

PROPOSAL / MASTER SUBSCRIPTION AGREEMENT

Prepared for:

Middlesex Borough

Primary Contact

Dylan Kaplan

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Proposal Valid Through 12/31/2020



Overview of Services

GovPilot is a cloud-based government management platform developed exclusively for local government. We unify fragmented data and communication between employees, department heads and their administrators, resulting in an environment in which information flows freely and subject matter knowledge can be obtained within seconds. With a clear view of how well a department is operating, administrators, and department heads alike can make more educated decisions on the best course of action.

Leveraging Best Government Practices (BGP) from subject matter experts, GovPilot has developed a catalog of over 120 standard template modules as well as 3 premium services. GovPilot regularly checks the pulse of local governments and incorporates their feedback into the product, benefiting all of our customers!

GovPilot accommodates unlimited users, which allows governments to manage and share critical data throughout their organization, at no additional cost. This information can be shared 24/7 from the office, the field, or the employee's home.

Wherever the Community,
Whatever the Problem,
GovPilot offers a Solution.



Benefits of GovPilot

Employee & Elected Officials Benefit

- Customizable Dashboards to see the data that's important to you
- Remove communication and data silos
- Cut-down on call volume, walk-ins and other distractions
- Learn one platform, replace single-purpose software systems, IT doesn't need to support 10+ systems
- Drastically improve productivity through automated modules

Constituent Benefits

- Convenience of E- Commerce functionality – submit application and pay online
- Communicate concerns via Mobile App
- Access information and data via website, eliminating need to submit OPRA

Unlimited Users

- All employees and Elected Officials are eligible for login credentials

Preloaded Data

- Assessment Records, Municipal and Parcel Boundaries
- Foreclosure Filings

Cloud Based

- Access, manage and edit data from the office and in the field
- No scaling limitations, local server installation, burdensome maintenance costs or time-consuming software updates
- Data updates occur in real time, enabling office-based employees to collaborate with colleagues in the field via mobile device

Fields & Forms

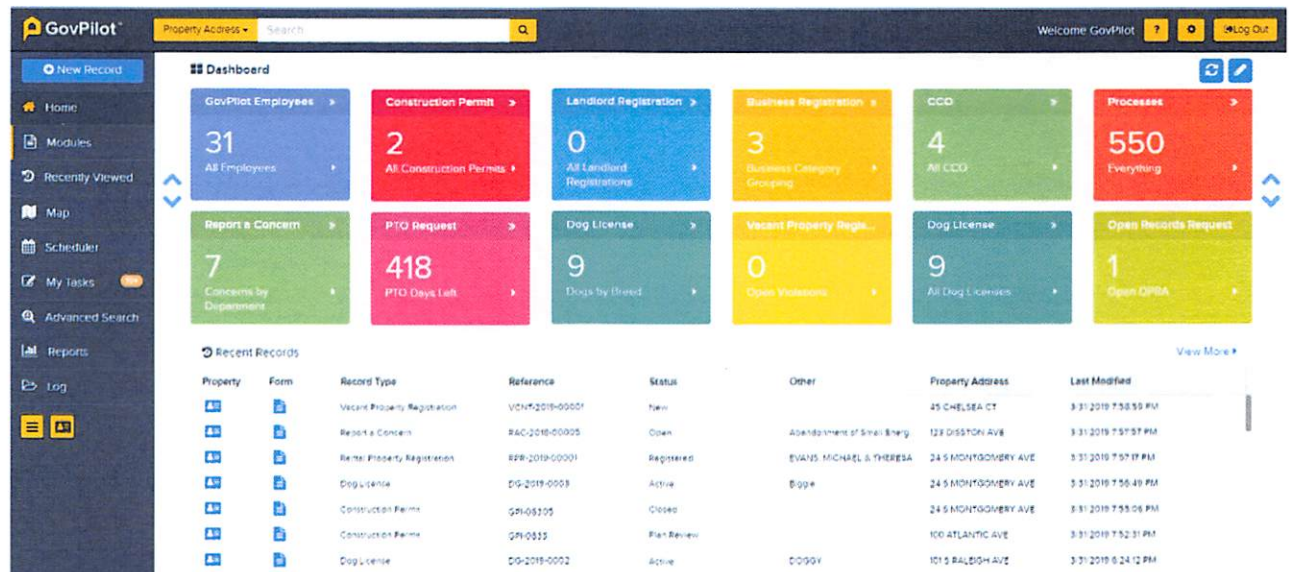
- GovPilot works closely with assigned divisions and departments to modify the platform based on your unique needs
- Deploy flexible modules and forms integrated with pre-loaded data
- User-friendly, drag-and-drop interface
- Merge and log external data, attach documents, calendars, files and notes to individual property records with ease

GovPilot's Templated Modules Consist of 5 Main Components



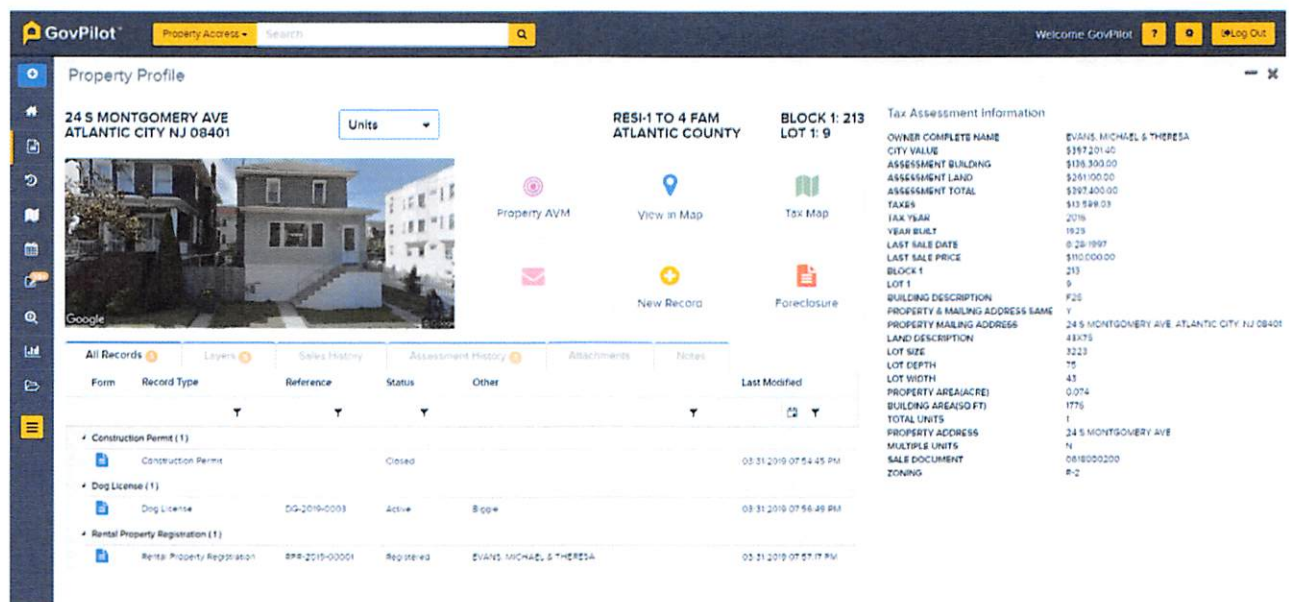
Dashboard

Whether you are a typist, department head, city manager or elected official, GovPilot's dashboard allows you to retrieve the answers you need, quickly. The dashboard is customizable, allowing users to create shortcuts to their data, called "tiles". These tiles are doorways to filtered and sorted data sets. When clicked, each tile opens a different view. Arrange and add an unlimited number of tiles with unparalleled ease.



Property Profile

The cornerstone of our platform, this feature links all property-related data to a single property profile. See all building permits, violations and licenses associated with a property. Attach and take notes within the profile as well.





Service Order

Customer Name:	Middlesex Borough	Billing Contact	Marcia Karrow
Billing Address:	1200 Mountain Avenue	Phone	(732) 356-7400 (ext. 264)
City, State, Zip:	Middlesex, NJ 08846	Email	mkarrow@middlesexboro-nj.gov
Vendor	GovPilot LLC	Address	79 Hudson St Suite 503
City, State, Zip	Hoboken, NJ 07030	Prepared By	Dylan Kaplan
Valid Through:	12/31/2020	Term:	60 Months
Bill Date	01/01/2021	Effective Date	01/01/2021

Annual Subscription

Subscription Level	List Price	Extended Price
GovPilot Annual Subscription	\$20,000.00	\$20,000.00
Zoning Permit		
Vacant Property Registration		
Rental CO		
Report A Concern		
Dog Licensing		
Cat Licensing		
OPRA		
Marriage		
Senior Citizens Tax Deduction Form		
Vital Records Request		
Mercantile License		

Subtotal **\$20,000.00**

Annual Subscription \$20,000.00

The [Master Subscription Agreement](#) between Client and PropertyPilot, LLC dba GovPilot (the "MSA"), as they each may be amended from time to time pursuant to the [MSA](#), are incorporated by reference in this Service Order. Capitalized terms not defined in this Service Order have the meaning given them in the [MSA](#).

The person signing below represents that he or she is authorized to sign this Service Order on behalf of Client and that Client accepts this Service Order subject to the terms in the [MSA](#).

<https://www.govpilot.com/master-subscription-agreement>

Propertypilot, LLC dba GovPilot

Signature: *James Delmonico*
Name: James Delmonico
Title: Chief Product Officer q
Date: 11/30/2020

Middlesex Borough

Signature: 
Name: Marcia Karrow
Title: ~~Mayor~~ Business Administrator
Date: 1/6/21



On-boarding and Implementation Process

Our on-boarding team is here to help you implement & launch GovPilot.

1. Kick-off Call

Your Account Manager & Onboarding Project Manager will coordinate a call with you to learn about how you will be leveraging GovPilot to gain further transparency into your day to day processes.

2. Variable Validation

To get started on your new GovPilot deployment, we need to confirm the information you've provided us during the sales process. This will also be a great opportunity for us to collect any additional information to ensure a successful on-boarding experience.

3. Variable Implementation**

During this time, our On-boarding team will be building out the modules you signed for. While this process typically takes 30-45 Days, there are times we need additional clarification. Please be sure to respond to any inquiries in a timely fashion so we can ensure a timely delivery of your services.

4. Team Training

We'll provide 1 hour live training and Q&A focused on your end-user team members. We'll deliver the training using your modules so that the users know exactly how to work with GovPilot.

We'll also provide access to our premier knowledge-base so your team can get the answers to their questions instantly!

****Variable Validation is subject to the terms stated within the On-Boarding Statement of Work**



On-boarding Statement of Work

Objectives

The objective of GovPilot’s on-boarding engagement is to collect and implement the necessary information to configure the purchased Modules and their corresponding template variables. This engagement also includes the training of the software in accordance to the pricing table of this document.

Scope of Work

Work will include the modification of variables as specified on the **Service Order** under **Initial Modules Selected** on a per module basis. While the variables we will modify differ on a per module basis, variables are generally inclusive but not limited to the following.

- Fees
- Licenses
- Permits
- Ordinances
- Pick-list Fields
- Employees
- Workflow Routing

Any additional work asked beyond the specified variables on a per module basis would require additional approval, scoping, and subject to a professional services rate of **\$250/hour**.

Deliverables

GovPilot will deliver the following deliverables as part of your on-boarding:

- Selected Modules stated on the **Service Order** under **Initial Modules Selected** with fully implemented variables as provided by the Customer
- Live training of the modules

Tasks and Responsibilities

Our ability to provide a successful on-boarding experience for our customers is a shared effort. It is crucial that all parties provide timely responses to any inquiries pertaining to the On-boarding.

Task	Responsibility
Provide Variable Gathering Tool(s) for completion	GovPilot
Completion of the Variable Gathering Tool	Middlesex Borough

Host Review of Collected Variables with Customer	GovPilot
Responses to any additional follow ups for clarification of provided variable data	Middlesex Borough
Delivery of Completed Modules	GovPilot
Host and Attendance of Training	Middlesex Borough
Provide Live Training to Customer	GovPilot

Timeline for Completion of Work

Upon receipt and review of complete set of variable information collected from the customer, GovPilot's anticipated deployment time of a module is 45 days. GovPilot assumes a 24-48 hour response time from the customer upon any requests for clarification. Failure to respond in a timely response will result in a delay of your module deployment.

Data Import Restrictions

Please note that data will be imported **AS IS**. Any errors included in the data set will be compiled and provided back to the customer for correction. It is the responsibility of the customer to correct the data and resubmit it to GovPilot should they want it included in their data set.

Such errors may include, but are not limited to:

- Incorrect data type for the field
 - E.g., Email addresses in phone number fields / symbols in text and or number fields
- **For importing of data that is property related.** If there is no existing block and lot or parcel ID to link the record to, those records will not be imported.
 - The client can update those unique parcel identifiers and provide back to GovPilot should they wish to have those records in the system.