

**CITY OF LORAIN
BOARD OF CONTROL
AGENDA
DECEMBER 17, 2025 at 11:15 a.m.**

1. **ROLL CALL**

2. **MATTERS FOR DISCUSSION**

- a. Information Technology Department request an increase to Purchase Order# 2025-385 with COMDOC Inc, passed BOC on 1/22/25. Increase is to cover imprint charges. Increase PO from \$37,000 to \$39,000. GL Account# 1010.E350.6300.1200

- b. The Information Technology Department request to increase PO# 2025-205 from \$5,100 to \$6,200.00 for the term of 1/7/2026 - 1/6/2027 for Fax Server Maintenance with COMDOC.

- c. A request from the Department of Public Property to open a purchase order for a Data Service Agreement with Gardiner for a total amount not to exceed \$20,250.00. This amount includes a one time onboarding fee of \$6,250.00 and an annual service fee of \$14,000.00. Funding for onboarding will be through account 1010.V100.3130.6400.2201 Building Maintenance, Maintenance of Facilities. Funding for the annual service agreement will be through account 1010.V100.3130.6300.1500 Building maintenance Contractual Services.

- d. A request from the Building, Housing & Planning Department to enter into an agreement with Clariti Cloud (USA) Inc. for professional services and implementation of inspection, code enforcement, & permitting software for an amount not to exceed \$77,000.00. Funds will be appropriated from G/L account 1010.S900.6300.1500. This item was approved by Lorain City Council on 12/15/2025.

- e. The Department of Building, Housing and Planning is seeking to enter into a contract for the amount of \$45,000.00 with Designing Local Ltd. to provide professional services for updating the City of Lorain's Historical Preservation Guidelines. This contract is part of the Certified Local Government (CLG) Grant, which was awarded to the City of Lorain to ensure the guidelines provide a framework for objective and consistent decision-making by the Design Review Board members. Funds for this contract will be paid from an account determined by the Auditor's office.

- f. A request from the Lorain Utilities Department for a purchase order in the amount of \$38,736.00 with the city of Lorain's Building Housing and Planning Department for the Jaeger Road Pump Station plan review fee for building permits. Funding GL Accounts 6130.P613.6310.6700.1500 Plant Operations – Facility Improvement and 6130.P613.6420.6300.1500 PQM – Contractual Services
- g. A request from the Lorain Utilities Distribution Department for a purchase order in the amount of \$5,945.00 with UtiliSync, LLC for Ohio Utilities Protection Service ticket management system, which is compatible with the asset management system, Cityworks. Funding GL Account 6020.P602.6190.6300.1500 Distribution Maintenance - Contractual Services.
- h. A request from the Lorain Utilities Water Purification Department to amend Ordinance 127-25 to increase funding with Phenix Tech International from \$120,000.00 to an amount not to exceed \$190,000; which is a \$70,000.00 increase. Additional funding is required to properly seal the interior steel of the wash water tanks in the Water Purification Plant. Pending city council's approval on 12/15/25; Ord ____ - _____. Funding GL accounts 6020.P602.6440.6300.1500 Purification Operations – Contractual Services and 6020.P602.6440.6700.1500 Purification Operations – Facility Improvement.
- i. A request from the Safety Service Department to enter into an extension agreement with Barry Slater, Inc. for Rep'd/Ask Lorain. This is a web-based Q & A platform used to answer questions from residents. This agreement will be for a term of three months (1/1/26 - 3/31/26) in the amount of \$7,500.00. Funding will come from account #4010.C401.6300.1500 contractual services.
- j. *****A REQUEST TO WAIVE THE 24-HOUR RULE AND ADD AN ITEM FOR CONSIDERATION**
A request from the department of Public Property for comprehensive department software from NovoSolutions for an amount not to exceed \$21,890.00. Funding will be split equally between accounts 2010.R201.3140.6300.1500, 1010.B200.6300.1500, and 7010.I701.6300.1500.
- k. *****A REQUEST TO WAIVE THE 24-HOUR RULE AND ADD AN ITEM FOR CONSIDERATION**
A request to enter into a professional services agreement with Jonathan Rosenbaum, Attorney at Law, for representation of James McCann relative to the case of Garon Petty vs City of Lorain, et al., Lorain County Court of Common Pleas, Case No. 25CV218944, in an amount not to exceed \$5,000.00. Funds to be paid from the Safety/Service Contractual Services Account Number 1010.V100.3110.6300.1500

3. **ADJOURNMENT**



CITY OF LORAIN

Board of Control

2. a.

Meeting Date: 12/17/2025

Subject:

Information Technology Department request an increase to Purchase Order# 2025-385 with COMDOC Inc, passed BOC on 1/22/25. Increase is to cover imprint charges. Increase PO from \$37,000 to \$39,000. GL Account# 1010.E350.6300.1200

Attachments

BOC Request



BOARD OF CONTROL REQUEST FORM

The Board of Control meeting is held on Wednesdays at 11:15 a.m. in Council Chambers.
(Meeting location, day and time is subject to change with advanced notice)

All requests must be received by no later than 10:00 a.m. on the Tuesdays prior to the meeting, or by 10:00 a.m. one day prior to the meeting when BOC is held on a day other than Wednesday.

<<< Answer all of the following questions for each request submitted >>>

- 1. Request Date: 12/8/2025
- 2. Name of Department Submitting Request: Information Technology
- 3. Summary of Report: Information Technology Department request an increase to Purchase Order# 2025-385 with COMDOC Inc, passed BOC on 1/22/25. Increase is to cover imprint charges. Increase PO from \$37,000 to \$39,000. GL Account# 1010.E350.6300.1200
- 4. Name of Vendor: COMDOC Inc
- 5. Amount: \$ \$39,000
- 6. Number of account to be used for funding: 1010.E350.6300.1200
- 7. VENDOR DETAIL

Sole Source Vendor - Yes / No

State Purchasing Vendor - Yes / No

List the names and the quote received from *at least* three vendors for the requested item;
Or, if bids were submitted, use this area to list vendor names and bid amounts.

Vendor #1 _____

Vendor #2 _____

Vendor #3 _____

Vendor #4 _____

- 8. The Treasurer's Office has verified that the vendor selected is registered with the City. Yes
- 9. Is the amount requested due to a change order? Yes / No
- 10. If necessary, has City Council approved and when? _____



CITY OF LORAIN

Board of Control

2. b.

Meeting Date: 12/17/2025

Subject:

The Information Technology Department request to increase PO# 2025-205 from \$5,100 to \$6,200.00 for the term of 1/7/2026 - 1/6/2027 for Fax Server Maintenance with COMDOC.

Attachments

BOC Request



BOARD OF CONTROL REQUEST FORM

The Board of Control meeting is held on Wednesdays at 11:15 a.m. in Council Chambers.
(Meeting location, day and time is subject to change with advanced notice)

All requests must be received by no later than 10:00 a.m. on the Tuesdays prior to the meeting, or by 10:00 a.m. one day prior to the meeting when BOC is held on a day other than Wednesday.

<<< Answer all of the following questions for each request submitted >>>

1. Request Date: 12/11/2025
2. Name of Department Submitting Request: Information Technology
3. Summary of Report: The Information Technology Department request to increase PO# 2025-205 from \$5,100 to \$6,200.00 for the term of 1/7/2026 - 1/6/2027 for Fax Server Maintenance with COMDOC. . GL Account# 1010.E350.6300.1200
4. Name of Vendor: COMDOC Inc
5. Amount: \$ 6,100.00
6. Number of account to be used for funding: 1010.E350.6300.1200
7. VENDOR DETAIL

Sole Source Vendor - Yes / No

State Purchasing Vendor - Yes / No

List the names and the quote received from *at least* three vendors for the requested item;
Or, if bids were submitted, use this area to list vendor names and bid amounts.

Vendor #1 _____

Vendor #2 _____

Vendor #3 _____

Vendor #4 _____

8. The Treasurer's Office has verified that the vendor selected is registered with the City. Yes
9. Is the amount requested due to a change order? Yes / No
10. If necessary, has City Council approved and when? _____



CITY OF LORAIN

Board of Control

2. c.

Meeting Date: 12/17/2025

Subject:

A request from the Department of Public Property to open a purchase order for a Data Service Agreement with Gardiner for a total amount not to exceed \$20,250.00. This amount includes a one time onboarding fee of \$6,250.00 and an annual service fee of \$14,000.00. Funding for onboarding will be through account 1010.V100.3130.6400.2201 Building Maintenance, Maintenance of Facilities. Funding for the annual service agreement will be through account 1010.V100.3130.6300.1500 Building maintenance Contractual Services.

Attachments

BOC Request Form
agreement



**BOARD OF CONTROL
REQUEST FORM**

The Board of Control meeting is held on Wednesdays at 11:15 a.m. in Council Chambers.
(Meeting location, day and time is subject to change with advanced notice)

All requests must be received by no later than 10:00 a.m. on the Tuesdays prior to the meeting, or by 10:00 a.m. one day prior to the meeting when BOC is held on a day other than Wednesday.

<<< Answer all of the following questions for each request submitted >>>

1. Request Date: 12/16/25
2. Name of Department Submitting Request: Public Property
3. Summary of Report: A request from the Department of Public Property for purchase of a Data Service Agreement from Gardiner for an amount not to exceed \$20,250.00. Gardiner holds the national contract with Equalis Group for this type of service.
5. Amount: not to exceed \$20,250.00
6. Number of account to be used for funding: 1010.V100.3130.6400.2201 (\$14,000.00),
1010.V100.3130.6300.1500 (\$6,250.00)
7. VENDOR DETAIL

Sole Source Vendor - yes State Purchasing Vendor - yes (National Purchasing)

List the names and the quote received from *at least* three vendors for the requested item;
Or, if bids were submitted, use this area to list vendor names and bid amounts.

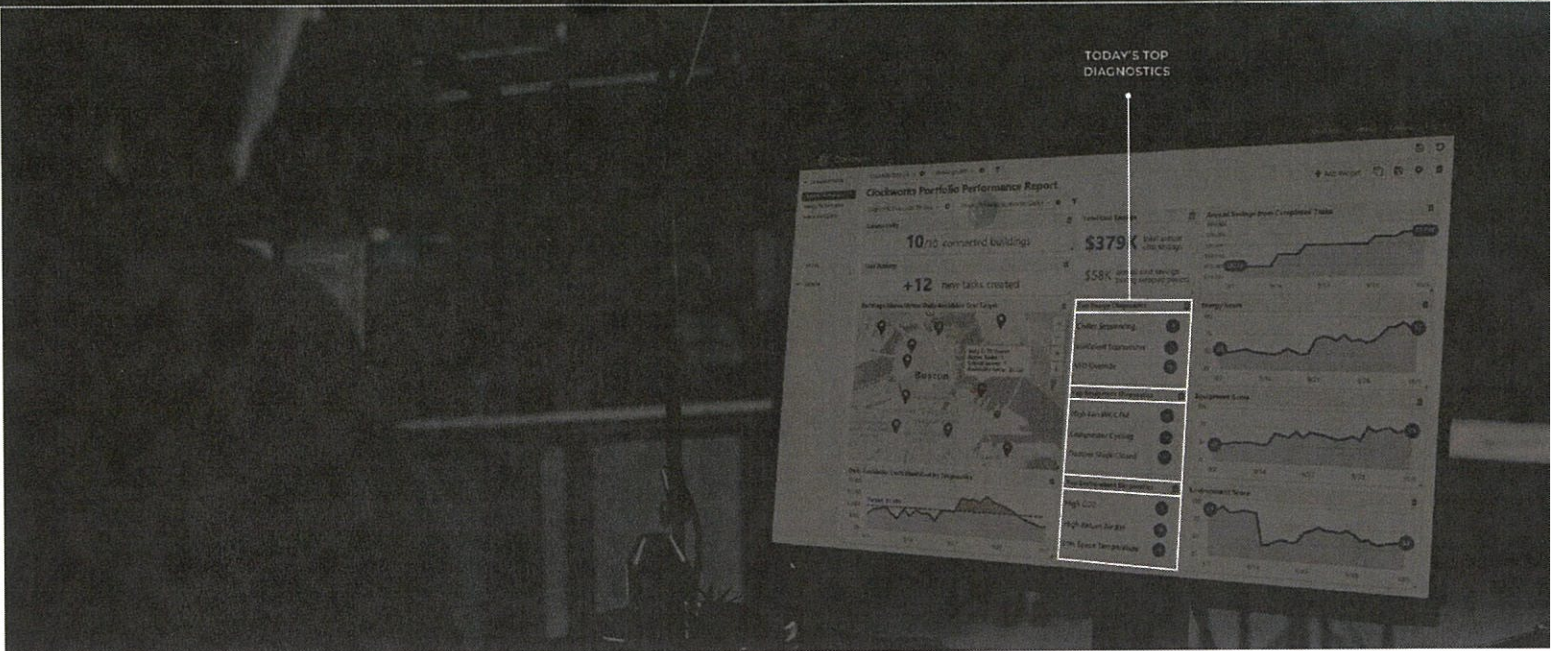
Vendor #1 Gardiner \$20,250.00

Vendor #2 _____

Vendor #3 _____

Vendor #4 _____

8. The Treasurer's Office has verified that the vendor selected is registered with the City. Yes
9. Is the amount requested due to a change order? No
10. If necessary, has City Council approved and when? n/a



Proposal.

City of Lorain
Data Services

Presented by.

Lora Atherton
office: 440 248 3400
cell: 440 258 2030
email: latherton@whgardiner.com

December 4, 2025

Summary.

Gardiner proposes to furnish the complete **Gardiner Data Services** package at **Customer Name**, for the agreed upon scope and estimated price below, based on the equipment count listed below:

Equipment Type	Equipment Count
Chiller	2
Cooling Tower	2
Boiler	2
Pumps	8
Heat Exchanger	0
Storage Tank	0
Air Handler	8
Stand Alone Fan	14
Zone Equipment	6
Utility Meters	0
Other Simple Equipment	10
Other Complex Equipment	0
Building Count	2

Building Included
Lorain Central Services Complex
Lorain City Hall

Pricing Components.

Onboarding:

- Gather all necessary client technical and equipment data and establish and complete all remote access and IT requirements
- Configure diagnostics tool to run accurately on scoped equipment
- Train on the use of our performance insights & diagnostics dashboards

Annual Service & Reporting:

- Unlimited annual usage of the Analytics Portal
- Training Calls – as requested by client and along with Monthly Action calls thereafter
- Monthly Action Calls covering all open and completed tasks, Q&A, and training
- **Quarterly Impact Reports – the Data Services team works with your users to deliver quarterly impact reports to communicate the value you deliver to your key stakeholders along with providing ongoing strategic consultative support, per building**
- **Quarterly On-site Inspections to Validate Diagnostics & Tasks.**
- Support Requests – Gardiner provide real-time support to respond to client requests
- Immediate cloud-based delivery of enhancements on an ongoing basis

Fees are based upon building(s) providing:

- Remote access to the client's BAS (Building Automation System) for review of systems or a primary contact with whom to review engineering information pertinent to diagnostics and install necessary on-site software.
- Existing workstation(s), virtual server, or PC(s) with a defined range for its static external public IP address on which to install a light-weight data transfer services through which to push data to the cloud, and which has access to the necessary BAS points.
- Electronic engineering documentation including available mechanical drawings, mechanical schedules, one-line diagrams, and unit details for equipment in the building. The engineering information required for analytics is included as an addendum.
- Points from the BAS available to be read via a software-approved protocol including but not limited to BACnet, oBIX, Haystack API, or OPC.

Payment Terms:

- The Onboarding Fee will be invoiced upon receipt of purchase order with Net 30-day Payment Terms.
- The annual service subscription fee will be invoiced on the software "go live" date (client turnover and training date) with Net 30-day payment terms. The Annual software subscription renewal will be 12 months from the "go live" date.

Pricing.

Onboarding. (One Time) \$6,250.00

Service. (Annually) \$14,000.00

Proposal Acceptance.

To accept this proposal, please sign below and return a signed copy of this proposal to:

Lora Atherton
office:
cell:
email:

This proposal, scope, and estimate remain valid for the next 30 days from the proposal cover issue date.

Acceptance Signature: _____ Date: _____

Contents.

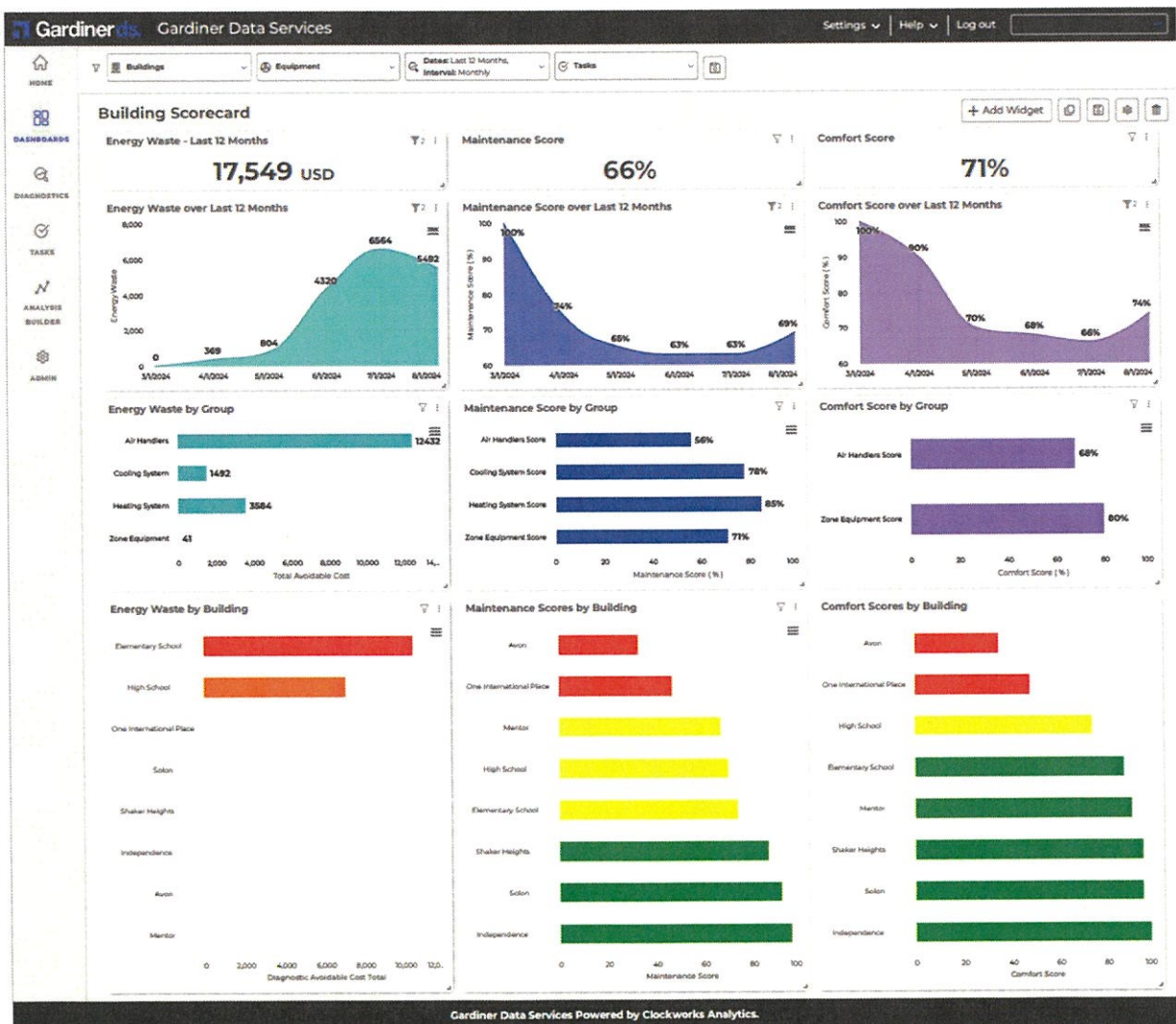
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Data Services.

Gardiner DS (Data Services) combines the power of the world's most powerful cloud-based enterprise fault detection and diagnostics platform with the expert resources of Gardiner's team of analysts, engineers, automation professionals and service technicians.

Gardiner DS is powered by a global analysis engine built on 30 person-years of research and development. The comprehensive library of root-cause diagnostics is curated and updated continuously to cover all HVAC equipment and systems and is flexible to provide analytics across a wide range of systems.

We run in-depth diagnostics to quantify the avoidable energy costs of each identified performance issue and prioritize by impacts to **energy**, **comfort**, and **maintenance** on a 0-10 scale (E,C,M below). Our team monitors the diagnostics and helps you to validate, prioritize and act on your most critical issues with specific tasks and measurable impact.



Diagnostic Reports.

Below is a sample diagnostic report from an air handler with simultaneous heating and cooling. The diagnostic has identified that both heating and cooling valves are open at the same time, causing the air to overheat and then cool back down to setpoint.

High School - AHU_C3

Diagnostic Report Tasks Equipment Profile

Results of the AHU Economizer analysis for September 15, 2024:



Analysis Results
Economizer should be off. Flat sensor error. Fresh air damper below minimum (IAQ). Mixed air temp out of range (too high). Out of range sensor error.

\$26
avoidable
cost

9
energy
priority

6
comfort
priority

4
maintenance
priority

PROBLEM: ECONOMIZER SHOULD BE OFF, BUT INSTEAD IS ECONOMIZING

- The inlet air ventilation is greater than the minimum required outdoor air, but the economizer should not be operating while inlet air temperature is greater than the high-limit temperature.
- During all or part of this time, the outdoor air damper position was above the minimum damper position of 20%.
- This may result in a loss of \$26 and 277 Ton-Hrs of wasted energy.
- The calculated wasted cooling cost includes sensible cooling only.

Possible Causes:

- Broken or stuck economizer damper.
- Uncalibrated or malfunctioning temperature sensor.
- Controls or programming error.

PROBLEM: FRESH AIR DAMPER CLOSED BEYOND MINIMUM THRESHOLD DURING OCCUPIED HOURS

- The fresh air damper was closed more than the minimum damper threshold of 20% while the AHU was on and occupied, potentially creating air quality problems.

Possible Causes:

- Broken or stuck economizer damper.
- Controls or programming error.

PROBLEM: MIXED AIR TEMPERATURE OUT OF RANGE (TOO HIGH)

- The mixed air temperature was higher than the inlet air and return air temperatures continuously for 10.5 hrs over the analysis period.

Possible Causes:

- Miscalibrated mixed, outdoor, or return air temperature sensor.
- Unexpected or sub-optimal temperature sensor placement.

PROBLEM: OUT OF RANGE SENSOR ERROR

- The average room air temp sensor was lower than 40 F for 24 hours over the analysis period.

Possible Causes:

- Uncalibrated or malfunctioning temperature sensor.
- Ground loop fault.

PROBLEM: FLAT SENSOR ERROR

- The average room air temp sensor was constant for a continuous period of 24 hours over the analysis period.

Possible Causes:

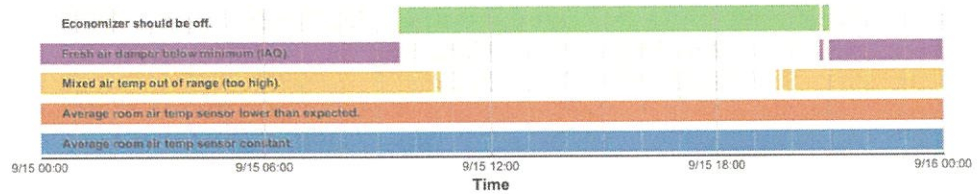
- Uncalibrated or malfunctioning temperature sensor.
- Ground loop fault.

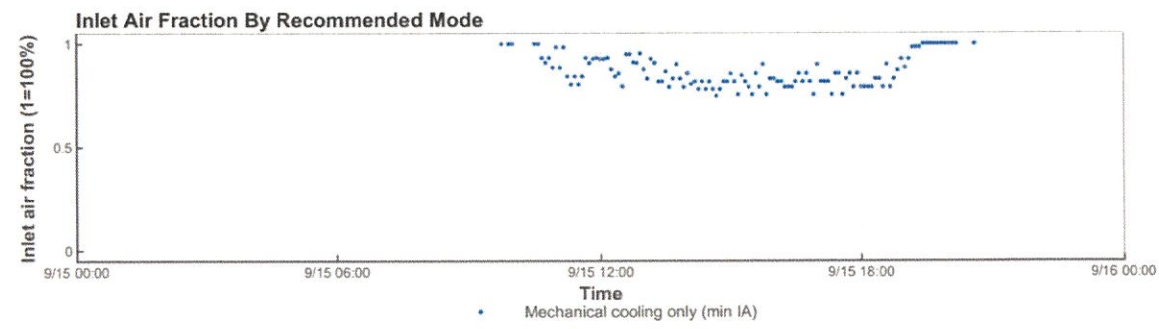
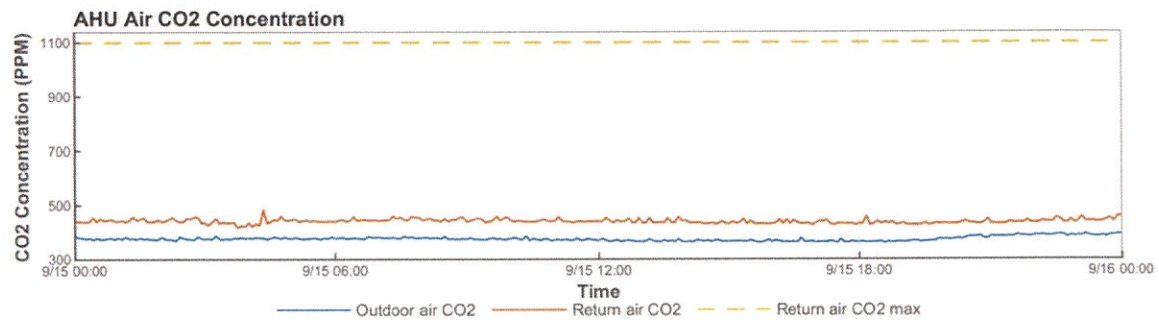
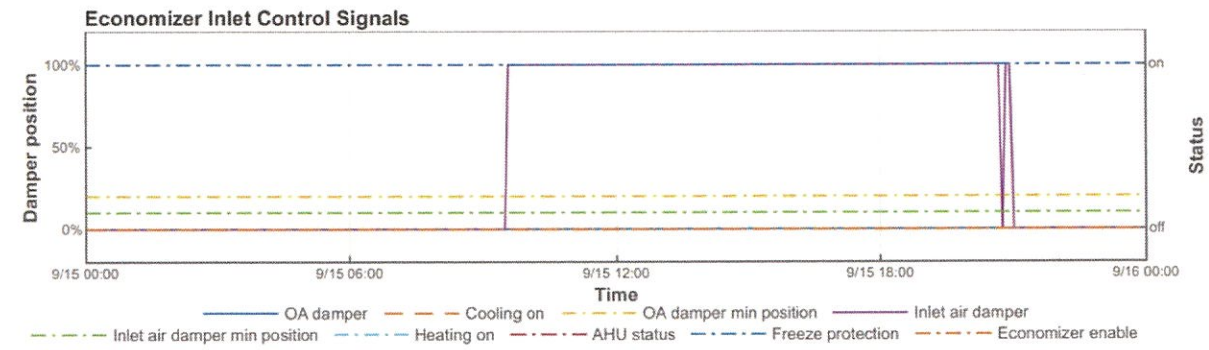
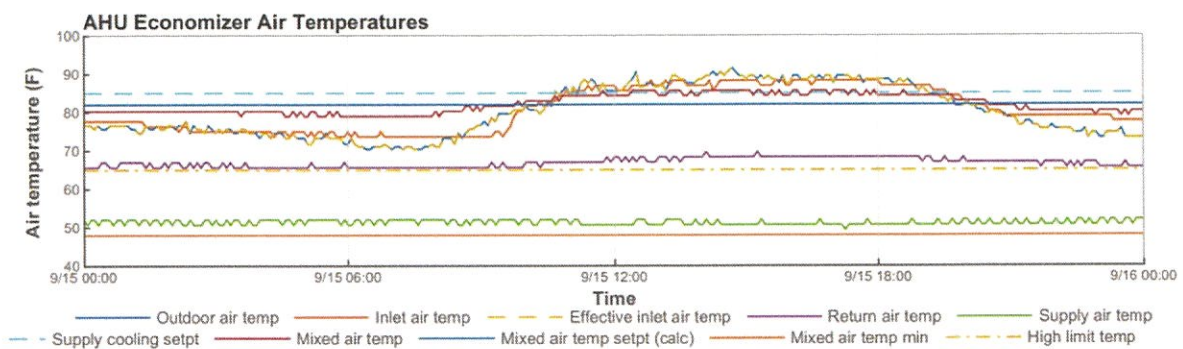
General Diagnostic Information and Assumptions

- Due to possible sensor or communications failure, energy and cost estimates may be incorrect.
- Mixed air temp setpoint was calculated by subtracting expected fan heat gain from the supply air cooling temp setpoint.
- This diagnostic assumes that the AHU has a pull through supply fan(s) with an expected temperature rise of 3 deg F.

Faults and opportunities investigated by this diagnostic:

Calculated vs BAS enthalpy check. Damper cycling check. Economizer lockout check. Excess economizing check. Excess heating check. Fresh air damper below minimum position check. Min mixed air temp check. Mixed air temp cycling check. Mixed air temp range check. Outdoor CO2 high check. Return air CO2 above max check. Sensor checks. Setpoint error check. Stuck fresh air damper check.

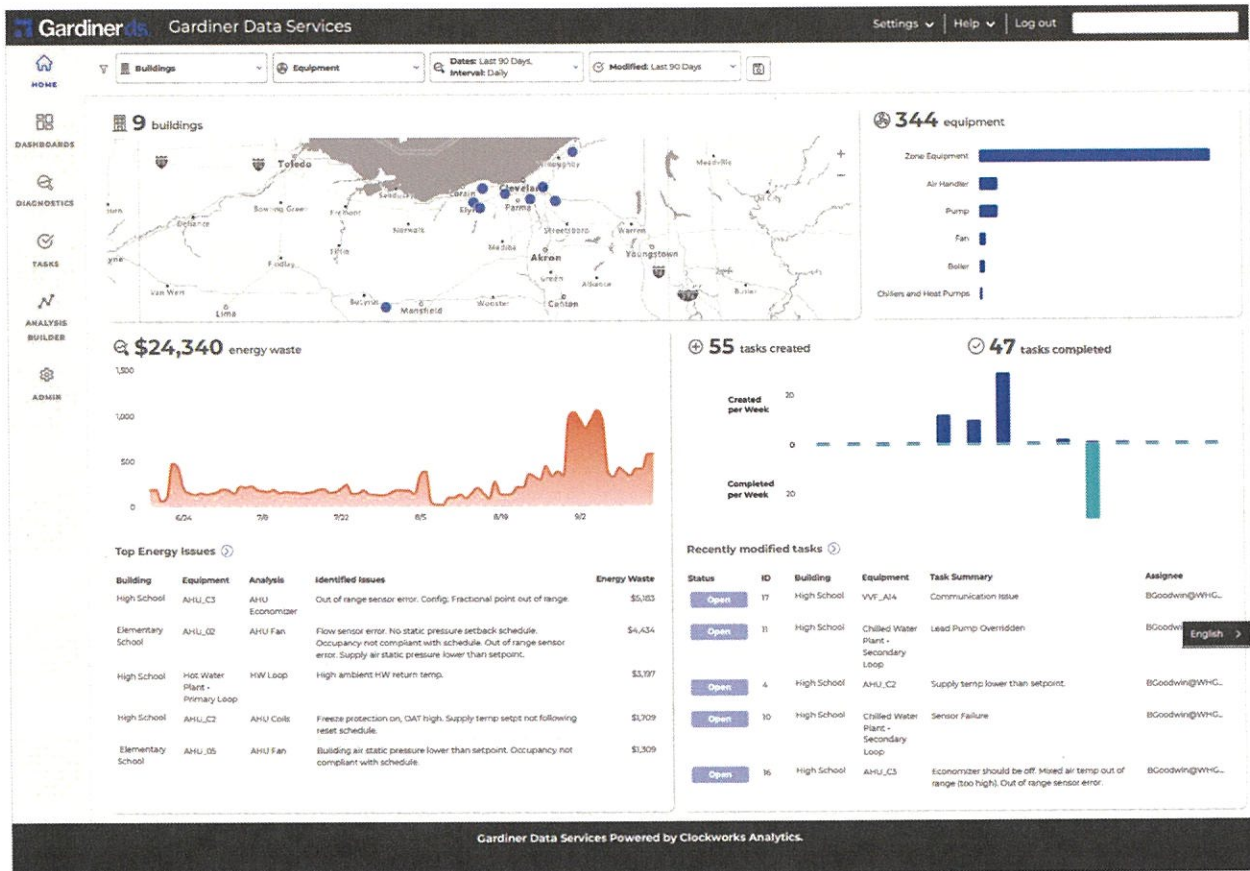




Gardiner DS Features.

Performance Insights.

Gardiner will provide each of your users with their own custom dashboards to monitor portfolio and building performance. All equipment details, diagnostics, and tasks created within the dashboard are available for dashboard creation. Dashboards can be saved to a user's account and refresh automatically everyday as new diagnostics and tasks are generated.



Diagnostics.

Allows users to view top diagnostic findings and drill into detailed technical findings with automated text fault explanations and illustrative graphs. Top findings can be emailed to defined user groups daily, weekly, or monthly. Custom notes can be added to each finding.

Gardiner Data Services | Settings | Help | Log out

Buildings | Equipment | Dates: Last 90 Days, Interval: Daily | Tasks

Diagnostics

Bulk Action: select a single organization to enable bulk actions

Building	Equipment	Analysis	Latest Analysis Results	Cost	Energy	Comfort	Maint.	Max of ECM Priorities	Ongoing T...	Completed...	Action
High School	AHU_C3	AHU Economizer	Economizer should be off. Flat sensor error. Fresh air damper below minimum (IAQ). Mixed air temp out of range (too high). Out of range sensor error.	\$5,183 sum	3.7 avg	1.7 avg	2.9 avg	[Bar Chart]	1 ongoing	0 completed	[Dropdown]
Elementary School	AHU_02	AHU Fan	Building air static pressure lower than setpoint. Flow sensor error. No static pressure setback schedule. Occupancy not compliant with schedule. Out of range sensor error.	\$4,434 sum	4.1 avg	0 avg	5.7 avg	[Bar Chart]	1 ongoing	0 completed	[Dropdown]
High School	Hot Water Plant - Primary Loop	HW Loop	Diff pressure lower than setpoint. Flat sensor error. Jumping sensor error. Low load temp. difference. Minimal load across loop. Supply temp reset error.	\$3,197 sum	8.1 avg	0 avg	5.5 avg	[Bar Chart]	3 ongoing	0 completed	[Dropdown]
High School	AHU_C2	AHU Coils	Flat sensor error.	\$1,709 sum	4.7 avg	2.3 avg	3.2 avg	[Bar Chart]	2 ongoing	0 completed	[Dropdown]
Elementary School	AHU_05	AHU Fan	Flat sensor error.	\$1,309 sum	2.8 avg	0 avg	5.3 avg	[Bar Chart]	1 ongoing	0 completed	[Dropdown]
High School	AHU_C3	AHU Coils	Flat sensor error. Freeze protection on, OAT high. Out of range sensor error. Possible simultaneous or excess heating and cooling. Supply temp setpt. not following reset schedule.	\$1,305 sum	3.1 avg	4.4 avg	4.1 avg	[Bar Chart]	0 ongoing	0 completed	[Dropdown]
Elementary School	AHU_02	AHU Coils	Compressor short cycling. Simultaneous heating and cooling.	\$1,132 sum	3.7 avg	4.7 avg	3.4 avg	[Bar Chart]	0 ongoing	0 completed	[Dropdown]
Elementary School	AHU_01	AHU Fan	Flat sensor error.	\$929 sum	1.5 avg	0 avg	1.3 avg	[Bar Chart]	0 ongoing	0 completed	[Dropdown]
High School	AHU_C3	AHU Fan	Occupancy not compliant with schedule. Room air static pressure lower than setpoint (IAQ).	\$795 sum	2.1 avg	4.8 avg	3.0 avg	[Bar Chart]	0 ongoing	0 completed	[Dropdown]
Elementary School	Chiller System	Cooling Plant Operations	Chiller pump(s) on, chiller off. Cooling source(s) off. CHW pumps on.	\$789 sum	3.3 avg	0 avg	1.6 avg	[Bar Chart]	0 ongoing	0 completed	[Dropdown]

Page 1 of 10 | 10 items per page | 1 - 10 of 100 items

Gardiner Data Services Powered by Clockworks Analytics.

Analysis Builder.

Allows technical users to plot any data trended in the dashboard from any system from any dates since connecting the site. It includes time series plots, scatter plots, and tabular exports. Plots may be saved and shared, as well as exported to pdf with annotations. Custom mathematical expressions may be applied to the data to create ad-hoc virtual points for additional analysis.



Tasks.

Tasks can be created from any diagnostic to track work order and project activities required to correct the identified performance issues. Users can create and assign tasks amongst each other and collaboratively track tasks progress against target dates. Tasks can be dynamically sorted by building, equipment, and assigned users.

Gardiner ds. Gardiner Data Services
Settings | Help | Log out

Buildings
Equipment
Diagnostics
Tasks

Manage Tasks

Task Summary		Count	Annual Available Cost	Annual Available Cooling Use	Annual Available Electric Use	Annual Available Heating Use
Open / In Process		26	USD 114,963.00	5334,352 TON-hrs	227,761 kWh	43,318,130 MBTU
Cancelled		5	USD 48,563.00	144,723 TON-hrs	49,497 kWh	1,830,648 MBTU
Completed		16	USD 862,603.00	3,237,726 TON-hrs	189,294 kWh	33,070,724 MBTU

Bulk Action Enter text to search columns

Organization	Client Task ID	Building	Assignee	Summary	Task Diagnostic Date	Annual Available Cost	Status
Demo Site	1403	Boston	demo@demo.com	Abnormal fan current. Fan on while unoccupied. Flow not correlated with fan speed. Flow sensor error	7/7/2024	USD 13,533.00	Open
Demo Site	904	Inman	demo@demo.com	ACh above max (SAQ). Supply air flow higher than setpoint (SAQ)	6/2/2024	USD 892.00	Completed
Demo Site	906	Inman	demo@demo.com	AHU on longer than expected. Occupancy not compliant with schedule.	6/8/2024	USD 56,480.00	Completed
Demo Site	787	Inman	demo@demo.com	AHU on longer than expected. Occupancy not compliant with schedule.	7/9/2023	USD 0.00	In Process
Demo Site	772	Inman	demo@demo.com	AHU-3 Leaking pre-heating coil valve. Negative temp difference across pre-heating coil. No supply temp reset. Pre-heat coil discharge temp lower than setpoint. Simultaneous heating and cooling.	7/7/2023	USD 143,867.00	Completed
Demo Site	776	Inman	demo@demo.com	AHU-3 Leaking pre-heating coil valve. Simultaneous heating and cooling.	6/7/2023	USD 143,867.00	Completed
Demo Site	1208	Boston	No Assignee	API TRAINING TASK	7/16/2024	USD 0.00	Completed
Demo Site	915	South Boston	No Assignee	Blpg2_AHU-3 Leaking pre-heating coil valve. Return RH higher than setpoint. Return air RH setpoint below suggested min (SAQ). Simultaneous heating and cooling. Supply temp reset not following reset schedule.	6/18/2024	USD 234,065.00	Open
Demo Site	884	South Boston	demo@demo.com	Blpg2_AHU-3 Excess mechanical cooling.	4/14/2024	USD 6,222.00	Completed
Demo Site	890	South Boston	demo@demo.com	Blpg2_VAVSystem Excessive reheating.	11/4/2023	USD 1,890.00	In Process
Demo Site	908	Kendall	demo@demo.com	Blpg3_AHU1 AHU on longer than expected. Flat sensor error. Flow sensor error. No static pressure setback schedule.	11/4/2023	USD 5,202.00	Completed
Demo Site	802	Inman	demo@demo.com	Boiler 2 Boiler short cycling.	11/2/2023	USD 0.00	Open
Demo Site	855	Inman	demo@demo.com	Boiler short cycling.	4/24/2024	USD 0.00	In Process
Demo Site	1434	Somerville	No Assignee	Boiler-3 Boiler status data mismatch. Flat sensor error. Low Fuel O2 levels.	8/1/2024	USD 0.00	Open
Demo Site	792	Somerville	demo@demo.com	Boiler-3 Boiler status data mismatch. Low Fuel O2 levels.	8/19/2023	USD 0.00	Open
Demo Site	1404	Somerville	No Assignee	Boiler-3 Boiler status data mismatch. Low Fuel O2 levels.	8/19/2024	USD 0.00	Open
Demo Site	1405	Somerville	No Assignee	Boiler-4 Boiler status data mismatch. Flat sensor error. Low Fuel O2 levels.	8/19/2024	USD 0.00	Open
Demo Site	143	Somerville	No Assignee	CHW Primary Loop Cooling source on. CHW pumps off.	8/7/2024	USD 0.00	Open
Demo Site	89	Kendall	demo@demo.com	Compressor short cycling. Zone fan on while unoccupied.	2/20/2024	USD 0.00	Open
Demo Site	856	Kendall	demo@demo.com	Cooling source off. CHW pumps on. Pump status data mismatch.	2/7/2024	USD 9,840.00	Completed
Demo Site	1406	Kendall	demo@demo.com	Cooling source(s) off. CHW pumps on. Pump status data mismatch.	6/9/2024	USD 9,840.00	In Process

Software Gateway Requirements.

The Gardiner DS platform is a cloud-hosted solution leveraging the Microsoft Azure cloud for security and software scalability.

Integration with each site is accomplished using a data transfer service, a lightweight windows service which runs in the background on a local machine, which conducts an https post of encrypted BAS data to the Azure cloud. The software gateway may be hosted on an existing BAS workstation or server or a VM hosted by the Client.

The PC or server hosting the software gateway should have 4 GB RAM, 2.5 GHz Dual Core Processor, a 20GB Hard Drive, Microsoft .NET Framework 4.0 Full Profile installed, an active internet connection with designated ports open to specified namespaces (provided during deployment).

Configuration for Software Gateway.

A Windows Service is installed on any Server/PC that can communicate with Building Automation IP level Controllers or an appropriate Server via BACnet, oBIX, OPC, Haystack API or other mutually agreed upon communication protocol. The software gateway authenticates via certificates over port 443 to our authentication web service and then reads points from our general web services.

Using the fetched points list, every 5 minutes the Windows Service polls the points via the approved integration protocol and the collected data is then parsed and sent as a POST to cloud storage through HTTPS (port 443). The amount of data sent to our servers is around 4 Kb per 100 points. This data can also be encrypted with a TripleDES algorithm using a 128 bit MD5 encrypted key.

Required Information for BACNET Integration.

For BACnet Objects:

- Object name
- BACnet Object ID
- Units
- Description
- Device ID (for device it exists on)

For BACnet Devices (IP level):

- Device name
- IP address
- Device ID
- Network Number
- BACnet Port (if non-default 47808)

The Gateway can also poll from BACnet MSTP device as long as they can be communicated to via a BACnet IP Endpoint (BBMS or BACnet IP Device).

For BACnet Devices (MSTP):

- Device name
- MAC Address
- Device ID
- Network Number
- IP Endpoint (BBMD or BACnet IP Device)

General Terms and Conditions.

I. PRICE ADJUSTMENT

This agreement price is firm for one year.

II. PAYMENT

Terms of this agreement are net payment upon receipt of invoice. Gardiner Service Company DBA Gardiner, reserves the right to discontinue its service anytime payments have not been made as agreed. Taxes, if applicable, will be included in billing. CFC Tax has been passed for most refrigerants per the 1990 Budget Reconciliation Bill (H.R. 3299). The increase in refrigerant costs above the normal escalation rate in your contract and CFC Tax will be billed additional at time of use.

III. WARRANTY: Gardiner guarantees service work and all materials of Gardiner's manufacture against defects in workmanship for 90 days from date of completion of the work and will repair or replace such products or components as Gardiner finds defective. This warranty does not include cost of handling, shipping, or transportation involved in supplying replacements for defective components. This warranty does not include the replacement of refrigerant lost from the system. On machinery and materials furnished by Gardiner, but manufactured by others, the only warranty provided is that of the manufacturer. **THE WARRANTY AND LIABILITY SET FORTH IN THE PRECEDING PARAGRAPHS ARE IN LIEU OF ALL OTHER WARRANTIES AND LIABILITIES, WHETHER IN CONTRACT OR IN NEGLIGENCE, EXPRESS OR IMPLIED, IN LAW OR IN FACT, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR USE OR FITNESS FOR A PARTICULAR PURPOSE. IN NO EVENT SHALL GSC BE LIABLE FOR ANY INCIDENTAL, CONSEQUENTIAL, OR PUNITIVE DAMAGES.**

IV. LIMITATION OF LIABILITY: All claims, causes of action or legal proceedings against Gardiner arising from Gardiner's performance under this contract must be commenced by Customer within the express warranty period specified under Paragraph III hereof. Failure to commence any such claim, cause of action or legal proceeding within such claim, cause of action or legal proceeding within such period shall constitute a voluntary and knowing waiver thereof by Customer. **IN NO EVENT SHALL GARDINER'S LIABILITY FOR DIRECT OR COMPENSATORY DAMAGES EXCEED THE PAYMENTS RECEIVED BY GARDINER FROM CUSTOMER UNDER THIS CONTRACT, NOR SHALL GARDINER BE LIABLE FOR ANY SPECIAL INCIDENTAL, OR CONSEQUENTIAL, OR PUNITIVE DAMAGES. THESE LIMITATIONS ON DAMAGES SHALL APPLY UNDER ALL THEORIES OF LIABILITY OR CAUSES OF ACTION INCLUDING BUT NOT LIMITED TO CONTRACT, WARRANTY, NEGLIGENCE, STRICT LIABILITY, OR ANY OTHER LEGAL THEORY. GARDINER DISCLAIMS ANY LIABILITY FOR DAMAGES OF ANY KIND ARISING FROM MOLD, FUNGUS, BACTERIA, MICROBIAL GROWTH, OR ANY OTHER CONTAMINATES.**

V. INDEMNITY: Gardiner and customer shall mutually, in proportion to their respective degree of fault, indemnify, defend and hold each other harmless from any and all claims, actions, costs, expenses, damages and liabilities, including reasonable attorneys' fees, resulting from death or bodily injury or damage to real or tangible personal property, to the extent caused by the negligence or misconduct of the indemnifying party, and /or its respective employees or agents. With respect to any claims based on facts or conditions that occurred prior to expiration or termination of this agreement, the duty to indemnify will continue in full force and effect notwithstanding expiration or early termination.

General Terms and Conditions.

- VI. NO-HIRE; NO-SOLICITATION:** Customer hereby covenants and agrees that, without the prior written consent of the Company, he/it will not, directly or indirectly (including, without limitation, through any affiliate or related party), (for a period of two (2) years after the date hereof solicit the employment of, offer employment to or hire, any employee of the Company, or any individual whose employment with the Company ended less than one hundred eighty (180) days prior to such solicitation or offer. Customer acknowledges that in the event of a violation of the covenants contained in this Section, the Company's damages will be difficult to ascertain and the Company's remedies at law will be inadequate. Accordingly, the Customer agrees that, in addition to such remedies as the Company may have at law, the Company shall be entitled to specific performance of such covenants and to an injunction to prevent any continuing violation thereof.
- VII. DISPUTES AND CHOICE OF LAWS:** This contract shall be deemed to have been entered into and shall be governed by the laws of the State of Ohio. All claims, disputes, and controversies arising out of or relating to this contract, shall be submitted to mediation, pursuant to the Commercial Dispute Resolution Procedures ("CDRP") of the American Arbitration Association. The mediation shall take place in Cleveland, Ohio within thirty (30) days of the date the dispute arises. If mediation is unsuccessful, the dispute shall proceed to binding arbitration, pursuant to the CDRP, in Cleveland, Ohio, no later than sixty (60) days after the mediation is concluded. Any judgment upon the arbitration award may be confirmed in any court having jurisdiction thereof. The parties agree that any party to the arbitration shall be entitled to discovery from the other party as provided by the Ohio Rules of Civil Procedure. Any such discovery shall be completed within four (4) months from the date the Demand for Arbitration is filed with the American Arbitration Association. Unless otherwise agreed, the arbitration shall be completed no later than six (6) months after the arbitration commenced.
- VIII. CUSTOMER OBLIGATIONS:** The Customer shall:
- Operate the equipment in accordance with manufacturer's recommended instructions.
 - Promptly notify Gardiner of any unusual operating conditions.
 - Provide access to the equipment including removal, replacement, or refinishing of the building structure if necessary.
 - Pay for any services and materials not specifically included in this agreement. Additional charges shall be made upon Customer's authorization at prevailing rates.
 - Disposal of old oil and refrigerant shall be the Customer's responsibility if it becomes classified as hazardous.
- IX. SERVICE COMPANY OBLIGATIONS:** It shall be the responsibility of Gardiner to inform the Customer of any adverse conditions beyond the scope of the preventive maintenance agreement and make recommendations to correct them.
- X. SUPPLEMENTAL CONDITIONS:** 1) **Client** shall be considered a priority customer; Gardiner will respond to a service call within four (4) hours. 2) Any services or material supplied outside the context of this contract will be billed at best prevailing rate.
- XI. ENTIRE AGREEMENT:** These terms and conditions constitute the entire agreement between Gardiner and Customer. If there is a conflict with other terms and conditions, these terms and conditions shall control. No course of dealing or performance, or prior, concurrent or subsequent understanding, agreements, or representations become part of this contract unless expressly agreed to in writing by an authorized representative of Gardiner.



CITY OF LORAIN

Board of Control

2. d.

Meeting Date: 12/17/2025

Subject:

A request from the Building, Housing & Planning Department to enter into an agreement with Clariti Cloud (USA) Inc. for professional services and implementation of inspection, code enforcement, & permitting software for an amount not to exceed \$77,000.00. Funds will be appropriated from G/L account 1010.S900.6300.1500. This item was approved by Lorain City Council on 12/15/2025.

Attachments

Request Form
CivicPlus Bid
Tyler Tech Bid
Clariti Bid



BOARD OF CONTROL REQUEST FORM

The Board of Control meeting is held on Wednesdays at 11:15 a.m. in Council Chambers.
(Meeting location, day and time is subject to change with advanced notice)

All requests must be received by no later than 10:00 a.m. on the Tuesdays prior to the meeting, or by 10:00 a.m. one day prior to the meeting when BOC is held on a day other than Wednesday.

<<< Answer all of the following questions for each request submitted >>>

1. Request Date:
2. Name of Department Submitting Request:
3. Summary of Report:
4. Name of Vendor:
5. Amount: \$
6. Number of account to be used for funding:
7. VENDOR DETAIL
Sole Source Vendor - Yes No State Purchasing Vendor - Yes No

List the names and the quote received from *at least* three vendors for the requested item;
Or, if bids were submitted, use this area to list vendor names and bid amounts.

Vendor #1 _____

Vendor #2 _____

Vendor #3 _____

Vendor #4 _____

8. The Treasurer's Office has verified that the vendor selected is registered with the City. Yes No
9. Is the amount requested due to a change order? Yes No
10. If necessary, has City Council approved and when? (Please provide Ordinance number) _____

Kusznir, Matt

From: Ryan Cram <ryan.cram@civicplus.com>
Sent: Monday, July 14, 2025 6:05 PM
To: Kusznir, Matt
Subject: Fw: Let's Build Something Great - CivicPlus Proposal for Lorain
Attachments: Lorain, OH - Com Dev (discounted) '25.pdf; Community Development Premium 5.1.2025 (PDF).pdf

External sender <ryan.cram@civicplus.com>

Make sure you trust this sender before taking any actions.

Please let me know what questions you have. Thanks!

Ryan

Get [Outlook for iOS](#)

From: Ryan Cram
Sent: Friday, July 11, 2025 2:32:55 PM
To: Carrion, Rey <rey_carrion@cityoflorain.org>; Carrion, Rey <rey_carrion@cityoflorain.org>; Curtis Wendling <wendling@civicplus.com>
Subject: Let's Build Something Great - CivicPlus Proposal for Lorain

Happy Friday Rey and Matt,

I'm excited to share the finalized proposal for Lorain's Community Development modernization, crafted specifically around your priorities and designed to deliver the strongest long-term value.

To be transparent, the pricing and structure we're offering required internal approvals and coordination across several teams, because we genuinely believe in the opportunity to support Lorain and wanted to ensure cost wouldn't be the barrier to moving forward with a right-sized, scalable solution.

Finalized Proposal:

- **Year 1 Total: \$60,750**
(includes **\$38,125 in savings** off standard Year 1 pricing)
- **Annual Subscription: \$54,000**
(ongoing **annual savings of \$11,125** compared to standard pricing)

This pricing reflects a strategic commitment to your success, not just in implementation, but over the entire lifecycle of the platform. It puts Lorain in the strongest position to move forward with a familiar trusted GovTech partner, while avoiding the added complexity or cost of enterprise-heavy systems.

To ensure we can honor this offer, pricing is held through **July 31**.

I've attached the full SOW and updated pricing summary as well as a proposal detailing functionality, implementation, and ongoing support. I've also looped in my director, [@Curtis Wendling](#), so you're aware this proposal has full visibility and support from our broader CivicPlus team and leadership.

If you'd like to review together or have any remaining questions, I'd be happy to set up a quick call. Just let me know what works best or feel free to use [my scheduling link](#) to grab a time.

Thanks again for your time and continued partnership. We're excited about the opportunity to support Lorain's success and grow together!

Ryan Cram

Enterprise Account Manager • **CivicPlus**

P: 785.323.4771

civicplus.com

Let's have a conversation – [Book a meeting here!](#)



Powering and Empowering Local Governments



CivicPlus

302 South 4th St. Suite 500
 Manhattan, KS 66502
 US

Quote #:
Date:
Expires On:

Statement of Work
 Q-101875-1
 6/5/2025 3:03 PM
 7/31/2025

Client:
 City of Lorain, OH

Bill To:
 LORAIN CITY, OHIO

SALESPERSON	Phone	EMAIL	DELIVERY METHOD	PAYMENT METHOD
Ryan Cram		ryan.cram@civicplus.com		Net 30

Discount(s)

QTY	PRODUCT NAME	DESCRIPTION	12 Month Value
1.00	Community Development Year 1 Annual Fee Discount	Year 1 Annual Fee Discount	USD -27,000.00

One-time(s)

QTY	PRODUCT NAME	DESCRIPTION	12 Month Value
1.00	Community Development Core Setup-Premium	Community Development Core Setup-Premium	USD 1,750.00
1.00	Community Development Permitting Setup-Premium	Community Development Permitting Setup-Premium	USD 3,500.00
1.00	Community Development Code Enforcement Setup-Premium	Community Development Code Enforcement Setup-Premium	USD 3,500.00
1.00	Community Development Licensing Setup-Premium	Community Development Licensing Setup-Premium	USD 3,500.00
1.00	Community Development Planning & Zoning Setup-Premium	Community Development Planning & Zoning Setup-Premium	USD 3,500.00
1.00	Community Development GIS (ESRI) Mapping Integration Setup	Community Development GIS (ESRI) Mapping Integration Setup. This requires the client to provide an ArcGIS restful endpoint for a parcel layer and may provide ArcGIS restful endpoints for up to two additional layers.	USD 2,000.00

QTY	PRODUCT NAME	DESCRIPTION	12 Month Value
1.00	Community Development ICC Code Integration (population based) Setup	Community Development ICC Code Integration (9 Titles and unlimited users) Setup	USD 2,000.00
1.00	Community Development Mobile App (Offline Inspections) Setup	Community Development Mobile App (Offline Inspections) Setup	USD 3,000.00
1.00	Community Development-Data Import - Premium - Client Formatted - Permitting	The client is responsible for formatting the data within the provided templates. CivicPlus will import the returned pre-formatted templates (.csv format) provided by the client.	USD 2,000.00
1.00	Community Development-Data Import - Premium - Client Formatted - Planning & Zoning	The client is responsible for formatting the data within the provided templates. CivicPlus will import the returned pre-formatted templates (.csv format) provided by the client.	USD 2,000.00
1.00	Community Development-Data Import - Premium - Client Formatted - Code Enforcement Violation	The client is responsible for formatting the data within the provided templates. CivicPlus will import the returned pre-formatted templates (.csv format) provided by the client.	USD 2,000.00
1.00	Community Development-Data Import - Premium - Client Formatted - Licensing	The client is responsible for formatting the data within the provided templates. CivicPlus will import the returned pre-formatted templates (.csv format) provided by the client.	USD 2,000.00
1.00	Community Development External Processor Implementation - Forte	Community Development Pay Setup Fee - Forte	USD 3,000.00

Recurring Service(s)

QTY	PRODUCT NAME	DESCRIPTION	12 Month Value
1.00	Community Development Core Annual-Premium	Community Development Core Annual-Premium	USD 4,566.59
1.00	Community Development Permitting Annual-Premium	Community Development Permitting Annual-Premium	USD 9,133.19
1.00	Community Development Code Enforcement Annual-Premium	Community Development Code Enforcement Annual-Premium	USD 9,133.19
1.00	Community Development Licensing Annual-Premium	Community Development Licensing Annual-Premium	USD 9,133.19
1.00	Community Development Planning & Zoning Annual-Premium	Community Development Planning & Zoning Annual-Premium	USD 9,133.19

QTY	PRODUCT NAME	DESCRIPTION	12 Month Value
1.00	Community Development GIS (ESRI) Mapping Integration Annual	Community Development GIS (ESRI) Mapping Integration Annual. This requires the client to provide an ArcGIS restful endpoint for a parcel layer and may provide ArcGIS restful endpoints for up to two additional layers.	USD 3,247.37
1.00	Community Development ICC Code Integration (population based) Annual	Community Development ICC Code Integration (9 Titles and unlimited users) Annual	USD 6,000.00
1.00	Community Development Mobile App (Offline Inspections) Annual	Community Development Mobile App (Offline Inspections) Annual	USD 2,435.52
1.00	SeeClickFix 311 CRM Connector to Community Development	SeeClickFix 311 CRM hosted integration with the Community Development module. This requires both systems to be configured with the same source parcel data source using a public ArcGIS feature layer (i.e. REST endpoint).	USD 0.00
1.00	Community Development External Processor Annual Fee - Forte	Pay Maintenance and Support Annual Fee	USD 1,217.76

List Price - Initial Term Total	USD 98,875.00
Total Investment - Initial Term	USD 60,750.00
Annual Recurring Services (Subject to Uplift)	USD 54,000.00

Initial Term	12 Months Beginning at Signing
Initial Term Invoice Schedule	100% Invoiced upon Signature Date

Renewal Procedure	Automatic 1 year renewal term, unless 60 days notice provided prior to renewal date
Annual Uplift	5% to be applied in year 2

This Statement of Work ("SOW") shall be subject to the terms and conditions of the CivicPlus Master Services Agreement and the applicable Solution and Services terms and conditions located at <https://www.civicplus.help/hc/en-us/p/legal-stuff> (collectively, the "Binding Terms"), By signing this SOW, Client expressly agrees to the terms and conditions of the Binding Terms throughout the term of this SOW.

Please note that this document is a SOW and not an invoice. Upon signing and submitting this SOW, Client will receive the applicable invoice according to the terms of the invoicing schedule outlined herein.

Acceptance of Quote # Q-101875-1

The undersigned has read and agrees to the Binding Terms, which are incorporated into this SOW, and have caused this SOW to be executed as of the date signed by the Customer which will be the Effective Date:

For CivicPlus Billing Information, please visit <https://www.civicplus.com/verify/>

Authorized Client Signature

CivicPlus

By (please sign):

By (please sign):

Printed Name:

Printed Name:

Title:

Title:

Date:

Date:

Organization Legal Name:

Billing Contact:

Title:

Billing Phone Number:

Billing Email:

Billing Address:

Mailing Address: (If different from above)

PO Number: (Info needed on Invoice (PO or Job#) if required)



Proposal

Valid for 60 days from date of receipt

Company Overview

CivicPlus started back in June of 1998 with a simple yet powerful vision: to develop technology solutions that empower local government staff to manage daily operations efficiently without depending on paper-based processes or complex systems.

Today, CivicPlus provides public sector technology that provides intelligent automation for staff and a unified experience for residents. CivicPlus solutions help increase process efficiency by up to 40%, freeing staff to improve community engagement. Our wide range of government software solutions are designed to be flexible, scalable, and customizable, ensuring a singular experience for residents and staff.

OUR PORTFOLIO INCLUDES:

- Municipal Websites
- Web Accessibility
- Agenda and Meeting Management
- Mass Notification
- Social Media Archiving
- NextRequest
- Recreation Management
- SeeClickFix 311 CRM
- Municode Codification
- Process Automation and Digital Services
- Community Development
- Asset Management
- Utility Billing
- Resident Portal

Company Contact Information

302 S. 4th Street, Suite 500
Manhattan, KS 66502
Toll Free: 888.228.2233
Fax: 785.587.8951

civicplus.com



Experience & Recognition

25+ Years

10,000+ Customers

950+ Employees

With public service in our DNA, our 25-year heritage of success is fueled by the expertise of our product innovators—many of whom served in local government. Our commitment to deliver impactful solutions in design and development, end-user satisfaction, and secure hosting has been instrumental in making us a leader in government technology. We are proud to have earned the trust of our over 10,000 customers and their over 100,000 administrative users. In addition, over 340 million residents engage with our solutions daily. With such experience, we are confident that we can provide the best solution for you.

We're proud to be recognized in various ways for our dedication and service to our customers.

- Winner of multiple Stevie® Awards, the world's top honors for customer service, sales professionals, and more.
- Designated a top-100 U.S. company by Government Technology magazine for making a difference in the public sector.
- Selected by Inc. Magazine as "One of the Fastest Growing Privately-Held Companies in the U.S." each year since 2011.
- Certified™ by Great Place To Work®, which is a prestigious award is based entirely on what current employees say about their working experience.



The Best-Run Local Governments Run on CivicPlus Technology

Government leaders tell us that one of their most pressing needs is to improve how residents access and experience municipal services. However, they struggle with budget cutbacks and technology constraints. With CivicPlus, leaders can finally overcome the perpetual trade-off between the demand for better services and the realities of operational resources, by leveraging the unique Civic Impact Platform to deliver both unmatched end-to-end automated efficiency and truly unified, delightful resident experiences.

CivicPlus is the only government technology company exclusively committed to being a trusted partner for impact-led government, enabling our customers to efficiently keep our communities informed, involved, and connected using our innovative and integrated technology solutions built and supported by former municipal leaders and award-winning support teams. With it, our customers increase revenue and operate more efficiently while nurturing trust among residents.



The Civic Impact Platform

The comprehensive Civic Impact Platform delivers unmatched end-to-end efficiency, supercharging staff impact through intelligent automation, and unlocking collaboration in and across departments. At the same time, this unique platform delivers a truly unified residence experience, delighting residents with a singular profile and single sign on for friction-free, no-hassle services.

With CivicPlus your team is always change-ready, staying a step ahead of disruption, whether evolving compliance and accessibility requirements, civil emergencies, and more.



IMPACT-LED GOVERNMENT

Impact-led government goes beyond transactional services to create lasting change in communities. By modernizing processes, it uses automation, collaboration, and data-driven insights to help staff work more efficiently and make services more accessible—anticipating needs and addressing challenges before they arise for residents and staff.

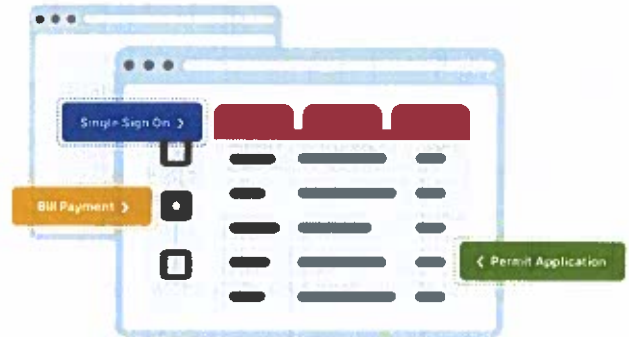
The CivicPlus Civic Impact Platform Enables Impact-Led Government Through Five Key Principles:

1. Modernize and connect every function: Work better together through intelligent automation, efficiency, and stronger collaboration.
2. Deliver a singular, personalized resident experience: Replace hassle with friction-free delight, delivering a unified profile and intuitive, consistent experiences.
3. Supercharge staff impact: Boost staff performance with automated tasks, data-driven decisions, and aligned priorities and processes.
4. Strengthen compliance, accessibility, and readiness: Forward-thinking best practices and continuous adaptation to change.
5. Consolidate on a comprehensive, purpose-built platform: Choose solution breadth, eliminate multiple vendors, and gain compounding value over time.

CivicPlus Resident Portal

THE NEXT EVOLUTION IN DIGITAL RESIDENT ENGAGEMENT

CivicPlus Portal is a mobile-friendly, personalized online hub from which residents can quickly, easily, and securely obtain information, access resources, discover services, complete transactions, and interact with their local government administration. It is the public gateway to the Civic Impact Platform, empowering resident self-service from one central location for everything from submitting forms, referencing recent legislation, and engaging with public meetings to managing individual alert and notification preferences.



Personalized Resident Benefits:

- One username, password, or popular platform-enabled single sign-on (via Facebook, Google, Microsoft, or Apple) to securely manage their user profile and interact with all their government resources and information.
- A personalized, customizable dashboard that serves as the launchpad to save frequently accessed digital services, view past interactions, bookmark frequent payment options, and stay up to date with featured, meaningful content.
- Anytime, anywhere access from any device.
- Enabling self-service form viewing, submission, and payments to support a variety of digital transactions from parking permits and business licenses to pet adoptions.
- Easy management of individual communication preferences related to routine and emergency alerts, website newsletters, and agenda & meeting notifications from one single view.
- A centralized hub to submit and track requests, such as public records requests, non-emergency issues, and code enforcement complaints and violations.

Staff and Administrator Benefits:

- A low-maintenance tool for administrators to easily spotlight information, share content, and link to services to further promote local government initiatives while improving public transparency and trust.
- Ability to consolidate digital services from multiple CivicPlus and third-party solutions into one intuitive, accessible, and responsive interface.
- Consolidation of siloed alerts and notifications from the variety of solutions you control into a single view residents to sign up for and manage.
- Localization of cross-department payments and forms in one place, including those from CivicPlus and third-party solutions, enhancing residents' convenience for increased payments and engagement.
- Multi-factor authentication options and optimized for security and accessibility.



Support Services

TECHNICAL SUPPORT

With technology, unlimited support is crucial. Our live technical support engineers based in North America are ready to answer your staff members' questions and ensure their confidence. CivicPlus' support team is available to assist with any questions or concerns regarding the technical functionality and usage of your new solution.

CivicPlus Technical Support hours typically span between 7 a.m. to 7 p.m. CST, but vary by product. You can access a Technical Support Team via a toll-free number as well as an online email support system for users to submit technical issues or questions.

Our current initial response time is 4-hours for email tickets during normal hours. Further, emergency technical support for urgent requests is available 24/7 for designated, named points-of-contact for most products.



Award-Winning Support

CivicPlus has been honored with four Gold Stevie® Awards, eight Silver Stevie® Awards, and eleven Bronze Stevie® Awards. The Stevie Awards are the world's top honors for customer service, contact center, business development, and sales professionals.

CIVICPLUS HELP CENTER

CivicPlus customers have 24/7 access to our online Help Center where users can review articles, user guides, FAQs, and can get tips on best practices. Our Help Center is continually monitored and updated by our dedicated Knowledge Management Team to ensure we are providing the information and resources you need to optimize your solution. The Help Center also provides our release notes to keep your staff informed of upcoming enhancements and maintenance.

CONTINUING PARTNERSHIP

We won't disappear after your website is launched. You'll be assigned a dedicated customer success manager. They will partner with you by providing information on best practices and how to utilize the tools of your new system to engage your residents most effectively.

Proposal Disclaimer

Proposal as Non-Binding Document

A successful project begins with a contract that meets the needs of both parties. This proposal is intended as a non-binding document, and the contents hereof may be superseded by an agreement for services. Its purpose is to provide information on a proposed project we believe will meet your needs based on the information available. If awarded the project, CivicPlus reserves the right to negotiate the contractual terms, obligations, covenants, and insurance requirements before a final agreement is reached. We look forward to developing a mutually beneficial contract with you.

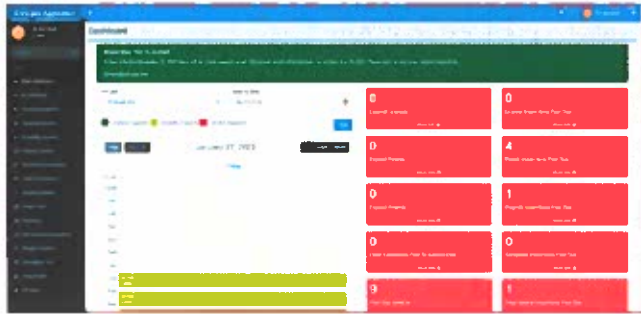




Premium Package

Features & Functionality

The CivicPlus Community Development solution streamlines the zoning, building, and inspection process enabling departments to collaborate and provide resident and business digital self-service functionality.



A MODULAR SOLUTION DESIGNED TO SCALE

Whether your organization's requirements are simple and straight forward or more complex and far-reaching, our integrated yet independently modular offering allows us to tailor a solution that fits your needs. Key features that are available as **either stand-alone modules or an integrated suite** include:



Permitting

A complete solution to submit, review, approve, and issue permits.



Planning and Zoning

Robust functionality to manage the intricacies of new subdivisions, plats, site plans, and other projects.



Code Enforcement

Process complaints and track violations end to end from initial inspection and notice of violation through citation processing, court proceedings, and resolution.



Licensing

Create and manage license applications, renewals, payments, inspections, and contractor credentials.



Fire and Life Safety Inspections

Conduct and schedule one-time and cyclical reoccurring inspections across your agency, generate inspection failure notices and track court appearances.



Added Features

Premium features and integrations are available for ESRI-based GIS systems, digital plan review software, local/state/federal codes, payment providers, and other third-party, back-office systems.

Core System Features

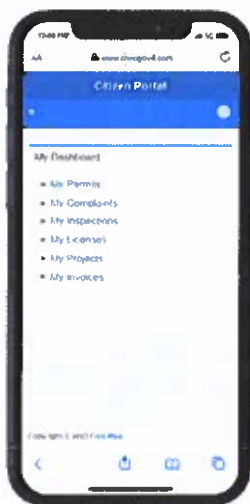
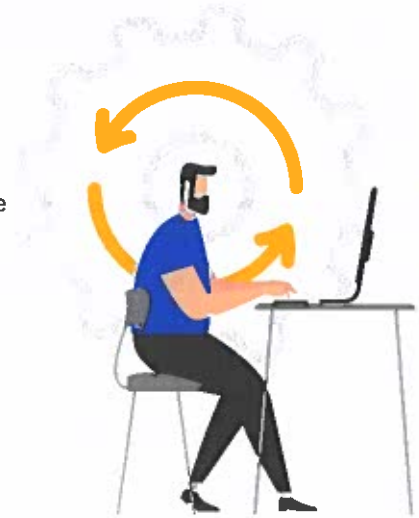
Community Development includes many standard features that act as foundational elements for all modules.

System Administration – Provide users with the ability to configure and customize system preferences to meet the specific needs of their organization. With this feature, users can update organization settings, manage user roles, create applications, develop printable documents, and amend module settings.

Forms Customization – Empower users to create and tailor application forms and printable documents to meet their specific requirements. With this feature, users can design custom application forms and associate them to Permits, Planning, and Licensing allowing residents to complete and submit from their Citizen Portal. This feature also allows for the creation of custom Printable Documents which are available in the print menu within modules.

Parcel Management – Enable users to maintain comprehensive records of parcels, buildings, and suites, seamlessly integrating them with the system's modules. With this feature, users can track and manage property details, ownership information, and related activities across various modules, such as Permitting, Inspections, and Licensing. Additionally, records can be updated from an ArcGIS RESTful endpoint, ensuring that the latest parcel data is reflected in the system. This feature makes it easy for all module transactions to be connected to a current property record providing full transparency.

Invoicing System – This feature provides a centralized solution for managing financial transactions across all system modules. It allows users to create, store, and track invoices seamlessly, with direct integration into related processes such as permitting, inspections, and licensing. The system includes a cash drawer for managing cash transactions, a general ledger for tracking financial records, and tools for generating account statements. Payments can be made using cash, check, or credit card, providing flexibility in payment options. An optional integration to CivicPlus Payments is available to make processing card payments simple whether the transaction is in the office or through the Citizen Portal.



Public Portal - Landing Pages – The Public Portal landing page URLs can be inserted to various locations on the agency website, which provides resident access to a searchable directory of module types and sub-types, with one-step method to the secure Citizen Portal.

Public Portal - Records Search – The Public Records search URL can be inserted to various locations on the agency website, which allows a resident without a software logon to search by street address or parcel ID to understand module records related to parcels, buildings, suites, and lots. The resident can understand key dates and status for the records they select.

Citizen/Applicant Portal – The mobile-friendly portal provides residents with a convenient way to interact with the Permit, Planning, Licensing, and Code Enforcement modules. It allows users to submit applications, complete required forms, upload supporting documents, and pay invoices securely online. Additionally, residents can receive official documents and updates directly through the portal, making it easy to manage tasks and stay informed.

Code Library – This feature provides a centralized repository for storing code references, with optional integrations to ICC codes, Municode, and eCode360 API. Users can populate the library with relevant codes and regulations, making it easy to access and reference them across the system. The library allows for the addition of specific code references and language directly to inspection reports, ensuring compliance and consistency during evaluations.

Scheduling Tool – Streamline the process of requesting and scheduling inspections, enabling resident users to efficiently manage inspection appointments. It allows resident users to request an inspection time and for the staff users to view available time slots and assign inspectors to a specific date and time. The tool is designed to automate scheduling by sending notifications, tracking status updates, and coordinating with inspectors.

Document and Media Storage – this feature provides secure, mobile and unlimited storage capacity for documents and media across all system modules. Citizens can upload documents directly to module records, while staff can add additional files as needed, supporting efficient document management. All printable documents generated within the system are automatically saved to a central repository and can be linked to specific parcel records for easy access. This feature centralizes content storage, ensuring organized, accessible records for enhanced collaboration and compliance.

Common Module Features

Community Development's modules include features that are consistent throughout the entire suite, acting as functional elements accessible within the digital module record.

Task Management Dashboard – Offers staff a dynamic, module-specific view to manage daily tasks and key information efficiently. This dashboard provides a visual summary of Citizen Portal submissions, Advanced Routing tasks, project expiration dates, inspection details, and invoice statuses. Staff can monitor workflow stages, prioritize tasks, and track deadlines at a glance, supporting more streamlined operations and effective task management across departments.

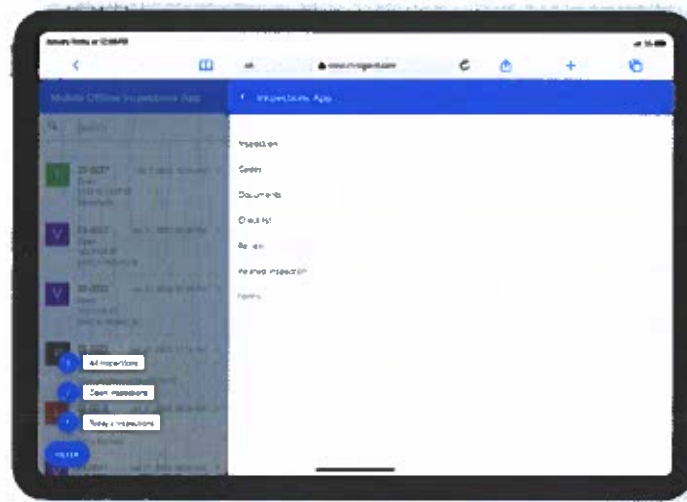
Record Types and Uses – Categorize and organize various data entries within the system, ensuring efficient management of information related to module records. Each record type serves a specific purpose, facilitating easy retrieval, tracking, and reporting. Users can associate application forms, printable documents, inspections and fees with individual records, enhancing transparency and data integrity.

Contacts – Add and associate contact records such as applicant, owner, contractor, and tenant to module records. Contacts added to a record can view the record from their Citizen Portal and communicate with the staff through Advanced Routing.

Advanced Routing – Allow module records to incorporate structured review steps, facilitating efficient processing and oversight. This feature enables users to track the status of each record, capture notes for detailed documentation, and maintain clear communication through integrated email notifications. Routing steps can be defined for Groups, Departments and individuals.



Mobile Inspections – Streamline the inspection process by allowing inspectors to receive assignments, view scheduled dates, and track status in real time from the field with an active cellular connection. Inspectors can capture photos directly within the app, enhancing documentation and accuracy. Additionally, the staff will have easy access to the Code Library, enabling inspectors to reference relevant codes on-site. An optional Offline Inspection mode is available for use when cellular connectivity is limited.



Application Forms – As a sub-feature of the Forms Customization tool, Application Forms streamline the submission process within the Permitting, Planning, and Licensing modules. Users can design and customize forms to gather essential application data, ensuring completeness and seamless integration with automated workflows.

Fee Management – Each module uses this integral feature, allowing users to manage default fees, add additional charges, and generate invoices for payment. Fee types that can be created in the System Administration are flat fees, percentage of costs, square footage, declared cost, occupancy and construction type, quantity-based, and hourly rates. Each fee type can have a transaction and sub-transaction code assigned and included to a fee export report from the Invoicing General Ledger. Fee Reports can be automatically exported to a client-provided SFTP, where they are available for staff download or ready for direct consumption by compatible accounting software that supports this functionality.

Printable Documents – Users can create and manage templates via the Forms Customization tool, making them accessible from the print menu in each module. Ensure consistency and compliance with organizational standards by generating standardized documents such as permits, licenses, and certificates as PDFs. Automated document creation eliminates manual effort, improving efficiency and professionalism in official paperwork.

Codes – Allow users to reference the integrated Code Library and apply relevant codes into inspection reports. This functionality ensures that all inspections are conducted in accordance with current regulations and standards. Users can easily select code categories (i.e. ICC or Municode) and add specific codes to their inspection records, providing clear guidance and documentation for compliance.

Reporting – Create customizable report templates within each module, facilitating efficient data analysis and presentation. Users can generate comprehensive reports based on specific criteria and outputs, which can be exported in both .pdf and .csv formats for easy sharing and further analysis.

Proposed Modules

Permitting

The CivicPlus Permitting module is designed to modernize permitting processes, enhance service delivery, and increase operational efficiency, making it a reliable choice for agencies that want to keep pace with digital transformation. This robust, cloud-based solution supports municipalities of all sizes looking to streamline the permitting process for building, occupancy, engineering and trade projects from application to approval, ensuring efficiency, accuracy, and transparency for both residents and staff.



PERMITTING MODULE FEATURES

Online Application – Allows residents to submit applications directly to the Permitting module through the CivicPlus Resident Portal. This user-friendly interface enables applicants to complete forms, upload necessary documents, and track submission by understanding each module record's status in one convenient location.

Property Data Management – Details from the Parcel Management feature automatically are presented within the module record. Users are able to update the property detail and push changes back to the associated parcel record.

Structure Details – Users can record details related to construction type, square footage, living space, foundation, setbacks and utilities.

Contractor Managements – Contacts can be associated with contractor profiles, ensuring automatic tracking of licensure, insurance coverage, and compliance.

Digital Certificates – Users can generate digital certificates, which attach to the module record and sync to the associated parcel, building, or suite record for streamlined documentation.

Permit Conditions – Allows users to define and manage specific requirements that must be met for a permit to be granted. These conditions can be linked directly to individual permits, ensuring that all stakeholders are aware of compliance expectations.

Insurance Records – Insurance details such as type, carrier, certificate number, certificate holder, effective date, expiration date and coverage amount can be recorded for each record.

Planning and Zoning

The CivicPlus Planning and Zoning module is designed to modernize planning processes, optimize zoning workflows, and enhance communication between agencies, developers and the public. This robust, cloud-based solution is tailored for agencies looking to manage land use, development projects, and zoning applications with greater efficiency, accuracy, and transparency. By simplifying complex processes, the module enables agencies to better serve their communities and support smart growth and compliance.

PLANNING AND ZONING MODULE FEATURES

Online Application – Allows residents to submit applications directly to the Planning and Zoning module via their Citizen Portal. This user-friendly interface enables applicants to complete forms, upload necessary documents, and track submission by understanding each module record's status in one convenient location.

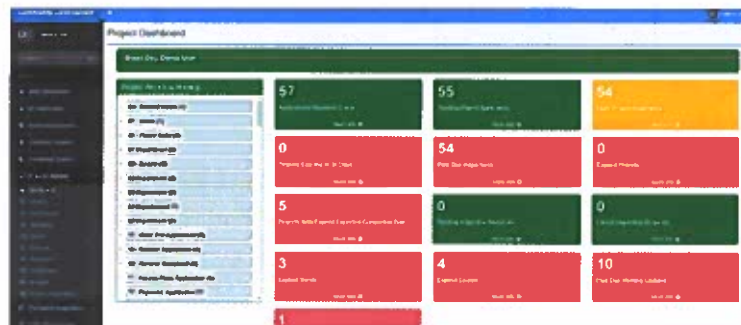
Parcel & Property Management – Details from the Parcel Management feature are presented within the module record. Users are able to update the property detail and push changes back to the associated parcel record.

Structure Tracking – Users can record details related to construction type, square footage, living space, foundation type, setbacks, and utilities.

Digital Certificates – Users can create a digital certificate record, which is associated with the module record and also attached to the parcel, building or suite record within the Parcel Management feature.

Associated Parcels – Users can associate parcel records to the planning project which are held in the Parcel Management feature.

Conditions – Allows users to define and manage specific requirements that must be met for a project to be granted. These conditions can be linked directly to individual projects, ensuring that all stakeholders are aware of compliance expectations.



Variations – Users can associate project conditions within a variance and then track actions, status, date approved, and implemented. The Code Library is accessible within Variations which allows users to search and attach ordinances. A digital record of the variance is attached the property record in Parcel Management for easy reference.

Insurance – Details such as type, carrier, certificate number, certificate holder, effective date, expiration date, and coverage amount can be recorded for each record.

Adjacent / Proximate – By subscribing to GIS Mapping, users are able unlock this feature allowing them to buffer around a parcel to create a select list of adjacent properties. The selection list can be used to create custom Printable Documents for things such as mandatory public notices.

Questions & Answers – This feature allows staff users to record questions asked by staff or the public and then record the answers provided.

Licensing

The CivicPlus Licensing module is designed to modernize licensing processes, enhance service delivery, and increase operational efficiency, making it a reliable choice for agencies that want to keep pace with digital transformation. This robust, cloud-based solution is specifically tailored for small to mid-sized government agencies looking to streamline the licensing process for business, professional and contractor licenses from application to renewal, ensuring efficiency, accuracy, and transparency for both residents and staff.



LICENSING MODULE FEATURES

Online Application – Allows residents to submit applications directly to the Licensing module via their CivicPlus Resident Portal. This user-friendly interface enables applicants to complete forms, upload necessary documents, and track submission progress in one convenient location.

Online Renewal – Allows a license holder to submit a renewal application to the Licensing module via their CivicPlus Resident Portal. This user-friendly interface allows the license holder to be automatically notified by email, complete forms, add contacts, upload documents, pay auto-generated invoices after renewal submission and track renewals in one convenient location. Insurance – Details such as type, carrier, certificate number, certificate holder, effective date, expiration date and coverage amount can be recorded for each record.

Recurring Inspections – This feature allows users to schedule and manage inspections that need to be performed regularly, such as annual business checks or safety compliance reviews. Users can set specific intervals for inspections, track upcoming dates, and monitor the status of each inspection cycle.

Automated Invoicing – A resident user, when completing and submitting an initial or renewal application from the Citizen Portal, can be automatically invoiced and pay the invoice using a credit card.

Automated Notices – There are three types of automated notices, which can be sent by email to license holders. The three types are Active Notice, 30-Day Renewal Notice, and Expiring Notice. License holders who receive a 30-Day Renewal Notice or Expiring Notice can submit a renewal application from the Resident Portal and, if appropriate, pay fees generated by the Automated Invoicing feature.

Code Enforcement

The CivicPlus Code Enforcement module is designed to modernize code enforcement processes, enhance service delivery, and increase operational efficiency, making it a reliable choice for agencies that want to keep pace with digital transformation. This robust, cloud-based solution is specifically built for small to mid-sized government agencies looking to streamline the enforcement of local codes, handle complaints, and manage violations, ensuring efficiency, accuracy, and transparency for both residents and staff.

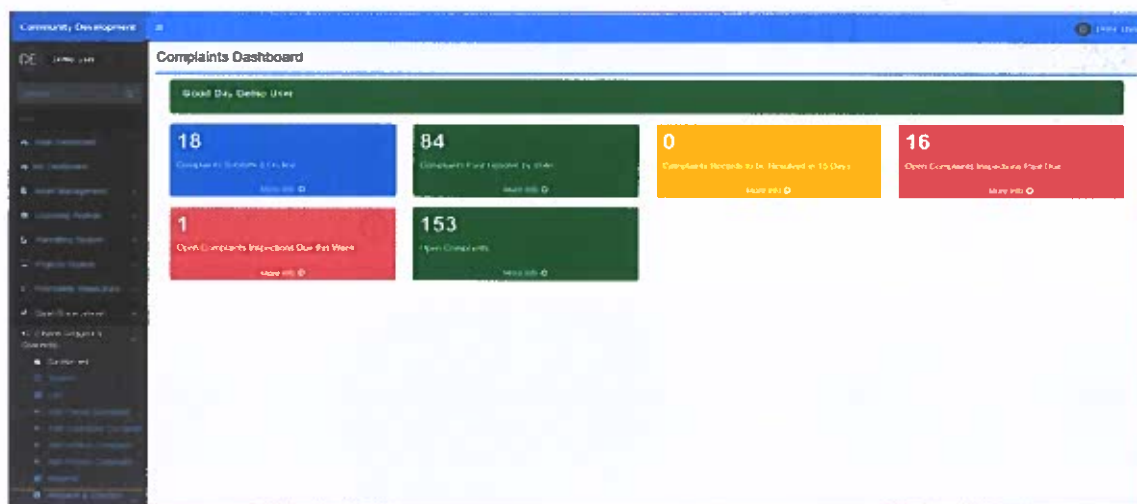
CODE ENFORCEMENT COMPLAINT FEATURES

Online Requests – Enable residents to submit Code Enforcement Complaints directly through their CivicPlus Resident Portal. They will be able to report issues and track the status of their complaint as it progresses.

Parcel Complaint – Enable staff users to record complaints about specific parcels, buildings, suites, and lots stored in the Parcel Management feature. Public users can also submit Parcel Complaints through the CivicPlus Resident Portal by selecting a complaint type, linking it to a parcel record, and providing a basic description of the issue. This functionality ensures that complaints are accurately tied to property records, facilitating efficient investigation and resolution while maintaining an organized record of issues within the system.

Vehicle Complaint – This feature allows staff users to record complaints about specific vehicles. Users can select an existing vehicle record or create a new one, capturing key details such as ownership information, make, model, VIN, and licensing. This functionality ensures accurate tracking and documentation of vehicle-related issues within the Code Enforcement Complaint module, supporting efficient investigation and resolution while maintaining organized records.

Contractor Complaint – The Contractor Complaint feature enables staff users to record complaints against contractors. Users can select an existing contractor record or create a new one, capturing key details such as registration type, license information, and contact details. This feature ensures accurate documentation and tracking of contractor-related issues, providing a streamlined process for investigating and resolving complaints while maintaining organized contractor records for compliance and accountability.



CODE ENFORCEMENT VIOLATION FEATURES

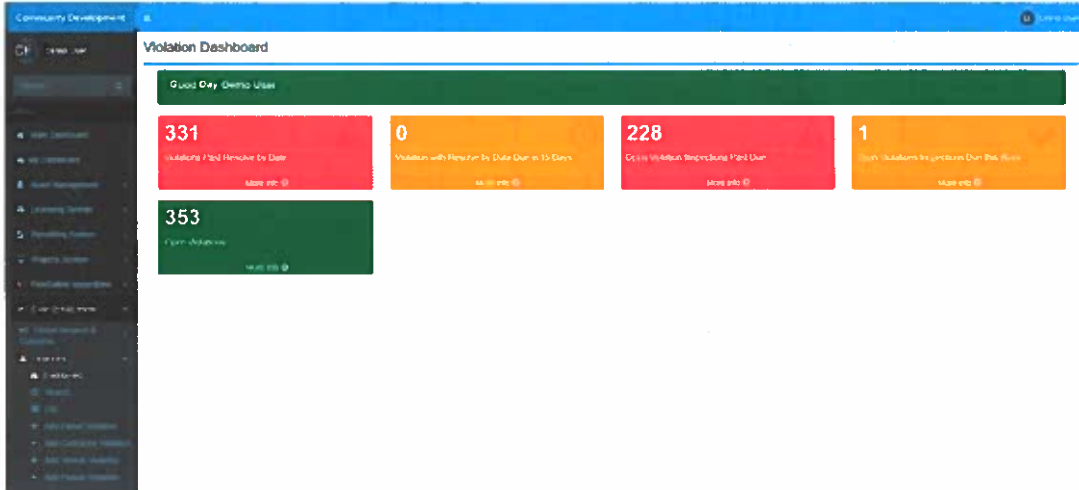
Parcel Violation – This feature enables staff users to record violations against parcels, buildings, suites, and lots stored in the Parcel Management feature. Staff can manually add violations or have them auto-created from validated Parcel Complaints, streamlining the transition from complaint to enforcement. This integration ensures accurate tracking and efficient handling of violations while maintaining a clear connection to associated parcel records for better oversight and resolution management.

Vehicle Violation – The Vehicle Violations feature allows staff users to record violations associated with stored vehicle records or create new vehicle records, capturing critical details such as ownership, make, model, VIN, and licensing. Violations can be manually added by staff or auto-created from validated Vehicle Complaints, ensuring seamless integration between complaints and enforcement actions. This feature supports accurate tracking, efficient case management, and improved accountability for vehicle-related code enforcement.

Contractor Violation – The Contractor Violations feature allows staff users to record violations by selecting an existing contractor record or creating a new one by including key details such as registration type, license information, and contact details. Contractor Violations can be manually added by staff or auto-created from validated Contractor Complaints, ensuring a seamless connection between complaints and enforcement actions. This feature provides comprehensive tracking and management of contractor compliance issues.

Actions – This feature is used to select specific action types, assign dates, and document actions taken to address the violation. Users can collect detailed notes, capturing the necessary information required for resolution.

Tickets – This feature supports the management of violations by allowing users to record key details such as hearing dates, locations, court type, and outcomes.



Fire and Life Safety Inspections

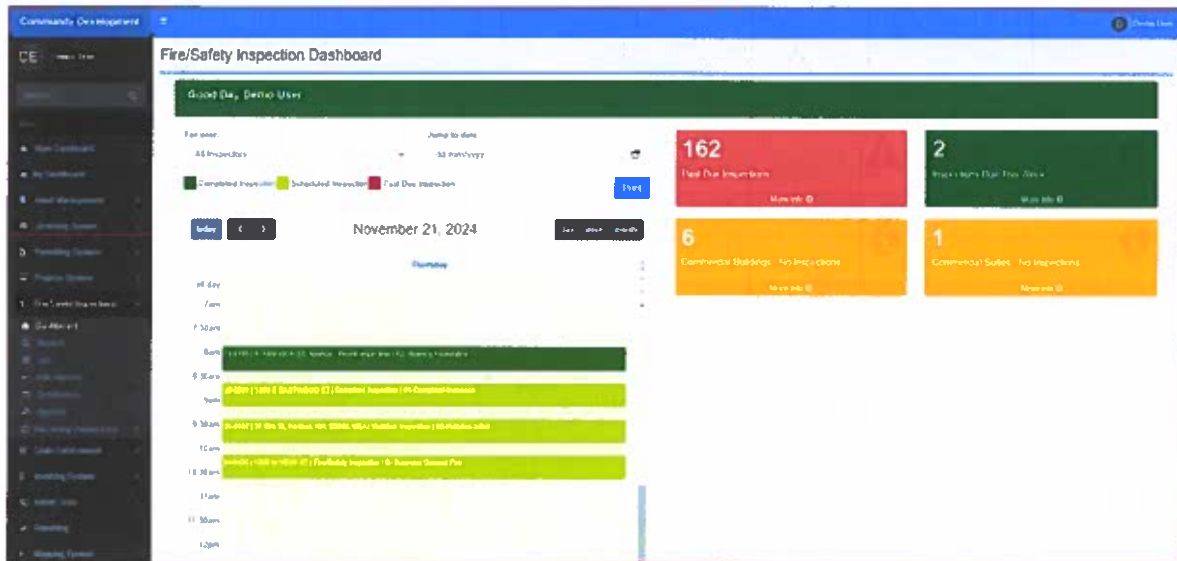
The CivicPlus Fire and Life Safety Inspection module is designed to modernize inspection processes, enhance service delivery, and increase operational efficiency, making it a reliable choice for agencies that want to keep pace with digital transformation. This robust, cloud-based solution is tailored for small to mid-sized government agencies looking to streamline fire and life safety inspections from scheduling to compliance, ensuring efficiency, accuracy, and transparency for both residents and staff.

FIRE AND LIFE SAFETY INSPECTION MODULE FEATURES

Digital Certificates – Users can create a digital certificate of compliance which is linked to the property record and also attached to the parcel, building or suite record within the Parcel Management feature.

Tickets – This feature supports the management of inspections by allowing users to record key details such as hearing dates, locations, court type and outcomes.

Equipment – Facilitate the inspection of fire and safety-related equipment to help ensure compliance with safety standards. Users can record detailed information for each piece of equipment, including type, status, model, serial number, and installation date. This data is tracked throughout the inspection process to verify proper maintenance and functionality.



Hosting & Security

CivicPlus protects your investment and takes hosting and security of our customers' solutions seriously. Redundant power sources and internet access ensure consistent and stable connections. You'll find that our extensive, industry-leading process and procedures for protecting and hosting your Community Development solution are unparalleled. We offer secure data center facilities, constant and vigilant monitoring, and updating of your system, including 99.9% guaranteed up-time (excluding maintenance).

CivicPlus uses third-party experts for regular security and penetration tests, ensuring product security against attack vectors. SSL encrypted, user-controlled, role-based, and two-factor authentication are supported.

Data Center	<ul style="list-style-type: none"> • Highly reliable data center – Amazon AWS as the backbone • Managed network infrastructure • Multi-zone availability • Fully redundant network • System monitoring – 24/7/365 • Full 24/7 SOC center with around the clock monitoring for malicious activity
Hosting	<ul style="list-style-type: none"> • Server updates & security patches • Antivirus management & updates • Infrastructure from Amazon AWS, a trusted partner for Infrastructure-as-a-Service (IaaS) • Web application firewall services from AWS
Disaster Recovery	<p>Amazon AWS' cloud hosting with cross-region disaster recovery enables us to have services restored in a much shorter time frame with much more frequent backups.</p> <ul style="list-style-type: none"> • 8-hour guaranteed Recovery Time Objective (RTO) • 24-hour guaranteed Recovery Point Objective (RPO) • Monitoring pre-emptively for potential disaster situations • Multiple data centers leveraging Amazon AWS's availability (zones & regions) • Full backups of customer data are done daily with a retention period of 1 year
Compliance	<p>Amazon AWS offers multiple certifications for their Data Centers including the following:</p> <ul style="list-style-type: none"> • SOC 1/ISAE 3402 , SOC 2, SOC 3 • FISMA, DIACAP, StateRAMP & FedRAMP • ISO 27001

Implementation

PREMIUM PROJECT TIMELINE ESTIMATE

A typical Premium project takes ~12 weeks from contract execution to completion, though timelines may vary based on organization size and project scope. All modules, features, integrations, services, and data imports outlined in the statement of work will be configured and trained simultaneously to ensure 100% completion for launch at Phase 7.

This requires full commitment from your stakeholder team, starting with attendance at the Kick-Off Meeting. Delays or missed requirements in module implementation may extend the project timeline.

Phases	Timeframe	Deliverables
PHASE 1: APPROACH	~2 Weeks	<ul style="list-style-type: none"> Customer Signs Statement of Work Implementation Consultant Assigned Project Manager Meeting Scheduled and Completed Project Kick-Off Meeting Scheduled
PHASE 2: INITIATE	~1 Week	<ul style="list-style-type: none"> Project Timeline Reviewed and Confirmed Customer Deliverables Identified Project Kick-Off Meeting Completed
PHASE 3: ANALYZE	~2 Weeks	<ul style="list-style-type: none"> Customer Returns Deliverables Customer Returns Data Import Content CivicPlus Reviews Deliverables
PHASE 4: CONFIGURE	~3 Weeks*	<ul style="list-style-type: none"> CivicPlus Configures Core Features CivicPlus Configures Module Features CivicPlus Completes Initial Data Import
PHASE 5: EDUCATE	~2 Weeks	<ul style="list-style-type: none"> CivicPlus Conducts Staff Training CivicPlus Conducts Admin Training Customer Attends Training Events CivicPlus Delivers System Test Scripts/Guides
PHASE 6: OPTIMIZE	~1 Week	<ul style="list-style-type: none"> Customer Completes Testing CivicPlus Refines Configured Items Customer Delivers Final Data Import Content Project Closeout Meeting Scheduled
PHASE 7: LAUNCH	~1 Week	<ul style="list-style-type: none"> CivicPlus Completes Final Data Import CivicPlus 100% of Statement of Work Completed Project Closeout Meeting Completed Introduction Handoff to Customer Success Manager
PHASE 8: REFINE	~4 Weeks	<ul style="list-style-type: none"> Customer Staff Go-Live Customer Connects Portal to Website Customer fully operational in their system
PHASE 9: DELIGHTED	~4 Weeks	<ul style="list-style-type: none"> Customer Fully Operational Customer Agrees to be Reference Customer Announcement on CivicPlus Website

*Optional supplemental work may extend the Phase 4: Configuration timeline beyond the indicated timeframe.



Approaching Your Project

Communication between you and your Community Development implementation team will be continuous throughout your project. Sharing input and feedback through email, virtual meetings, and our project management software will keep all stakeholders involved and informed. Cloud Coach offers task management transparency with a multi-level work breakdown structure and Gantt Chart-based project plan.



- Centralized project communication and task management tools are in a cloud-based project workspace
- Tasks, deliverables, and milestones are aligned to your specific scope of work

The tools available through Cloud Coach combined with regular communication with your implementation consultant provide you ample opportunities to quickly and efficiently review your project, check deliverables, and communicate feedback.

Phased Approach

PHASE 1: APPROACH

The project begins with signing the Statement of Work (SOW), which contains the scope of modules, features, integrations, and services to be provided. After the SOW is processed by CivicPlus, an implementation consultant is assigned who will coordinate a time for the Project Kick-Off Meeting.

PHASE 2: INITIATE

This phase includes the Project Kick-Off Meeting, which is the first direct interaction between you and the implementation consultant. During this meeting, the SOW will be reviewed, timelines revealed and agreed upon, and customer deliverables presented. Full attendance by your stakeholder team, comprising a project manager, subject matter expert, and functional area lead per department, is necessary to fully commit to the outlined approach.

PHASE 3: ANALYZE

You will return the deliverables identified in Phase 2. Upon receipt of deliverables, CivicPlus will analyze the content and interact with you to ensure that all items needed to move forward have been provided. Prompt return of deliverables by you is a requirement for the project to progress to subsequent phases.

PHASE 4: CONFIGURE

CivicPlus will configure the Core Features, Modules Features, Supplemental Services, and included Add-ons which are detailed in the SOW.

Permitting

- Pre-Configured Task Management Dashboard
- 60 Pre-Configured Permit Types
- 10 Pre-Configured Contact Types
- 60 Pre-Configured Five-Step Routings
- 5 Pre-Configured Application Forms
- 5 CivicPlus-Configured Application Forms
- 40 CivicPlus-Configured Fee Types
- 5 Pre-Configured Printable Documents
- 5 CivicPlus-Configured Printable Documents
- 30 Inspection Types
- 10 Pre-Configured Report Types

Planning and Zoning

- Pre-Configured Task Management Dashboard
- 40 Pre-Configured Project Types
- 10 Pre-Configured Contact Types
- 40 Pre-Configured Five-Step Routings
- 5 Pre-Configured Application Forms
- 5 CivicPlus-Configured Application Forms
- 40 CivicPlus-Configured Fee Types
- 5 Pre-Configured Printable Documents
- 5 CivicPlus-Configured Printable Documents
- 20 Pre-Configured Inspection Types
- 10 Pre-Configured Report Types

Licensing

- Pre-Configured Task Management Dashboard
- 40 Pre-Configured License Types
- 10 Pre-Configured Contact Types
- 40 Pre-Configured Five-Step Routings
- 10 CivicPlus-Configured Application Forms
- 40 CivicPlus-Configured Fee Types
- 10 CivicPlus-Configured Printable Documents
- 40 Pre-Configured Inspection Types
- 10 Pre-Configured Report Types

Code Enforcement

- Pre-Configured Task Management Dashboard
- 20 Pre-Configured Complaint Types
- 20 Pre-Configured Violation Types
- 10 Pre-Configured Contact Types (Complaints)
- 10 Pre-Configured Contact Types (Violations)
- 20 Pre-Configured Five-Step Routings (Complaints)
- 20 Pre-Configured Five-Step Routings (Violations)
- 10 CivicPlus-Configured Fee Types (Complaints)
- 10 CivicPlus-Configured Fee Types (Violations)
- 5 Pre-Configured Printable Documents (Complaints)
- 5 CivicPlus-Configured Printable Documents (Complaints)
- 5 Pre-Configured Printable Documents (Violations)
- 5 CivicPlus-Configured Printable Documents (Violations)
- 20 Pre-Configured Inspection Types (Complaints)
- 20 Pre-Configured Inspection Types (Violations)
- 5 Pre-Configured Report Types (Complaints)
- 5 Pre-Configured Report Types (Violations)

Fire and Life Safety

- Pre-Configured Task Management Dashboard
- 10 Pre-Configured Contact Types
- 50 Pre-Configured Five-Step Routings
- 50 CivicPlus-Configured Fee Types
- 10 Pre-Configured Printable Documents
- 50 Pre-Configured Inspection Types
- 10 Pre-Configured Report Types



PHASE 5: EDUCATE

A CivicPlus Trainer will conduct Staff and Admin Training events for you, which are critical for an on-time project launch. These sessions provide training on the modules and features with tasks assigned to confirm system configuration. Completion of the training enables customers to start using the software at system launch.

PHASE 6: OPTIMIZE

This phase allows for small refinements to the items CivicPlus will have configured in Phase 4. Any imports included in your project will be conducted in this phase. During this period any records added to the system in Phase 5 will be removed as the system is prepared for launch.

PHASE 7: LAUNCH

Stakeholders will attend the Project Close-Out meeting, which is the final meeting with the implementation consultant. At this meeting, the SOW will be reviewed to ensure that 100% project completion has been achieved. Further, you'll be provided instructions on how to submit product-related requests to CivicPlus Customer Support. Your system is now Live and able to begin operations within the system.



PHASE 8: REFINE

Immediately following the Close-Out meeting, you will be connected to your customer success manager. They will establish regular check in meetings to review your progress in using the system and work together with your team to ensure success by outlining key milestones, measuring your objectives to ensure you achieve the desired outcomes. The customer success manager will work closely with you to monitor your account, ensuring that you see the value of the solution. In addition, you will connect the Public Portal to your website and become fully operational within each module and system.

PHASE 9: DELIGHTED

This phase begins when you communicate to your customer success manager your satisfaction with the product and willingness to be a referenceable contact. CivicPlus would also like to highlight your success by publishing a case study on the CivicPlus website.

Your Role During Implementation

To help create the strongest possible solution and avoid delays in the indicated timeline, we will need you to:

- Commit to having all key stakeholders, subject matter experts, and functional area leads attend the kickoff call and all meetings. Your team must be the experts and key users for each module being implemented.
- Based on package, provide all data required in established timelines.
- Gather Fee Schedules per module.
- Based on package, provide application samples and similar forms.
- Identify and provide a logo for your print menu documents.
- Perform reviews and provide official approvals throughout the project.
- Work with your municipal web content team to insert links to the Citizen Portal
- Ensure you have the most up-to-date web browsers installed on your organization's computers
- Reserve training location and necessary resources (computers, conference phone, etc.)
 - Commit to all staff attending each modules' training sessions.





Quoted By:
Quote Expiration:
Quote Name:

Chris Harpenau
1/7/26

Sales Quotation For:
City of Lorain
Lorain OH 44052-1606

Tyler Annual Software - Saas

Description	Annual
Enterprise Permitting & Licensing	
Enterprise Permitting & Licensing Core Software	
Enterprise Permitting & Licensing User	\$ 28,238
Community Development Suite	\$ 5,932
Business Management Suite	\$ 5,932
Enterprise Permitting & Licensing Foundation	\$ 9,966
Enterprise Permitting & Licensing Extensions	
Enterprise Service Requests (Back office only, does not include mobile app) eReviews	\$ 2,665
Enterprise Permitting & Licensing - Read Only User	\$ 10,763
Subscription Fees	\$ 3,498
Workforce Direct	\$ 0

Term # of Years 3

Sub-Total \$ 66,994

Less Discount: \$ 20,094

TOTAL \$ 46,900

2025-553631-S8V4Z3

CONFIDENTIAL

Fixed Fee Services

Description	Units	Price	Maintenance
Enterprise Permitting & Licensing			
Professional Services			
Custom Forms/Letters	5	\$ 15,000	\$ 0
Integration Services for API/SDK Support	40	\$ 10,000	\$ 0
Configuration Training	40	\$ 9,000	\$ 0
Professional Implementation Services	370	\$ 83,250	\$ 0
Project Manager Services	160	\$ 36,000	\$ 0
End User Training	40	\$ 9,000	\$ 0
TOTAL		\$ 162,250	\$ 0

Conversion Services

Description	Price
Enterprise Permitting & Licensing	
Professional Services	
Data Conversion Services	\$ 50,000
<i>Sub-total</i>	\$ 50,000
<i>Less Discount</i>	\$ 50,000
TOTAL	\$ 0

2025-553631-S8V4Z3

CONFIDENTIAL

	One Time Fees	Recurring Fees
Summary		
Total Tyler Software	\$ 0	\$ 0
Total Saas	\$ 0	\$ 46,900
Total Tyler Services	\$ 162,250	\$ 0
Total Third-Party Hardware, Software, Services	\$ 0	\$ 0
Summary Total	\$ 162,250	\$ 46,900
Estimated Travel Expenses (excluded from Total)	\$ 10,000	

Comment

Enterprise Permitting & Licensing Foundation includes GIS for EPL Users, Core Foundation Bundle, Advanced Automation Bundle, Data & Reporting Access, Report Toolkit, EPL API Toolkit and 1 TB of Storage

Business Management Suite includes Civic Access for Business Management and Business Management Executive Insights

Community Development Suite includes Civic Access for Community Development and Community Development Executive Insights

Enterprise Permitting & Licensing User includes back-office and Workforce Mobile access

eReviews enables the electronic review and markup process of submitted plans and other documentation within the regulatory process. eReviews also requires third party software either from Avolve's DigEplan (which is sold by Tyler) or Bluebeam (sold separately through Bluebeam resellers) to be purchased.

Custom Forms/Letters are ground up single record custom report based on client specifications. A form/letter returns data from a single record in EnerGov (permit, code case, etc).

Client agrees that items in this sales quotation are, upon Client's signature or approval of same, hereby added to the existing agreement ("Agreement") between the parties and subject to its terms. Additionally, payment for said items, as applicable but subject to any listed assumptions herein, shall conform to the following terms, subject to payment terms in an agreement, amendment, or similar document in which this sales quotation is included:

- License fees for Tyler and third-party software are invoiced upon the earlier of (i) delivery of the license key or (ii) when Tyler makes such software available accessible.

- Fees for hardware are invoiced upon delivery.
 - Fees for year one of hardware maintenance are invoiced upon delivery of the hardware.
 - Annual Maintenance and Support fees, SaaS fees, Hosting fees, and Subscription fees are first payable when Tyler makes the software accessible to the Client (for Maintenance) or on the first day of the month following the date this quotation was signed (for SaaS, Hosting, and Subscription), and any such fees are prorated to align with the applicable term under the agreement, with renewals invoiced annually thereafter in accord with the Agreement.
 - Fees for services included in this sales quotation shall be invoiced as indicated below.
 - Implementation and other professional services fees shall be invoiced as delivered.
 - Client has six months to use the services. If Client does not use the services within six months, Tyler may remove the unused services or issue a new quote to provide services at then-current rates.
 - Fixed-fee Business Process Consulting services shall be invoiced 50% upon delivery of the Best Practice Recommendations, by module, and 50% upon delivery of custom desktop procedures, by module.
 - Fixed-fee conversions are invoiced 50% upon initial delivery of the converted data, by conversion option, and 50% upon Client acceptance to load the converted data into Live/Production environment, by conversion option. Where conversions are quoted as estimated, Tyler will invoice Client the actual services delivered on a time and material basis. "
 - Except as otherwise provided, other fixed price services are invoiced upon complete delivery of the service. For the avoidance of doubt, where Project Planning Services are provided, payment shall be invoiced upon delivery of the Implementation Planning document. Dedicated Project Management services, if any, will be invoiced monthly in arrears, beginning on the first day of the month immediately following initiation of project planning.
 - If Client has purchased any change management services, those services will be invoiced in accordance with the Agreement.
 - Notwithstanding anything to the contrary stated above, the following payment terms shall apply to fees specifically for migrations: Tyler will invoice Client 50% of any Migration Services Fees listed above upon Client approval of the product suite migration schedule. The remaining 50%, by line item, will be billed upon the go-live of the applicable product suite. Tyler will invoice Client for any Project Management Fees listed above upon the go-live of the first product suite. Annual SaaS Fees will be invoiced upon availability of the hosted environment.
 - Expenses associated with onsite services are invoiced as incurred.
- Any SaaS or hosted solutions added to an agreement containing Client-hosted Tyler solutions are subject to Tyler's SaaS Services terms found here: <https://www.tyler-tech.com/terms/tyler-saas-services>.

Unless otherwise indicated in the contract or amendment thereto, pricing for optional items will be held For six (6) months from the Quote date or the Effective Date of the Contract, whichever is later.

Customer Approval: _____

Date: _____

Print Name: _____

P.O.#: _____

Submitted to Approval

Kusznir, Matt

From: David Marshall <david.marshall@claritisoftware.com>
Sent: Wednesday, July 9, 2025 8:52 AM
To: Kusznir, Matt; Carrion, Rey
Subject: Clariti Statement of Work and Updated Pricing
Attachments: Clariti Launch SOW - Lorain OH, 8 July 2025.pdf

External sender <david.marshall@claritisoftware.com>

Make sure you trust this sender before taking any actions.

Matt and Rey

It's great to be able to speak with the two of you again and gain a better understanding of some of the city's needs.

I have included updated pricing, which reduces the year 1 cost from \$77,499 to \$77,000 for the software and implementation, keeping the cost to the city under the \$77,250 threshold. I have also split the implementation into two milestone payments and included optional add-ons.

The new pricing represents a few price breaks for the city as follows:

- We have discounted the implementation by a further \$500, a 2.9% discount from the last implementation pricing presented
- Maintaining 3-year pricing for a 1-year commitment. As well as keeping the first 3-year pricing stable.
- The new pricing represents a \$15,000 overall discount for software, data migration, and implementation from the initial \$92,000 quote.

A few questions for Lorain:

- How many application/submission types will need to be configured? This will impact the project timeline and allow us to give you a more accurate idea of the implementation timeline.
- If Clariti is chosen, when do you ideally think you would like to kick off the implementation? As we prepare and forecast for Q3 and Q4, getting an idea will be helpful for project resource planning.

Please let me know if there are any other questions.

Thank you.

David Marshall
Sr. Account Executive
claritisoftware.com
(617) 594-8000





Statement of Work

for

City of Lorain, OH

Date prepared: July 8, 2025



Dear Matt,

Please find attached our Statement of Work (SOW) document outlining the planned scope of work for the implementation of our Clariti Launch solution.

This document details the key activities, deliverables, and timelines associated with the project. The scope of work was developed based on the requirements outlined in our conversations to date in respect to implementing a new Community Development solution for the City. It serves as a guide to ensure a clear understanding of the project scope and expectations.

We look forward to working together on this project and are available to discuss this document in further detail and address any questions you may have.

Sincerely,

David Marshall
Account Executive
Clariti Cloud USA, Inc.

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Overview of Project

The City of Lorain is seeking to implement a solution that improves the customer experience for permit, licensing and code enforcement processes. The platform is Software as a Service (SaaS) enabling online application submission and facilitating internal circulation, approval, record-keeping, and reporting processes.

Through the configuration of Clariti Launch, the City of Lorain will have access to a fully hosted, web-based Permitting, Licensing and Code Enforcement System. This Statement of Work serves to outline both the implementation approach and project plan that will enable the City of Lorain to:

- Provide an easy-to-use system that is accessible to staff and applicants.
- A smart application portal that generates a set of requirements based on the details of the application.
- Application review and reporting.
- Fee Generation and online payment capabilities.
- Document upload and storage.
- Internal review and task management.
- Inspection management.

Clariti's Implementation Approach

Community Templates Implementation Methodology and SOW

At Clariti, we recognize the unique challenges inherent in public sector implementations, particularly within the community development space. Our approach to implementing our community development solution is crafted with precision, embodying our deep domain knowledge, technical expertise, and adherence to industry-proven methodologies and best practices. This combination ensures we deliver a solution that is not only suited to your specific needs but is also capable of evolving with your community's aspirations.

How it works

In consultation with the City of Lorain we'll select the best templates from our library to meet your needs. With best practice Community Templates built by the Clariti team, and 1000's of different live and tested submission types to choose from, we'll ensure the building blocks are in place for the fastest and most effective implementation possible. No other vendor offers the ability to leverage the work from your peers this way. It'll dramatically

Benefits

- Access permit and submission types that align with state and national building standards.
- Easily align with other cities with similar planning and zoning ordinances.
- Less time spent documenting and building workflows in your implementation.
- Access post-live to Community Templates.

Community Templates is included free of charge for all Clariti Launch customers.

Key Pillars of the Community Templates Implementation Methodology

- **Collaborative Partnership:** Through this collaborative model, we ensure that our customers benefit from a seamless, cohesive experience, regardless of the complexity or scale of their project.
- **Industry-Proven Methodologies:** The Community Blueprint methodology is a hybrid approach grounded in agile methodologies, adapted to the specific nuances of community development projects. This hybrid approach allows for flexibility in project management and execution, accommodating changes and feedback without compromising on delivery timelines or quality.
- **Outcome-Focused Delivery:** The Community Blueprint methodology is designed to prioritize features and functionalities that offer the most significant benefits, ensuring that the solution delivers value quickly.

The Community Blueprint is more than just a methodology; it's a commitment to leveraging our unique blend of domain knowledge, technical expertise, and agile practices. By choosing Clariti, you're selecting more than just a software provider; you're partnering with a team deeply invested in the success of your community development initiatives. Together, we will lay the foundations for a brighter, more connected future for the communities you serve.

Managing Scope

The scope of this firm-fixed-price project is outlined in this Statement of Work (SOW) and is based upon our discussions with the City of Lorain, along with our experience implementing projects of similar scope.

The items detailed in our proposal and this implementation plan are used as the baseline for managing the project scope. Our goal is to remain within the scope of the described items to ensure that the system enters production on schedule and on budget.

Managing the scope of the project closely is critical in ensuring project success, which will, in turn, result in stakeholder adoption and a successful release of the system. If there are changes to the documented requirements or agreed-upon user stories, then the Change Control process will be followed. The Change Control process will be detailed within the Project Management Plan.

Permitting, Licensing and Code Enforcement Solution Project Plan

Simplifying Complexity through Structured Project Phases

At the heart of our methodology is a commitment to transparency and client education. We recognize that the more our clients understand the process, the more effectively they can participate in and contribute to the project's success. By dividing the implementation into three distinct phases — Plan, Build, and Inspect — we aim to demystify the process and make it more accessible.

- **Project Management and Planning Phase: Laying the Groundwork**
The *Project Management and Planning Phase* is all about preparation and alignment. During this stage, we work closely with you to set clear project goals, provision the software and tools, and establish a solid project management framework. This phase is crucial for setting expectations and ensuring that all stakeholders have a shared understanding of the project's scope and objectives. By focusing on planning first, we address any uncertainties upfront and prepare everyone for the steps that follow. This proactive approach helps mitigate issues downstream and sets the foundation for the implementation.
- **Build Phase: Turning Plans into Action**
Once the foundation is laid, we move into the *Build Phase*. This is where the project plan starts to materialize into a tangible solution. Configuration, modifications, integration activities, and data migration — each task is handled with precision, ensuring that the systems not only meet the in-scope requirements but are also tailored to your unique requirements. By breaking down the building process into these specific tasks, we can more effectively manage each element, making it easier for you to see how each part contributes to the whole. This phase demonstrates the progression from theory to practice, providing a clear view of how our planning translates into actual system functionalities. This stage of the project leverages an iterative delivery model. The benefit

of this approach is that as customers, you get to see and have your hands on the product earlier.

- **Inspect and Deploy Phase: Ensuring Quality and Readiness**

The final phase, *Inspect and Deploy*, is centered on refinement, confirmation, and validation. Training, User Acceptance Testing, the go-live event, and Transition to Support are all geared towards ensuring that the implemented solution not only works technically but also aligns with your operational needs and expectations. This phase is critical for quality assurance and helps instill confidence that the new system is ready and robust. It also provides an opportunity for final tweaks and adjustments, ensuring that everything works as intended in your production environment.

We believe that an informed and engaged client is a key factor in the project's success. This phased approach not only helps in managing the project but also builds a partnership framework where your input and feedback are valued at every step.

Implementation Deliverables

Phase 0: Pre-Kickoff - Initiation and Requirements Gathering

Involved Clariti Roles

- Customer Success Manager
- Implementation Manager

Involved Customer Roles

- Project Champion

This is the beginning of the *Project Management and Planning Phase*. A phased implementation begins with Initiation, with a clear project scope, project champions, a detailed SoW, and a project plan that includes tasks, timeline, responsibilities, owners, and dependencies. This process will set the customer up for success during the implementation. Materials shall be provided by the customer in a timely manner and as agreed upon in the project schedule.

Prior to kickoff, Clariti will gather the following requirements from the Customer:

- List of Permits
- Fee Schedule
- Business Workflows
- Project contacts
- GIS Technician contact
- Data Migration contact

Phase 1: Kickoff

Involved Clariti Roles

- Customer Success Manager
- Implementation Manager

Involved Customer Roles

- Project Champion
- Project Contacts

The Kickoff phase marks the official beginning of the implementation. Clariti will schedule a Kick-Off Meeting, upon which they will present a proposed project plan with milestones to the Customer, introduce the Implementation and Customer Success staff, and present next steps. Based on the customer feedback and input, the project timeline will be developed and shared to the project team. Any changes to the project that would impact the project delivery schedule will go through a change control process.

Phase 2: Discovery

Involved Clariti Roles

- Implementation Manager

Involved Customer Roles

- Staff familiar with day-to-day operations of Customer processes

During the Discovery phase, documentation provided by the customer will be reviewed by Clariti and discussed during implementation meetings. Clariti will keep a log of notes, discussion items, decision points, takeaways, and next steps throughout this phase. Clariti will consult with the customer on best practices for how to translate requirements into existing system functionality. There are no custom enhancements or custom coding in scope.

At this point, regular project meetings with the customer are scheduled. Meeting agendas will be provided in advance. During these meetings, the plan and progress against the plan will be reviewed. Any delays or changes to the project that will impact delivery schedule will need to go through a change control process.

Phase 3a: Configuration

Involved Clariti Roles

- Implementation Manager

Involved Customer Roles

- Staff familiar with day-to-day operations of Customer processes

This is the beginning of the *Build* phase. Configuration starts once requirements gathering is complete, or near-completion. During this phase, Clariti resources will build out each of the requirements agreed upon in the previous phase. This includes all template and application form development. Weekly implementation meetings (if not more frequently during this phase, dependent upon the complexity of the implementation) will continue. During the meetings, the Clariti can also review what has been configured. The expectation of standard, routine cadence of meetings during the Configuration phase, helps to limit the opportunity for errors in build and redesign/rework. Additionally, any integration and data migration work will be completed concurrently in this Configuration phase.

Phase 3b: Integrations

Involved Clariti Roles

- Implementation Manager
- GIS Engineer
- Engineering Manager

Involved Customer Roles

- System administrator of software to be integrated with
- GIS Technician

Clariti staff will configure direct integrations with adjacent technologies, to include GIS, Plan Review, and Payment systems.

GIS

GIS data needs to be provided as either a Shapefile or ESRI Rest Service layer. Clariti supports address searches using address points or a combined address/parcel layer.

Payment Processors

Clariti will assist the Customer with choosing a payments solution that fits their needs, while the Customer is responsible for formalizing a partnership with the payments vendor. Clariti can provide guidance to ensure the optimal cost-benefit and functionality of each integration.

Clariti Launch currently supports the following integrations out of the box.

No Cost Integrations include:

- Stripe
- Authorize.net

Integrations with an additional cost for customizations

- Invoice Cloud
- Point and Pay
- Paymentus
- PayPal
- Certified Payments

Plan Review

We currently support the below managed plan review software integrations:

- ePlanSoft
- Blue Beam

Custom Integrations

Building custom integrations beyond the aforementioned managed integrations are out of scope for Clariti resources. New integrations can be explored and built using Clariti Launch's API by Customer staff or a third-party vendor/integrator. Clariti resources will not provide technical support for these custom efforts.

Phase 3c: Data Migration

Involved Clariti Roles

- Implementation Manager
- Engineering Manager

Involved Customer Roles

- Data Migration contact

Clariti provides Standard Data Migration templates for customers who want to import historical data into the Clariti system. In this process, the Customer will provide legacy data from their old system and load the data into the templates. Clariti will assist with data validation to ensure it is in the proper format and upload it into the Clariti Launch system.

Once the migration is complete, Customers will be able to access and search past permits/license records in the same "single source of truth" as current ones.

Clariti will perform this work with the following framework:

- Up to 10,000 permit/license records and 30 data fields (e.g. address, contractor name, square footage, etc.) per record are supported.
- All imported records will be logged in Clariti with the workflow stage "Migrated" and contain one "Agency Private" step labeled "Migrated" within.
- Clariti will collaborate with the Customer to ensure that data fields are properly mapped and avoid overlap.

Additional Data Migration Scope:

- Clariti can migrate Attachments (e.g. annexation records, plats, fire plans etc.) provided that: 1) the documents can be mapped by the Customer to the historic record they need to be associated with and 2) the documents can be accepted via Sharepoint / Drive / Dropbox with a directory structure of: Record ID/attachment_name.pdf
- Clariti will not be performing tasks related to handling customer data including: data cleaning, attachment renaming, or migrating in-progress applications.

Phase 4: Testing

Involved Clariti Roles

- Implementation Manager

Involved Customer Roles

- Staff identified by project team to assist with testing

This is the start of the *Inspect and Deploy* phase. Testing begins after the build is ready and can even occur in conjunction with the Configuration phase. The Customer, with guidance from Clariti, will perform their own testing on each portion of the solution as it is built out per the agreed-upon timeline. Standard meetings continue during this phase and will help to facilitate as well as provide the opportunity for review of issues/concerns and success for all Team members. The goal of this phase is to ensure the solution is working as designed and no outstanding issues exist.

Identified issues will be captured in a Feedback Log that the Implementation Manager will use as a checklist to build completion. We recommend that customers go through at least two rounds of testing to confirm that corrections have been made to their satisfaction. If there are a length number of feedback and edit requests that were not captured or communicated during Requirements Gathering, the project delivery schedule could be impacted. In that case, a change management process would be needed to account for the additional testing time.

Phase 5: Training

Involved Clariti Roles

- Implementation Manager

Involved Customer Roles

- Permit Counter staff
- Plan Reviewers
- Inspectors
- Clariti System Administrators (appointed by the Customer)

Over a 4-week period, Clariti will facilitate two 'tracks' of training sessions during the implementation process: once at the beginning to train City project sponsors and admins who will be involved in the implementation, and a second at the end to train staff who will use the system in their day-to-day work. The first training 'track' will focus on a deep overview of how the system is configured, edited, and managed. The second training 'track' will focus on how to incorporate Clariti into daily permit processes. Both training 'tracks' will be run via webinar by the Clariti Implementation Manager.

Included in the end-user training track includes bespoke training sessions for:

- Inspections
- Code Enforcement
- Permit Technician training / Application Intake
- Incorporating the informational Clariti Guide functionality (if applicable)

During this phase, Clariti will provide general software documentation for support staff, users, and administrators who will use or interact with Clariti's platform. In addition, Clariti maintains an online knowledge-base with tutorial and training content that staff will have access to at any time.

Phase 6: Go-Live

Involved Clariti Roles

- Implementation Manager
- Customer Success Manager

Involved Customer Roles

- Project Champion
- Customer Website Administrator

Cutover to go-live is the final phase of implementation before moving into support. During this phase, Clariti will work to import the final cutover of converted data. The customer will then provide sign-off in agreement with what has been built/configured/converted in the Clariti solution. It's important to note that individual module/process sign-off will also occur after each

milestone within the timeline has been completed. Customers are considered live when real applications or guides start being processed through the Clariti platform.

Implementation Timeline

Our estimated implementation timeline is 8 to 12 months. This timeline will be amended and mutually agreed upon with the City of Lorain upon completion of Phase 1 - Kick-off. This estimated timeline was determined based on the information gathered during our conversations with the City . During the Project Management and Planning phase, we will work collaboratively with you to refine this schedule and arrive at a mutually agreed upon timeline and plan.

Following this alignment and agreement of the detailed project schedule, Clariti's assigned Implementation Manager will set the baseline and begin managing, tracking, and reporting progress of the performance towards the completion of the assigned tasks and activities. The City of Lorain's Project Manager will manage, track, and report progress of the performance towards the completion of the customer-assigned tasks and activities. Once agreed, any material changes to the project schedule will be processed through the agreed upon change control process.

Assumptions

This section contains assumptions upon which Clariti has relied on in agreeing to perform the Services described in this SOW. If any of these prove to be incorrect, it may cause changes to the project's schedule, pricing, work product, level of effort required, or otherwise impact Clariti's performance of the Services described in this document. If this occurs, change requests may be required between the Client and Clariti

Project Assumptions

Project Assumption Parameters

- The implementation of the solution for application types within the Department of Building, Housing & Planning.
- Migration of Historical data as outlined in Phase 3c: Data Migration

Scope and Timeline

- The Client and Clariti will review their responsibilities before work begins to help ensure that Services can be satisfactorily completed and in the appropriate timeframe.
- Scope will be confirmed and finalized during the Project Management and Planning phase.
- Deliverables not specifically described in this Statement of Work are the responsibility of the Client.
- Changes in the project will be documented and submitted to the customer in writing through the change control process. The documented change either will define a corrective action to preserve the project work plan or will indicate acceptance of the change. Documentation will identify any cost and/or schedule impacts to the project.
- “Go live” (system is in production) timeline assumes timely completion of the Client deliverables (including finalization of requirements / use cases / product catalog), availability of key Client resources, and collaboration and availability of any third-party vendor resources. Late (per mutually agreed project plan) Client deliverables may adversely impact overall implementation timeline.
- Overall project plan will be mutually agreed to by the Client and Clariti project managers during the Project Initiation phase.
- The project start dates will be established during the contracting process. The customer is responsible to identify any business activities that may restrict the project dates.
- Once deliverables are accepted, they may only be modified by mutual acceptance of the parties through the change control process.
- The Client is responsible for the installation and maintenance of all non-Clariti, third party products within their environments to support the project and required integrations.
- All project delivery is based upon a fully-remote implementation by Clariti. Should on-site or other travel be required then the travel budget should be costed as a fixed rate of \$2,100 USD per person trip, where one person trip is equal to one project team member traveling on behalf of the customer for no more than one week. For example, a team of two project team members traveling to the customer office for two consecutive weeks would consume four per-person trips at a total of \$8,400.

Configuration and Implementation

- Clariti has estimated the number of records based on information provided from the RFP, answers to questions in the addendums and from information provided on the City's website which provides details on permits, reviews and other processes within the city.
- The customer will utilize Clariti's Community Templates features to support the implementation of Clariti Launch standard configurations wherever possible to limit the cost and time required to implement the software for the in-scope requirements. Any unplanned customizations will be addressed within the change control process.

Training

- For any included training services Clariti will employ a "train the trainer" approach.
- Any training materials provided will be in electronic format and may be printed and distributed by the customer at their discretion.
- Training delivered may be recorded using Clariti or customer provided remote conferencing tools, and the recording files will be made available to the customer.
- The Client will be responsible for all end user training including training logistics, training scheduling, and the printing of training materials.
- The Client users will have basic computer skills as a prerequisite for training. Clariti is not responsible for an individual's response to the training or their capacity to learn or be trained.

Testing

- Clariti is responsible for testing the initial configuration of the system (unit and quality assurance) and ensuring the system works as designed.
- The Client is responsible for writing User Acceptance Test Scripts. Clariti will provide templates and samples so that the Client does not have to start from scratch.
- The Client staff are responsible for User Acceptance Testing and System Integration (end to end) Testing.
- The customer and Clariti will define and agree upon the entry and exit criteria for UAT within the UAT Plan in advance of UAT start.

Project Completion

- The project is complete once the system is live in production and all project deliverables are completed including any go live and post go live support are completed.

Project Resourcing Assumptions

Client Resourcing

- The Client will provide a dedicated Project Manager throughout the course of the implementation.
- The Client's Project Manager will maintain primary responsibility for the scheduling of the Client's employees and facilities in support of project activities.
- The Client has committed to the involvement of key resources and subject matter experts for ongoing participation in all project activities as defined in the project plan.
- The Client agrees, during the Initiation Phase of the project, to assign a single designated approver for each major project deliverable. The designated approver will be responsible for overseeing and/or directly contributing to deliverables, as well as the approval, of the deliverables.
- The Client will provide access to subject matter experts and decision makers in a timely fashion.
- The Client will reasonably commit project sponsors and all necessary stakeholders and SMEs during the project kickoff.
- The Client will reasonably commit all necessary SMEs and IT personnel during the requirements and design phase for the appropriate sessions as outlined during Kick-Off preparation.
- The customer will assign at least one (1) knowledgeable resource to be designated as their System Administrator to support the implemented systems.
- The customer will assign at least one (1) internal Test Manager that will coordinate with the customer User Acceptance Testing preparation and execution.
- The customer is responsible for any/all business process changes and will create all business process documentation specific to their use of the Clariti software.

Clariti Resourcing

- Clariti shall have the necessary project and executive management support to support the project, and to fulfill their obligations and make timely decisions.
- Clariti shall have the necessary resources available in each stage of the project, according to how they are identified in the staffing and project plans. If resource and/or priority conflicts occur, they will be discussed and resolved with the project Steering Committee.
- Clariti shall participate in an active, timely, and responsive manner with any of the Client's third-party vendors required to complete the Services.
- Clariti shall work as reasonably necessary with 3rd party product vendors to troubleshoot issues or configuration decisions, and present options jointly to the Client.

Third-Party Resourcing

- Clariti is not responsible for impacts to project timeline created by dependency on any of the Client's third-party consultants or vendors. Timeline changes will result in a change request for extension of project resources caused by the Client's third-party consultant actions (including availability) resulting in additional time or scope.

Pricing Overview

1st Year Costs

Clariti Launch Software Solution	\$60,000
Implementation & Configuration of the solution for the Department of Building, Housing & Planning <i>Implementation payments will be split as follows:</i> <ul style="list-style-type: none"> • Milestone #1 - \$8,250 will be payable upon at contract signing • Milestone #2 - \$8,250 will be payable at go-live 	\$16,500
Migration of Historical Data as outlined in Phase 3c: Data Migration	\$500
Standard Support	\$0
TOTAL 1st Year Costs	\$77,000

Years 2 & 3 Costs - OPTIONAL

Clariti Launch Software Solution - Year 2	\$60,000
Clariti Launch Software Solution - Year 3	\$60,000
Standard Support	\$0
TOTAL COST OF OWNERSHIP Years 1 through to the end of Year 3	\$197,000

From year 4 onward, Clariti reserves the right to increase the annual subscription fee by up to 7% annually.

Optional add-on offerings

Single Sign-On	\$5,000 per year
Enhanced Support	\$12,000 per year
Premium Support	\$24,000 per year
Custom Payment Integration Options include Point and Pay, Paymentus, InvoiceCloud, PayPal, Certified Payments.	Services to be scoped



Support Plans

Support Category	Description	Standard	Enhanced	Premium	Notes
Access to Support Channels	Includes email, ticketing, and troubleshooting sessions.	✓ TRUE	✓ TRUE	✓ TRUE	Includes email, ticketing, and troubleshooting sessions.
First Response Time SLA	Guaranteed response times for support requests.	48 Hours	24 Hours	24 Hours	Guaranteed response times for support requests.
Monthly Custom Reports (CVRs)	Automated insights on system usage & adoption trends.	✓ TRUE	✓ TRUE	✓ TRUE	Automated insights on system usage & adoption trends.
Troubleshooting & Guidance	Covers general inquiries, feature questions, and issue resolution.	✓ TRUE	✓ TRUE	✓ TRUE	Covers general inquiries, feature questions, and issue resolution.
Solution Maintenance	Standard updates, security patches, and performance improvements.	✓ TRUE	✓ TRUE	✓ TRUE	Standard updates, security patches, and performance improvements.
Release Notes & Documentation	Customers receive detailed release notes for all system updates.	✓ TRUE	✓ TRUE	✓ TRUE	Customers receive detailed release notes for all system updates.
Limited Release Support	Self-serve resources for product releases.	✓ TRUE	✓ TRUE	✓ TRUE	Self-serve resources for updates like Campaigns & Community Templates.
Knowledge Base & Documentation Access	Access to FAQs, guides, and training modules.	✓ TRUE	✓ TRUE	✓ TRUE	Access to FAQs, guides, and best practices.

Support Category	Description	Standard	Enhanced	Premium	Notes
Assigned Customer Success Manager (CSM)	Dedicated CSM for adoption strategy and ongoing guidance.	<input checked="" type="checkbox"/> FALSE	<input checked="" type="checkbox"/> TRUE	<input checked="" type="checkbox"/> TRUE	Dedicated CSM for adoption strategy and ongoing guidance.
Business Reviews (Performance Insights & Strategy)	Strategic check-ins to assess system effectiveness and plan improvements.	Annual	Bi-Annual	Quarterly	Strategic check-ins to assess system effectiveness and plan improvements.
Managed Services	Configuration services, business analysis, testing, implementation services, project management, and training.	5 hours/year	20 hours/year (5 hours/quarter)	80 hours/year (20 hours/quarter)	Configuration services, business analysis, testing, implementation services, project management, training.
After-Hours Support	Sev 1 support outside of regular business hours.	<input checked="" type="checkbox"/> FALSE	5 Hours Annually	20 Hours Annually	Sev 1 support outside of regular business hours.
Data & API Support	API access and knowledge base, and assistance with implemented integrations (ESRI, payments, etc.).	<input checked="" type="checkbox"/> TRUE	<input checked="" type="checkbox"/> TRUE	<input checked="" type="checkbox"/> TRUE	API access and knowledge base, and assistance with implemented integrations (ESRI, payments, etc.).



CITY OF LORAIN

Board of Control

2. e.

Meeting Date: 12/17/2025

Subject:

The Department of Building, Housing and Planning is seeking to enter into a contract for the amount of \$45,000.00 with Designing Local Ltd. to provide professional services for updating the City of Lorain's Historical Preservation Guidelines. This contract is part of the Certified Local Government (CLG) Grant, which was awarded to the City of Lorain to ensure the guidelines provide a framework for objective and consistent decision-making by the Design Review Board members. Funds for this contract will be paid from an account determined by the Auditor's office.

Attachments

BOC form



BOARD OF CONTROL REQUEST FORM

The Board of Control meeting is held on Wednesdays at 11:15 a.m. in Council Chambers.
(Meeting location, day and time is subject to change with advanced notice)

All requests must be received by no later than 10:00 a.m. on the Tuesdays prior to the meeting, or by 10:00 a.m. one day prior to the meeting when BOC is held on a day other than Wednesday.

<<< Answer all of the following questions for each request submitted >>>

- 1. Request Date: December 16, 2025
- 2. Name of Department Submitting Request: Building, Housing and Planning Department
- 3. Summary of Report: Certified Local Government (CLG) Grant, firm chosen to update Design Review Guidelines
- 4. Name of Vendor: Designing Local
- 5. Amount: \$ 45,000
- 6. Number of account to be used for funding: Pending account information from Auditor's office
- 7. VENDOR DETAIL

Sole Source Vendor - Yes / **No**

State Purchasing Vendor - **Yes** / No

List the names and the quote received from *at least* three vendors for the requested item;
Or, if bids were submitted, use this area to list vendor names and bid amounts.

Vendor #1 MKSK \$46,400

Vendor #2 Stantec Consulting Services Inc. \$ 46,310

Vendor #3 The Lakota Group \$ 46,045

Vendor #4 CPL \$ 46,000

- 8. The Treasurer's Office has verified that the vendor selected is registered with the City. Yes / **No**
- 9. Is the amount requested due to a change order? Yes / **No**
- 10. If necessary, has City Council approved and when? (Please provide Ordinance number) _____



CITY OF LORAIN

Board of Control

2. f.

Meeting Date: 12/17/2025

Subject:

A request from the Lorain Utilities Department for a purchase order in the amount of \$38,736.00 with the city of Lorain's Building Housing and Planning Department for the Jaeger Road Pump Station plan review fee for building permits. Funding GL Accounts 6130.P613.6310.6700.1500 Plant Operations – Facility Improvement and 6130.P613.6420.6300.1500 PQM – Contractual Services

Attachments

BOC - Utilities - Jaeger Road PS Plan Review Fee - BHP
Jaeger Road PS Permit Fees - Request to waive



BOARD OF CONTROL REQUEST FORM

The Board of Control meeting is held on Wednesdays at 11:15 a.m. in the 7th floor conference room.
(Meeting day and time is subject to change with advanced notice)

All requests must be received by no later than 10:00 a.m. on the Tuesdays prior to the meeting, or by 10:00 a.m. one day prior to the meeting when BOC is held on a day other than Wednesday.

<<< Answer all of the following questions for each request submitted >>>

- 1. Request Date: 12/8/25
- 2. Name of Department Submitting Request: Lorain Utilities Department
- 3. Summary of Report: A request from the Lorain Utilities Department for a purchase order in the amount of \$38,736.00 with the city of Lorain’s Building Housing and Planning Department for the Jaeger Road Pump Station plan review fee for building permits. Funding GL Accounts 6130.P613.6310.6700.1500 Plant Operations – Facility Improvement and 6130.P613.6420.6300.1500 PQM – Contractual Services
- 4. Name of Vendor: City of Lorain Building, Housing & Planning
- 5. Amount: \$38,736.00
- 6. Number of account to be used for funding: 6130.P613.6310.6700.1500 and 6130.P613.6420.6300.1500

7. VENDOR DETAIL

Sole Source Vendor - Yes / **No**

State Purchasing Vendor - Yes / **No**

List the names and the quote received from *at least* three vendors for the requested item;
Or, if bids were submitted, use this area to list vendor names and bid amounts.

Vendor #1 _____

Vendor #2 _____

Vendor #3 _____

Vendor #4 _____

- 8. The Treasurer’s Office has verified that the vendor selected is registered with the City. Yes
- 9. Is the amount requested due to a change order? Yes / **No**
- 10. If necessary, has City Council approved and when? _____

Schilens, Pamela

From: Carbonaro, Joseph
Sent: Wednesday, December 10, 2025 1:42 PM
To: Schilens, Pamela
Subject: Fwd: Jaeger Rd. Building Permits

Here is that email I sent December 4th.
Sent from my iPhone

Begin forwarded message:

From: "Carbonaro, Joseph" <Joseph_Carbonaro@cityoflorain.org>
Date: December 4, 2025 at 11:42:01 AM EST
To: "Carrion, Rey" <Rey_Carrion@cityoflorain.org>
Cc: "Pritchard, Joseph" <Joseph_Pritchard@cityoflorain.org>, "Faciana, David" <David_Faciana@cityoflorain.org>, "Berki, Alex" <alex_berki@cityoflorain.org>, "Dowell, Angela" <Angela_Dowell@cityoflorain.org>
Subject: **Fw: Jaeger Rd. Building Permits**

Good afternoon Rey,

Please find email below with cost details. I am forwarding this as Utilities is requesting that the permit fees be waived for our Jaeger Road PS Project. We are intending to cover the Plan Review Fees associated with the project, and this will go to BOC for approval. Please let me know if you have any questions regarding this request.

Thank you

Joe C

From: Warrens, Megan <Megan_Warrens@cityoflorain.org>
Sent: Wednesday, December 3, 2025 3:48 PM
To: pmanns@northbayconstruction.com <pmanns@northbayconstruction.com>; Faciana, David <David_Faciana@cityoflorain.org>; BHP Mail Group <BHP@cityoflorain.org>
Cc: Carbonaro, Joseph <Joseph_Carbonaro@cityoflorain.org>; 'Vincent Parcher' <vincent.parcher@anseradvisory.com>
Subject: RE: Jaeger Rd. Building Permits

The Permit Fees are as follows:

Electrical Permit Fee: \$8552.91
HVAC Permit Fee: \$2810.66
Plumbing Permit Fee: \$426.21
Building Permit Fee: \$24,703.31

These are the Permit Fees that can be waived through Safety Service and City Council.

The Plan Review Fee of \$38,736.00 will need to be paid before we send the plans out for review.

If you have any questions, or if I can be of any further assistance, please feel free to contact me.

Thank you.

Megan Warrens

Administrative Technician, Building Department, 5th Floor
200 West Erie Avenue, Lorain, Ohio 44052
(440)204-2045

From: pmanns@northbayconstruction.com <pmanns@northbayconstruction.com>
Sent: Wednesday, December 3, 2025 3:37 PM
To: Faciana, David <David_Faciana@cityoflorain.org>; BHP Mail Group <BHP@cityoflorain.org>
Cc: Carbonaro, Joseph <Joseph_Carbonaro@cityoflorain.org>; 'Vincent Parcher' <vincent.parcher@anseradvisory.com>
Subject: Jaeger Rd. Building Permits

Warning: Unusual sender <pmanns@northbayconstruction.com>

You don't usually receive emails from this address. Make sure you trust this sender before taking any actions.

David, here is the break down on different trades at Jaeger Rd.

Electrical- \$1,160,502

HVAC- \$286,662

Plumbing- \$26,888

Building/Architectural- \$1,078,464

Process- \$6,019,349

There are some allowances and contingency that make up the rest of the contract value.

Thanks Pete

Peter Manns
President
North Bay Construction, Inc.
4170 Pearl Road
Medina, OH 44256
Cell: (216) 857-4763



CITY OF LORAIN

Board of Control

2. g.

Meeting Date: 12/17/2025

Subject:

A request from the Lorain Utilities Distribution Department for a purchase order in the amount of \$5,945.00 with UtiliSync, LLC for Ohio Utilities Protection Service ticket management system, which is compatible with the asset management system, Cityworks. Funding GL Account 6020.P602.6190.6300.1500 Distribution Maintenance - Contractual Services.

Attachments

BOC - Distribution - OUPS Ticket Management System - UtiliSync LLC
Utilisync INV-1866



BOARD OF CONTROL REQUEST FORM

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(Meeting day and time is subject to change with advanced notice)

All requests must be received by no later than 10:00 a.m. on the Tuesdays prior to the meeting, or by 10:00 a.m. one day prior to the meeting when BOC is held on a day other than Wednesday.

<<< Answer all of the following questions for each request submitted >>>

1. Request Date: 12/15/25
2. Name of Department Submitting Request: Lorain Utilities Distribution Department
3. Summary of Report: A request from the Lorain Utilities Distribution Department for a purchase order in the amount of \$5,945.00 with UtiliSync, LLC for Ohio Utilities Protection Service ticket management system, which is compatible with the asset management system, Cityworks. Funding GL Account 6020.P602.6190.6300.1500 Distribution Maintenance - Contractual Services.
4. Name of Vendor: UtiliSync LLC
5. Amount: \$5,945.00
6. Number of account to be used for funding: 6020.P602.6190.6300.1500

7. VENDOR DETAIL

Sole Source Vendor - **Yes** / No

State Purchasing Vendor - Yes / **No**

List the names and the quote received from *at least* three vendors for the requested item;
Or, if bids were submitted, use this area to list vendor names and bid amounts.

Vendor #1 _____

Vendor #2 _____

Vendor #3 _____

Vendor #4 _____

8. The Treasurer's Office has verified that the vendor selected is registered with the City. Yes
9. Is the amount requested due to a change order? Yes / **No**
10. If necessary, has City Council approved and when? _____



INVOICE

City of Lorain

Invoice Date
Dec 12, 2025

Invoice Number
INV-1866

EIN
xxx-xx-0303

UtiliSync, LLC
9980 S 300 West, Ste 200
Sandy, UT 84070

Description	Quantity	Unit Price	Tax	Amount USD
UtiliSync TMS: Receive 811 Ticket from OHIO811 and show the tickets on a map and in a list view. Includes the following: <ul style="list-style-type: none"> • Access to UtiliSync TMS. • Create custom, branded PDF reports, including photos taken, for every ticket. • Send Positive Response to OHIO811. • Send email to excavator including custom PDF report. • Up to 15,000 tickets/year • Up to 100 811 Locate Users • Up to 100 View-Only Users • Up to 100 Admin Users Term: 1 Year Renews: February 1	1.00	4,950.00	Tax Exempt	4,950.00
Cityworks 811 Integration: <ul style="list-style-type: none"> • Create a Cityworks service request every time a new ticket is received • When a ticket is close: <ul style="list-style-type: none"> • Attach the PDF report to the service request • Attach photos taken to the service request • Close the service request Term: 1 Year Renews: February 1	1.00	995.00	Tax Exempt	995.00
Subtotal				5,945.00
TOTAL TAX				0.00
TOTAL USD				5,945.00

Due Date: Feb 1, 2026



PAYMENT ADVICE

To: UtiliSync, LLC
9980 S 300 West, Ste 200
Sandy, UT 84070

Customer City of Lorain

Invoice Number INV-1866

Amount Due **5,945.00**

Due Date Feb 1, 2026

Amount Enclosed _____

Enter the amount you are paying above



CITY OF LORAIN

Board of Control

2. h.

Meeting Date: 12/17/2025

Subject:

A request from the Lorain Utilities Water Purification Department to amend Ordinance 127-25 to increase funding with Phenix Tech International from \$120,000.00 to an amount not to exceed \$190,000; which is a \$70,000.00 increase. Additional funding is required to properly seal the interior steel of the wash water tanks in the Water Purification Plant. Pending city council's approval on 12/15/25; Ord ____ - _____. Funding GL accounts 6020.P602.6440.6300.1500 Purification Operations – Contractual Services and 6020.P602.6440.6700.1500 Purification Operations – Facility Improvement.

Attachments

BOC - Purification - Amend Ord 127-25 - Wash Tank Repair - Phoenix Tech

Ord. 127-25 - Amended 112-25

Ord. 112-25



BOARD OF CONTROL REQUEST FORM

The Board of Control meeting is held on Wednesdays at 11:15 a.m. in the 7th floor conference room.
(Meeting day and time is subject to change with advanced notice)

All requests must be received by no later than 10:00 a.m. on the Tuesdays prior to the meeting, or by 10:00 a.m. one day prior to the meeting when BOC is held on a day other than Wednesday.

<<< Answer all of the following questions for each request submitted >>>

1. Request Date: 12/15/25

2. Name of Department Submitting Request: Lorain Utilities Water Purification Department

3. Summary of Report: A request from the Lorain Utilities Water Purification Department to amend Ordinance 127-25 to increase funding with Phenix Tech International from \$120,000.00 to an amount not to exceed \$190,000; which is a \$70,000.00 increase. Additional funding is required to properly seal the interior steel of the wash water tanks in the Water Purification Plant. Pending city council's approval on 12/15/25; Ord ____ - _____. Funding GL accounts 6020.P602.6440.6300.1500 Purification Operations – Contractual Services and 6020.P602.6440.6700.1500 Purification Operations – Facility Improvement.

4. Name of Vendor: Phoenix Tech International

5. Amount: Not to exceed \$190,000.00

6. Number of account to be used for funding: 6020.P602.6440.6300.1500 and 6020.P602.6440.6700.1500

7. VENDOR DETAIL

Sole Source Vendor - Yes / **No**

State Purchasing Vendor - Yes / **No**

List the names and the quote received from *at least* three vendors for the requested item; Or, if bids were submitted, use this area to list vendor names and bid amounts.

Vendor #1 _____

Vendor #2 _____

Vendor #3 _____

Vendor #4 _____

8. The Treasurer's Office has verified that the vendor selected is registered with the City. Yes

9. Is the amount requested due to a change order? Yes / No



**BOARD OF CONTROL
REQUEST FORM**

10. If necessary, has City Council approved and when? Ord. 112-25 9/15/25 | Amended Ordinance 127-25 and new approved amended Ord. - .

ORDINANCE NO. 127-25

AN ORDINANCE AMENDING ORDINANCE 112-25 AND ENTERING INTO CONTRACT FOR SERVICES AT THE WATER PURIFICATION PLANT WITHOUT FORMAL BIDDING DUE TO OHIO EPA RECOMMENDATIONS, AND DECLARING AN EMERGENCY.

WHEREAS, the Water Purification Plant requires the immediate and emergency rehabilitation of the two (2) wash water tanks to maintain proper backwash operations; and

WHEREAS, on August 21st, 2025 the Ohio EPA made their annual survey of the Water Purification Plant and is recommending the immediate repair to rehabilitate the wash water tanks as they have progressed to be in need of critical repair; and

WHEREAS, the Water Purification Plant needs to continue to provide clean, healthy, and safe drinking water to a population of approximately 67,000; and

WHEREAS, the Utilities Department Administration has determined that these improvements are necessary to maintain water production operations in accordance with federal and state regulations.

NOW, THEREFORE, BE IT ORDAINED BY THE COUNCIL OF THE CITY OF LORAIN, STATE OF OHIO:

SECTION I That the Director of Public Service of the City of Lorain, State of Ohio, be and is hereby authorized in the name of the City of Lorain to enter into contract for work at the Water Purification Plant without formal bidding & advertising per ORC 735.051.

SECTION II That the cost of said work shall not exceed \$120,000 and be paid for by funds from the following Water Works Fund GL Account:

6020.P602.6440.6700.1500 – Purification Operations – Facility Improvement

SECTION III That it is found and determined that all formal actions of this Council concerning and relating to the passage of this ordinance were adopted in an open meeting of this Council; and that all deliberations of this Council and of any of its committees that resulted in such formal actions were in meetings open to the public and in compliance with all legal requirements, including Section 121.22, Ohio Revised Code.

SECTION IV That this ordinance is hereby declared to be an emergency, the nature of which is the immediate need to commence work on the wash water tanks at the Water Purification Plant. Therefore, this Ordinance shall take immediately upon its passage and approval by the Mayor, providing it receives the statutory requirements for passage; otherwise, it shall take effect and be in force from and after the earliest period allowed by law.

PASSED: September 15, 2025

ATTEST: Breanna Dull CLERK

APPROVED: September 14, 2025



PRESIDENT OF COUNCIL



MAYOR



CITY OF LORAIN

City Council Regular Meeting

10. f.

Meeting Date: 09/15/2025

Submitted by: Joe Carbonaro, Utilities Director

AGENDA ITEM DESCRIPTION OR LEGISLATION TITLE:

AN ORDINANCE AMENDING ORDINANCE 112-25 AND ENTERING INTO CONTRACT FOR SERVICES AT THE WATER PURIFICATION PLANT WITHOUT FORMAL BIDDING DUE TO OHIO EPA RECOMMENDATIONS, AND DECLARING AN EMERGENCY.

PURPOSE AND BACKGROUND:

WHEREAS, the Water Purification Plant requires the immediate and emergency rehabilitation of the two (2) wash water tanks to maintain proper backwash operations; and

WHEREAS, on August 21st, 2025 the Ohio EPA made their annual survey of the Water Purification Plant and is recommending the immediate repair to rehabilitate the wash water tanks as they have progressed to be in need of critical repair; and

WHEREAS, the Water Purification Plant needs to continue to provide clean, healthy, and safe drinking water to a population of approximately 67,000; and

WHEREAS, the Utilities Department Administration has determined that these improvements are necessary to maintain water production operations in accordance with federal and state regulations.

RECOMMENDATION TO COUNCIL:

Passage

Admin Only

___ Ord. amending Ord. 112-25 and entering into contract for services at the Water Purification Plant without formal bidding due to Ohio EPA recommendations.

Fiscal Impact

Funds Available in Current Year Budget (Y/N): Y
Estimated Total Expenditure: 120000
List of Funding Source and/or Account Number: Budget
Estimate of Incoming Revenue (fees, grants, etc.):
Financing Requirements (Bonds, Loans, Lease, etc.):

Attachments

Amended Ordinance

Form Review

Inbox

Carrion
Mayor Bradley
JKoziura
Harper
P. Riley

Reviewed By

Rey Carrion
Jack Bradley
Maggie Partin
Anita Harper
Michele Beko

Date

09/12/2025 09:37 AM
09/12/2025 09:39 AM
09/12/2025 09:55 AM
09/12/2025 09:56 AM
09/12/2025 10:36 AM
Started On: 09/08/2025 02:41 PM

Form Started By: Joe Carbonaro

Final Approval Date: 09/12/2025

VOTE ON PASSAGE					
	AYE	NAY		AYE	NAY
Springowski			Nutt		
Dimacchia			Moon		
DuVall			Arroyo		
Henley			Spellacy		
Kempton			Thornsberry		
Carter			Arredondo		

ORDINANCE NO. 112-25

AN ORDINANCE AUTHORIZING THE DIRECTOR OF PUBLIC SERVICE OF THE CITY OF LORAIN, OHIO, TO AUTHORIZE & PURCHASE SERVICES FOR THE REHABILITATION OF THE TWO (2) WASH WATER TANKS AT THE WATER PURIFICATION PLANT, AND DECLARING AN EMERGENCY.

WHEREAS, the Water Purification Plant requires the immediate rehabilitation of the two (2) wash water tanks to maintain proper backwash operations; and

WHEREAS, the Water Purification Plant needs to continue to provide clean, healthy, and safe drinking water to a population of approximately 67,000; and

WHEREAS, the Utilities Department Administration has determined that these improvements are necessary to maintain water production operations in accordance with federal and state regulations.

NOW, THEREFORE, BE IT ORDAINED BY THE COUNCIL OF THE CITY OF LORAIN, STATE OF OHIO:

SECTION I That the Director of Public Service of the City of Lorain, State of Ohio, be and is hereby authorized in the name of the City of Lorain to purchase the services for the work associated with the rehabilitation of the two (2) wash water tanks, subject to the Board of Control as required by law.

SECTION II That the cost of said construction shall not exceed \$120,000 and be paid for by funds from the following Water Works Fund GL Account:

6020.P602.6440.6700.1500 – Purification Operations – Facility Improvement

SECTION III That it is found and determined that all formal actions of this Council concerning and relating to the passage of this ordinance were adopted in an open meeting of this Council; and that all deliberations of this Council and of any of its committees that resulted in such formal actions were in meetings open to the public and in compliance with all legal requirements, including Section 121.22, Ohio Revised Code.

SECTION IV That this ordinance is hereby declared to be an emergency, the nature of which is the immediate need to commence work on the wash water tanks at the Water Purification Plant. Therefore, this Ordinance shall take immediately upon its passage and approval by the Mayor, providing it receives the statutory requirements for passage; otherwise, it shall take effect and be in force from and after the earliest period allowed by law.

PASSED: September 2, 2025

ATTEST: Breanna Dill CLERK

APPROVED: September 3, 2025



PRESIDENT OF COUNCIL



MAYOR

Backwash Tank Inspections



Inspections conducted: 1.22.2025
Inspected by Matt Patrick – USG Water

Questions?
Contact Daryl Bowling
Daryl.Bowling@usgwater.com



USG WATER
— SOLUTIONS —

**Backwash Tank 1 – East
Inspected on 1-22-25**

2025/01/22 09:01



The image shows the interior of a large industrial structure, possibly a tunnel or a large pipe. The walls are painted a vibrant blue and feature numerous rivets along the joints. On the left, there is a large, corrugated metal duct. A bright light source is visible on the left wall, casting a strong glow. The overall scene is well-lit, highlighting the texture of the metal and the uniformity of the blue paint.

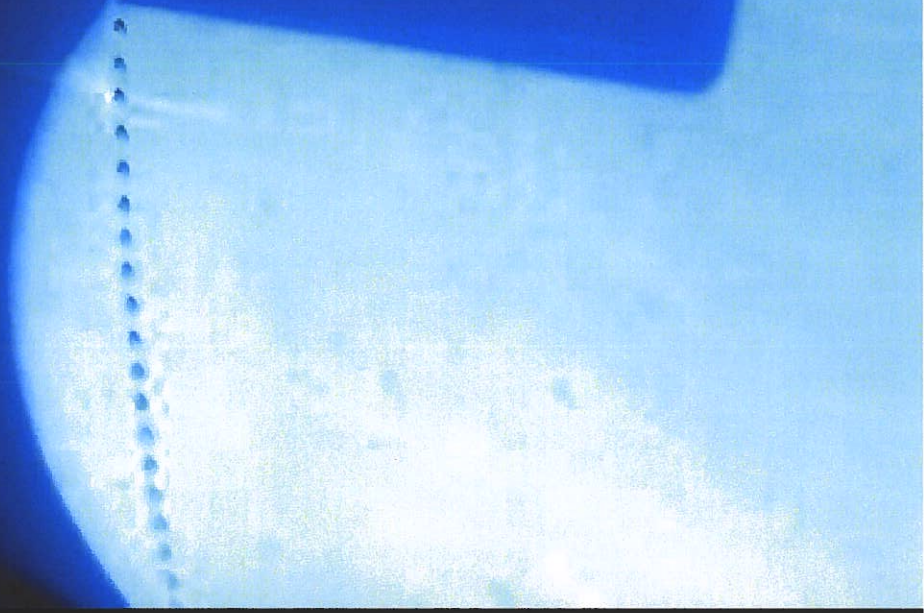
**Exterior coatings on the
sidewalls are in good condition**

2025/01/22 09:01

Dry film exterior coating thickness is 7.3

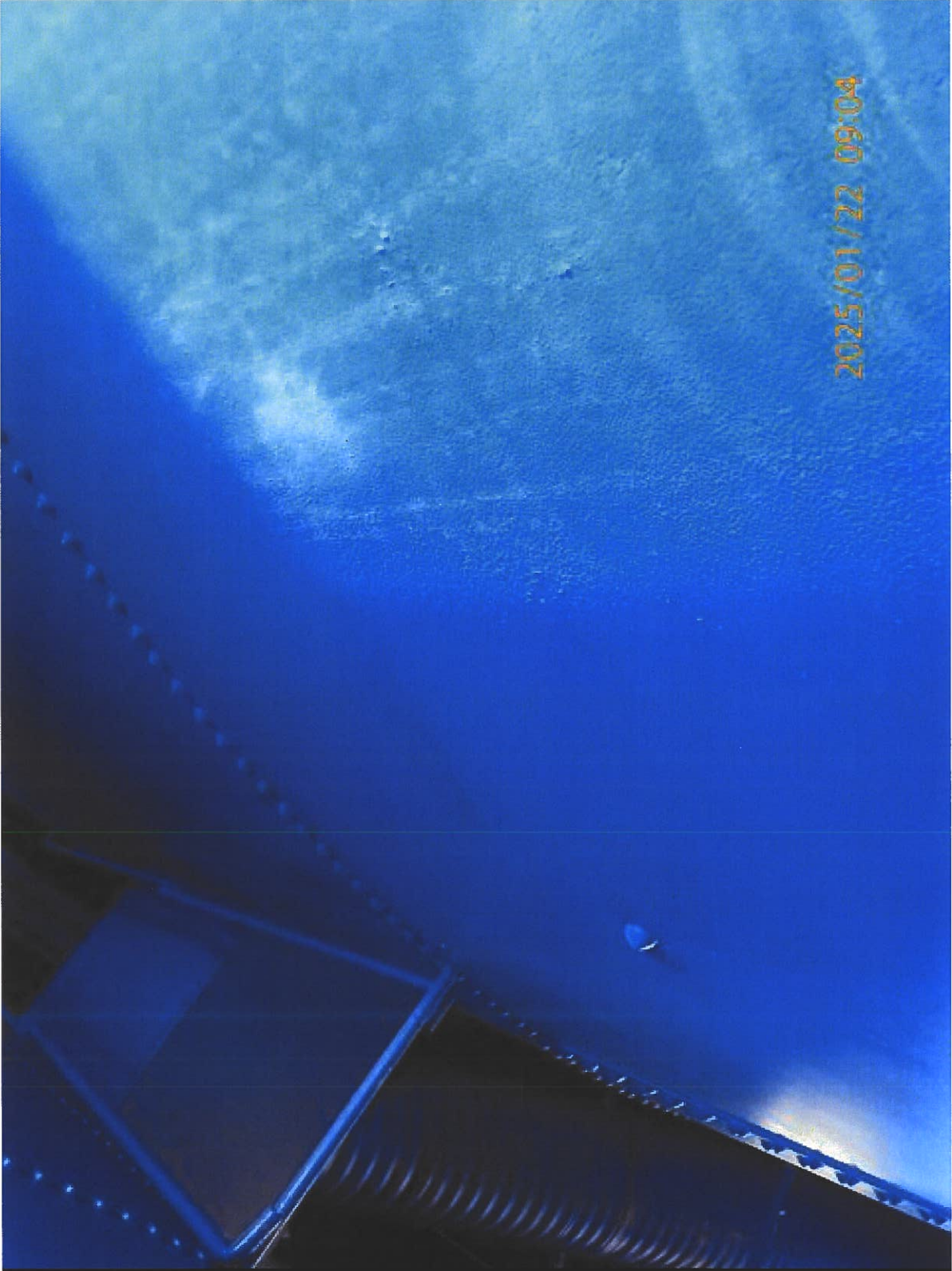


2025/01/22 09:04



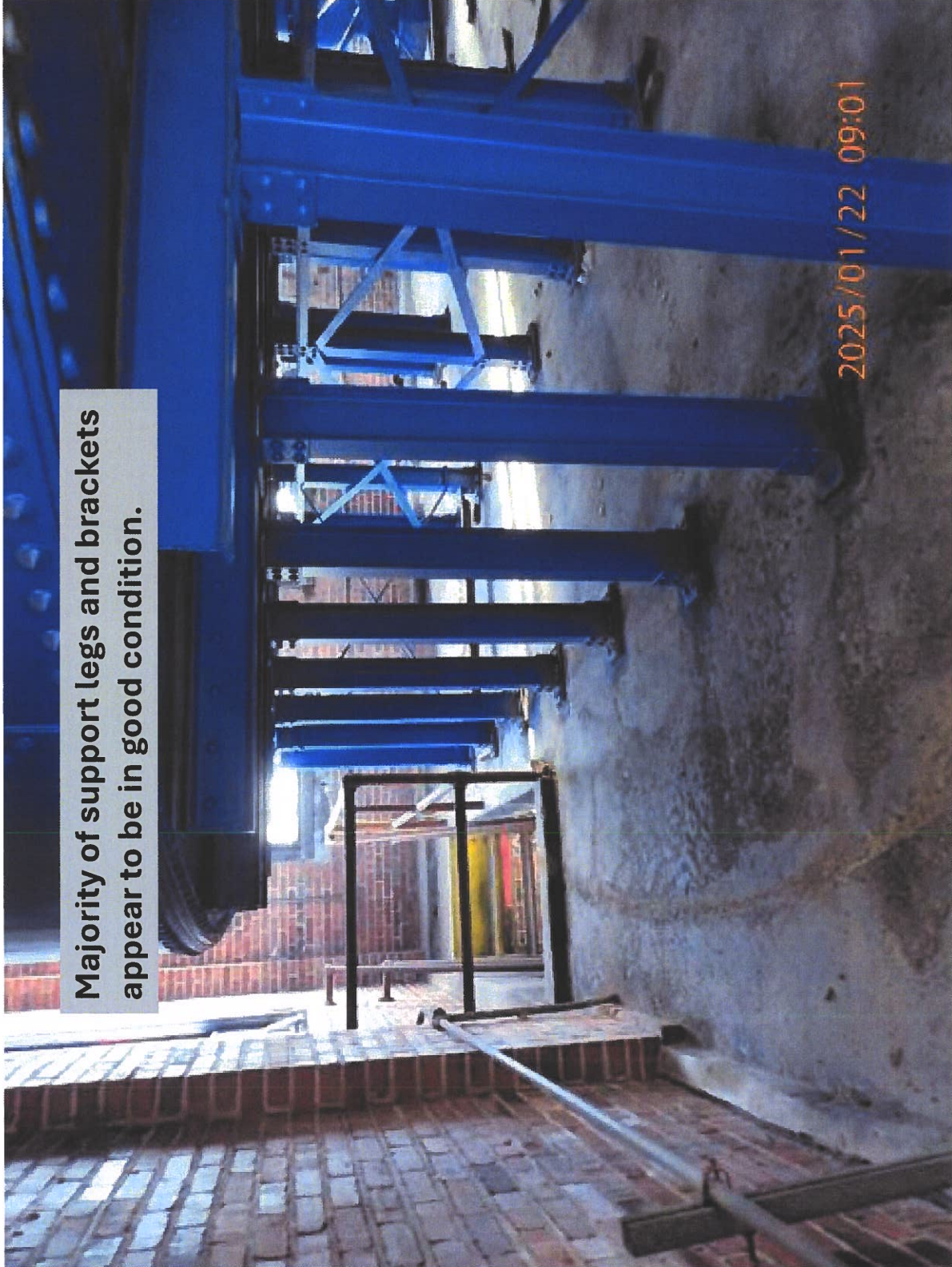


2025/01/22 09:04



Majority of support legs and brackets appear to be in good condition.

2025/01/22 09:01



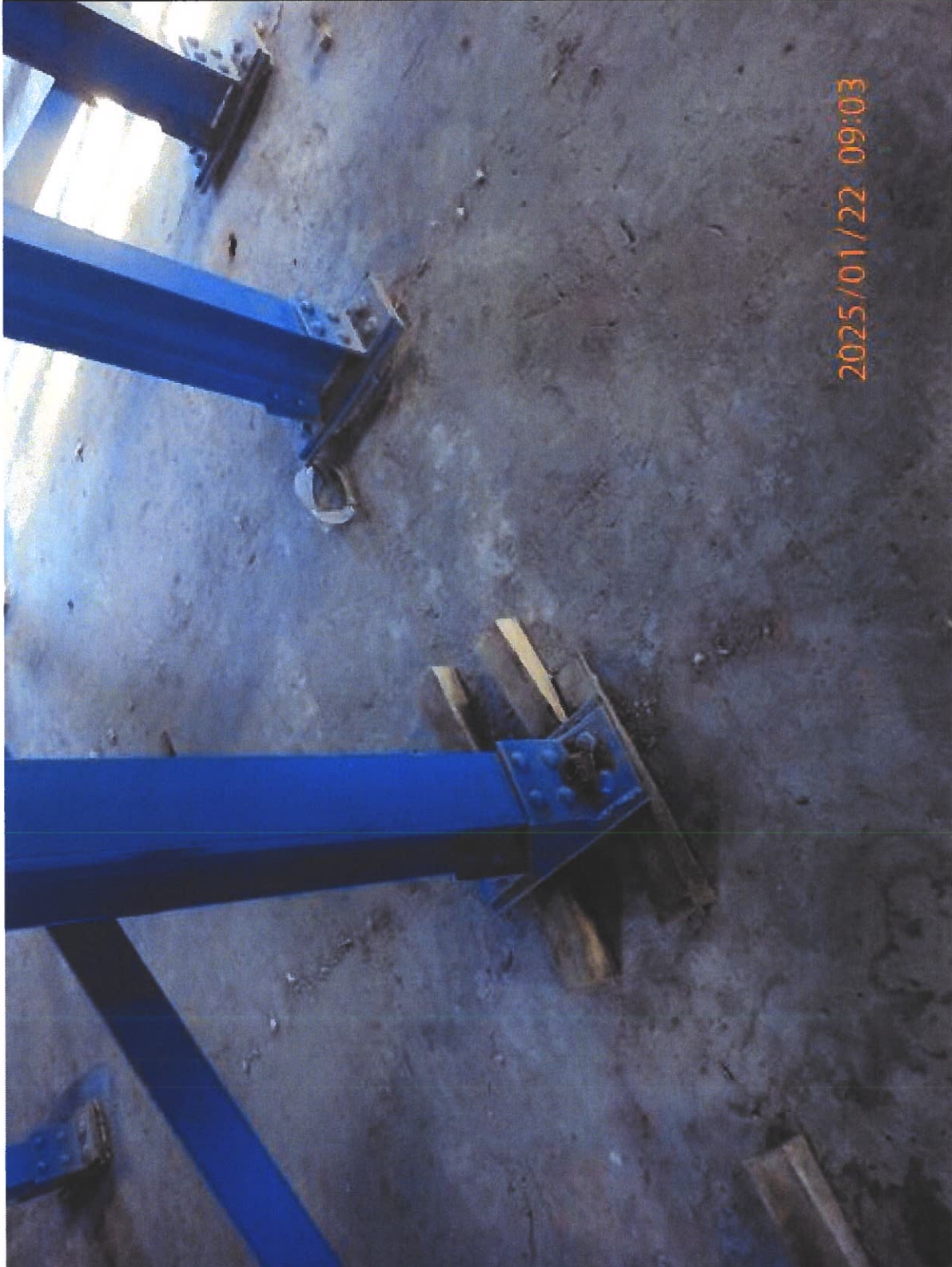




2025/01/22 09:02





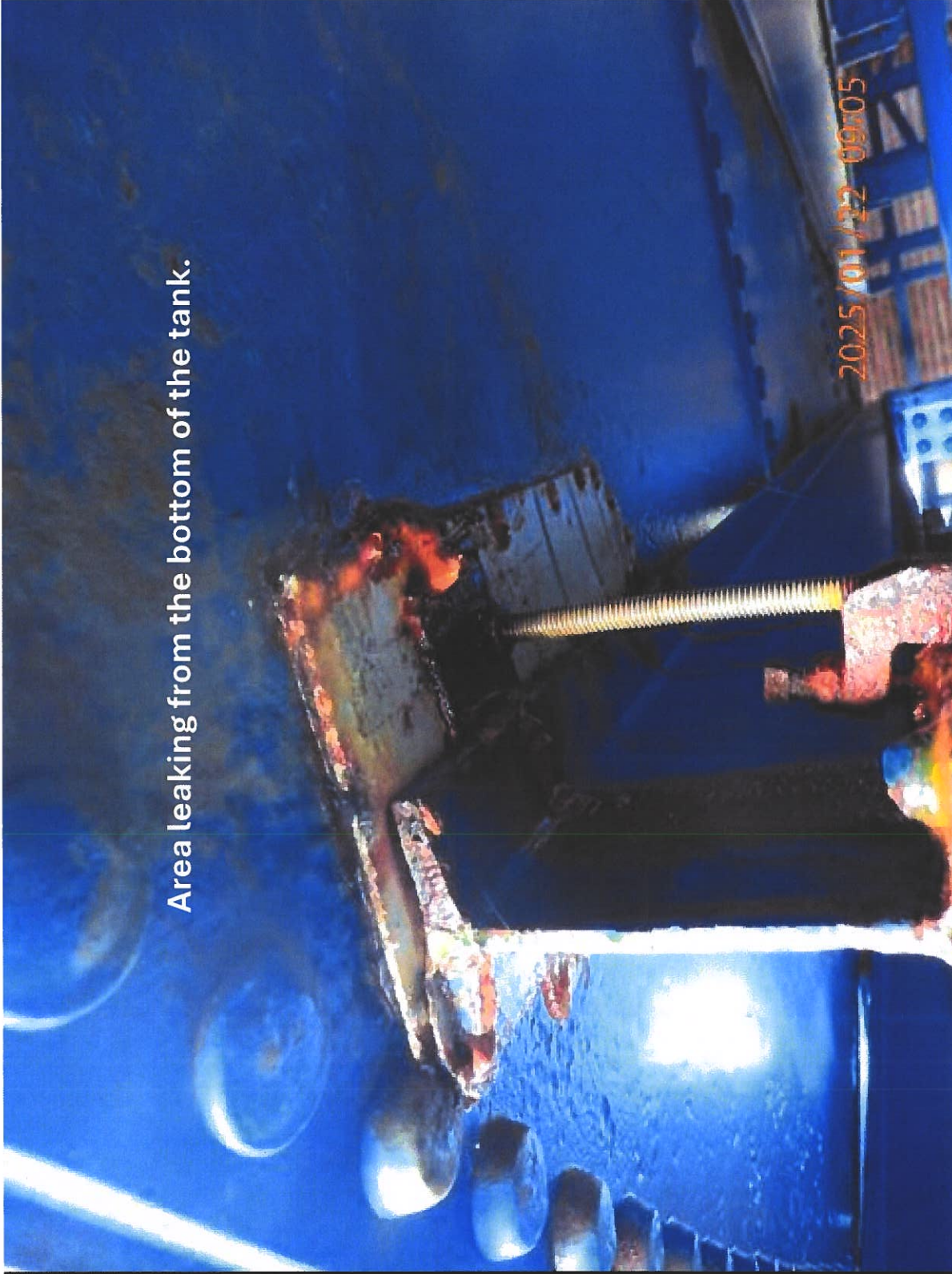






2025/01/22 09:03

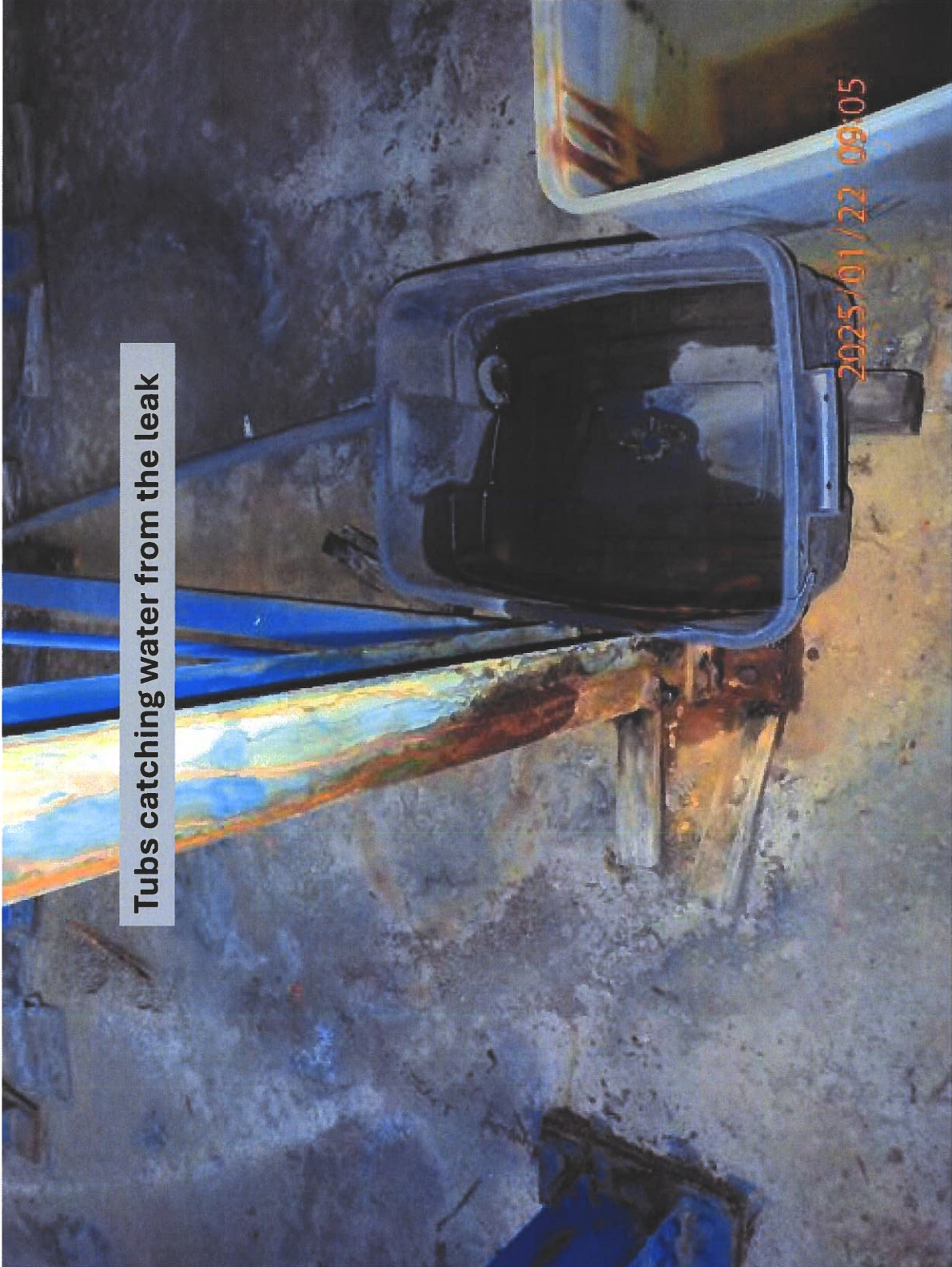
Area leaking from the bottom of the tank.



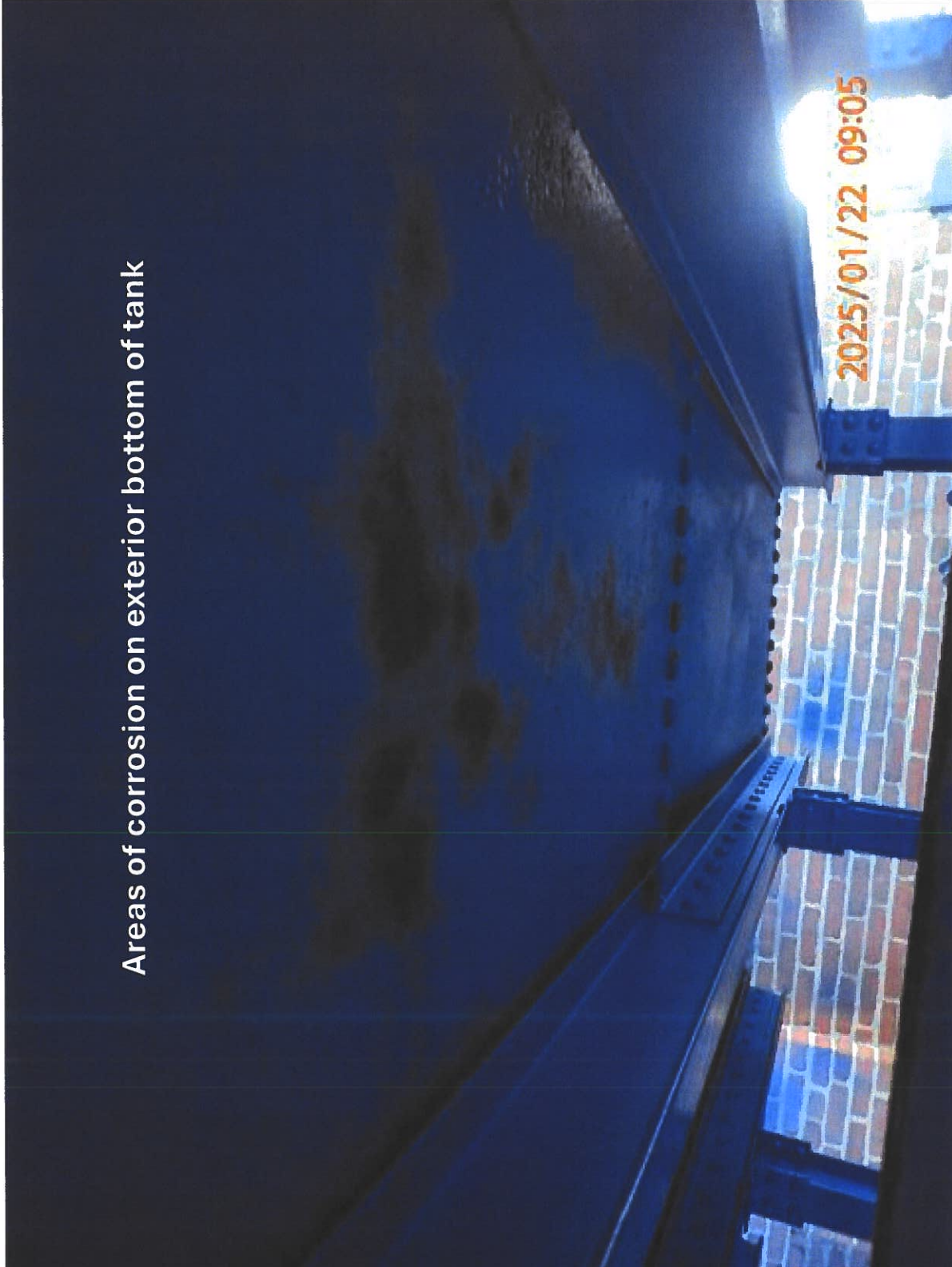


2025/01/22 09:05

Tubs catching water from the leak



Areas of corrosion on exterior bottom of tank



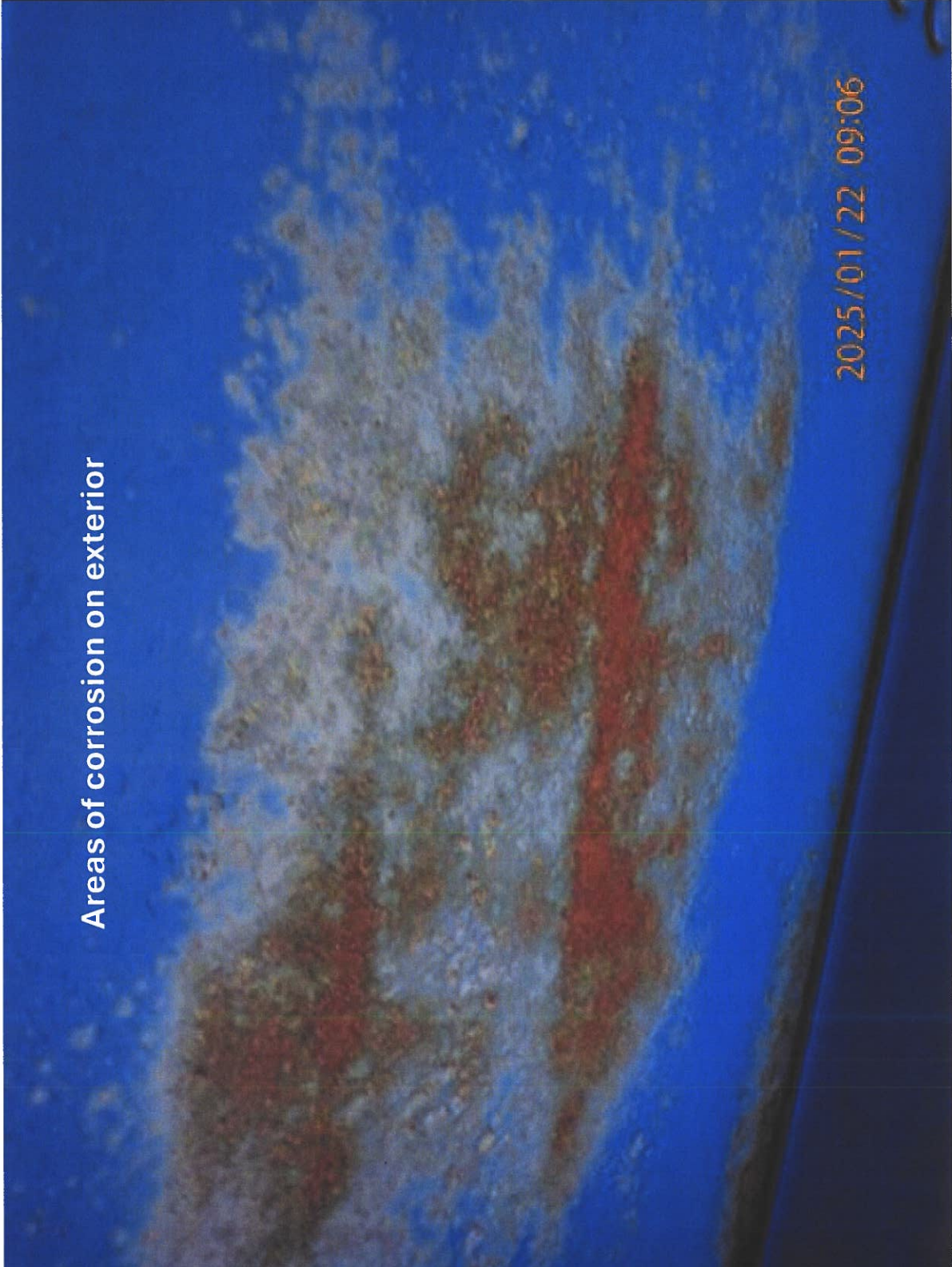


Pitting shows areas of past corrosion



Areas of corrosion on exterior

2025/01/22 09:06



Areas of corrosion on exterior bottom



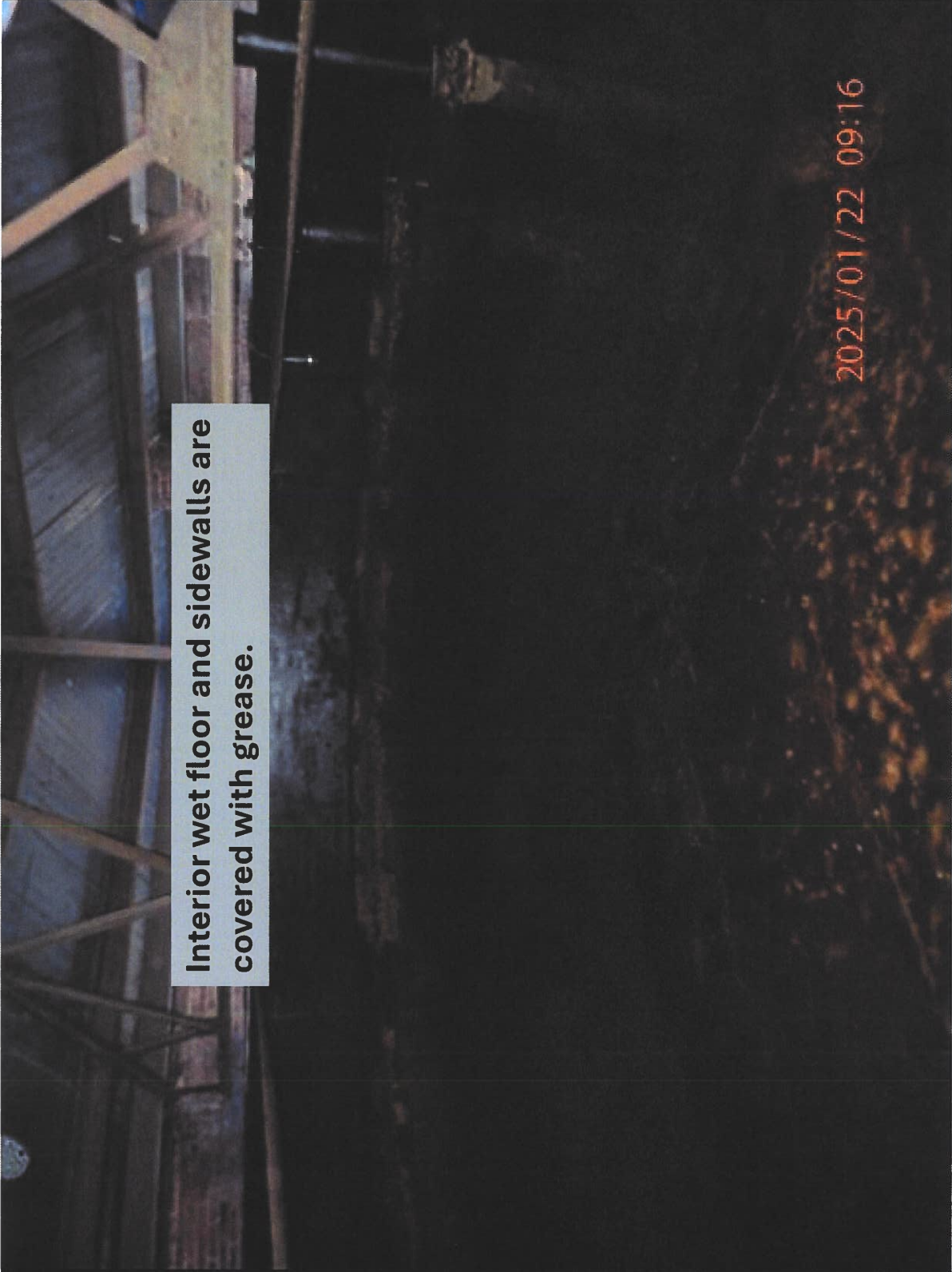
Interior wet area

2025/01/22 09:14

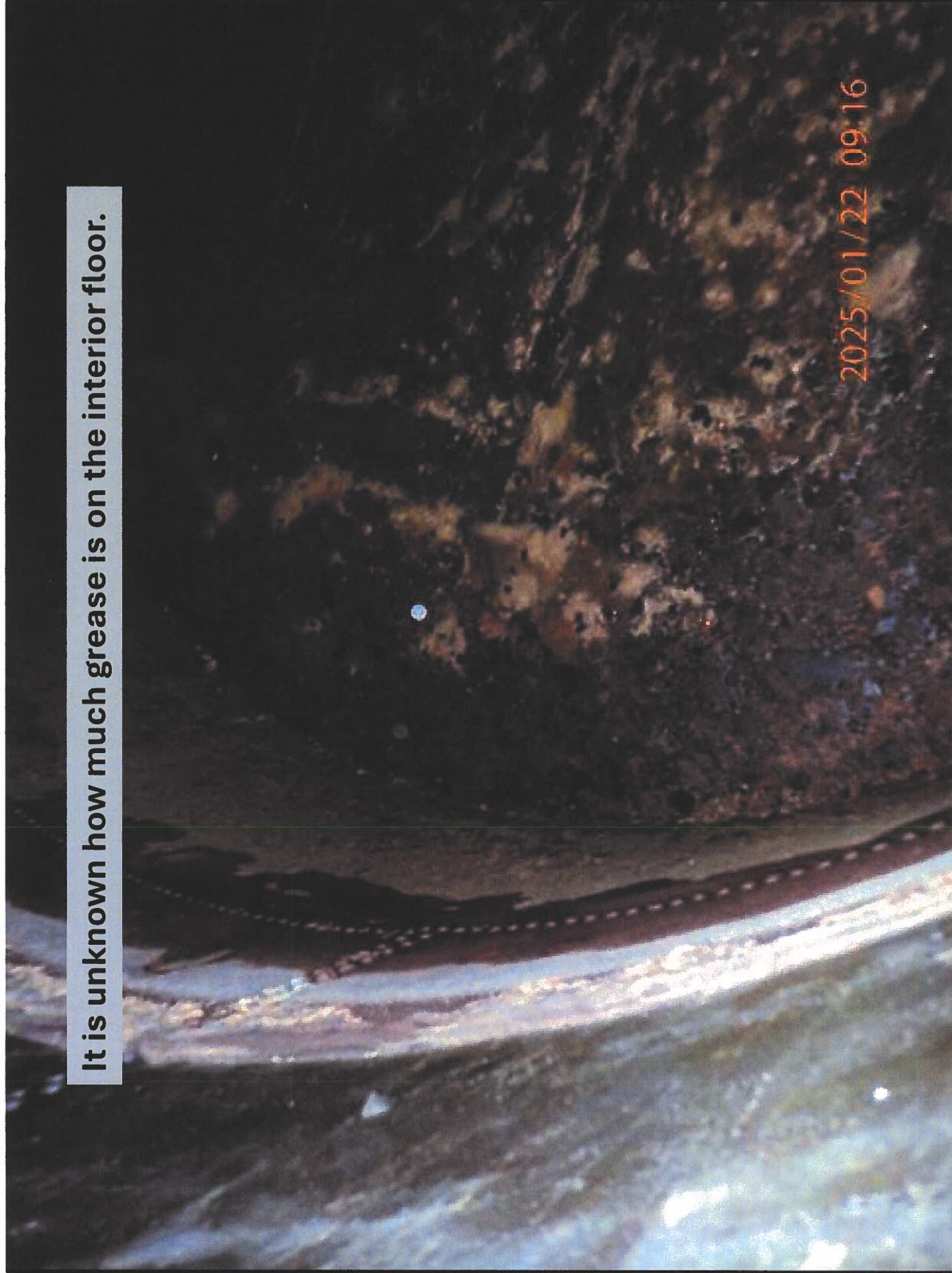


Interior wet floor and sidewalls are covered with grease.

2025/01/22 09:16

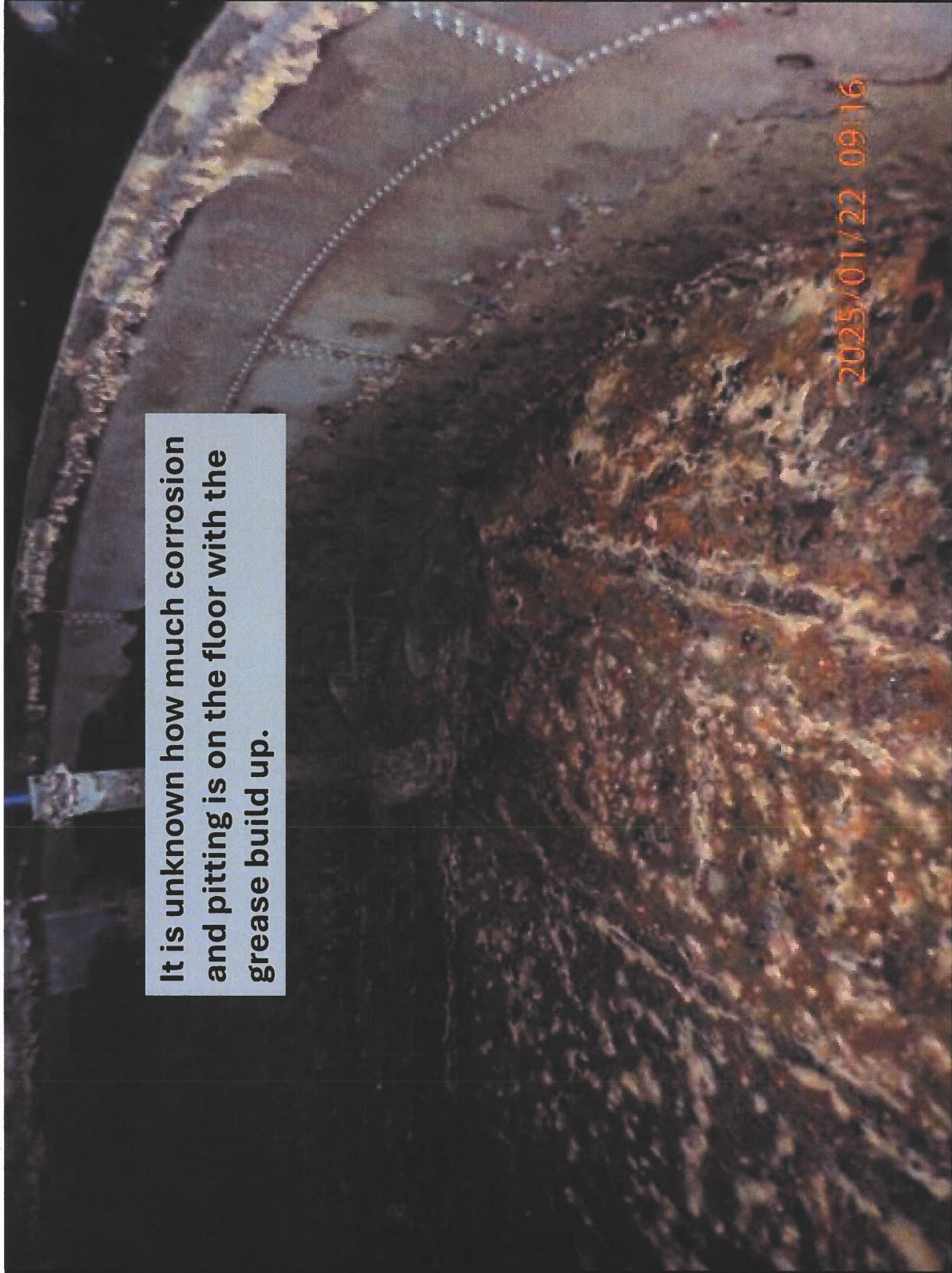


It is unknown how much grease is on the interior floor.



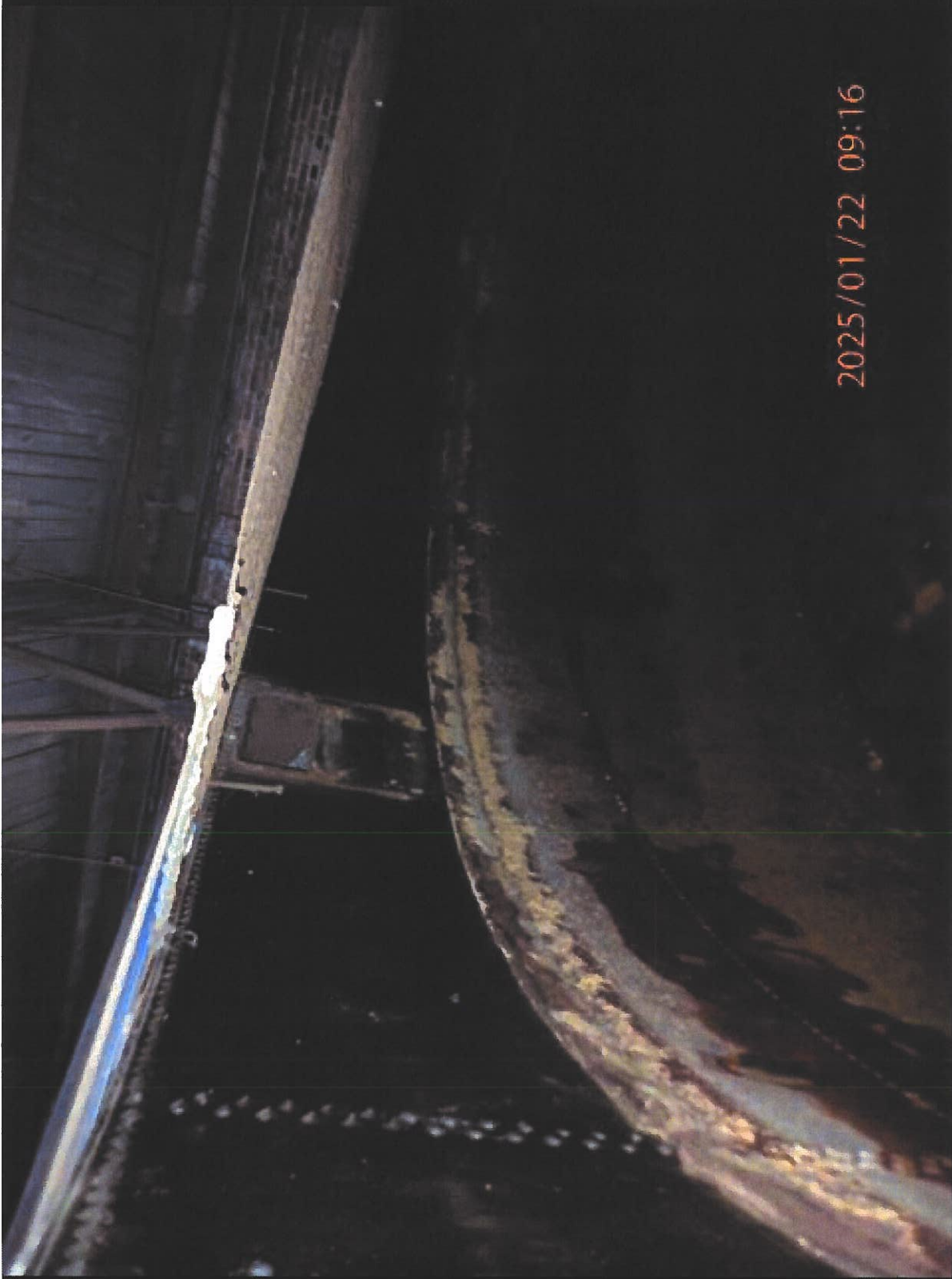
It is unknown how much corrosion and pitting is on the floor with the grease build up.

2025/01/22 09:16







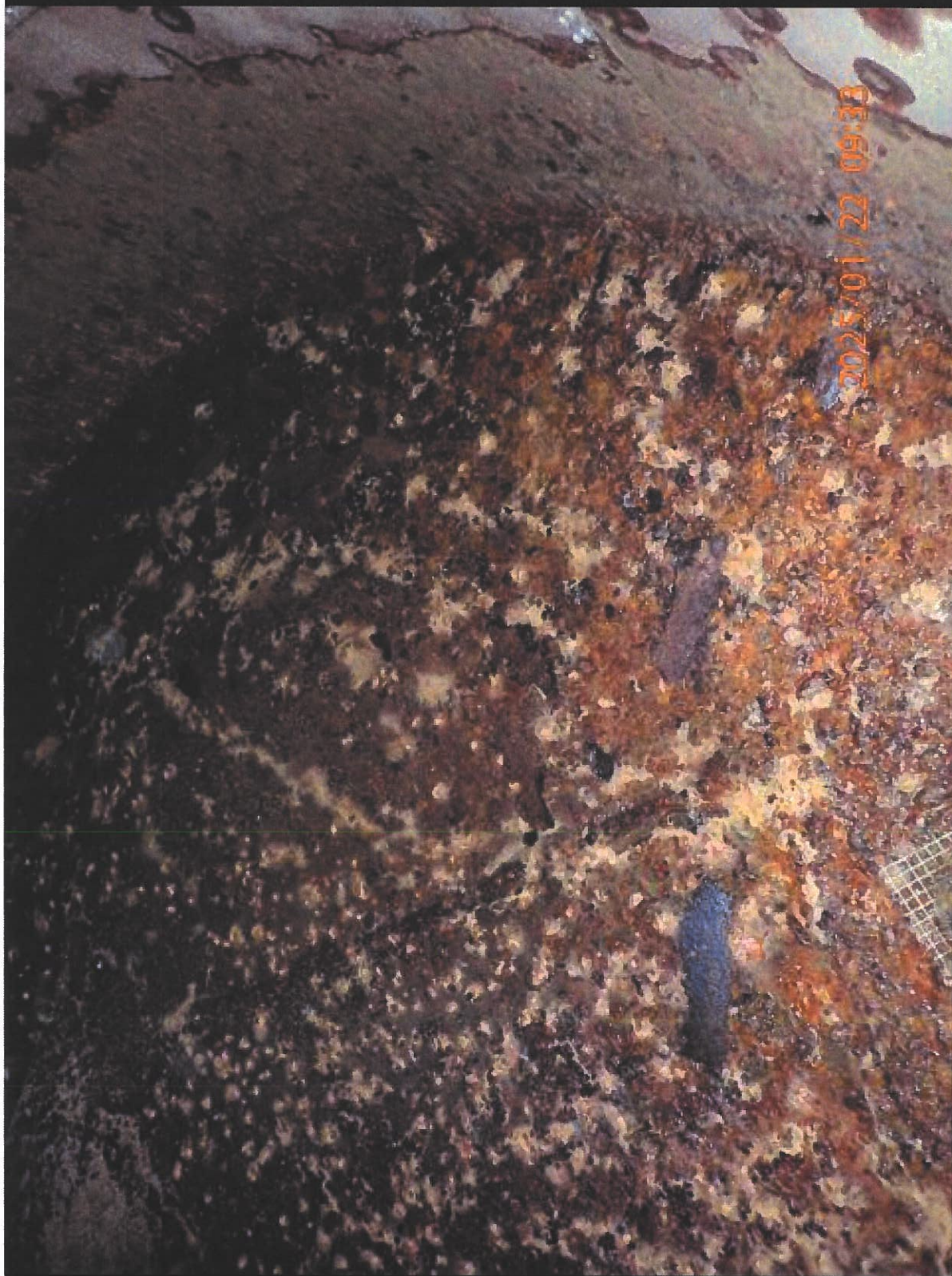


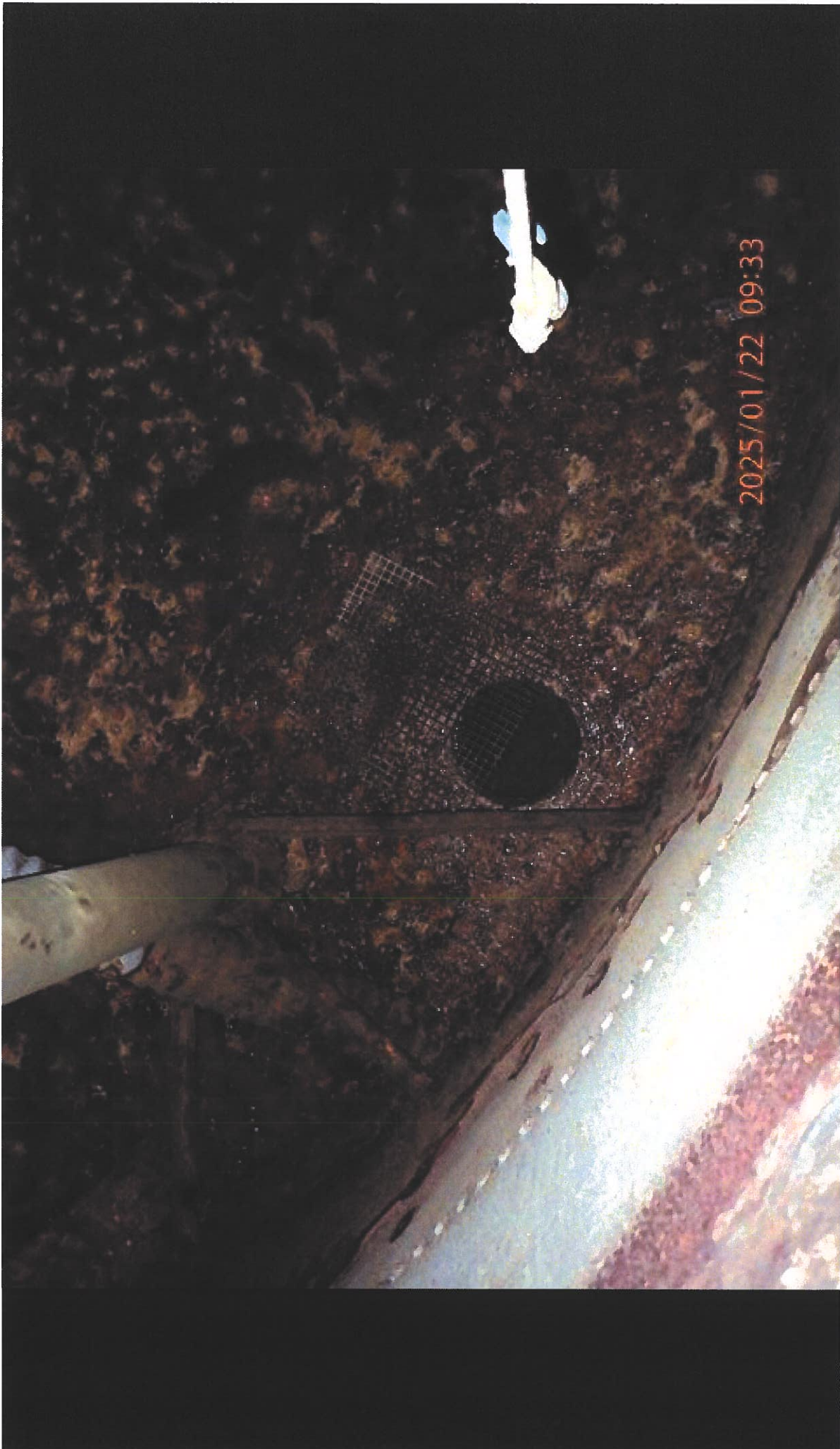
2025/01/22 09:16



2025/01/22 09:33







Recommendations (Backwash tank 1)

1. Degrease all interior surfaces. This could a few days.
2. Prepare the interior for full blast
3. Blast the interior at SSPC-SP10
4. Determine the surface areas that will need to be welded and repaired.
5. Apply 1 coat of epoxy Primer.
6. Apply 1 finish coat of Epoxy.

Backwash Tank 2

Inspections conducted: 1.22.2025
Inspected by Matt Patrick – USG Water

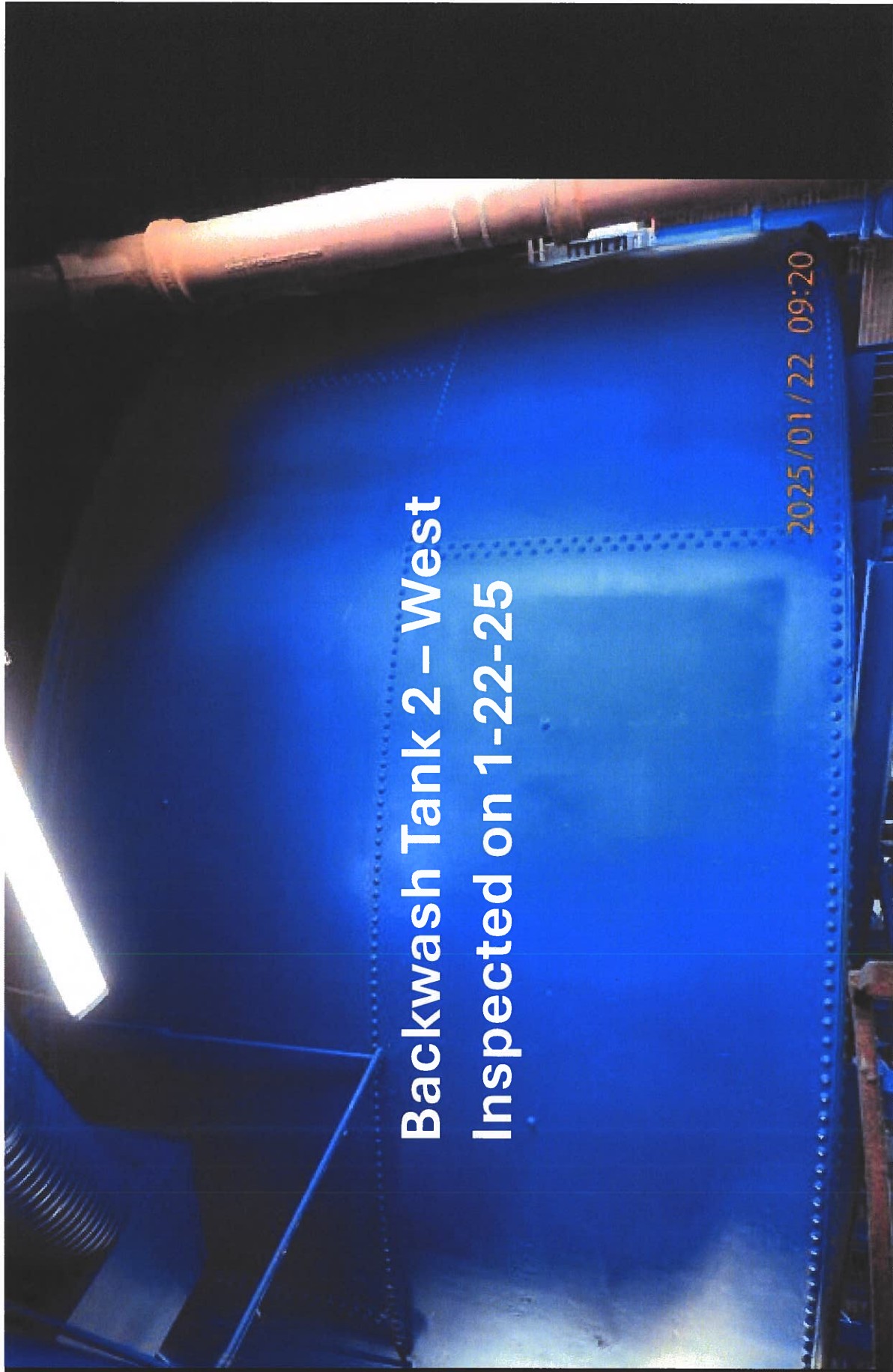
Questions?
Contact Daryl Bowling
Daryl.Bowling@usgwater.com



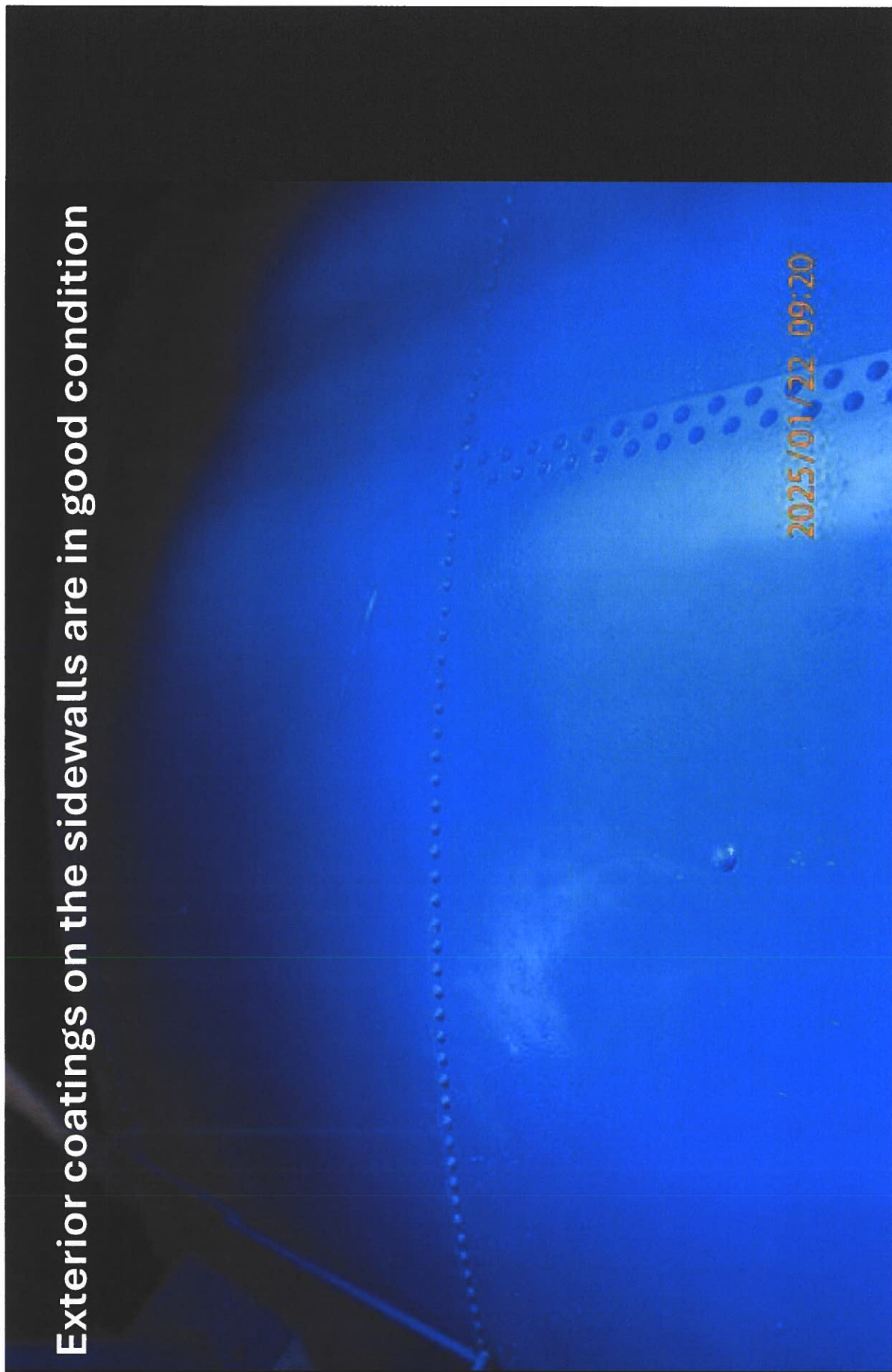
USG WATER
— SOLUTIONS —

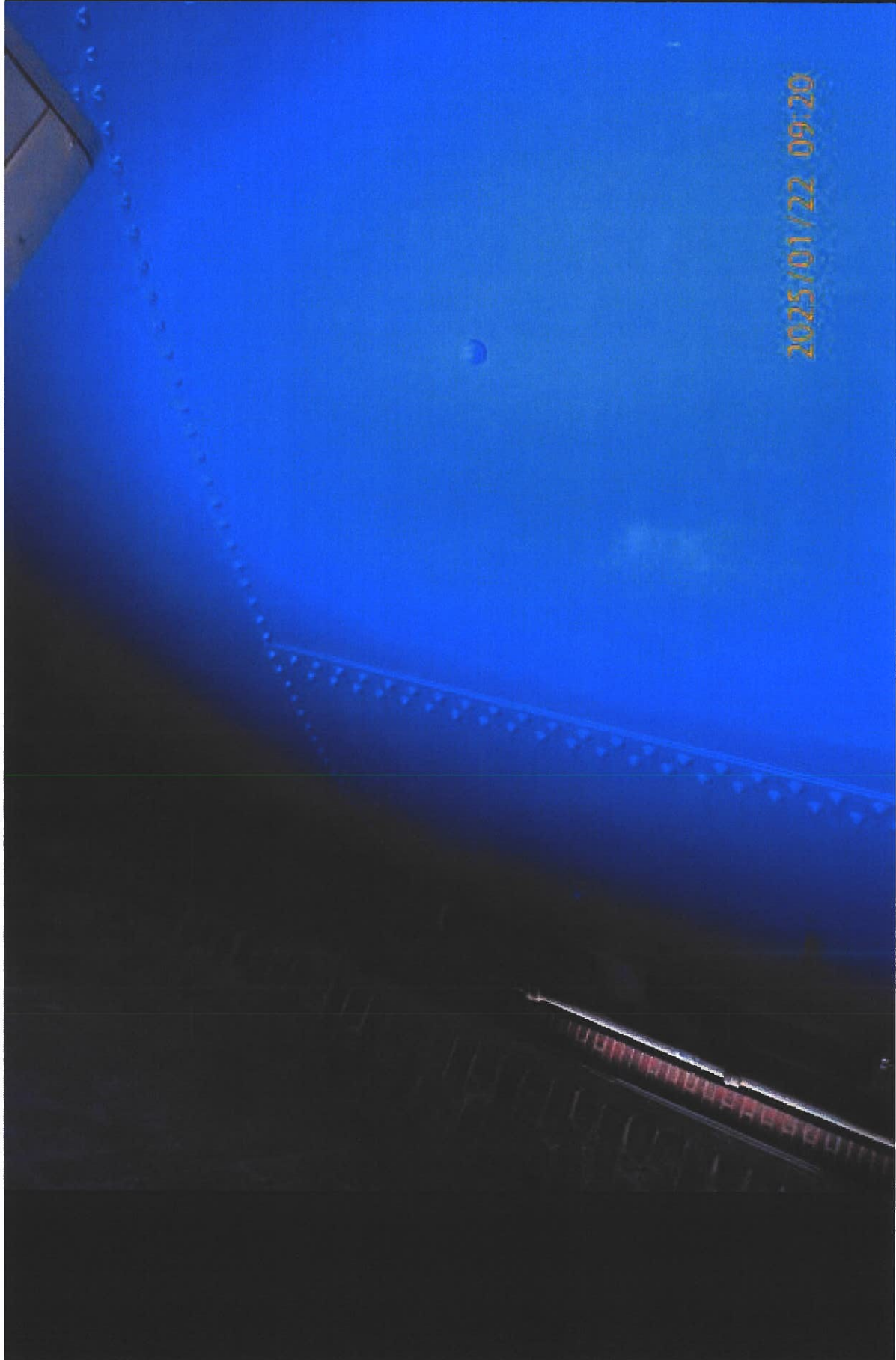
**Backwash Tank 2 -- West
Inspected on 1-22-25**

2025/01/22 09:20



Exterior coatings on the sidewalls are in good condition





2025/01/22 09:20

2025/01/22 09:21

Dry film exterior coating thickness is 4.6



2025/01/22 09:21

Areas of corrosion on exterior bottom of tank







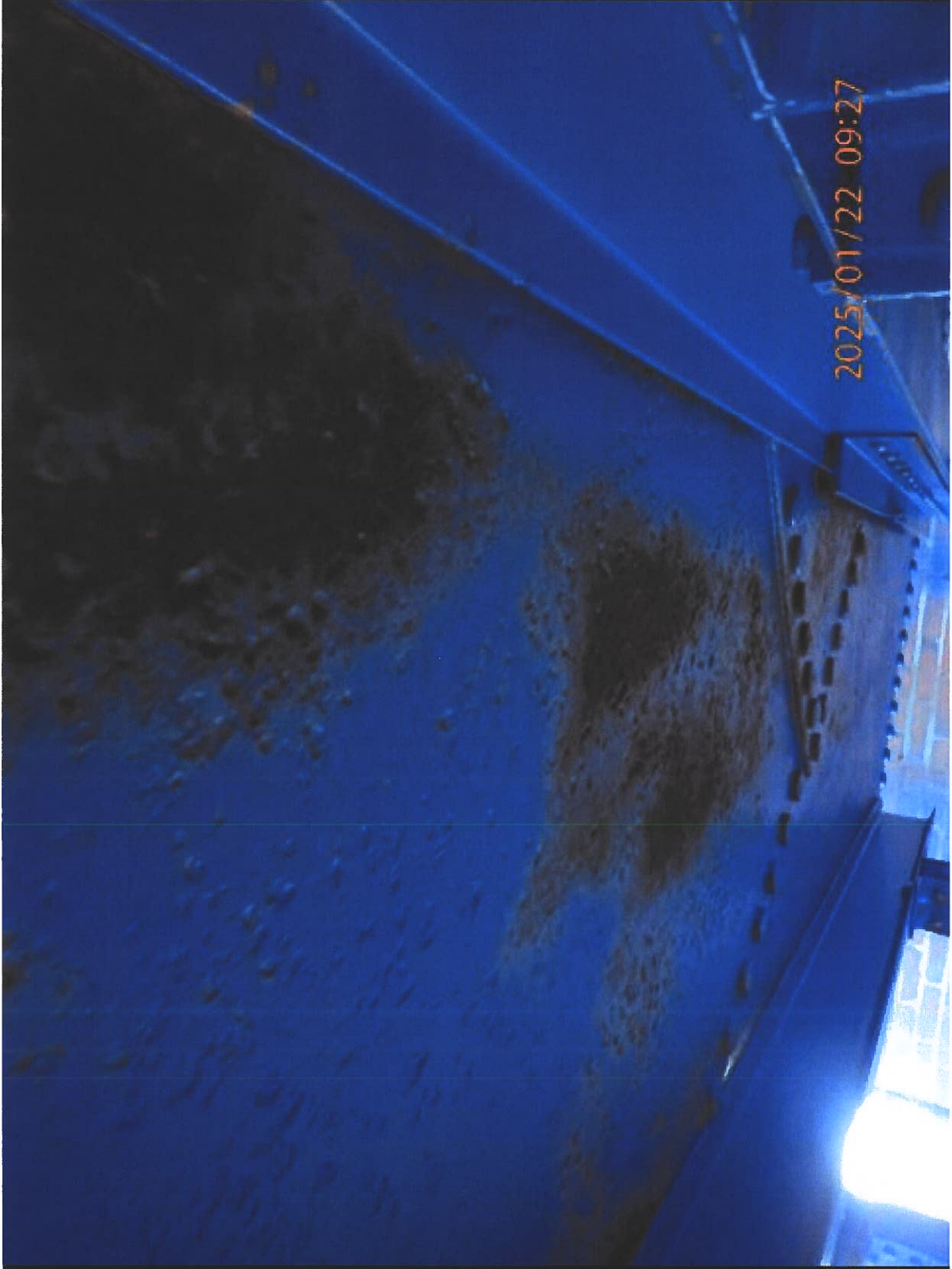
2025/01/22 09:27



2025/01/22 09:27



2025/01/22 09:27



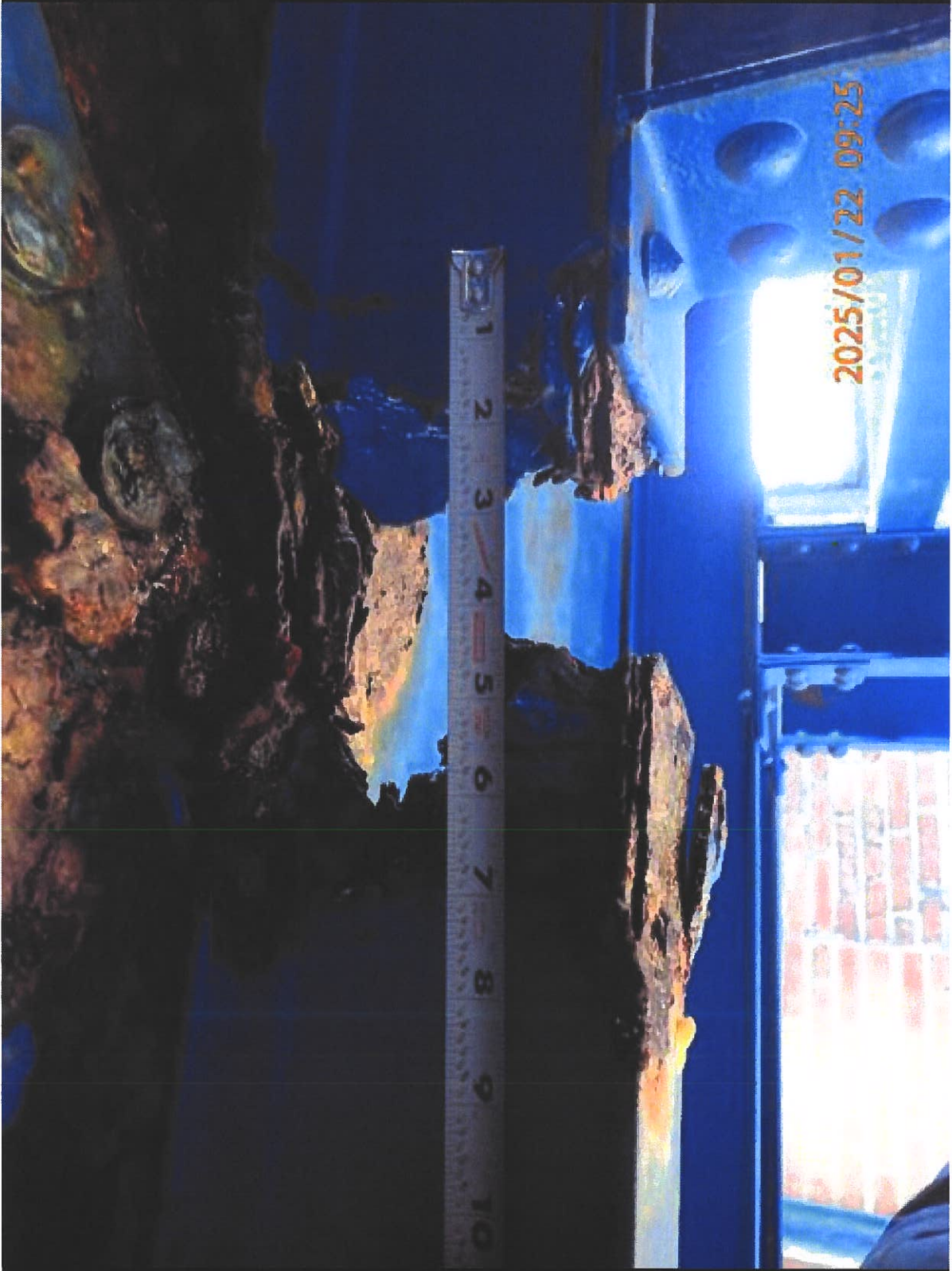




Severe corrosion on support bracket



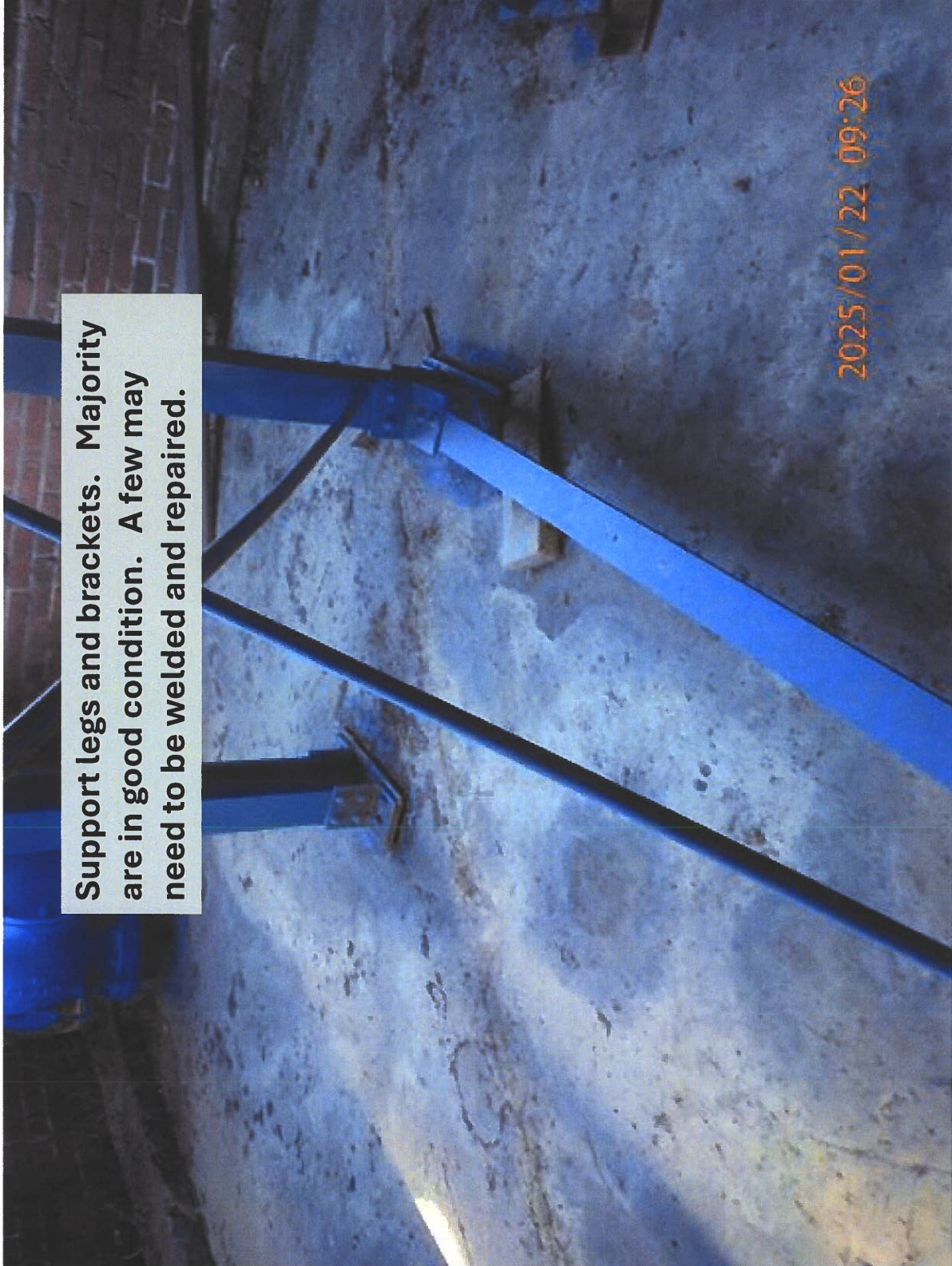






Support legs and brackets. Majority are in good condition. A few may need to be welded and repaired.

2025/01/22 09:26







2025/01/22 09:26



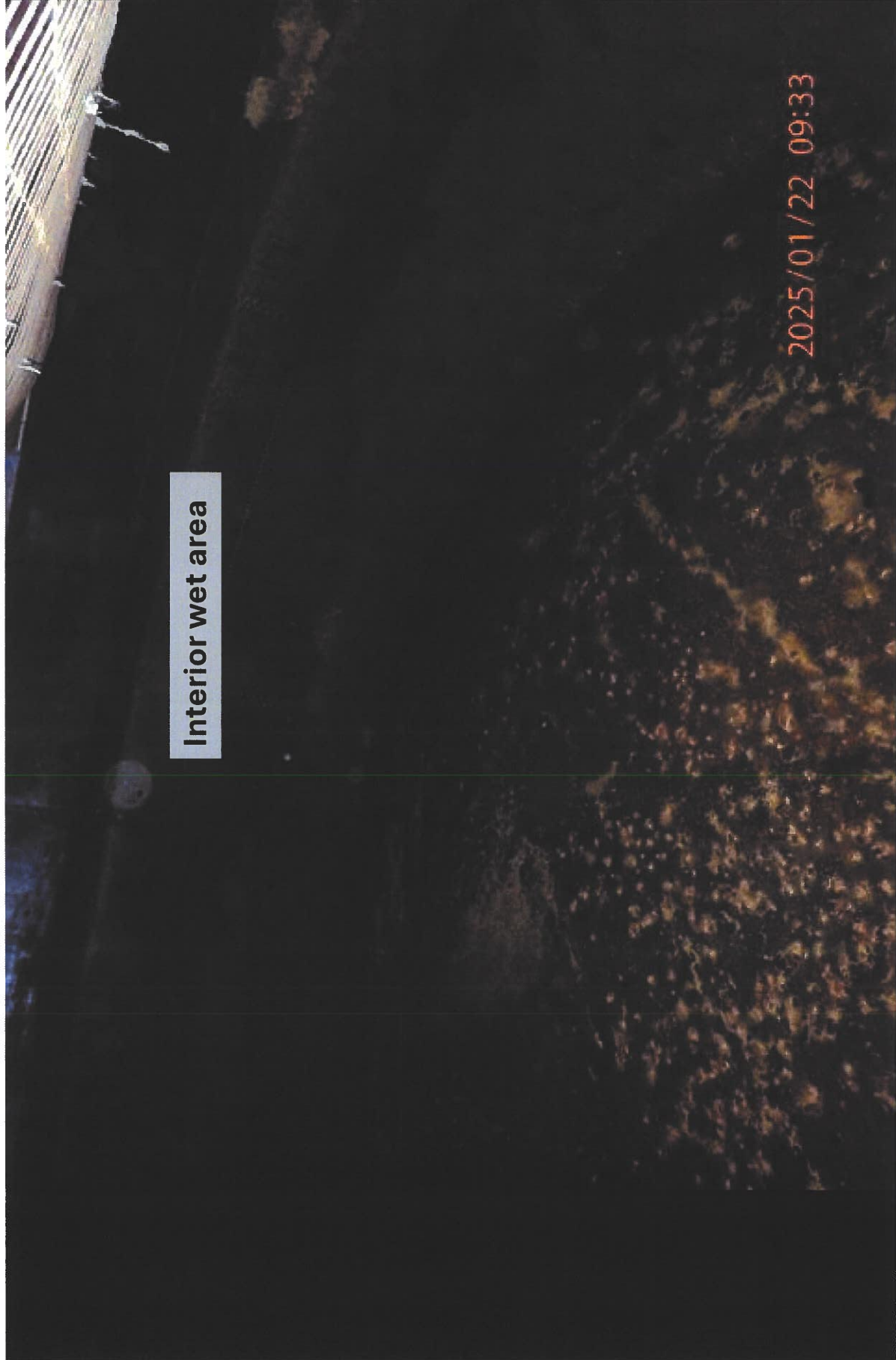






2025/01/22 09:26

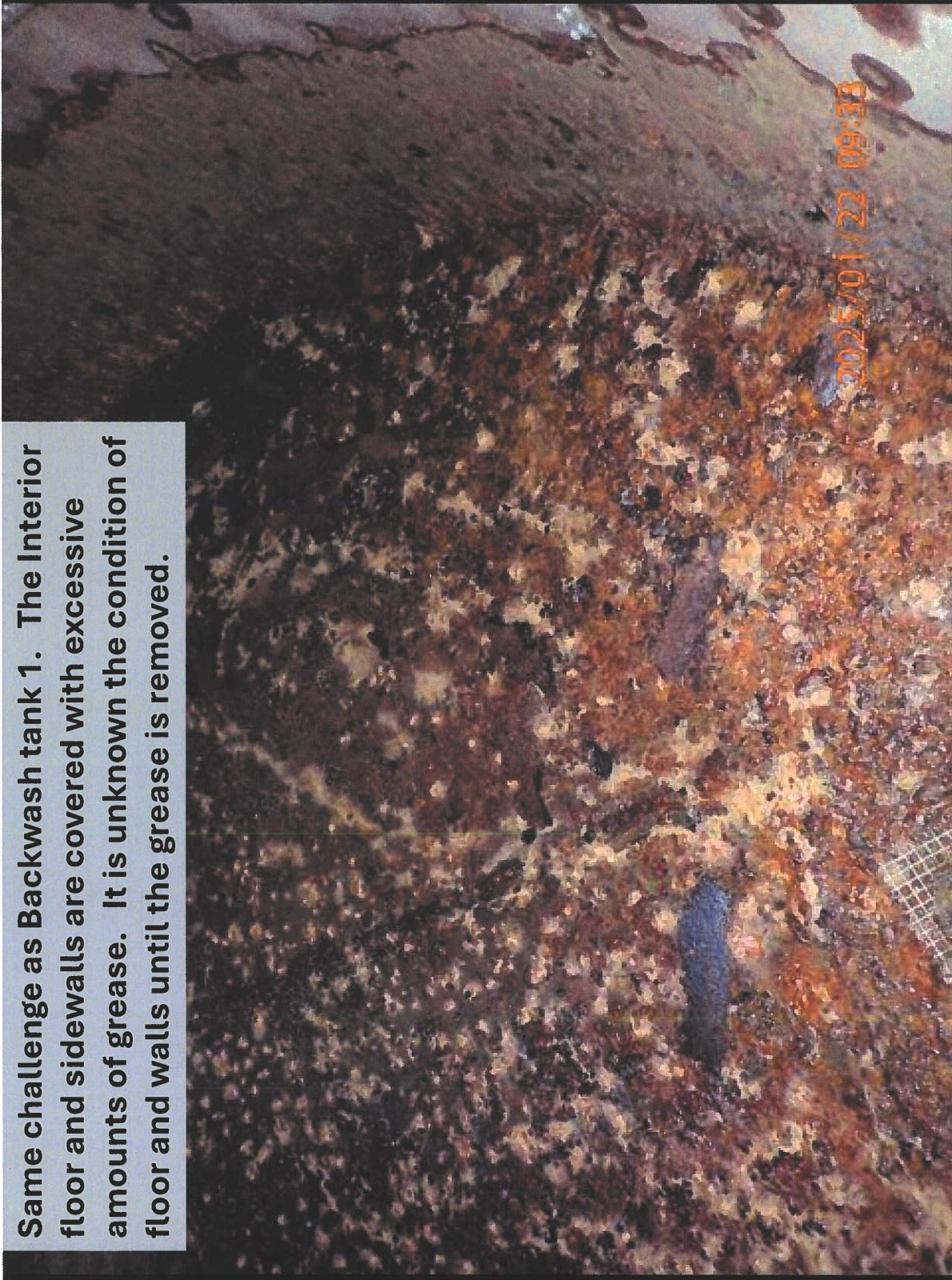


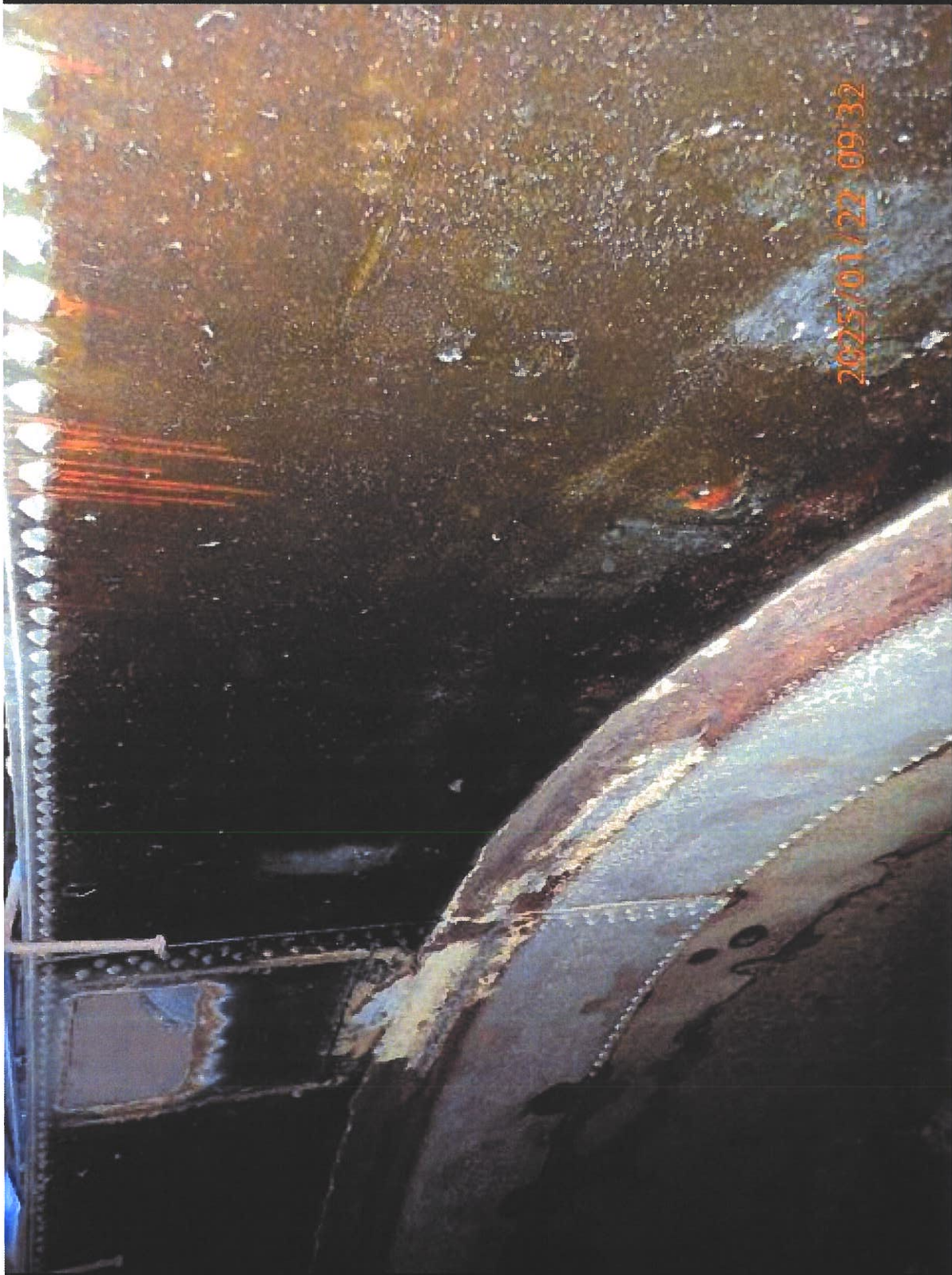


Interior wet area

2025/01/22 09:33

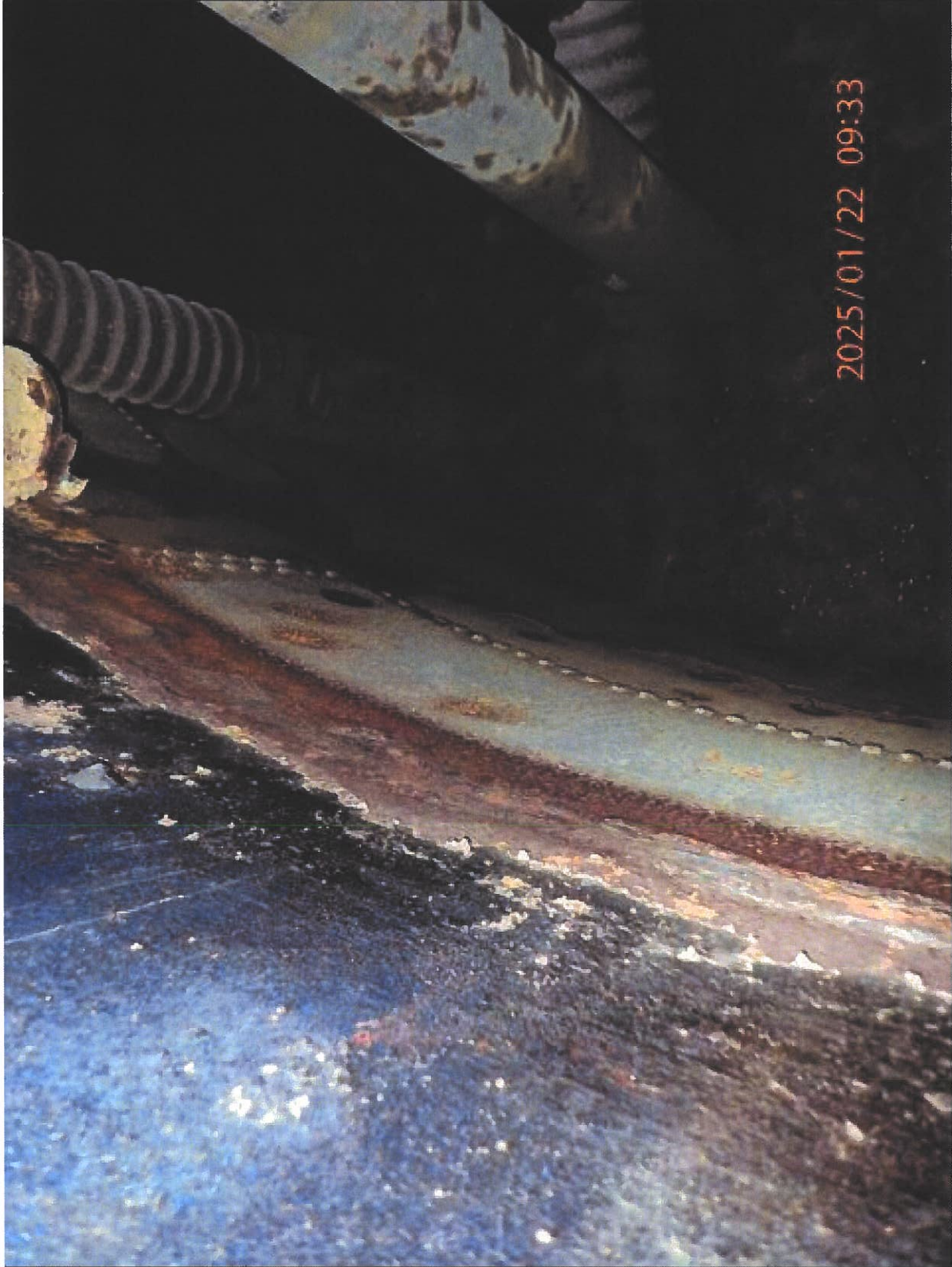
Same challenge as Backwash tank 1. The Interior floor and sidewalls are covered with excessive amounts of grease. It is unknown the condition of floor and walls until the grease is removed.



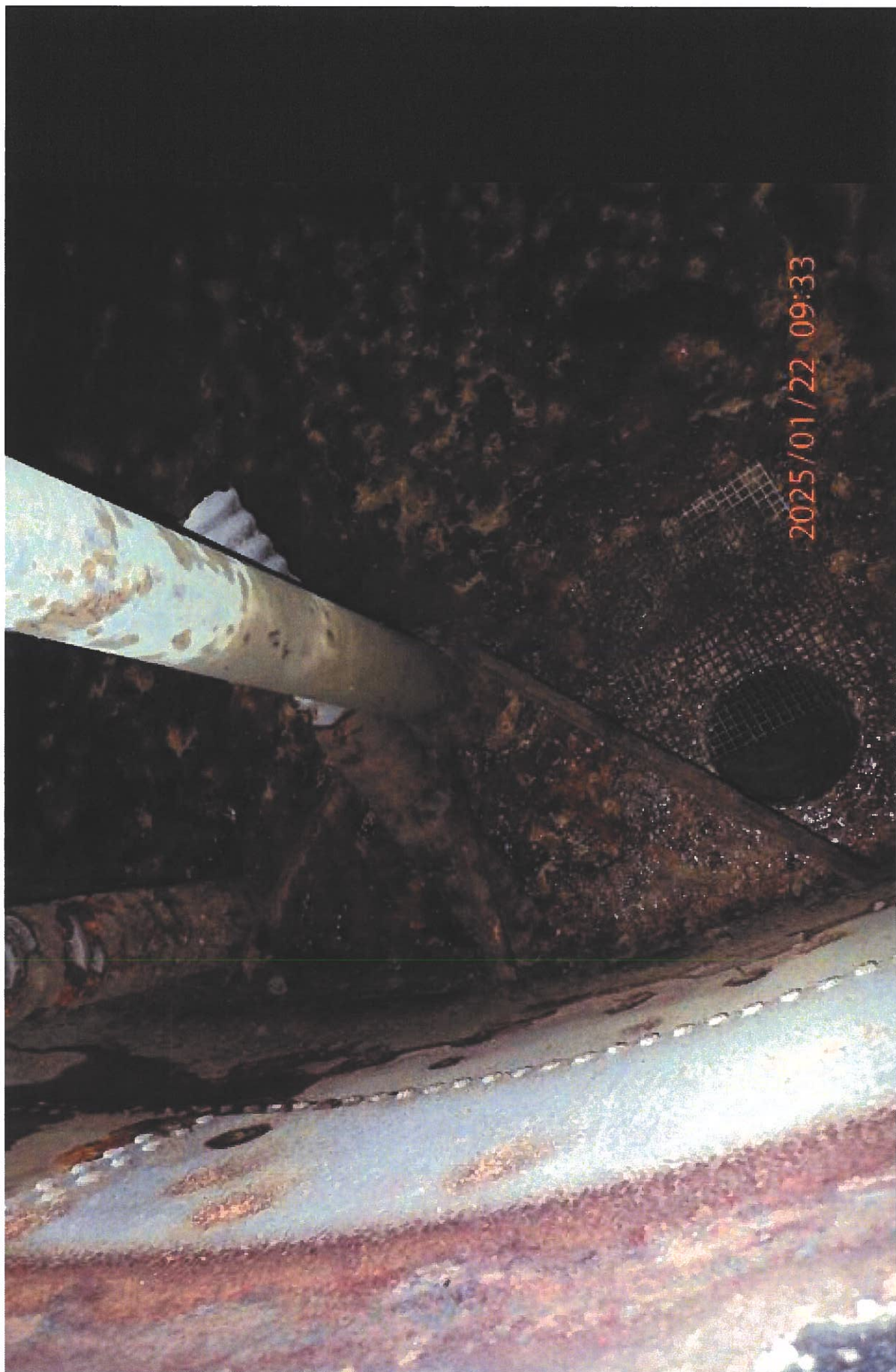




2025/01/22 09:32



2025/01/22 09:33



Recommendations (Backwash tank 2)

1. Degrease all interior surfaces. This could a few days.
2. Prepare the interior for full blast
3. Blast the interior at SSPC-SP10
4. Determine the surface areas that will need to be welded and repaired.
5. Apply 1 coat of epoxy Primer.
6. Apply 1 finish coat of Epoxy.

Same recommendations at Backwash tank 1.



CITY OF LORAIN

City Council Regular Meeting

10. h.

Meeting Date: 09/02/2025

Submitted by: Joe Carbonaro, Utilities Director

AGENDA ITEM DESCRIPTION OR LEGISLATION TITLE:

AN ORDINANCE AUTHORIZING THE DIRECTOR OF PUBLIC SERVICE OF THE CITY OF LORAIN, OHIO, TO AUTHORIZE & PURCHASE SERVICES FOR THE REHABILITATION OF THE TWO (2) WASH WATER TANKS AT THE WATER PURIFICATION PLANT, AND DECLARING AN EMERGENCY.

PURPOSE AND BACKGROUND:

WHEREAS, the Water Purification Plant requires the immediate rehabilitation of the two (2) wash water tanks to maintain proper backwash operations; and

WHEREAS, the Water Purification Plant needs to continue to provide clean, healthy, and safe drinking water to a population of approximately 67,000; and

WHEREAS, the Utilities Department Administration has determined that these improvements are necessary to maintain water production operations in accordance with federal and state regulations.

RECOMMENDATION TO COUNCIL:

Passage

Fiscal Impact

Funds Available in Current Year Budget (Y/N): Y
Estimated Total Expenditure: 120,000
List of Funding Source and/or Account Number: Budget
Estimate of Incoming Revenue (fees, grants, etc.):
Financing Requirements (Bonds, Loans, Lease, etc.):
Project will be paid for through the Water Works Fund Budget.

Attachments

Ordinance
Inspection Report

Form Review

Inbox	Reviewed By	Date
Carrion	Rey Carrion	08/26/2025 05:59 PM
Mayor Bradley	Jack Bradley	08/26/2025 07:16 PM
JKoziura	Joseph Koziura	08/26/2025 07:18 PM

P. Riley

Michele Beko

08/28/2025 09:02 AM

Form Started By: Joe Carbonaro

Started On: 08/15/2025 12:34 PM

Final Approval Date: 08/28/2025

VOTE ON PASSAGE					
	AYE	NAY		AYE	NAY
Springowski			Nutt	Absent	
Dimacchia			Moon		
DuVall			Arroyo		
Henley	Absent		Spellacy		
Kempton			Thornsberry		
Carter			Arredondo		



CITY OF LORAIN

Board of Control

2. i.

Meeting Date: 12/17/2025

Subject:

A request from the Safety Service Department to enter into an extension agreement with Barry Slater, Inc. for Rep'd/Ask Lorain. This is a web-based Q & A platform used to answer questions from residents. This agreement will be for a term of three months (1/1/26 - 3/31/26) in the amount of \$7,500.00. Funding will come from account #4010.C401.6300.1500 contractual services.

Attachments

BOC Request Form
Agreement



BOARD OF CONTROL REQUEST FORM

The Board of Control meeting is held on Wednesdays at 11:15 a.m. in Council Chambers.
(Meeting location, day and time is subject to change with advanced notice)

All requests must be received by no later than 10:00 a.m. on the Tuesdays prior to the meeting, or by 10:00 a.m. one day prior to the meeting when BOC is held on a day other than Wednesday.

<<< Answer all of the following questions for each request submitted >>>

- 1. Request Date: 12/17/25
- 2. Name of Department Submitting Request: Safety Service/Mayor
- 3. Summary of Report: A request from the Safety Service Department to enter into an extension agreement with Barry Slater, Inc. for Rep'd/Ask Lorain. This is a web-based Q & A platform used to answer questions from residents. This agreement will be for a term of three months (1/1/26 - 3/31/26) in the amount of \$7,500.00. Funding will come from account #4010.C401.6300.1500 contractual services.
- 4. Name of Vendor: Barry Slater, Inc.
- 5. Amount: \$7,500.00
- 6. Number of account to be used for funding: 4010.C401.6300.1500

7. VENDOR DETAIL

Sole Source Vendor - **Yes** / No

State Purchasing Vendor - Yes / **No**

List the names and the quote received from *at least* three vendors for the requested item;
Or, if bids were submitted, use this area to list vendor names and bid amounts.

Vendor #1 N/A

Vendor #2 _____

Vendor #3 _____

Vendor #4 _____

- 8. The Treasurer's Office has verified that the vendor selected is registered with the City. Yes
- 9. Is the amount requested due to a change order? Yes / **No**
- 10. If necessary, has City Council approved and when? N/A

Additional Statement of Work

This Additional Statement of Work (“ASOW”) dated December _____, 2025 sets forth the objectives, terms of use, deliverables, and payment terms pertaining to the Agreement between City of Lorain, Ohio with offices located at Lorain City Hall, 200 W Erie Avenue, Lorain, OH 44052 (hereinafter "LORAIN " or "Client") and Rep’d, a Delaware corporation, with offices located at 100 S. Bedford Road- Suite 340 Mount Kisco, NY 10549 (hereinafter “Service Provider”)

Service Agreement:

Pursuant to the Master Service Agreement entered into by and between the parties on or about the September 20, 2024, Service Provider may subsequently issue one or more Additional Statements of Work following the execution of the initial Statement of Work if LORAIN seeks to utilize further and/or additional services from Service Provider. Pursuant to the Master Service Agreement, each Additional Statement of Work shall include the nature and cost of any additional services sought by LORAIN. Any such Additional Statements of Work shall be deemed accepted by both parties to the Service Agreement only if such Statements of Work are signed and dated by the Service Provider Contract Manager and the LORAIN Contract Manager, appointed pursuant to Section 2(a) and Section 3(a) of the Service Agreement. This SSOW shall be fully incorporated into the Master Service Agreement by reference and shall be binding upon the parties to the Service Agreement.

The Goal:

The objective(s) of the ASOW is to provide LORAIN with a web-based platform for LORAIN to (1) engage the questions of the residents and electorate of LORAIN by providing video answers from LORAIN, (2) provide information, analytics, and insights to LORAIN based on electorate engagement with the platform’s content, and (3) provide email marketing capabilities for LORAIN video content.

Term of Use:

This ASOW covers the period from January 1, 2026 through March 31, 2026

Deliverables:

During the term of use, Service Provider will provide LORAIN with the following deliverables:

(a) Customized Webpage:

Service Provider will build a customized Rep’d webpage experience branded for LORAIN. The functionality of this Rep’d webpage will be consistent with the designs presented to LORAIN by Service Provider prior to entering into the subject agreement.

(a) Technical Support:

Service Provider will address and remedy any technical issues related to the Rep’d webpage within a commercially reasonable period of time.

(a) Account Management:

Service Provider will provide account management services to LORAIN to ensure that the service and Rep'd webpage are meeting the needs and expectations of LORAIN.

(a) Video Hosting:

Service Provider will be responsible for hosting and maintaining all video content uploaded to LORAIN's Rep'd webpage.

(a) User Engagement Data and Analytics:

Service Provider will provide LORAIN with reports of data trends, analytics, and insights based on user engagement with the webpage and content therefrom.

Payment:

The cost of the Services is \$2,500.00 (two thousand five hundred dollars and zero cents) per month. The Total cost for the 3 (three) month Term is \$7,500.00 (seven thousand five hundred dollars and zero cents). LORAIN desires to pay the total cost of the Services for the entire Term on an upfront basis. Service Provider will provide an invoice to LORAIN on or about January 1, 2026. Such invoice shall be for \$7,500.00 (seven thousand five hundred dollars and zero cents). LORAIN shall pay the Service Provider within 30 days of receipt of such receipt of each invoice.

SERVICE PROVIDER:

Rep'd

By: _____
Name:
Title:

CLIENT:

City of Lorain, Ohio

By: _____
Name:
Title:



CITY OF LORAIN

Board of Control

2. j.

Meeting Date: 12/17/2025

Subject:

*****A REQUEST TO WAIVE THE 24-HOUR RULE AND ADD AN ITEM FOR CONSIDERATION**

A request from the department of Public Property for comprehensive department software from NovoSolutions for an amount not to exceed \$21,890.00. Funding will be split equally between accounts 2010.R201.3140.6300.1500, 1010.B200.6300.1500, and 7010.I701.6300.1500.

Attachments

BOC Request Form

Quotes



BOARD OF CONTROL REQUEST FORM

The Board of Control meeting is held on Wednesdays at 11:15 a.m. in Council Chambers.
(Meeting location, day and time is subject to change with advanced notice)

All requests must be received by no later than 10:00 a.m. on the Tuesdays prior to the meeting, or by 10:00 a.m. one day prior to the meeting when BOC is held on a day other than Wednesday.

<<< Answer all of the following questions for each request submitted >>>

1. Request Date: 12/16/25
2. Name of Department Submitting Request: Public Property
2. **Summary of Report:** Public Property Department is in need of a new software service agreement for managing daily operations. Three companies provided us with demos. Of the 3, Novosolutions was best able to fulfill the department's needs.
- 3.
5. **Amount:** not to exceed \$21,890.00
6. Number of account to be used for funding: 2010.R201.3140.6300.1500
1010.B200..6300.1500
7010.I701.6300.1500

7. VENDOR DETAIL

Sole Source Vendor - no State Purchasing Vendor - no

List the names and the quote received from *at least* three vendors for the requested item;
Or, if bids were submitted, use this area to list vendor names and bid amounts.

- Vendor #1 NovoSolutions \$21,890 (\$4,200 implementation, \$17,690.00 annually)
- Vendor #2 iWorkq \$24,000.00 (\$6,000.00 implementation, \$18,000.00 annually)
- Vendor #3 gWorks \$20,398.00 (\$12,000.00 implementation, \$16,797.00 annually)
- Vendor #4 _____

8. The Treasurer's Office has verified that the vendor selected is registered with the City. Yes
9. Is the amount requested due to a change order? No
10. If necessary, has City Council approved and when? n/a



Proposal for City of Lorain, OH

Proposal Number: 26776-230

Novo Solutions, Inc.
516 S. Independence Blvd., Suite 205
Virginia Beach, VA 23452

October 22, 2025



October 22, 2025

City of Lorain, OH
Lori Garcia
200 West Erie Avenue
Lorain, OH 44052

Dear Lori, Jasmine and Team,

Thank you for reconnecting with me recently to re-explore Novo Solutions. As requested, it is my privilege to submit this budgetary quote for your consideration. Based on my understanding of your needs over the years, I'm convinced we are an ideal fit to deliver the outcomes you are expecting and deliver a high-value solution that provides the following unique value propositions.

1. Pure Flexibility: No "they are what they are" forms. All forms, fields, reports, workflows, dropdown menus, list views and dashboards tailorable to your operation, and if desired, you can be self-empowered to make changes to any of the above as desire. Additionally, you will be able to track unlimited asset types, in unlimited numbers.
2. Fair, Honest Pricing that doesn't "jump": Many solutions surprise customers with significant price increases. Novo Solutions has not had a price increase in over 3 years, and we will guarantee in writing that your pricing will not increase more than 3% annually, if it does at all.
3. Customer Experience: No complicated phone trees, AI Bots, multiple layers of support, outsourced support or long hold times. Simply call or email, and we will serve you as efficiently and effectively as we can. As much as possible, you will be directed to your Implementation Specialist who worked during that process. This allows more efficiency, as there are relationships built and they would be most familiar with your operation.
4. Unique Combination of Ease-of-Use, Comprehensive Functionality and Affordability: There is a wide spectrum of solutions. Some are easy to use and likely affordable but lack the functionality necessary. Others are quite comprehensive, but generally more complex and unaffordable to many. Our customers continually inform us that we hit all three factors.

Thank you again, Lori and Team. I'm very grateful. I look forward to continuing our dialog as you progress through your budgeting talks, in hopes of being able to serve you with our NovoGov solution. We had a good working relationship in the past, and it would be wonderful to continue it.

Respectfully,

Jerry Ketoff
Novo Solutions
757.687.6590, Ext. 113



Annual Fee Total Annual Fee: \$17,690

Item Description	Qty	Unit	Total
API ACCESS (for Data Integration such as Fuel Systems, SeeClickFix, ESRI/GIS, etc.) - ANNUAL FEE	1.00	\$995	\$995
SKU: novo-sn-api			
ShareNet OPERATIONS MANAGEMENT - ANNUAL SUBSCRIPTION (1 YEAR) - 1 NAMED USER (10 TO 24 USERS) Includes Asset Management, Work Order Management, Preventative Maintenance, Inventory Management, Labor Hours, Novo Mail Connect Module - 1 Named User (from 10 to 24 users)	20.00	\$810	\$16,200
SKU: novo-sn-mom-1n-10-24			
ShareNet APP ADD ON - 1 TAP/SIDE KICK, MULTI-BUTTON MOBILE APP - ANNUAL FEE	1.00	\$495	\$495
SKU: novo-sn-mom-pop-1tapapp			



One-Time Total One-Time: \$4,200

Item Description	Qty	Unit	Total
DATA MIGRATION – ONE TIME FEE- PUBWORKS DATA	1.00	\$5,000	\$5,000

Import Work Orders, Assets and Inventory

Assumptions:

Data is provided to Novo Solutions in separate CSV format with words for pull down fields (i.e. Work Order Category = Facilities – HVAC and not a number or code)

- Work Orders – 1 CSV
- Work Order Time/Material (related to Work Orders) – 1 CSV
- Work Order Attachments – 1 CSV (with Work Order # and Attachment file name)
- Inventory – 1 CSV
- Assets – 1 CSV
- AssetToWorkOrder Relationship (if Work Orders can be related to more than one Asset) – with Asset # and Work Order #
- Asset Attachments – 1 CSV (with Work Order # and Attachment file name)

Work Order data has some sort of reference to the Assets and other data they are related to (if they are related to Assets) – i.e. Asset #
 If Work Orders and Assets have attachments (such as pictures, etc.), these attachments will be provided in zip format in a single folder level with unique filenames. There must be a reference in a CSV file for which files are related to which Assets or Work Orders.

Record counts of Work Orders and Assets are 100,000 or less. Higher volumes may require a re-quote.

NOTE: Without seeing the data in advance, it is very difficult to estimate the level of effort for this data migration. If the data is beyond the assumptions stated above, this may need to be re-quoted.

SKU: novo-ps-migration



CREDIT- The fee to migrate PubWorks data will be waived.	1.00	-\$5,000	-\$5,000
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Import Work Orders, Assets and Inventory

Assumptions:

Data is provided to Novo Solutions in separate CSV format with words for pull down fields (i.e. Work Order Category = Facilities – HVAC and not a number or code)

- Work Orders – 1 CSV
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 Record counts of Work Orders and Assets are 100,000 or less. Higher volumes may require a re-quote.

NOTE: Without seeing the data in advance, it is very difficult to estimate the level of effort for this data migration. If the data is beyond the assumptions stated above, this may need to be re-quoted.

SKU: novo-ps-migration

See Click Fix Integration Services	1.00	\$3,000	\$3,000
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Insurance Coverage

Type	Coverage
Commercial General Liability	\$2,000,000 Per Occurrence \$4,000,000 Aggregate
Workers Compensation	\$1,000,000 Each Accident \$1,000,000 Policy Limit
Automobile Liability (Non-owned & Hired Autos)	\$2,000,000 Combined Single Limit
Umbrella Liability	\$2,000,000 Per Occurrence \$2,000,000 Aggregate
Errors & Omissions and Cyber & Privacy Security Liability	\$1,000,000 Per Occurrence \$2,000,000 Aggregate

Novo Solutions Standard Service Level Agreement

Services To Be Provided

- Web, Email and Phone technical support (for up to 3 key contacts at customer's location)
- Software Updates (updated functionality to the modules purchased), 1+ per year

Hours Of Operation

- Support Hours: Monday - Friday 8:30am - 5:30pm EST (GMT-5) (USA) excluding national holidays
- In application Help and Tutorial Videos are available 24/7 for all users
- System outages can be reported 24/7 (after hours hotline from the number below).

Service Access

- Support Web Site: <https://support.novosharenet.com/>
- Phone: (757) 687-6590 (USA), 020 7669 4008 (United Kingdom)
- Email: support@novosolutions.com

Call Priorities And Response Times

<u>Priority Level</u>	<u>Descriptions</u>	<u>Response Time</u>
Critical	The system is down or severely impaired.	Within 2 hours (Please follow up critical support requests with a phone call immediately after submitting the issue via the NovoTech Support Site)
Non-Critical	System is working fine, but there are questions about how to do something	Within 24 hours (during normal business hours)
<p>Note: Response Time refers to the length of time it may take to respond to an issue. Every effort is made to resolve issues as soon as possible. However, depending on the complexity of the issue, it may or may not be resolved during this timeframe.</p>		

Master Subscription Services Agreement

This Master Subscription Services Agreement is between Novo Solutions, Inc., a Virginia, USA Corporation (Novo), and the entity or individual agreeing to these terms (Customer). It is dated as of the date Novo signs below.

1. **Web-based Software as a service.** This agreement provides Customer access to a proprietary web and mobile based software service as specified in this proposal.

Novo will provide this functionality through a URL (to be provided by Novo) within a hosted server environment under the terms below (Service). This agreement contemplates one or more orders for the Services, which orders are governed by the terms of this agreement.

2. **USE OF SERVICES.**

- a. **Novo Responsibilities.** Novo must (i) use commercially reasonable efforts to make the Services available, and (ii) provide customer support for the Services under the terms of Novo Solutions Standard Service Level Agreement (referenced above), and is incorporated into this agreement for all purposes.
- b. **Customer Responsibilities.** Customer (i) is solely responsible for Customer Data and all activity in its account in the Service, (ii) must use commercially reasonable efforts to prevent unauthorized access to its account, and notify Novo promptly of any such unauthorized access, and (iii) may use the Services only in accordance with the online documentation within the Service and applicable law.
- c. **Restrictions:** Customer may not (i) sell, resell, rent or lease the Services, (ii) use the Services to store or transmit infringing, unsolicited marketing emails, libelous, or otherwise objectionable, unlawful or tortious material, or to store or transmit material in violation of third-party rights, (iii) interfere with or disrupt the integrity or performance of the Services, (iv) attempt to gain unauthorized access to the Services or their related systems or networks, or (v) share login user names.

3. **Payment Terms.** Customer must pay all fees as specified on the order, but if not specified then within 30 days of receipt of an invoice. Customer is responsible for the payment of all sales, use, VAT and other similar taxes that may be applicable. Subscription fee will not increase by more than 3% annually.

4. **SERVICE LEVEL AGREEMENT/WARRANTY and REMEDY.**

- a. **Services Availability Warranty.** Novo warrants to Customer, (i) that commercially reasonable efforts will be made to maintain the online availability of the Service with a minimum uptime of 99.5% (excluding scheduled outages, force majeure, and outages that result from any Customer technology issues), (ii) the functionality or features of the Services may change but will not materially decrease during a paid term, and (iii) that

the Standard Service Level Agreement may change but will not materially degrade during any paid term.

- b. **Limited Remedy and Disclaimer.** Customer's exclusive remedy and Novo's sole obligation for breach of the warranty in Section A above will be to provide a partial month credit in the amount of 3% of monthly fee for each hour of an outage below the minimum uptime; provided that Customer notifies Novo of such breach within 30 days of the end of that month. NOVO DISCLAIMS ALL OTHER WARRANTIES, INCLUDING, WITHOUT LIMITATION, THE IMPLIED WARRANTIES OF MERCHANTABILITY, TITLE AND FITNESS FOR A PARTICULAR PURPOSE.

5. MUTUAL CONFIDENTIALITY.

- a. **Definition of Confidential Information.** Confidential Information means all confidential information disclosed by a party (Discloser) to the other party (Recipient), whether orally or in writing, that is designated as confidential or that reasonably should be understood to be confidential given the nature of the information and the circumstances of disclosure (Confidential Information). Novo's Confidential Information includes without limitation the Services, and Licensed Software and Documentation, and each of their parts and pricing (including without limitation the Service user interface design and layout), and Customer's Confidential Information includes without limitation the Customer Data.
- b. **Protection of Confidential Information.** The Recipient must use the same degree of care that it uses to protect the confidentiality of its own confidential information (but in no event less than reasonable care) not to disclose or use any Confidential Information of the Disclosing Party for any purpose outside the scope of this agreement. The Recipient must make commercially reasonable efforts to limit access to Confidential Information of Discloser to those of its employees and contractors who need such access for purposes consistent with this agreement and who have signed confidentiality agreements with Recipient no less restrictive than the confidentiality terms of this agreement.
- c. **Exclusions.** Confidential Information excludes information that: (i) is or becomes generally known to the public without breach of any obligation owed to Discloser, (ii) was known to the Recipient prior to its disclosure by the Discloser without breach of any obligation owed to the Discloser, (iii) is received from a third party without breach of any obligation owed to Discloser, or (iv) was independently developed by the Recipient without use or access to the Confidential Information.
- d. **Disclosure Required by Law.** The Recipient may disclose Confidential Information to the extent required by law or court order, but will provide Discloser with advance notice to seek a protective order.
- e. **Survival.** Mutual Confidentiality will remain in effect for 5 years after termination of this agreement.

6. Proprietary Rights.

-
- a. **Reservation of Rights by Novo.** The software, workflow processes, user interface, designs, know-how, Licensed Software and Documentation (defined below), and other technologies provided by Novo as part of the Services are the proprietary property of Novo and its licensors, and all right, title and interest in and to such items, including all associated intellectual property rights, remain only with Novo. Novo reserves all rights unless expressly granted in this agreement.
 - b. **Customer Restrictions.** Customer may not:
 - i. Reverse engineer the Services and Documentation;
 - ii. Remove or modify any proprietary marking or restrictive legends in the Service or Licensed Software and Documentation; or
 - iii. Access the Service or Documentation to build a competitive service or product, or copy any feature, function or graphic for competitive purposes.
 - c. **Customer Owned Data.** All data uploaded by Customer remains the sole property of Customer, as between Novo and Customer (Customer Data), subject to the other terms of this agreement. During the term of this agreement, Customer may export data using the built-in export functions in the Service. Bulk exports of all data and uploaded files are available for a \$300 fee.
 - d. **Licensed Software and Documentation.** All software provided by Novo as part of the Service, and the Services documentation, sample data, marketing materials, training material and other material provided through the Services or by Novo (Licensed Software and Documentation) are licensed to Customer as follows: Novo grants Customer a non-exclusive, license during the Term, to such Licensed Software and Documentation, for use solely with the Services.
 - e. **API Access.** If available in purchased edition, Novo grants Customer a non-exclusive terminable license to interact with the Novo application-programming interface (API) only in conjunction with its use of the Service. Customer may not reverse engineer the API, or excessively use or access the API. The API is provided on an AS IS and AS AVAILABLE basis. Novo may change the API from time to time as part of a scheduled update. Novo is not liable for any cost, loss or damage sustained by Customer as a result of any change of the API.

7. EXCLUSION OF DAMAGES AND LIMITATION OF LIABILITY.

- a. **Exclusion of Certain Damages.** NOVO IS NOT LIABLE FOR ANY INDIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES ARISING OUT OF OR RELATED TO THIS AGREEMENT (INCLUDING, WITHOUT LIMITATION, COSTS OF DELAY, LOSS OF DATA, RECORDS OR INFORMATION, AND ANY FAILURE OF DELIVERY OF THE SERVICES).
- b. **Limitation of Liability.** EXCEPT FOR NOVO'S INDEMNITY OBLIGATIONS, NOVO'S LIABILITY FOR ANY DIRECT DAMAGES ARISING OUT OF OR RELATED TO THIS AGREEMENT (WHETHER IN CONTRACT, TORT OR OTHERWISE) DOES NOT

EXCEED THE ACTUAL AMOUNT PAID BY THE CUSTOMER WITHIN THE PRECEDING 12 MONTHS UNDER THIS AGREEMENT.

8. TERM, TERMINATION, AND RETURN OF DATA.

- a. **Term.** This agreement continues for the duration specified on the order and auto-renews for the duration as specified in the original order, unless cancelled by either party upon 60 day notice prior to the renewal date (Term) OR upon non-payment of the subscription renewal by the customer.
- b. **Mutual Termination for Material Breach.** If either party is in material breach of this agreement, the other party may terminate this agreement at the end of a written 30-day notice/cure period, if the breach has not been cured.
 - i. **Actions upon Termination.**
 1. (w) Upon any termination as provided in 8(b) above by Customer, Novo must refund any prepaid and unused fees covering the remainder of the Term.
 2. (x) Upon any termination as provided in 8(b) above by Novo, Customer must pay any unpaid fees outstanding at the time of customer's breach. The Services will also be terminated.
- c. **Return of Customer Data.**
 - i. **Before termination,** Customer must export any data they wish to keep from the Service. Upon request Novo will supply the Core Data in bulk format for the fees specified in Section 6(c).
 - ii. **After termination,** Novo has no obligation to maintain the Customer Data and may destroy it.

9. Governing Law AND FORUM.

- a. **For Customers Located In the United States.** This agreement is governed by and interpreted in accordance with the laws of the State of Ohio, without regard to conflict of law principles. Any dispute arising out of or related to this agreement must be determined by a court of competent jurisdiction in Lorain County, OH.
- b. **For Customers Located Outside of the United States.** This agreement is governed by the laws of the State of New York, without regard to conflict of laws principles. Any dispute arising out of or related to this agreement must be determined by binding arbitration in New York City, NY (in English) under the then current commercial or international rules (as applicable) of the American Arbitration Association.
- c. **No Restriction on Injunctions, and Attorney's Fees.** Nothing in this agreement prevents either party from seeking injunctive relief in a court of competent jurisdiction.

10. Indemnity - By Novo For Infringement. If a third-party claims that Customer's use of the Services (other than related to the Customer Data entered/uploaded by Customer or

Customer's End Users/Residents) infringes that party's patent, copyright or other proprietary right, Novo will defend Customer against that claim at Novo's expense and pay all costs, damages, and attorney's fees, that a court finally awards or that are included in a settlement approved by Novo, provided that Customer:

- a. promptly notifies Novo in writing of the claim; and
- b. allows Novo to control, and cooperates with Novo in, the defense and any related settlement.

If such a claim is made, Novo could continue to enable Customer to use the Services or to modify it. If Novo determines that these alternatives are not reasonably available, Novo may terminate the Services (without any liability to Customer) upon notice to Customer and with the return of any prepaid and unused fees.

11. MISCELLANEOUS OTHER TERMS.

- a. **Money Damages Insufficient.** Any breach by a party of this agreement or violation of the other party's intellectual property rights could cause irreparable injury or harm to the other party. The other party may seek a court order to stop any breach or avoid any future breach.
- b. **Entire Agreement and Changes.** This agreement constitutes the entire agreement between the parties, and supersede all prior or contemporaneous negotiations, agreements and representations, whether oral or written, related to this subject matter. No modification or waiver of any term of this agreement is effective unless both parties sign it.
- c. **No Assignment.** Neither party may assign or transfer this agreement or an order to a third party, except that this agreement with all orders may be assigned as part of a merger, or sale of all or substantially all of the business or assets, of a party.
- d. **Independent Contractors.** The parties are independent contractors with respect to each other.
- e. **Enforceability.** If any term of this agreement is invalid or unenforceable, the other terms remain in effect.
- f. **No Additional Terms.** Novo rejects additional or conflicting terms of any Customer form-purchasing document.
- g. **Order of Precedence.** If there is an inconsistency between this agreement and an order, the order prevails.
- h. **Survival of Terms.** Any terms that by their nature survive termination or expiration of this agreement, will survive.
- i. **CISG Not Apply.** The Convention on Contracts for the International Sale of Goods does not apply.



Signatures

City of Lorain, OH

Novo Solutions, Inc.

_____	_____	J. Richard Hunter	CEO
<i>Name (Printed)</i>	<i>Title</i>	<i>Name (Printed)</i>	<i>Title</i>

_____	____/____/____	_____	October 22, 2025
<i>Signature</i>	<i>Date</i>	<i>Signature</i>	<i>Date</i>

_____	516 S. Independence Blvd. Suite 205
_____	Virginia Beach, VA 23452
<i>Address</i>	<i>Address</i>



REMOTE (NOT ONSITE) CONFIGURATION, IMPLEMENTATION, TRAINING - ONE TIME FEE	28.00	\$150	\$4,200
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DEPARTMENTS INCLUDED:

- Public Works
- Fleet

STATEMENT OF WORK:

- Adding Users and Configuring Permissions
- Configuration of Request/Work Order Fields, Forms (up to 5), List Views, and Work Flows (up to 10)
- Configuration of Asset Fields, Forms (up to 5), List Views and Work Flows (up to 10)
- Configuration of up to 5 Custom Reports and 3 Dashboards
- Provide remote, webinar style training
- Establishing up to (15) Custom Buttons for SideKick "One Touch" Application

-GIS Map Layer Integration or Importing GIS Shapefiles is NOT included

SKU: novo-ps-config-remote

DISCOUNT - ONE-TIME SETUP	1.00	-\$3,000	-\$3,000
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Showcase Partner Discount: Novo Solutions is seeking a referenceable client in the Cleveland area and is willing to waive the See Click Fix initial configuration fee. As such, Lorain would agree (at the appropriate time, and assuming a happy customer) to do a Case Study with us and be willing to be a reference from time to time.

SKU: novo-disc-onetime

	1st Year Total
Plus taxes if applicable	\$21,890



Pubworks will no longer work in 26 or 27

City of Lorain OH

Date of Proposal: 9/12/2025

Why Now? Esri, the company behind our mapping, is discontinuing ArcObjects/ArcEngine framework (including ArcMap and ArcEngine) on March 1, 2026, requiring every agency, including yours, to migrate to cloud solutions in order to ensure continued functionality. That's why we built gWorks Cloud Operations to meet these new standards and gives you a smoother, future-ready system.

What Products You Have Today

PW - Core; PW - Departmentalization; PW - Fleet; PW - Cloud; PW - See Click Fix Integration; PW - Service Requests; PW - Work Orders

Current Annual Cost (Support Only)

✓ \$4,799

Your Cloud Migration Package (Required by March 1, 2026)

Enterprise Bundle
Click Fix Integration

Your Two-Year Pricing for Software and Support		Year 1	Year 2
Market Price	This is what governments your size typically pay for comparable software.	\$40,000	\$40,000
Your Discounted Annual Price	Because you're already part of gWorks, you get a substantial discount, saving thousands compared what new clients would pay or a competitor would charge.	\$16,797	\$16,797
Loyal Client Discount (Year 1) %		50.0%	
Additional Loyal Client Discount for Year 1		(\$8,398)	
Your Price After Discounts		\$8,398	\$16,797
Discount % Off Market Price		79.0%	58.0%
Implementation Fees - Bundle		\$10,000	\$0
Implementation Fees - Add-On		\$2,000	\$0
One-Time Implementation Fees	This covers migration of your essential data, training, and onboarding of your gWorks Cloud Operations system.	\$12,000	\$0
Total Investment		\$20,398	\$16,797

2-Year Total Commitment: \$37,195

Pricing is locked in for two years. Annual subscription price increases following the two year commitment are typically 5-7%.
Implementation Timeline: 8-12 week implementation | Recommended start by December 2025

Plus You Will Get

A System Built to Last

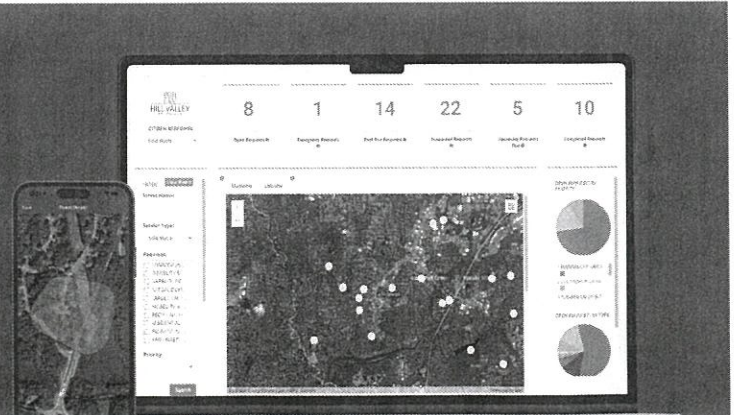
Trusted by hundreds, this proven system helps staff serve the

Same Neighborly Support

You'll keep working with the same support folks who know

Easy Transition & Keep Essential History

All your essential history comes with you and onboarding is





IWORQ SERVICE AGREEMENT

For iWorQ applications and services

Lorain here after known as (“Customer”), enters into THIS SERVICE AGREEMENT (“Agreement”) with iWorQ Systems Inc. (“iWorQ”) with its principal place of business 1125 West 400 North, Suite 102, Logan, Utah 84321.

1. SOFTWARE AS A SERVICE (SaaS) TERMS OF ACCESS:

iWorQ grants Customer a non-exclusive, non-transferable limited access to use iWorQ service(s), application(s) on iWorQ’s authorized website for the fee(s) and terms listed in Appendix A. This agreement will govern all application(s) and service(s) listed in the Appendix A.

2. CUSTOMER RESPONSIBILITY:

Customer acknowledges that they are receiving only a limited subscription to use the application(s), service(s), and related documentation, if any, and shall obtain no titles, ownership nor any rights in or to the application(s), service(s), and related documentation, all of which title and rights shall remain with iWorQ. Customer shall not permit any user to reproduce, copy, or reverse engineer any of the application(s), service(s) and related documentation. iWorQ is not responsible for the content entered into iWorQ's database or uploaded as a document or image.

3. TRAINING AND IMPLEMENTATION:

Customer agrees to provide the time, resources, and personnel to implement iWorQ’s service(s) and application(s). iWorQ will assign a senior account manager and an account management team to implement service(s) and application(s). Typical implementation will take less than 60 days. iWorQ account managers will call twice per week, provide remote training once per week, and send weekly summary emails to the customer implementation team. iWorQ can provide project management and implementation documents upon request. iWorQ will do ONE import of the Customer’s data. This import consists of importing data, sent by the Customer, in an electronic relational database format. Acquisition of data is the responsibility of the client; iWorQ will not be involved in negotiation for data with third parties.

Customer must have clear ownership of all forms, letters, inspections, checklists, and data sent to iWorQ.



4. CUSTOMER DATA:

Customer data will be stored in AWS GovCloud. iWorQ will use commercially reasonable efforts to backup, store and manage customer data. iWorQ does backups twice per week and onsite backups twice per week. Customer can run reports and export data from iWorQ application(s) at any time.

Customer can pay iWorQ for additional data management services(s), onsite backups application(s) and other service(s).

Data upload and usage is provided to every customer. This includes uploading files up to 25MB and 100GB of managed data usage on AWS GovCloud. Additional upload file sizes and managed data usage sizes can be provided based on the application(s) and service(s) listed in Appendix A.

Customers can upload and store images with personal information like driver's license, and more. This data can be used by the customer to complete the permitting, licensing, or code enforcement processes. Customer understands that the data must be uploaded and stored in the sensitive data upload section of the iWorQ software for access and security purposes.

iWorQ is not responsible for: (1) For the content entered into iWorQ's database, (2) For images or documents scanned locally and uploaded by the iWorQ users, (3) For documents or images uploaded by citizen over the web, and (4) For data sent to the Customer by iWorQ.

5. CUSTOMER SUPPORT:

Customer support and training are FREE and available Monday-Friday, from 6:00 A.M. to 5:00 P.M. MST, for any authorized user with a login. iWorQ provides unlimited remote Customer training (through webinars), phone support, help files, and documentation. Basic support requests are typically handled the same day. iWorQ provides "Service NOT Software".

6. BILLING:

iWorQ will invoice Customer on an annual basis. iWorQ will send invoices by mail and by email to the address(s) listed in Appendix A. Terms of the invoice are net 30 days from the date of the invoice. Any billing changes will require that a new Service(s) Agreement be signed by the Customer.



Any additional costs imposed by the Customer including business licenses, fees, or taxes will be added to the Customer's invoice yearly. Support and services fees may increase in subsequent years but will increase no more than 5% per year.

Customer pricing is based on a 5 Year Term and reflects a discounted annual price. Changes to the Term or the Termination Policy (Section 7. Termination:), will affect the annual pricing and could double your annual cost. Customer reserves the right to pay the 5 Year Term upfront to secure discounted annual pricing

7. TERMINATION:

Either party may terminate this agreement after the initial 5-Year Term, without cause if the terminating party gives the other party sixty (60) days written notice. Should the Customer terminate any part of the application(s) and or service(s) the remaining balance will immediately become due. Should the Customer terminate any part of the application(s) and or service(s) a new Service(s) Agreement will need to be signed. Upon expiration of the Initial Term, this Agreement shall automatically be renewed for successive one (1) year terms unless either party provides notice of termination or non-renewal no less than sixty (60) days prior to expiration of the then-current term.

Upon termination of this Agreement, iWorQ will discontinue all application(s) and or service(s); iWorQ will provide customer with an electronic copy of all of Customer's data, if requested by the Customer (within 3-5 business days).

During the term of the Agreement, the Customer may request a copy of all of Customer's data, which shall be provided to Customer for a cost of no more than \$2500 per copy. Please note, if the Customer is not in compliance with the material terms and conditions of this Agreement, iWorQ will not be required to provide Customer with the data.

8. ACCEPTABLE USE:

Customer represents and warrants that the application(s) and service(s) will only be used for lawful purposes, in a manner allowed by law, and in accordance with reasonable operating rules, and policies, terms and procedures. iWorQ may restrict access to users upon misuse of application(s) and service(s).

9. MISCELLANEOUS PROVISIONS:

This Agreement will be governed by and construed in accordance with the laws of the State of Utah. Customer recognizes that iWorQ Systems is a software company located in Utah. Any changes to this section, including changes to the Venue or Forum, will be subject to an increase in their annual pricing.



10. CUSTOMER IMPLEMENTATION INFORMATION:

Primary Implementation Contact _____ Title _____

Office Phone _____ Cell (required) _____

Email _____

Secondary Implementation Contact _____ Title _____

Office Phone _____ Cell (required) _____

Email _____

11. CUSTOMER BILLING INFORMATION:

Billing Contact _____ Title _____

Billing Address: _____

Office Phone _____ Cell _____

Email _____

PO# _____ (if required) Tax Exempt ID # _____

12. ACCEPTANCE:

The effective date of this Agreement is listed below. Authorized representatives of Customer and iWorQ have read the Agreement and agree and accept all the terms.

Signature _____

Effective Date: _____

Printed Name _____

Title _____

Office Number _____

Cell Number _____



iWorQ Service(s) Agreement
APPENDIX A



iWorQ Price Proposal

Lorain	Population- 68.652
200 W Erie Avenue, Lorain, OH 44052	Prepared by: Devon Bartlett

Annual Subscription Fees

Application(s) and Service(s)	Package Price	Billing
<p>Public Works Package (Basic)</p> <p>Package includes:</p> <ul style="list-style-type: none">*Work Management*Sign Management*Pavement Management <p>- Track and manage work by location using OpenStreetMap</p> <p>- Work order scheduling and templates</p> <p>- Track labor, inventory, parts, and material</p> <p>- Track work completed and maintenance history</p> <p>- Track sign location, MUTCD, condition, reflectivity, work orders etc.</p> <p>- Remaining service life (RSL), next treatment, 5-year budget etc.</p> <p>- Road layer on OpenStreetMap with color by lookup</p> <p>- Sign layer displayed on OpenStreetMap</p> <p>* Available on any computer, tablet, or mobile device using Chrome browser</p> <p>* OpenStreetMap – Ability to track point and line layers</p> <p>* Quarterly GIS Updates</p> <p>* Configurable dashboard, fields, and reports</p> <p>* Includes Sensitive File Uploads (if needed)</p>	<p>\$20,000</p> <p>\$11,500</p>	Annual
<p>Fleet Enterprise Package</p> <p>Includes:</p> <ul style="list-style-type: none">*Fleet Management*Work Order Dashboard*Internal Fleet Request*Fleet Trip Inspection <p>Fleet Management:</p> <p>-Available on any computer, tablet, or mobile device using Chrome Browser</p> <p>-Fuel log tracking and uploads with a CSV or TXT file</p> <p>-Work orders for employee cost, inventory, and purchase order tracking</p>	<p>\$10,000</p> <p>\$6,500</p>	Annual



<ul style="list-style-type: none"> -Manage and maintain a maintenance schedule -Inventory management – having the capability to track and maintain parts you keep on hand -Configurable dashboard, fields, and reports -3 scheduled reports -3 Web form/link for employees to enter trip inspections <p>Fleet Request:</p> <ul style="list-style-type: none"> -Mechanics/Employees have the ability to put in a vehicle maintenance request through the portal. -Web form/Link for mechanics/employees. -Search ability for mechanics/employees for previous maintenance requests. -Ability to create work orders from the vehicle maintenance requests. -Configure reports from maintenance requests. -Includes Sensitive File Uploads (if needed) 		
Subscription Fee Total (This amount will be invoiced each year)	\$30,000 \$18,000	Annual

One-Time Setup, GIS integration, and Data Conversion Fees

Service(s)	Package Price	Billing
Implementation and Setup cost year 1	\$20,000 \$6,000	Year One
Up to 5 hours of GIS integration and data conversion	Included	Year One
Data Conversion	Included	Year One

Grand Total Due Year 1	\$50,000 \$24,000	Year One Total
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NOTES AND SERVICE DESCRIPTION

- I. Invoice for the (Annual Subscription Fee Total + One-Time Total) will be sent out immediately upon execution of the contract. Payment terms are net 30 days from the invoice date.
- II. This subscription Fee and Agreement have been provided at the Customer's request and is valid for 25 days
- III. This cost proposal cannot be disclosed or used to compete with other companies.



CITY OF LORAIN

Board of Control

2. k.

Meeting Date: 12/17/2025

Subject:

*****A REQUEST TO WAIVE THE 24-HOUR RULE AND ADD AN ITEM FOR CONSIDERATION**

A request to enter into a professional services agreement with Jonathan Rosenbaum, Attorney at Law, for representation of James McCann relative to the case of Garon Petty vs City of Lorain, et al., Lorain County Court of Common Pleas, Case No. 25CV218944, in an amount not to exceed \$5,000.00. Funds to be paid from the Safety/Service Contractual Services Account Number 1010.V100.3110.6300.1500

Attachments

BOC Request Form
Agreement



**BOARD OF CONTROL
REQUEST FORM**

- 1. Request Date December 15, 2025
- 2. Name of Department Submitting Request Law Director
- 3. Summary of Report A request to enter into a professional services agreement with Jonathan Rosenbaum, Attorney at Law, for representation of James McCann relative to the case of Garon Petty vs City of Lorain, et al, Lorain County Court of Common Pleas Case No. 25CV218944 in an amount not to exceed \$5,000.00. Funds will be paid from the Safety/Service Contractual Services Account Number 1010.V100.3110.6300.1500.
- 4. Name of Vendor Selected _____
- 5. Purchase Amount \$5,000.00

6. VENDOR DETAIL

Sole Source Vendor - **Yes** / No

State Purchasing Vendor - Yes / **No**

List the names and the quote received from *at least* three vendors for the requested item;
Or, if bids were submitted, use this area to list vendor names and bid amounts.

Vendor #1 _____

Vendor #2 _____

Vendor #3 _____

Vendor #4 _____

- 7. The Treasurer's Office has verified that the vendor selected is registered with the City. **Yes** / No
- 8. Is the amount requested due to a change order? Yes / **No**
- 9. If necessary, has City Council approved and when? _____ NA _____

JONATHAN E. ROSENBAUM

ATTORNEY AT LAW
230 THIRD STREET, SUITE 101
ELYRIA, OHIO 44035
jerosenbaum@windstream.net
440-322-7972

December 16, 2025

Chief James P. McCann
47455 Middle Ridge Road
Amherst, Ohio 44001
Jimmccann309@gmail.com
440-242-5504

Dear Chief McCann:

By signing this letter, you have engaged Jonathan E. Rosenbaum to undertake the legal representation of you regarding defending you in a lawsuit filed by Garon Petty in Lorain County Common Pleas Case No. 25CV218944.

Hourly charges for all legal services performed on the above matter will be made at a rate of \$ 225.00 per hour.

Additionally, expenses such as expert witness fees, fees to obtain records, travel, long distance telephone, court reporter fees, court filing fees, overnight mailing expenses, postage, messenger services, law clerk billings and reproduction expenses, etc., if any, will be added to the fees charged.

A retainer of \$5,000.00 will be required.

Any legal fees incurred are to be paid on a monthly basis as billed. I will not continue representation of you if prompt monthly payments are not made, unless special circumstances exist which are acknowledged and agreed to in writing by both parties.

I am committed to using its best efforts to represent you; however, I do not guarantee that I will be able to achieve all of the results desired by you.

Please sign below to indicate your agreement with the engagement terms outlined herein and return this letter to me. A counterpart of this letter is provided for your files.

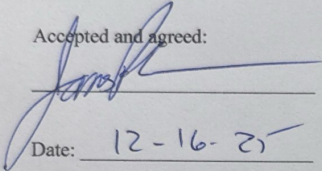
I look forward to working with you in this matter.

Initials: JRM

Very truly yours,

Jonathan E. Rosenbaum
Attorney at Law

Accepted and agreed:



Date: 12-16-25