.

IV. PROJECTED GO-LIVE DATES

The City anticipates that implementation activities would begin in October 2025. The City would like to target January 2027 as a potential go-live date for financial modules, July 2027 as a go-live date for human resources and payroll modules. The City follows a January 1 – December 31 fiscal year.

Proposers are encouraged propose phasing and timelines that best align with the Proposers implementation approach.

Table 4-02: Projected Go-Live Dates

| Phase	Functional Areas	Potential Start Date	Target Go-Live Date
I	Financial ERP	10/1/2026	1/1/2027
II			
III			

EXHIBIT G – Project Schedule:

GovSense has a passion for consulting and improving best practices as well as overall process improvement. With each engagement, GovSense provides an executive sponsor, project manager, business analyst and a customer success manager. Other team members may participate when their background may be leveraged to benefit the project, but the intention is that four primary team members will stay in place for the life of the project.

GovSense Professional Service Team and the Village of Westchester team will collaborate and utilize various project tools throughout the implementation. The combined efforts of our team as well as your team will ensure the proper bandwidth will be allocated through the entirety of the proposed project timeframe. Our team consists of experts in this space and can manage multiple projects at a given time. We implement software all day, every day, and have perfected best practices to ensure that we are successful in taking on multiple projects at a time. Our internal skill sets such as accounting, land management, HCM, project management, Technical skills enable the US to stay on track, pivot, and allocate resources to manage the Village of work plan.

GovSense leverages GUIDEcx to streamline project implementation and enhance collaboration with clients throughout the deployment process. By using GUIDEcx's intuitive project management platform, GovSense ensures transparency, accountability, and efficient task management across all stakeholders. The platform provides real-time visibility into project timelines, milestones, and deliverables, allowing clients to track progress without the complexity of traditional project management tools. With automated task assignments, notifications, and progress tracking, GUIDEcx helps GovSense maintain clear communication, reduce onboarding friction, and accelerate time to value. This structured approach ensures that every GovSense implementation is well-coordinated, meets client expectations, and drives successful adoption of the platform. Below is a sample of the GUIDEcx dashboard and project task list.
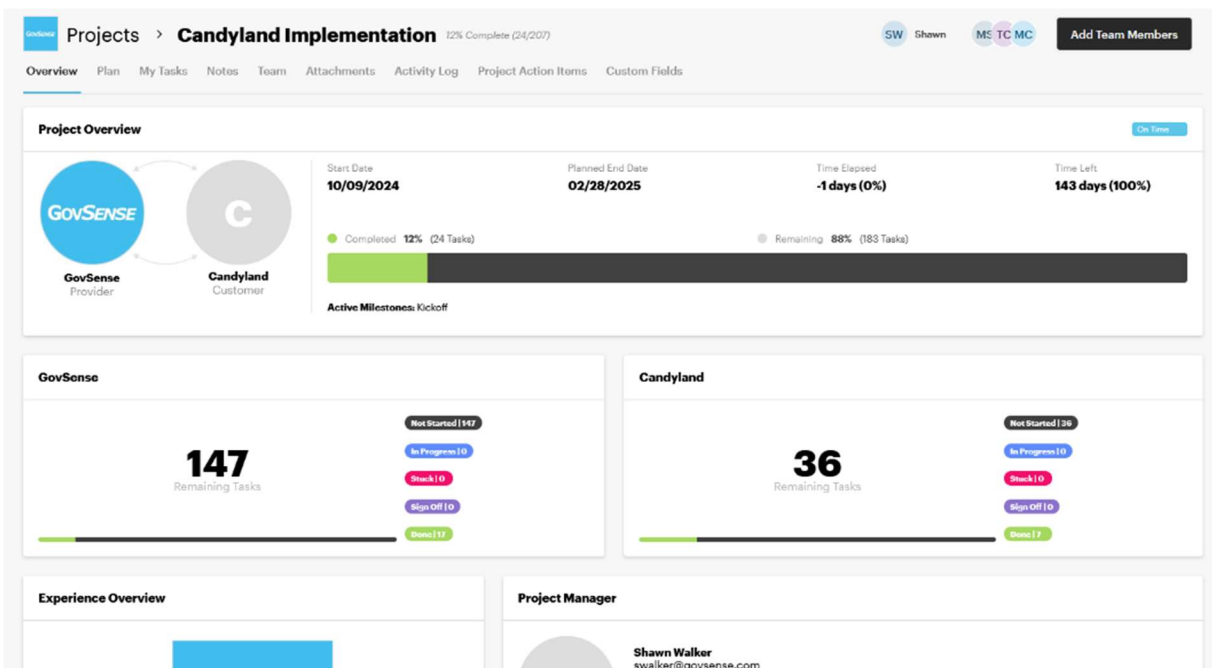
Below is a sample project plan. You can expect your team and ours to collaborate via GUIDEcx. GovSense leverages GUIDEcx as a collaborative project onboarding and implementation platform to streamline communication, increase transparency, and keep projects on track. GovSense will provide each user with a clear, step-by-step project plan that outlines tasks, responsibilities, and timelines. Both teams will be able to see progress in real time, receive automated updates, and complete assigned tasks.
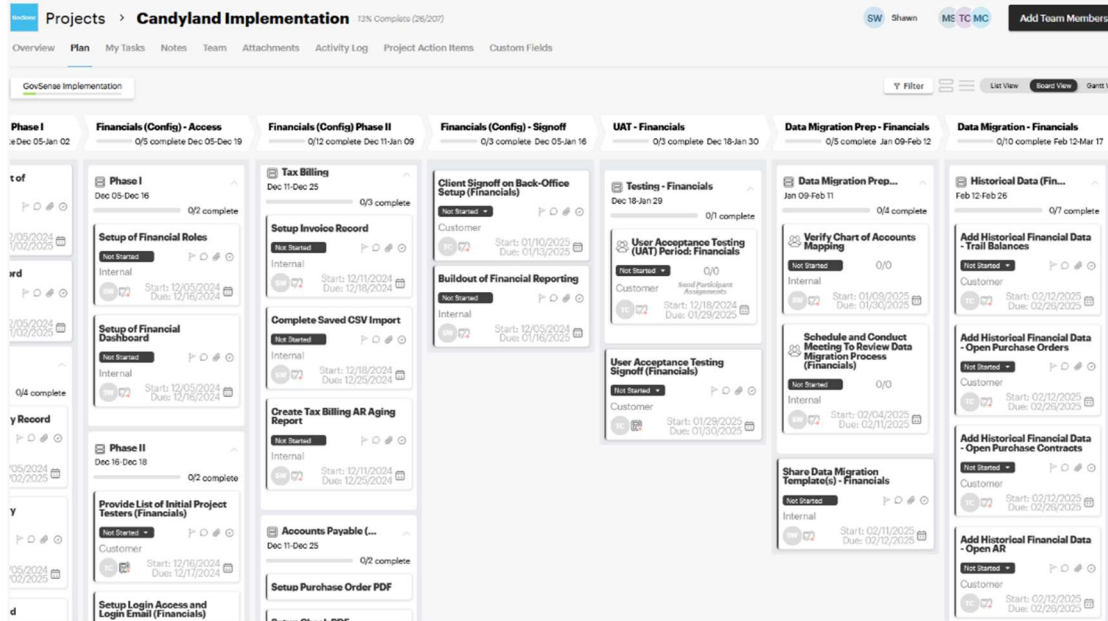
EXHIBIT H – Payment Schedule:

- **Contract Execution** – 25%
  Due upon signing to initiate project planning and resource allocation.

- **Project Kickoff / Discovery Completion** – 10%
  Upon completion of discovery sessions and initial requirements gathering.

- **System Configuration & Data Migration** – 25%
  After configuration is completed and initial data is loaded for testing.

- **User Acceptance Testing (UAT) Start** – 15%
  When the City begins formal UAT of the configured system.

- **Go-Live** – 20%
  Upon successful go-live of the GovSense platform.

- **Post-Go-Live Support Completion** – 5%
  After a defined support period (e.g., 30-60 days post go-live).

Should GovSense be down-selected, the milestones and corresponding deliverables will be mutually agreed upon as part of the finalized payment schedule.

Tab 5 – References

I. INSTRUCTIONS FOR REFERENCES

Proposer is responsible for verifying correct phone numbers and contact information. Failure to provide accurate data may result in the reference not being considered, which includes the provision of contact person(s) who do not have knowledge of the services provided by your firm. **Failure to submit references may result in the Proposal not being considered for evaluation.**

The City may request a more detailed list, including other governmental agencies. The City reserves the right to request or contact additional or different references from the provided customer list for consideration, including past experience with the City.

Additional references may be submitted as an attachment to show depth of client base and number of installations within the past five years. This includes clients that are currently in the process of implementing the proposed software solution.

II. SOFTWARE AND PROFESSIONAL SERVICES REFERENCES

Proposers to use the format provided in the table below for providing reference information in conformance with the guidelines in Section I. The City has a strong preference for public sector references that are using the proposed software solution, for new implementation project references and not upgrades from a previous version, and for references that have worked with the proposed system integrator/value-added reseller.

- References Numbered 1 – 5:
    - *Entity had a go-live date within the past five years*
- Reference Numbered 6:
    - *Entity had a go-live date five or more years in the past*

In the event the Proposer cannot provide the required six references, the Proposer may substitute other organizations to ensure six total references are provided, with understanding that this will be reflective in the evaluation of the Proposer. Substitute references may include those that are in the implementation process, have implemented comparable scopes of work without including all system modules, etc.

Table 5-01 GovSense Reference Tables

Reference Table
Reference Number: 1
Governmental Entity Name: Charleston County, South Carolina What is the approximate staff count of the Entity? 2,000+ What is the approximate population served by the Entity? 400,000
Detailed narrative description of work completed for this reference (e.g., upgrade process, new implementation for a client transitioning from a different legacy system): Charleston County partnered with GovSense to implement a modern, cloud-based ERP platform to support key areas of government operations including permitting and licensing, inspections, inspections and code enforcement. Built on the Oracle NetSuite platform, the County's solution leverages advanced modules such as billing and integrations with GIS — providing a flexible, scalable foundation for efficient internal operations.

Contact Information

       Address: 4045 Bridge View Drive

       City, State, Zip: North Charleston, SC 29405

       Reference Contact Name: Tami Fralick Title: Revenue Director

       Phone No.: (843) 202-6061   Email Address: tfralick@charlestoncounty.org

       Start Date of Project: June 2020 Go-Live Date: 2022

Project Information

       Vendor Project Manager/Lead for this Client: Shawn Walker

       Name and Version of software system installed: GovSense - Land Management Module NetSuite 2025.1

       Legacy software system replaced: Tyler Energov

       Scope of Modules installed: Land Management including Permitting, Licensing, Inspections, and Code Enforcement.

       Model used (Hosted, On-Premise, SaaS, etc.): SaaS

       Is this reference still using the software? Yes X   No _____

       Total Project Cost: Undisclosed

Reference Table
Reference Number: 2
Governmental Entity Name: City of Henderson, Nevada What is the approximate staff count of the Entity? 2,000+ What is the approximate population served by the Entity? 325,000
Detailed narrative description of work completed for this reference (e.g., upgrade process, new implementation for a client transitioning from a different legacy system): The City of Henderson selected GovSense to replace many disparate systems leveraged throughout the city. This successful implementation consisted of a full operations analysis and revamp, many integrations, and an optimization phase that has tremendously improved the customer experience for the city.

Contact Information

        Address: 240 S. Water Street

        City, State, Zip: Henderson, NV 89015

        Reference Contact Name: Mark Anderson Title: IT Project Manager/Business Analyst

        Phone No.: (702) 267-4414   Email Address: mark.anderson@cityofhenderson.com

        Start Date of Project: _____ Go-Live Date: _____

Project Information

        Vendor Project Manager/Lead for this Client: Shawn Walker

        Name and Version of software system installed: GovSense – Financial Module NetSuite 2025.1

        Legacy software system replaced: Tyler Energov

        Scope of Modules installed: Licensing, Core Financials, AR, Mass Billing, Suite Analytics.

        Model used (Hosted, On-Premise, SaaS, etc.): SaaS

        Is this reference still using the software? Yes X   No _____

        Total Project Cost: Undisclosed

Reference Table

Reference Number: 3

Governmental Entity Name: City of North Augusta, South Carolina
What is the approximate staff count of the Entity? 500
What is the approximate population served by the Entity? 26,000+

Detailed narrative description of work completed for this reference (e.g., upgrade process, new implementation for a client transitioning from a different legacy system): The City of North Augusta engaged GovSense to implement a modern, cloud-based ERP solution to support critical municipal functions including finance, business licensing, and utility billing. Built on the Oracle NetSuite platform, the system was designed to streamline internal operations and improve day-to-day functionality across departments. The City is currently live on finance and utility billing, with business licensing in progress. While the project has involved complex data migration and evolving internal processes, GovSense has maintained a proactive, hands-on support approach — including in-person site visits, data cleanup assistance, and targeted training for frontline staff.

Contact Information

        Address: 100 Georgia Avenue

        City, State, Zip: North Augusta, SC 29841

        Reference Contact Name: Lynda Williamson Title: Director of Finance

        Phone No.: (803) 441-4206 Email Address: Lwilliamson@northaugustasc.gov

        Start Date of Project: 2024 Go-Live Date: 2024

Project Information

        Vendor Project Manager/Lead for this Client: Shawn Walker

        Name and Version of software system installed: GovSense – Financial Module NetSuite 2025.1

        Legacy software system replaced: Harris CSI

        Scope of Modules installed: Finance, Accounting, Purchasing, Fund Management, Permitting and Licensing, and Utility Billing.

        Model used (Hosted, On-Premise, SaaS, etc.): SaaS

        Is this reference still using the software? Yes X   No _____

        Total Project Cost: Undisclosed

Reference Table
Reference Number: 4
Governmental Entity Name: Montgomery County, Virginia What is the approximate staff count of the Entity? 1,000+ What is the approximate population served by the Entity? 98,000+
Detailed narrative description of work completed for this reference (e.g., upgrade process, new implementation for a client transitioning from a different legacy system): Montgomery County implemented GovSense Land Management module, moving away from their internally created application and processes.

Contact Information
 	
      Address: 755 Roanoke Street, Suite B
 	
      City, State, Zip: Christiansburg, VA 24073
 	
      Reference Contact Name: Brea Hopkins Title: Director of Planning & GIS
 	
      Phone No.: (540) 394-2148   Email Address: hopkinsbg@montgomeryva.gov
 	
      Start Date of Project: 2018 Go-Live Date: 2019
 	
Project Information
 	
      Vendor Project Manager/Lead for this Client: Shawn Walker
 	
      Name and Version of software system installed: GovSense – Land Management Module NetSuite 2025.1
 	
      Legacy software system replaced: Internally created application
 	
      Scope of Modules installed: Planning, Code Enforcement, Licensing, Inspections, and Permitting.
 	
      Model used (Hosted, On-Premise, SaaS, etc.): SaaS
 	
      Is this reference still using the software? Yes X   No _____
 	
      Total Project Cost: Undisclosed

Reference Table
Reference Number: 5
Governmental Entity Name: Linn County, IA What is the approximate staff count of the Entity? 700+ What is the approximate population served by the Entity? 229,000
Detailed narrative description of work completed for this reference (e.g., upgrade process, new implementation for a client transitioning from a different legacy system): Linn County purchased GovSense solution for their Financial Management within the County. They have since stated that they value the system's workflows and csv exports, as well as other NetSuite functions.

Contact Information

        Address: 935 2nd Street SW

        City, State, Zip: Cedar Rapids, IA 52404

        Reference Contact Name: Dawn Jindrich Title: Director of Finance

        Phone No.: (319) 892-5010   Email Address: dawn.jindrich@linncounty.org

        Start Date of Project: 2022 Go-Live Date: 2024

Project Information

        Vendor Project Manager/Lead for this Client: Shawn Walker

        Name and Version of software system installed: GovSense Financial Management Module NetSuite 2025.1

        Legacy software system replaced: Internally made solution and HTE

        Scope of Modules installed: Fund Management, Procurement, Fixed Assets, Finance

        Model used (Hosted, On-Premise, SaaS, etc.): SaaS

        Is this reference still using the software? Yes X   No _____

        Total Project Cost: Undisclosed

Reference Table
Reference Number: 6
Governmental Entity Name: City of Olivette, Missouri What is the approximate staff count of the Entity? 100+ What is the approximate population served by the Entity? 8,500
Detailed narrative description of work completed for this reference (e.g., upgrade process, new implementation for a client transitioning from a different legacy system): City of Olivette purchased the GovSense solution in a phased approach: first financials, then land management. The City of Olivette implemented GovSense financials as they needed a more robust and flexible solution. The financial implementation included establishing a new chart of accounts structure, deploying Accounts Payable, Accounts Receivable, and Budgeting modules, and included the set-up of Fund Balancing workflows. Since transitioning to GovSense the City of Olivette has been able to automate many of their previously manual processes, as well as consolidate their Land Management software from several systems (Works Management, excel, etc.) into a single unified platform.

Contact Information

        Address: 1140 Dielman Road

        City, State, Zip: Olivette, MO 63132

        Reference Contact Name: Darren Mann Title: Finance Director

        Phone No.: (314) 983-5230   Email Address: dmann@olivettemo.com

        Start Date of Project: 2018 Go-Live Date: 2019

Project Information

        Vendor Project Manager/Lead for this Client: Shawn Walker

        Name and Version of software system installed: GovSense Financial and Land Management Modules NetSuite 2025.1

        Legacy software system replaced: Manual Processes, such as QuickBooks and

        Excel Spreadsheets

        Scope of Modules installed: Finance, Accounting, Accounting, Fund Management,

        Land Management, and Community Development.

        Model used (Hosted, On-Premise, SaaS, etc.): SaaS

        Is this reference still using the software? Yes X   No _____

        Total Project Cost: Undisclosed

III. CONTRACT TERMINATION/NON-RENEWAL

Provide a summary of any contracts/license agreements/hosted subscriptions that the customer provided notice of cancellation to your firm, with or without cause, or elected to not renew in the <u>past five years</u> as it relates to the software solution proposed. The summary shall state the name of the customer, summary of the contract, term of the contract and reason for cancellation or non-renewal. *If none, state as such.*

Submitted as an Exhibit ☐ or Response provided as:

<u>There have been no contracts/license agreements/hosted subscriptions that a customer has provided notice of cancellation to GovSense in the past five years.</u>

IV. LITIGATION

Provide a summary of any litigation filed <u>against the Proposer or subcontractor/partner</u> in the past seven years, which is related to the services that Proposer provides in the regular course of business. The summary shall state the nature of the litigation, a brief description of the case, the outcome or projected outcome, and the monetary amount involved. *If none, state as such.*

Submitted as Attachment ☐ or Type/Provide Response here:

<u>There have been no litigation cases filed against GovSense or any subcontractor/partner in the past seven years related to the services that the Proposer provides in the regular course of business.</u>

Tab 6 – Cost Narrative

I. **PART I: COST WORKSHEETS**

Proposer to submit and complete the Cost Worksheets as contained in Attachment C**.** Proposers shall not modify the worksheets in any way. The City understands that there will be potentially four primary types of costs associated with procuring a new system: software licensing, implementation services, annual maintenance costs, and annual subscription costs.

The below statements are provided to further guide the Proposer on how to fill out the cost worksheets.

a. **Software Licensing Cost:** Software license costs include all costs related to licensing the software application and include third-party software license fees, where applicable. In presenting software license fees, the Proposer shall:

- Explain all factors that could affect licensing fees in the Vendor Notes field of Attachment C**.**

- To the extent possible, the Proposer shall show any applicable discounts separately from the prices for products and Services.

b. **Implementation Services Cost:** Implementation service costs typically include all costs related to professional services (including general implementation, project management, configuration, and other professional services), data conversion, customization, and training. It is important to note the following:

- In the event the product or service is provided at no additional cost, the item should be noted as "No charge."

- In the event the product or service is not being included in the Proposal, the item should be noted as "No bid."

- Proposer shall make clear the basis of calculation for all fees and costs.

- All estimated travel expenses and related out-of-pocket costs must be included as a separate line item in Attachment C on a not-to-exceed basis. The City shall not be liable for additional travel costs or out-of-pocket costs incurred for any reason outside the City's control. Travel expenses will be paid as incurred on a monthly basis.

c. **Annual Maintenance Cost:** Annual maintenance costs include the annual maintenance and support fees for the application environment. **The City expects software maintenance costs will not increase in the first five (5) years upon go-live operation and will increase by no more than 3% annually thereafter, and that maintenance costs will not be payable until after go-live sign-off.** Unless a standard offering or otherwise included in scope of the

Proposal, Proposers shall list any disaster recovery, enhanced support, or annual hosting server upgrade or other costs as optional.

d. **Ongoing Software Subscription Cost (If SaaS Deployment):** Ongoing software subscription costs include the annual payments for access to the software, hosting costs, backup costs, and potentially disaster recovery provisions. The City expects to pre-negotiate any rates of increase in these costs in the first 10 years. **The City expects annual subscription costs will not increase in the first five (5) years upon go-live operation, and will increase by no more than 3% annually thereafter.**

II. **PART II: TRAVEL AND EXPENSE EXHIBIT**

Proposer to submit a travel and expense policy that will apply for the duration of the Project up to final payment and for the future as it relates to any renewal terms. The City requests that vendors traveling to perform onsite services stay in lodging accommodations within City limits. The City expects that vendors do not charge professional services rates for time spent in connection with traveling to and from the City to perform services.

Confirm Exhibit attached in Price Proposal: We follow GSA rates and ensure our travel costs align accordingly. Our travel policy is conservative, and we strive to minimize expenses while maximizing productivity during onsite visits.

III. **PART III: PAYMENT AND RETAINAGE TERMS**

Proposer to submit a brief statement of agreement with the payment and retainage terms identified herein for each Cost Worksheet submitted. If a Proposer does not agree with all items, a description should be provided for those items for which an exception is taken.

Proposer confirms that the RFP proposal is submitted in compliance with the payment and retainage terms provided below in Part III.b.iii, Payment and Retainage Terms.

GovSense agrees to standard payment terms and will further review upon contract negotiations.

The City requests that the following Payment and Retainage Terms be utilized for the City's Project:

a. **Software Licensing:** Use of an acceptance-based payment schedule for software licensing.

   i. Potential milestones including system deployment, Phase Kickoff, Initial Module/System Configuration, Approval of Phase Go-Live, and Acceptance of System. The City expects that licensing for any software modules will not be payable until the associated project phase for that module begins. For example, if Module X were a part of a potential Phase II to the project, the City would expect to have payment milestones for Module X begin with the phase kickoff for Phase II.

   ii. Proposer shall fully describe their proposed milestone-based payment schedule for software licensing as part of their Price Proposal.

   All payments will be defined in the contract, and GovSense will work with Superior, WI to establish mutually agreed-upon payment milestones.

b. **Implementation Services Cost:** Implementation service costs typically include all costs related to implementation, configuration, data conversion, customization, and training.

   i. The City prefers that implementation service costs be proposed as "not-to-exceed" amounts and that the City will be charged for Services as incurred up to the not-to-exceed amounts. Establishment of a not-to-exceed amount does not obligate the City to expend the full amount.

   ii. The City prefers that services be invoiced on a deliverable, phased, or milestone basis.

   iii. The City prefers that twenty percent (20%) of each invoice for the implementation service costs will be retained (as a "holdback") until successful completion, and the City's written acceptance, of the Project.

   All payments will be defined in the contract, and GovSense will work with Superior, WI to establish mutually agreed-upon payment milestones.

c. **Annual Maintenance Cost:** The City expectation is that it will not pay maintenance fees on functional areas being implemented nor will the annual maintenance period begin until formal City acceptance has been provided to approve live processing for the associated Project phase. For example, the annual maintenance fees associated with the purchasing module will be paid upon City acceptance of the Project phase associated with the purchasing module.

   This is a SaaS solution and no maintenance is required.

d. **Ongoing Software Subscription Cost (If SaaS Deployment):** Ongoing software subscription costs include the annual payments for access to the software, hosting costs, backup costs, and potentially disaster recovery provisions. The City expects that subscription costs for software modules will not be payable until the associated project phase for that module begins. For example, if payroll were a part of a potential Phase II to the project, the City would expect to have payment for the payroll module begin with the phase kickoff for Phase II. The City expects to pre-negotiate any rates of increase in these costs in the first 10 years.

GovSense SaaS charges typically begin at the start of the contract term, which is often tied to the execution date of the subscription agreement.

IV. NARRATIVE DESCRIPTION OF PRICE PROPOSAL

Proposers are encouraged to include a narrative description of the proposed costs, including, at a minimum the following;

a. Any optional services/offerings for professional services

No optional services offered.

b. Any discounts that have been offered

We have priced this RFP at our most competitive level.

c. Any additional service offerings that may be out of scope, but may be available on an optional basis to serve to shift some of the implementation work effort from the City to the vendor during implementation.

Any extra implementation work offloaded can be negotiated at contract.

d. Any projected or anticipated cost savings or cost avoidance considerations related to the proposed software and services (savings in City staff time, savings in ongoing hardware acquisition/maintenance costs, etc.).

We have priced this RFP at our most competitive level.

e. A description of any future upgrade costs, including upgrades to hardware, software, and related professional services costs (such as training, configuration, and other anticipated services costs related to upgrades in the future).

With GovSense, powered by Oracle NetSuite, there are no upgrade charges because it operates as a true cloud SaaS (Software-as-a-Service) platform. Here's what that means:

Automatic Upgrades Included
- NetSuite delivers two major system upgrades per year, automatically rolled out to all customers.
- These upgrades include new features, enhancements, performance improvements, and security updates.

No Additional Cost
- Unlike traditional on-premises software, there are no extra fees for new versions, patches, or upgrade-related services.
- The cost of ongoing innovation and improvements is built into your subscription.

f. A description of the estimated travel costs, including the number of trips, average duration of trips and number of staff included per trip, average cost per trip, and whether seasonality in pricing has been considered in the travel estimate.

We have included five onsite visits, each estimated at $5,000. To manage costs, we follow GSA pricing guidelines for hotels and airfare. Actual expenses may vary based on service needs, and if the City is able to proceed effectively without onsite support, these costs may be reduced.

g. Other topics or statements related to the price proposal that the Proposer feels will help the City better understand the pricing structure or key differentiators for the proposed products and services.

We priced this aggressively and have full confidence this solution along with our integrated partners UKG and Gravity will exceed Superior's expectations. Additionally:

- **GovSense - Built for Local Government** – Designed specifically for municipalities, streamlining budgeting, permitting, and operations.
- **Robust Financial Management** – Includes powerful tools for fund accounting, multi-year budgeting, and transparent financial reporting.
- **True Cloud Platform** – Secure, accessible from anywhere, with automatic updates and no on-prem hardware required.

Tab 7 – Sample Contracts, Warranty, and Escrow

I. SAMPLE CONTRACTS FOR EACH LICENSE MODEL PROPOSED

As an Exhibit to Tab 7, Proposer to provide their sample contract(s) that would be used as basis for developing:

    i.   The software licensing agreement (if applicable)
    ii.   The recurring maintenance agreement (if applicable)
    iii.   The software subscription agreement (if applicable)
    iv.   The professional services agreement (if applicable)
    v.   The data privacy agreement (if applicable)
    vi.   Any other agreements (service level agreement, escrow, etc.) as applicable

        Exhibit submitted   Yes **X**   No

        See Exhibit I attached.

Proposer to describe the overall contract structure, including how (if any) MOUs or other inter-party agreements between sub-contractors would be structured:

 No Subcontractors.

Are the proposed software/services available for purchase through any existing cooperative purchasing agreements or pre-competed contracting vehicles (e.g., OMNIA Partners, NASPO ValuePoint, Sourcewell)?

No Coop purchasing agreements currently available.

II. THIRD-PARTY LICENSE AGREEMENTS

As an Exhibit to Tab 7, Proposer to provide any third-party license agreements that would be separate from the Proposers license agreement, i.e., Adobe or other partner/third-party modules proposed.

Exhibit submitted   Yes   No **X**

GovSense does not have any third-party license agreements.

III. WARRANTY

A comprehensive warranty in form and content satisfactory to the City is sought by the City for all software and implementation services covered by this RFP. The entire system solution as proposed in this RFP must include a first-year warranty (for Proposer-supplied hardware and software) to conform to contractually agreed specifications, and to protect against any defects or damage caused by Manufacturer, Proposer, or subcontractors, in the systems' equipment or software. The year-one warranty will begin (for products accepted in phases) at the point that the system is officially accepted by the City. All repairs made under warranty will be at the sole expense of the Proposer (or Manufacturer), including parts, software, labor, travel expenses, meals, lodging and any other costs associated with the repair.

Proposer to provide as an Exhibit to Tab 7 or submit below a detailed explanation of their Warranty provisions. Proposer to be explicit in when the warranty period expires and when the fees for maintenance will start and be invoiced.

Attached as an Exhibit: or detailed below as:

GovSense, powered by Oracle NetSuite does not offer a traditional "warranty" like those seen with physical products, but it does provide several assurances and service commitments through its:

1. Service Level Agreement (SLA)
- Oracle NetSuite typically guarantees 99.5% uptime for its SaaS platform.
- The SLA outlines performance standards, system availability, and remedies (e.g., service credits) if those standards aren't met.

2. Security and Compliance
- Oracle ensures data security, redundancy, and compliance with standards like SOC 1, SOC 2, and ISO 27001, providing confidence in the reliability and integrity of the system.

  So, while there isn't a "warranty" in the traditional sense, GovSense through Oracle NetSuite offers service guarantees and support protections that serve a similar purpose in the SaaS environment.

EXHIBIT I – Sample Contracts:

       1.   **Service Level Agreement (SLA) (SaaS solutions only):**

For information on the Oracle NetSuite Service Level Agreement, please refer to the following link:

https://www.oracle.com/corporate/contracts/cloud-services/netsuite/contracts.html#ct07slc-current

Please see attached to this Tab 7 for the following:

       2.   **GovSense, LLC SaaS Services Agreement**

       3.   **Subscription Services Agreement**

GovSense, LLC
SaaS Services Agreement

Business Name: _____ (hereinafter, "Client" or "You")

Contact Name: _____ Email address: _____

Street Address: _____

City: _____ State: _____ Zip Code: _____

Telephone Number: _____

Accounts Payable Contact Name: _____ A/P Contact Email_____

_____

This Software-as-a-Service (SaaS) Services Agreement (the "**Agreement**") is between You and GovSense, LLC, a corporate registered in the State of Georgia, with premises located at 11675 Great Oaks Way, STE125, Alpharetta, GA 30022. (the "**Company**", "**we**" or "**us**") (together with You, the "**Parties**"), and it becomes effective as of the date of Your signature below (the "**Effective Date**"). This Agreement relies on certain defined terms, and these terms are specified in Section 10 or are otherwise defined in context.

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

2.   User Subscriptions. Client agrees that SaaS Services are purchased as user subscriptions and may be accessed by no more than one (1) user. Additional user subscriptions may be added during the subscription Term at the same pricing as that for the pre-existing subscriptions, prorated for the remainder of the subscription Term in effect at the time the additional user subscriptions are added. Such additional user subscriptions shall terminate on the same date as the pre-existing subscriptions. User subscriptions are for designated users only and cannot be shared or used by more than one user concurrently.

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

3.1 Custom Developed Software. In the event the Company develops modifications or custom software ("Developed Software") or other deliverables ("Deliverables"), the Company grants to Client a non-exclusive, fully paid license to use the Developed Software and/or Deliverables for the Term of this Agreement.   The use of the Developed Software and/or Deliverables shall be in accordance with this Agreement or such other written agreement as the Parties may enter into. Maintenance and support for the Developed Software and/or Deliverables may be obtained from the Company on a time and materials basis, as defined in one or more SOWs to be entered into between You and the Company, pursuant to this Agreement. The Parties understand and agree that the Developed Software and/or Deliverables is/are the property of the Company and it shall have sole and exclusive ownership of the software including all copyrights, trademarks and patents associated therewith.

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

5.   Charges and Payment of Fees. You will pay us for the SaaS Services per Exhibit A outlined in this Agreement.

Furthermore, You will pay us for travel and accommodation expenses incurred at Your request.

5.1. Billing. You are responsible for payment of our invoices, and You shall pay such fees directly to us without delay or set-off, as provided in Section 5.2.

5.2. Payment Terms. Except for Setup/Launch Fee, which is due upon execution of this Agreement, payment is due within thirty (30) days of receipt of invoice. Upon execution of this Agreement, You shall set up an automated payment process through ACH debit service to process all payments to GovSense. You acknowledge that You are responsible for paying any fee associated with using any of the aforementioned payment methods. You authorize us to utilize payment method above in the event Your invoice is not paid within thirty (30) days upon receipt of invoice. Balances not paid within forty-five (45) days after receipt of invoice shall incur interest in the amount of 1.5% per month from date due until paid. That interest shall compound monthly on the first day of each subsequent month**.**

5.3. Taxes. Unless otherwise stated, The Company's fees do not include any taxes, levies, duties or similar governmental assessments of any nature, including but not limited to value-added, sales, use or withholding taxes, assessable by any local, state, provincial, federal or foreign jurisdiction (collectively, " Taxes"). Client is responsible for paying all taxes associated with Client's purchases hereunder. For clarity, the Company is solely responsible for taxes assessable against it based on income, property and employees.

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

6.1. Confidential Information.   "Confidential Information" means non-public and proprietary know-how and information disclosed under this Agreement, whether oral or written or electronic, that (a) concerns the SaaS Services, the reports or the software, technology, customers, finances, methods, research, processes or procedures of either the Company or Client; and (b) is designated as "Confidential" or "Proprietary" by the Disclosing Party at the time of disclosure or within a reasonable period thereafter. Confidential Information also includes, without limitation, information relating to the disclosing party's software or hardware products which may include source code, API data files, documentation, specifications, data bases, networks, system design, file layouts, tool combinations and development methods as well as information relating to the disclosing party's business or financial affairs, which may include business methods, marketing strategies, pricing, competitor information, product development strategies and methods, Client lists, and financial results. Confidential Information also includes information received from others that the disclosing party is obligated to treat as confidential and oral information that is identified by the disclosing party as confidential.   Confidential Information disclosed by a subsidiary of the disclosing party and/or its agents is covered by this Agreement. Confidential Information includes all tangible materials which contain Confidential Information whether written or printed documents, computer disks or tapes whether user or machine readable. Confidential Information shall not include any information that (1) is already

known to the receiving party or its affiliates, free of any obligation to keep it confidential; (2) is or becomes publicly known through no wrongful act of the receiving party or its affiliates; (3) is received by the receiving party from a third party without any restriction on confidentiality; (4) is independently developed by the receiving party or its affiliates; (5) is disclosed to third parties by the disclosing party without any obligation of confidentiality; or (6) is approved for release by prior written authorization of the disclosing party.

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

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

6.4. Exceptions. Sections 6.1 and 6.2 will not apply to Confidential Information the Receiving Party can demonstrate: (i) is or becomes a matter of public knowledge through no fault of the Receiving Party; (ii) was or becomes available to the Receiving Party on a non-confidential basis from a third party, provided that such third party is not bound by an obligation of confidentiality to the Disclosing Party with respect to such Confidential Information; (iii) was independently developed by the Receiving Party without reference to the Disclosing Party's Confidential Information; or (iv) is required to be disclosed by law, provided that the Disclosing Party is promptly notified by the Receiving Party to provide the Disclosing Party an opportunity to seek a protective order or other relief.

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

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

6.7. The terms and provisions of this Section 6 shall survive any termination of the engagement letter for any reason for a period of 2 years.

7. Term and Termination

7.1. Term. The initial term of this Agreement shall be **X** (**X**) months/years ("**Initial Term**"). The Agreement shall then automatically renew for additional periods each the same length as the Initial Term (each an "**Additional Term**"; together with "**Initial Term**" the "**Term**") unless either party notifies the other in writing at least ninety (90) days before the end of any Term that it does not want the Agreement to renew, in which case this Agreement will expire at the end of the then current Term.

7.2. Effect of Termination. In the event of a termination of this Agreement (for cause or convenience), all current and future license invoices (future periods) and current service fees earned owed to GovSense by You shall become immediately due and payable. All terms and provisions under this Agreement that should by their nature survive the termination of this Agreement will so survive, including, without limitation, Sections 5.2, 6, 7.2, 8, 9, 10, 11, and 12.

8. Project Management and Change Control Process

8.1 Principal Contacts. The Company Account Manager shall be the senior account manager within The Company who shall be available to Client for purposes of discussing all work and business between them. Client shall designate an individual who shall serve as the senior manager within Client and who shall be available to The Company to discuss all work and business with The Company (the "Client Manager"). Client acknowledges that only Company personnel identified in the SOW can bind or make commitments on behalf of the Company. No other conversation, email transmission, or other communication will bind Company to any commitment discussed without acknowledgement of the identified personnel. Client and Company will not record any conversation, demonstration, training session by phone or video conferencing software without prior acceptance of identified personnel of Client or Company.

8.2 Acceptance and Rejection of Deliverables. Any Deliverable created by The Company for Client under this Agreement that is reasonably and in good faith determined, at the time of submission for acceptance, by Client not to comply with the specifications or the specific acceptance criteria set forth within the controlling SOW will be corrected by The Company without charge as part of the iteration/sprint process. Upon correction of any failures to meet the applicable written specifications and/or acceptance criteria in the controlling SOW, The Company shall make a commercially reasonable effort to correct such failures, after which The Company shall again submit said Deliverable(s) for acceptance review by Client. During the process of curing any rejection of Deliverables, The Company shall not be obligated to undertake any new or subsequent iterations or sprints until the rejected Deliverables are accepted by Client. Client shall, unless provided otherwise in a controlling SOW, have five business days from the submission of Deliverables for acceptance to either accept or reject the Deliverables submitted. In the event that Client has failed to either accept or reject submitted Deliverables within the controlling review period, said Deliverables shall be deemed accepted without qualification or caveat by Client. Upon unqualified acceptance of any Deliverable, Client shall be deemed to have agreed that, in the absence of a hidden defect in the Deliverable which could not reasonably be uncovered by Client by exercising due diligence and/or appropriate testing methodologies, the accepted Deliverable(s) in all respects meet each and every relevant and applicable specification and acceptance criteria for said Deliverable, and shall waive and forever release any claims to the contrary.

In the absence of unqualified acceptance by Client of *all* Deliverables and/or Milestones set forth in an executed SOW, The Company shall be under no obligation to enter into any further or subsequent SOWs with Client or to engage in further sprint(s) / iteration(s).

8.3 Changes. The Parties agree and acknowledge that all charges and specifications for the Services set forth herein (including without limitation any Charges, Fees, Performance Measurement Factors, and/or Performance Objectives that may be set forth in an applicable SOW) are based upon, and dependent upon, certain project assumptions and are subject to change upon the occurrence of Change(s) (as defined herein) during the term of this Agreement. For purposes of this Agreement, "Change(s)" shall mean any significant change (whether occurring at a discrete moment in time or accruing as a result of minor changes over time) in or to the Software or the requirements or specifications related thereto which results in, or is caused by, operation of the Software or provision of the Services in or under (i) actual conditions which vary from the project assumptions, or (ii) increased demands upon the Software or any component thereof. Without limiting the foregoing, "Change(s)" are expressly deemed to include (a) changes to the Software that would materially alter its functionality, and (b) increased demand on the Software, Services or capacity of The Company's facilities due to changes in Client's business structure or operations (including, without limitation, increases in Client's business operations, workforce or number of transactions processed using the Software).

8.4 Change Control Process. All Changes shall be addressed using the formal change control process set forth herein below to be implemented by Client and The Company jointly after the Effective Date (the "Change Control Process").

Client agrees to notify The Company of any circumstances which Client reasonably should know constitute, may constitute, or may result in a Change. Whenever a potential Change is identified, The Company shall assess the impact of the potential Change, considering resources required, interfaces to other Software(s) and other planned and in-process Changes and shall, if it deems it appropriate in its sole discretion, present an analysis and proposal for amendment to the applicable Schedule or SOW to the Client for approval. In such event, the Parties shall negotiate in good faith an amendment to this Agreement which sets forth the applicable specifications, schedules, resources to be utilized, responsibilities of both Parties, and definition of successful completion with respect to addressing such Change.

Anything in this Agreement notwithstanding, except as specifically provided in an amendment pursuant to the foregoing paragraph, all obligations of The Company hereunder with respect to any performance objectives set forth in an applicable SOW shall be deemed waived by Client for the duration of and to the extent caused by any Change and any changed circumstances associated therewith. In the event that the Parties fail to execute an amendment as described herein, The Company may (but is not obligated to) undertake any measures which are technically or legally necessary to address such Change, subject to approval thereof by Client, provided, however, that no Client approval shall be required for measures which The Company reasonably determines are legally required to continue providing Services subsequent to such Change (including, by way of example but without limitation, procuring additional licenses for additional Client users to utilize the operating software), and Client shall reimburse The Company for its expenses associated therewith.

8.5 Client Delays and The Company Resource Furloughs. In the event that Client fails to roll out or otherwise delays the onboarding and implementation of the Deliverables beyond the timelines established and agreed-upon in writing between the parties, Client agrees that The Company shall be entitled to, at its sole discretion but following consultation with Client: (i) charge a minimum monthly non-reimbursable or applied fee of $25,000 per month for Client delays; or (ii) furlough idled resources (including employees and/or contractors). In the event that The Company chooses to furlough or reassign resources, Client acknowledges that re-engagement and/or replacement of furloughed or reassigned resources may result in unanticipated delays in delivery of Deliverables and/or increases in costs which may exceed the otherwise-agreed-to caps on fees and costs. In the event of such cost increases due to Client delays resulting in furloughing of resources, The Company shall be permitted to pass the resulting increased costs on to Client.

9. Client Responsibilities

9.1 Cooperation and Assistance. In addition to the payment of the amounts described herein, Client shall discharge all of its obligations under this Agreement and Client shall cooperate with The Company with regard to the performance of The Company's obligations hereunder, including (without limitation):

a. Providing to The Company such information, data, access to premises, remote access to Client's equipment via separate communications facilities, management decisions, approvals, and acceptances as may be reasonable to permit The Company to provide the SaaS Services hereunder;

b. Timely meeting and/or complying with all Client dependencies, obligations, and/or conditions precedent set forth in any applicable SOWs;

c. Not abusing or misusing The Company's facilities, any of the components thereof, or any of the capabilities provided thereby;

d. Maintaining adequate communications facilities and equipment (e.g., via agreements with providers of Client's network and/or communications facilities and services) to support Client demand upon the Software; and

e. Acquiring for The Company throughout the Term, at Client's expense, all rights and privileges (including, at a minimum, applicable other software or system licenses, maintenance and support privileges (including telephone support privileges) from the applicable licensor(s) or vendor(s)) necessary for The Company to use, on behalf of Client, or any other software which is the subject of a Change and to provide the SaaS Services in connection therewith and to install such such other software or systems.

9.2 Provision of Data. Client shall be solely responsible for the quality and accuracy of all data provided to The Company. Client shall follow ordinary and prudent practices for the operation of its business and use of the SaaS Services hereunder. If the data is in some way inaccurate and requires additional work on the part of The Company, the Client may, in The Company's discretion, incur additional development fees.

9.3 Use of Software, Procedures, etc. Client shall comply with all reasonable operating instructions for the Software that are issued by The Company from time to time. Notwithstanding anything to the contrary in this Agreement, Client shall be solely responsible for the supervision, management, and control of the access to and use of the Software by or through Client's employees, agents, subcontractors and contractors, including, without limitation, implementing sufficient and reasonable procedures to (a) satisfy Client's own requirements for the security and accuracy of the input provided to the Software, (b) verify reports and other output from The Company within the required time frames, and (c) regulate use of, and safeguard against unauthorized use of, user identifications and passwords assigned to Client's employees, agents, subcontractors and contractors. Client agrees that, except as otherwise permitted by The Company, Client shall use the SaaS Services only for its own internal business purposes and shall not sell, resell, sublicense, or otherwise provide, directly or indirectly, any of the SaaS Services or any portion thereof to any other person or entity.

9.4 Client Responsibilities Generally. Due to the nature of this contractual relationship, Client understands the importance of communication, especially via email, and agrees to respond to questions, requests and communications from The Company in a timely manner. Client understands that poor planning and miscommunication can result in negative consequences for the project including incurring emergency rates, timeline delays and disruption of service. The Company is not responsible for negative consequences related to poor planning or miscommunication on the part of the Client. Client understands that The Company may require detailed clarification of projects in order to meet expectations and provide the best support and highest quality work and client agrees to cooperate in provide such requested clarification(s).

10. Representations and Warranties; Disclaimers

10.1. GovSense SaaS Services and Reports; Exclusive Remedy. During the Term, the Company will use reasonable efforts to provide the SaaS Services in a good and workmanlike manner. The Company will make best efforts resolve any breach of this Agreement by the Company within sixty (60) days after receiving Your written notice concerning such

breach. This shall be Your sole remedy for any breach by the Company with respect to the SaaS Services.

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

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

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

11. Limitation of Liability. IN NO EVENT SHALL EITHER PARTY BE LIABLE TO THE OTHER FOR INDIRECT, PUNITIVE, SPECIAL, EXEMPLARY, CONSEQUENTIAL, INCIDENTAL OR OTHER DAMAGES OF ANY TYPE OR KIND (INCLUDING LOSS OF DATA, REVENUE, PROFITS, USE OR OTHER ECONOMIC ADVANTAGE), EXCEPT DIRECT DAMAGES, ARISING OUT OF, OR IN ANY WAY RELATED TO THIS AGREEMENT OR THE SAAS SERVICES. YOUR REMEDIES UNDER SECTION 10.1 ARE IN LIEU OF ALL OTHER RIGHTS AND REMEDIES. EXCEPT FOR A BREACH OF SECTION 6.2, IN NO EVENT SHALL EITHER PARTY'S AGGREGATE LIABILITY TO THE OTHER UNDER THIS AGREEMENT EXCEED THE AMOUNTS PAID BY YOU TO US.

12. General

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

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

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

12.4.   Governing Law. Georgia law, without reference to rules governing conflict of laws, shall apply to this Agreement and any dispute between the Parties related hereto.

12.5.   Dispute Resolution. In the event of any dispute, controversy, or claim between the Parties hereto arising from or relating to the subject of this Agreement (a "Dispute"), upon the written request of either Party, each of the Parties shall appoint a designated officer to meet and negotiate in good faith to resolve such Dispute. In the event that the foregoing negotiations fail to resolve any such dispute, the parties agree to participate in non-binding mediation withing forty-five (45) days of any such unsuccessful negotiations in a good faith effort to resolve the dispute. Following unsuccessful mediation of a dispute, any such unresolved dispute shall be resolved exclusively through binding arbitration in Fulton County, Georgia, which shall be undertaken under the Commercial Arbitration rules of the American Arbitration Association. The foregoing shall not apply to injunctive relief sought with respect to any breach or alleged breach of Section 6, which shall be subject to the exclusive jurisdiction of the courts in and/or for Fulton County, Georgia.

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

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

12.8.   Force Majeure. The Company shall not be responsible for failure to perform in a timely manner under this engagement letter when its failure results from any of the following causes; Acts of God or public enemies, civil war, insurrection or riot, fire, flood, explosion, earthquake or serious accident, strike, labor trouble or work interruption or any cause beyond its reasonable control. In addition, the Company shall not be responsible for equipment or component failures due to defective manufacturing or defective software or for delays in shipment of equipment or components timely ordered.

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

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

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

13. Piggyback. Except as otherwise provided in this section, a governing body or its authorized representative may enter into a contract pursuant to a solicitation by:

A governmental entity located within or outside this State with the authorization of the contracting vendor. The originally contracting local government is not liable for the obligations of the governmental entity which enters into a contract in response to the solicitation in accordance with this paragraph

14. Definitions

14.1. "Client Information" means information generated by You concerning financial, business, and/or resource analytics and/or management.

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

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

14.3. "GovSense IP" means methods, algorithms, inventions, know how, information, data, logos, and other elements that we use to provide our SaaS Services, including but not limited to the software code constituting, incorporated into, or otherwise created and used by the Company and/or its affiliates in association with the GovSense product.

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

GovSense, LLC.

BY:_____

NAME: _____

TITLE:_____

DATE:_____

CLIENT_____

BY:_____

NAME:_____

TITLE:_____

DATE:_____

EXHIBIT A
PRICING

Support Addendum

 THIS Support Addendum ("Support Addendum") is incorporated into the SaaS Services Agreement, between GovSense, LLC (the "Company") and *[insert name of licensee]* ("Client").

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

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

2. **Maintenance Services**.

 2.1 Scope of Services.

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

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

SUPPORT SERVICES HOURS

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

 2.2 Problem Classification. the Company shall respond to and use its reasonable commercial efforts to resolve problems in accordance with the severity levels indicated below, which severity levels shall be determined in good faith by Client.

SEVERITY LEVEL	DESCRIPTION	PROBLEM RESPONSE TIME
3	Mission-Critical Impact-SaaS Services or System Down: Software Application cannot be accessed over a public internet connection	Within one (1) business day.
2	Business Productivity Impact: Isolated Issue that Adversely Affects normal business operations	Within five (5) business days.
1	Minor Service Impact: Minor component of functionality does not operate as intended, but most normal business operations can still be performed	Within thirty (30) business days

Notwithstanding the foregoing definitions, problems caused by or arising from the following will not be considered "problems" for the purposes hereof and will not be subject to the Company's obligation to provide Maintenance Services: (i) failure or unavailability of the NetSuite platform; (ii) failure of telecommunications hardware or equipment; (iii) failure or unavailability of the Client's systems or IT infrastructure; and (iv) Force Majeure (as defined in Section 3.3 of this Support Addendum).

2.3 Maintenance Standards. the Company shall use its best commercially reasonable efforts to meet the response times and resolution targets set forth in this Section 2.

3. **General Provisions**

3.1 Warranties. the Company shall perform the Maintenance Services and all other services specified herein in a good, workmanlike and professional manner using qualified personnel fully familiar with the SaaS Services.

3.2 Term. The term of this Support Addendum will commence as of *[date]* and will terminate contemporaneously with the termination of the SaaS Agreement

3.3 Force Majeure. the Company will not be responsible or liable for, and will be excused from, any nonperformance or delay in the performance of any of its obligations under this Support Addendum if and to the extent that such nonperformance or delay (i) is caused by an act of God, natural disaster, civil disturbance, war, fire, earthquakes, changes in law, regulation or government policy, or nonperformance by any third party (including vendors or suppliers), or any other factor beyond the control of the Company, whether or not foreseeable ("Force Majeure"); and (ii) could not have been prevented by the Company's taking normal and customary precautions. In the event that the Company is excused from the performance of its obligations pursuant to this Section 4.4, then the Company will use its best commercial efforts that are practicable under the circumstances to resume performance of its obligations as soon as feasible.

3.4 Exclusivity of Remedies. The provisions of this Support Addendum and the SaaS Agreement constitute the exclusive provisions applicable to the Company's maintenance and support of the SaaS Services and the provision and support therefor. the Company disclaims any and all warranties, express or implied, including but not limited to warranties of merchantability or fitness for a particular purpose, except as specifically set forth herein.

3.5 Notices. Any notices given hereunder shall be given pursuant to and as provided in the SaaS Agreement. In addition, Client agrees that the Company may provide invoices to Client by means of facsimile or email transmission.

3.6 Limitation of Liability. The parties' limitations of liability set forth in Section 9 of the SaaS Agreement shall apply to this Support Addendum.

3.7 <u>Miscellaneous</u>

(a) If any provision of this Support Addendum is declared by a court of competent jurisdiction to be invalid or unenforceable, such determination shall not affect the validity or enforceability of any other provision hereof.

(b) This Support Addendum, together with the SaaS Agreement, represents the entire agreement of the parties with respect to the subject matter hereof and any other previous understanding, commitments, or agreement, oral or written, between Client and the Company with respect to the subject matter hereof.

(c) No failure by either party to insist upon the strict performance of any covenant, term or condition of this Support Addendum, or to exercise any right or remedy, shall constitute a waiver of such right or remedy on any subsequent occasion.

(e) This Support Addendum may not be amended except in writing executed by duly authorized representatives of both the Company and Client.

Addendum A
Prime Contractor Addendum to the Subscription Services Agreement

This Prime Contractor Addendum (the "Addendum") is between Customer and the Oracle entity with which you entered into the Subscription Services Agreement ("Oracle") and shall be governed by the terms of the Subscription Services Agreement between Oracle and you dated_____ (the "Agreement") and the terms set forth below. This Addendum is entered into as of the date of the last party to sign below ("Effective Date"). Definitions used in the Agreement shall have the same meaning under this Addendum, unless expressly stated otherwise. If there is a direct conflict between a term of this Addendum and a term of the Agreement with respect to the subject matter of this Addendum, the term of this Addendum shall prevail. This Addendum applies only with respect to Services that Customer acquires through the Oracle-approved reseller of such Services identified below as Prime Contractor.

1.   Definitions.

"Order Form" means an order form, renewal notification or other ordering document in the name of and executed by Customer issued to and accepted by Prime Contractor under the Prime Contract, which specifies the Cloud Service or Support Services to be provided by Oracle, subject to the terms of this Agreement.

"Prime Contract" means that certain agreement executed by and between Customer and Prime Contractor under which Customer and Prime Contractor have entered into an Order Form.

"Prime Contractor" means the authorized NetSuite reseller from whom Customer has ordered the Services.

2.   Ordering.

2.1.   Order Forms. The Cloud Service and Support Services shall be ordered by Customer from Prime Contractor pursuant to one or more Order Forms issued between Prime Contractor and Customer under the Prime Contract

2.2.   Order Provisioning. Oracle's provision of the Services (including Support Services) to Customer, and Customer's use thereof, shall be subject to the terms and conditions of the Agreement and this Addendum.

3.   Term and Termination.

3.1.   Addendum Term. The term of this Addendum shall commence on the Effective Date and shall co-terminate with the Agreement. The terms and conditions of the Agreement will continue to apply to the Customer's Services purchased under this Addendum until the date that the Service(s) referenced in all Order Forms are completed, expired or terminated in accordance with the terms therein or this Addendum or the Agreement.

3.2.   Addendum Subscription Term. The initial subscription term uof the applicable Services procured by Customer under this Addendum shall be the period for which the Prime Contractor has placed an order with Oracle for such Services on Customer's behalf, subject to the terms hereof. The Services may only be renewed if such Services are generally available to commercial customers.

3.3.   Suspension for Delinquent Account. Oracle reserves the right to suspend or terminate Customer access to and/or use of the Services if Prime Contractor has breached its payment obligations to Oracle with respect to amounts due for such Services. Customer agrees that Oracle shall not be liable to Customer or to any Customer Affiliate or other third party for any suspension or termination of the Services pursuant to this Section.

3.4.   Termination for Cause/Expiration. Either party may immediately terminate this Addendum in the event the other party commits a material breach of any provision of this Addendum which is not cured within thirty (30) days of written notice from the non-breaching party.

4.   Fees & Payment. Customer shall pay to Prime Contractor the fees determined by the Prime Contractor for the Services specified in an Order Form, in accordance with the terms of the Prime Contract. For avoidance of doubt, in the event of a refund or credit being applicable under the terms of this Addendum or Agreement, Oracle will issue such refund or credit to the Prime Contractor only, and not directly to Customer.

5.   Transacting through Prime Contractor.

5.1.   As applicable to the Services, Customer and Prime Contractor shall enter into an appropriate Order Form stating Customer's name, address, administrator email address, Service subscription start and end dates, Service subscription fees and payment method, together with other necessary information which Oracle may require to provision an account for Customer. Customer hereby authorizes Oracle to provide Prime Contractor or its successor entity with access to Oracle's business information related to the procurement and use of the Services pursuant to this Addendum and the Agreement, including but not limited to User names and email addresses and support cases.

5.2.   Customer and Prime Contractor may enter into separate terms and conditions concerning the provision of Prime Contractor or third party products or services other than the Services. Customer agrees that the terms of this Addendum and the Agreement shall exclusively govern Customer's use of the Service. Customer acknowledges that Prime Contractor is not authorized to make any warranties, representations, promises, or commitments concerning the Services as applicable, that are not authorized in writing by Oracle and Customer agrees that any such warranties, representations, promises, or commitments are not binding on or enforceable against Oracle. Customer hereby unconditionally releases Oracle from any

Addendum A
Prime Contractor Addendum to the Subscription Services Agreement

and all liability in connection with warranties, representations or other commitments or statements made by Prime Contractor with respect to the Services that are inconsistent with this Addendum and the Agreement.

5.3. If Oracle imposes fees for a feature or functionality of the Service are based on usage of the Service, then Oracle may access and use Customer Data as reasonably necessary to determine the fees to be charged to Prime Contractor for the applicable feature or functionality.

6. Transacting Directly with Oracle. Should Customer and/or Prime Contractor elect to terminate the Prime Contract or an associated Order Form, Customer may elect to renew the applicable Services directly from Oracle. In such event, Customer will be required to enter into a new Estimate/Order Form for the Services. Pricing for the foregoing renewal and any additional Users and/or modules shall be at Oracle's then-current pricing.

7. Transacting through an alternate prime contractor. Should Customer and/or Prime Contractor elect to terminate the Prime Contract or an associated Order Form, Customer may elect to renew the applicable Services through an alternate prime contractor. In such event, Customer will be required to enter into a new Order Form for the Services

8. Other.

8.1. Additional Users, Modules and Other Items. Additional Users, modules and other items procured during an existing subscription term must co-terminate with the then current end of the applicable subscription term.

8.2. Users Access. Customer shall use commercially reasonable efforts to prevent unauthorized access to or use of the Services and shall promptly notify Oracle and Prime Contractor of any unauthorized access or use of the Services and any loss or theft or unauthorized use of any User's password or name and/or Services account numbers.

8.3. Data Processing Agreement.

8.3.1. **Reserved.**

8.3.2. Customer's signature on the Order Form constitutes Customer's agreement to the Data Processing Agreement, unless stated otherwise in the Subscription Services Agreement that governs the Order Form. This Data Processing Agreement does not apply to the following services that may be included in the Order Form: Mobile Push Notifications (a feature of the NetSuite for iPhone Mobile Application), any NetSuite POS Cloud Services, OrderMotion, TribeHR, Light CMS, or any other services identified by Oracle as being excluded from the applicability of this Data Processing Agreement. The Data Processing Agreement also does not apply to any (1) demonstration accounts, trials, beta releases, release preview or other similar versions of the services or (2) any features, services or products which are provided pursuant to a separate agreement or by a party other than Oracle (as defined in the Data Processing Agreement) (e.g. where Oracle is merely a billing/collection agent) including but not limited to Celigo and Pacejet,).

8.3.3. For purposes of the Order Form, (1) the definition of "Services Agreement" in Section 11 of the Data Processing Agreement is deleted and replaced in its entirety with the following definition: "Services Agreement" means (i) the applicable order for the Services you have purchased from Oracle; (ii) the applicable master agreement referenced in the applicable order; (iii) the Privacy Policy found at https://www.oracle.com/legal/privacy/ (or other location as may be updated by Oracle), and (iv) the Data Security Addendums found at www.netsuite.com/tos; and (2) references to the "Cloud Hosting and Delivery Policies" in the Privacy Code for Processing Personal Information of Customer Individuals, shall be replaced by the applicable Data Security Addendum found at www.netsuite.com/tos.

THE PARTIES ACKNOWLEDGE THAT THEY HAVE READ THIS ADDENDUM, UNDERSTAND IT AND AGREE TO BE BOUND BY ITS TERMS, AND THE PERSON SIGNING ON BEHALF OF EACH HAS BEEN AUTHORIZED TO DO SO. IF THE PERSON SIGNING BELOW AS CUSTOMER IS ENTERING INTO THIS ADDENDUM ON BEHALF OF A COMPANY OR OTHER LEGAL ENTITY, SUCH PERSON REPRESENTS THAT HE OR SHE HAS THE AUTHORITY TO BIND SUCH ENTITY TO THESE TERMS AND CONDITIONS.

Customer Name:	**Merrimack Village District Water Works**	**Oracle America, Inc.**	
Authorized Signature:		**Authorized Signature:**	
Print Full Name:		**Print Full Name:**	
Job Title:		**Job Title:**	
Signature Date:		**Signature Date:**	

Tab 8 – Exceptions to Project Scope and Contract Terms

The City reserves the right to disallow exceptions it finds are not in the best interests of the City. Any and all exceptions must be identified and fully explained in the submitted Proposal. It is the City's intention to be made aware of any exceptions to terms or conditions prior to contract negotiations.

Note: Deviations to the payment and retainage schedule to be provided in the Price Proposal. Deviations to functionality to be provided in Tab 8 (Attachment B).

I.   DEVIATIONS TO SCOPE OF WORK

i.   The Proposer to identify and describe any exceptions/deviations to the Scope of Work and identify their impact to the City, including, but not limited to workarounds; reductions in performance; capacity; flexibility; accuracy; and ultimately, cost and value.

No exceptions have been identified at this time.

ii.   Proposer to identify the areas where they feel the requested service or product is not available, deviates from the specific requests, or is deemed an unwise or unwarranted approach.

GovSense is confident that there are not any requested services or products that we would not be able to provide.

II.   DEVIATIONS/EXCEPTIONS TO RFP TERMS AND CONDITIONS AS PROPOSED BY THE TOWN

As an Exhibit to Tab 7, Proposer to provide any deviations or exceptions to the language proposed by the City in the RFP. Each item to be listed along with the requested alternative language for review by the City.

If no deviations taken, state as such. Substantive exceptions to the City's terms, submitted after the date and time established for the submittal of Proposals, will not be considered.

No deviations taken: ☒

Tab 9 – Functional and Technical Requirements Response

This tab is to include Proposer's response as detailed in Attachment B – Functional and Technical Requirements/Capabilities, which is an Excel document to be filled out by the Proposer. Proposers are required to use the following legend for completing Attachment B – Functional and Technical Requirements/Capabilities.

    i.   Proposers are instructed to enter only one response indicator in response to each requirement. Responses to an individual requirement that contain more than one indicator (e.g., C/T) will be treated as a response of "N" feature/function not provided.

    ii.   If a Proposer is not proposing on certain functionality, a response of "No Bid" shall be provided for all applicable areas.

    iii.   A response of "No Bid' should not be used as a replacement for an "N" response.

    iv.   Requirements left blank will be treated as a response of "N" feature/function not provided.

    v.   **If a third-party system is a part of the proposal**, the third-party shall respond to the appropriate requirements using the "S"/"C"/"T"/"N" response indicators with a clear notation that the responses are provided by the third-party.

Table 14-1: Requirements Response Indicators

Indicator	Definition	Instruction
S	**Standard:** Feature/Function is **included in the current software release** and will be implemented by the planned phase go-live date as part of the proposal from Vendors in accordance with agreed-upon configuration planning with the City.	Proposers are encouraged, but not required, to provide additional information in the Comments column to further demonstrate the system's ability to meet the requirement.
F	**Future:** Feature/Function **will be available in a future software release** available to the City by January 1, 2026, at which point it will be implemented in accordance with agreed-upon configuration planning with the City.	If a response indicator of "F" is provided for a requirement that will be met in a future software release, the Proposer shall indicate the planned release version, as well as the time the release will be generally available.
C	**Customization:** Feature/Function is **not included** in the current software release, and is not planned to be a part of a future software release. However, **this feature could be provided with custom modifications.** All related customization costs should be indicated in Attachment C – Cost Worksheet.	If a response indicator of "C" is provided for a requirement that will be met through a custom modification, the Proposer shall indicate the cost of such a modification.

Indicator	Definition	Instruction
T	**Third Party:** Feature/Function is **not** included in the current software release, and is **not** planned to be a part of a future software release. However, this feature could be **provided with integration with a third-party system.** This system should be specified.	If a response indicator of "T" is provided for a requirement that will be met by integration with a third-party system, the Proposer shall identify this third-party system and include a cost proposal to secure this system. **If the third-party system is a part of the proposal, the third-party shall respond to the appropriate requirements using the "S"/"C"/"T"/"N" response indicators with a clear notation that the responses are provided by the third-party.**
N	**No: Feature/Function cannot be provided.**	N/A