



**PREPARED FOR**

City Of El Mirage

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Director of IT

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**PREPARED BY**

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This SOW has been defined to leverage DSI's experience, while optimizing the use of resources, thereby maximizing cost efficiencies on behalf of Client.

Based on our current understanding of the complexity and scope of this effort and the expected involvement of the DSI team resources, the current estimated Fixed Price for this engagement is shown in the Investment table. This estimated cost breakdown is as follows:

### Pricing is based on...

<b>Subscription</b>	
SmartGov Connector Merchant	929.04 USD
SmartGov Connector Contractor	929.04 USD
SmartGov Connector Financial	929.04 USD
SmartGov - Enterprise	27,871.20 USD
SmartGov Permitting	0.00 USD
SmartGov Code Enforcement	0.00 USD
SmartGov Business License	0.00 USD
<b>Subscription Term: 12 months</b>	<b>Subtotal: 30,658.32 USD</b>
<b>Implementation &amp; Services</b>	
SmartGov Custom Implementation	0.00 USD
Workflow template customization (package of 10)	8,550.00 USD
Fees Configuration (Pages)	2,422.50 USD
General Config	1,900.00 USD
Existing Merchant Connector Configuration	1,140.00 USD
Map Connector Configuration	950.00 USD
	<b>Subtotal: 31,409.38 USD</b>



Parcel Connector Configuration	2,375.00 USD
Portal Configuration	950.00 USD
Contractor Connector Configuration	950.00 USD
Financial Export Connector Configuration	1,900.00 USD
Custom Reports	1,900.00 USD
Virtual Training	4,275.00 USD
Project Management	4,096.88 USD
	<b>Subtotal: 31,409.38 USD</b>
<b>Total Initial Investment</b>	<b>62,067.70 USD</b>

\*Initial term dates: 07/01/2021 - 06/30/2022

The above level of effort and associated pricing is based on the SMARTGOV package selected by City Of El Mirage and is subject to change based on defined client requirements that may be discovered during project delivery. Any identified project scope or requirements changes will be addressed via DSI Change Control Authorization ("CCA") process.





Software for Smarter Operations



### Introduction

Dude Solutions, Inc. ("DSI") is pleased to submit this Statement of Work ("SOW") to City Of El Mirage for SmartGov Professional Services. SmartGov streamlines permitting, planning/zoning, Inspections, code enforcement, and business licensing, providing efficiency for your jurisdiction and enhanced customer service for your citizens. The package City Of El Mirage has chosen for implementation of SmartGov will be implemented using proven processes and methodologies managed by an experienced project manager dedicated to delivering a successful project.

DSI looks forward to the opportunity to deliver these services and the ever-lasting development of a strong business partnership.

### Custom Implementation and Features

The Custom Implementation leverages best practices but includes wide flexibility in Dude assisted customization. It is based on our pre-configured settings to streamline your setup but allows full access to modify your final configuration.

With Custom, you get access to the Full Software and your features include:

Feature	Custom
All Modules (Permitting, Licensing, Code Enforcement, Recurring Inspections)	Included
Public Portal	Included
Custom Fee Codes (across all modules)	Included
Custom Fields (across all modules)	Unlimited
Departments associated with Templates and Inspection Types (e.g., Building Safety and Construction, Planning and Zoning, etc.)	Unlimited
156 Standard Reports and Output Documents	Included
Custom Reports and Output Documents	Unlimited (Additional Fee Required)
Pre-configured Inspection Types (109 across all modules)	Included
Pre-configured Submittal Types (140 across all modules)	Included
Pre-configured Workflow Steps (152 across all modules)	Included
Additional Inspection Types	Unlimited (Additional Fee Required)



Feature	Custom
Additional Submittal Types	Unlimited (Additional Fee Required)
Additional Workflow Steps	Unlimited (Additional Fee Required)
Mobile App (Android and iOS)	Included
Pre-configured Templates and Workflow (77 templates across all modules)	Included
Additional Templates and Workflow	Unlimited Unlimited (Additional Fee Required)
Case number formatting	Customized
Users	Unlimited

With Custom you will get access to the following Services:

Service	Custom
Project Management	Per Agreement
Public Portal Configuration	Self-service or Per Agreement
Custom Code References	Included
Custom Condition Setup	Unlimited
Custom Field Configuration	Unlimited
Department Customization	Included
Fee/ Financial Setup	Per Agreement
Jurisdiction Specific Settings (Time zone, Holidays, etc.)	Included
Inspection Types Additions	Per Agreement
Template and Workflow Customization	Per Agreement
Template and Workflow Additions	Per Agreement
User Setup and Security	Included

Please talk with your account representative to determine timing for your Custom Implementation.



## Planning, Initial Set Up & System Level Configuration

As part of the General Configuration Dude Solutions will:

- Create your database with our defaults
- Load your users with Dude standard permissions (provided in Dude input sheet)
- Load your Code References/Violation types (provided in Dude input sheet)
- Load up to 20 additional custom attributes/details (not associated with fees)
- Load your logo
- Provide access to 156 reports/output documents (see list)
- Provide ongoing access to our Virtual Classroom Training classes

## Workflow Template Customization

CD-WT10 Dude will add up to x10 custom process templates across all modules (Permits/Licensing/Code Enforcement/Recurring Inspections) until your product readiness date or 12 months after purchase whichever comes first.

## Financial Setup and Fees Pages

Based on your fee schedule Dude will:

- Setup your fee code calculations
- Load your FMS/GL Codes (provided in Dude input sheet)
- Load your Valuation table (provided in Dude input sheet or ICC table)
- Setup your fixture costs (if needed)
- Load your custom attributes / details as required for your fee calculations

## Public Portal Configuration Setup

The Dude will customize your Portal by:

- Linking your logo
- Exposing all permits/business licenses that you want your citizens to have access to
- Will advise on best practices and load your custom verbiage into the available fields
- Provide the access URL to add link to any needed jurisdiction web pages

## Parcel Connector Setup

Dude will configure EITHER a Delimited Parcel Job OR ARCGIS Parcel Job on behalf of the customer

- Delimited File – A delimited file may be uploaded to the job at runtime or may be made available to the job via FTP using anonymous access or a username and password. The delimited file option supports a single address for each individual parcel.
- Parcel Layer – A parcel layer must be accessible by URL through an ESRI REST service. A secondary address-only layer may also be provided for parcels that have more than one address. The layer(s) must be publicly accessible and may be secured with a username and password.

The configured parcel job will be available for the customer to run on-demand. If using the ARCGIS option or a delimited file that is accessible via FTP, the job may also be scheduled to run on a consistent basis (e.g., daily, weekly, monthly, etc.).

## Map (GIS) Connector Setup

The Dude will connect to your supported ESRI Map Service secured by a publicly trusted certificate issued by a Certificate Authority.



The clients Map Service must be publicly accessible and require no user authentication of any kind. The Map Service must include a parcel layer with a designated field having parcel numbers that exactly match those provided in the Parcel Connector source data (this layer may be the same as that provided for the Parcel Connector if no authentication is required for access). Support for Feature, Tiled, and Web Map Services is not included.

Custom base maps are not supported. Base maps from the ESRI base map library will be available for use.

### **Financial Connector Setup**

The Dude will customize the configuration of the export to match your financial system input needs. These customizations could include:

- Additional data fields
- Altered order of column information
- Alternate delimiter or fixed width formatting \*\*\*

### **Merchant Service Connector Setup**

The Dude will setup our connector to your merchant vendor (from our authorized list of vendors).

The client will need to provide the relevant linking information for the Dude to complete the setup. These will often include connection URLs, Login IDs, and Transaction Keys.

The Dude cannot get this information on the client's behalf due to security and privacy concerns.

### **Contractor Connector**

This loading tool will import your online contractor license data from your online source. The tool can use a delimited file or support a SODA query.

This SODA Query is currently only available in a limited number of states. Please inquire to see if your states data is available via SODA and we are compatible with the load.

A delimited file load is also available. This process can either be automated on a schedule if we can get the file via FTP site or manually processed.

The minimum required fields are:

- Contractor Name
- Contractor Address
- Contractor License Number
- License Type
- License Exp. Date

### **Custom Reports**

The Dude will build a report that has been designed and scoped by the client and provided as a PDF or Word that represents a version of the final output of the report.

We will do a maximum of 2 revisions. Any additional revisions will require the purchase of an additional custom report.

## **Virtual Training**

The Dude web-based training will train up-to 10 client users in a "train-the-trainer" format.

The training agenda will be agreed upon by the consultant and the client lead and is designed to provide the client team with an interactive experience in the software to facilitate an understanding of the utilized parts of the software.

All attendees must have attended the required Virtual Classroom Trainings (VCT's) prior to attending this training. The consultant and PM will inform you of the classes that are required.

This training can span a 2-week period, provided in 3.5 hour sessions to meet client needs but will not exceed eight sessions. Once the team has been trained on all utilized sections of the software the training is complete.

## **Change Control Authorization Process**

Any changes to the defined scope will require a signed Change Order by the client. This Change Order will outline the additional work required and costs associated with the change. It will also include estimated changes to your launch schedule that must also be approved.



## Appendix

### Parcel Configuration Setup

Parcel source data (delimited file or parcel layer) must include the following fields, at a minimum:

- Parcel Number
- Primary Situs Address
- Primary Situs City
- Primary Situs State
- Primary Situs Zip Code
- Owner Name
- Owner Street Address
- Owner City populated for USA addresses only
- Owner State populated for USA addresses only
- Owner Zip Code populated for USA addresses only
- International Indicator with a value of "Y" for any owner address outside of the USA
- International line including the full regional equivalent of the city, state and zip code for any owner address outside of the USA

Inclusion of the following additional fields is recommended:

- Parcel center point latitude in decimal degrees
- Parcel center point longitude in decimal degrees

If using a secondary address layer with the ARCGIS Parcel job, the address layer must contain the following fields:

- Parcel Number
- Secondary Situs Address
- Secondary Situs City
- Secondary Situs Zip Code

Inclusion of the following additional fields is recommended for the secondary address layer:

- Address point latitude in decimal degrees
- Address point longitude in decimal degrees

### Map (GIS) Connector Setup

The following base maps are currently included (subject to change):

- Imagery
- Imagery Hybrid
- Streets
- Topographic
- Navigation
- Streets (Night)
- Terrain with Labels
- Light Gray Canvas



- Dark Gray Canvas
- Oceans
- National Geographic Style Map
- Open Street Map
- Charted Territory Map
- Community Map
- Navigation (Dark Mode)
- Newspaper Map
- Human Geography Map
- Human Geography Dark Map
- Modern Antique Map
- Mid-Century Map
- Nova Map
- Colored Pencil Map
- Firefly Imagery Hybrid
- USA Topo Maps

## Financial Connector Setup

By default, financial extract jobs are pre-configured and the included configuration of the Receipt Extract job will produce a comma-delimited file with the following data points:

- Receipt Number
- Receipt Date
- FMS/GL Code
- Fund
- GL Account
- Fee Amount Paid
- Fee Code Name
- Permit/License/Case Number
- Payer Name

The included configuration of the Receipt Extract – FMS/GL Summary job will produce a comma-delimited file with the following data points:

- FMS/GL Code
- Fund
- GL Account
- Fee Amount Paid

The file output of the financial extract may be written to the customer's FTP site, if desired, to facilitate automated external processing of the file. The customer may request the use of an alternate delimiter if a comma is not acceptable.

The financial extract job may be run on demand or scheduled to run on a consistent basis (e.g., daily, weekly, monthly, etc.). Companion reports designed for reconciliation and extract verification are also available.



**Proposal terms**

- Proposal has been prepared for City Of El Mirage ("Subscriber")
- Proposal expires in sixty (60) days
- Initial Term: 12 months

**Order Form terms**

- This Order Form and its Services are governed by the terms of the Dude Solutions, Inc. Master Subscription Agreement found at <https://www.dudesolutions.com/terms> (<https://www.dudesolutions.com/terms>) ("Terms"), unless Subscriber has a separate written agreement executed by Dude Solutions, Inc. ("DSI") for the Services, in which case the separate written agreement will govern. Acceptance is expressly limited to these Terms. Any additional or different terms proposed by Subscriber (including, without limitation, any terms contained in any Subscriber purchase order) are objected to and rejected and will be deemed a material alteration hereof.
- The Effective Date of the Agreement between Subscriber and DSI is the date Subscriber accepts this Order Form.
- During the Term, DSI shall, as part of Subscriber's Subscription Fees, provide telephone and email support ("Support Services") during the hours of 8:00 AM and 6:00 PM EST, Monday through Friday, excluding New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, day after Thanksgiving, Christmas Eve and Christmas Day ("Business Hours"), except Community Development Services, where Business Hours means 5:00 AM – 5:00 PM PST.
- Acceptance of this Order Form on behalf of a company or legal entity represents that you have authority to bind such entity and its affiliates to the order, terms and conditions herein. If you do not have such authority, or you do not agree with the Terms set forth herein, you must not accept this Order Form and may not use the Service.

**Additional information**

- DSI fees do not include any taxes, levies, duties, or similar government assessments for which Subscriber may be responsible. Tax exemption certifications can be sent to [accountsreceivable@dudesolutions.com](mailto:accountsreceivable@dudesolutions.com) (<mailto:accountsreceivable@dudesolutions.com>).
- Billing frequency other than annual is subject to additional processing fees.
- Please reference Q-246244 on any applicable purchase order and email to [accountsreceivable@dudesolutions.com](mailto:accountsreceivable@dudesolutions.com) (<mailto:accountsreceivable@dudesolutions.com>)
- Dude Solutions, Inc. maintains the necessary liability coverage for its products and professional services. Proof of insurance can be provided upon request.



## Signature

Presented to:

Q-235277

June 17, 2021, 12:04:33 PM

Accepted by:

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**Printed Name**

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**Signed Name**

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**Title**

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**Date**

