

Subscription Service Order

Prepared for:

North Bergen Township, NJ

Sales Representative

Dillon Glassford
dillon@govpilot.com

Proposal Valid Through 2023-05-30



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, Parcel Boundaries
- Foreclosure Filings

All tax, parcel boundaries, and foreclosure data is uploaded upon execution of contract from GovPilot, any updates thereafter need to be proactively provided to GovPilot from the customer. Accuracy of this information is the responsibility of the customer.

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

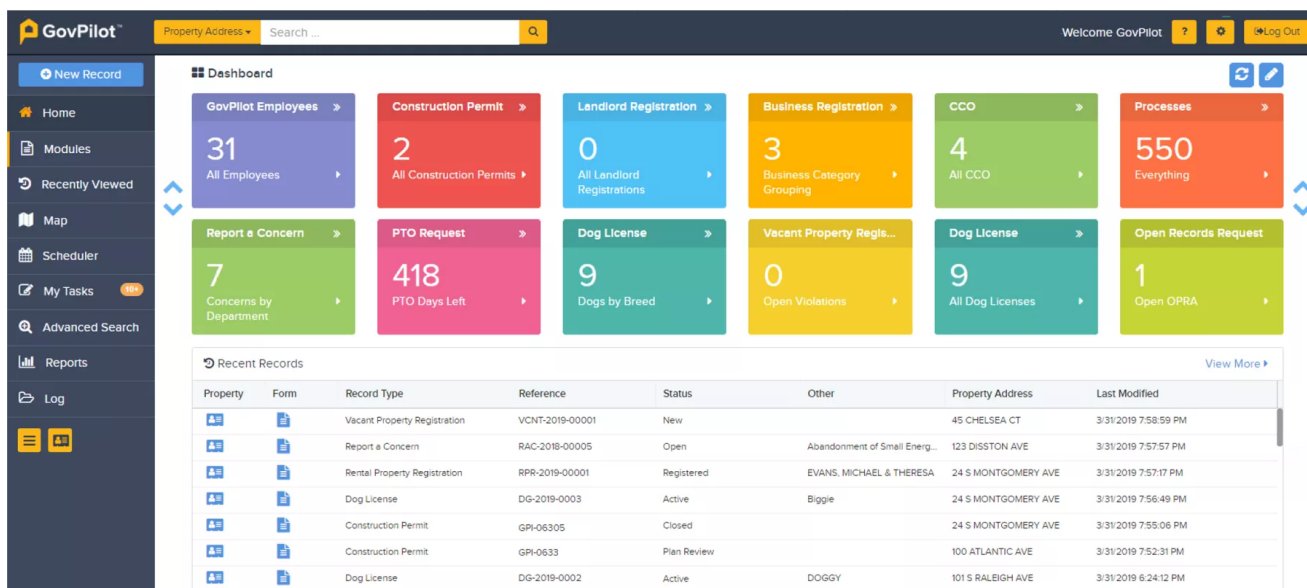
- GovPilot works closely with assigned divisions and departments to modify the platform based on your unique needs
- Deploy flexible modules and forms integrated with pre-loaded data
- User-friendly, drag-and-drop interface
- Merge and log external data, attach documents, calendars, files and notes to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

GovPilot

Property Address Search

Welcome GovPilot ? Log Out

Property Profile

24 S MONTGOMERY AVE
ATLANTIC CITY NJ 08401

Units

RESI-1 TO 4 FAM
ATLANTIC COUNTY

BLOCK 1: 213
LOT 1: 9

Property AVM

View in Map

Tax Map

Mail Merge

New Record

Foreclosure

All Records Layers Sales History Assessment History Attachments Notes

Form	Record Type	Reference	Status	Other	Last Modified
Construction Permit (1)					
	Construction Permit		Closed		03/31/2019 07:54:45 PM
Dog License (1)					
	Dog License	DG-2019-0003	Active	Biggie	03/31/2019 07:56:49 PM
Rental Property Registration (1)					
	Rental Property Registration	RPR-2019-00001	Registered	EVANS, MICHAEL & THERESA	03/31/2019 07:57:17 PM

Tax Assessment Information

OWNER COMPLETE NAME	EVANS, MICHAEL & THERESA
CITY VALUE	\$397,201.40
ASSESSMENT BUILDING	\$136,300.00
ASSESSMENT LAND	\$261,100.00
ASSESSMENT TOTAL	\$397,400.00
TAXES	\$13,599.03
TAX YEAR	2016
YEAR BUILT	1925
LAST SALE DATE	9/28/1997
LAST SALE PRICE	\$110,000.00
BLOCK 1	213
LOT 1	9
BUILDING DESCRIPTION	F25
PROPERTY & MAILING ADDRESS SAME	Y
PROPERTY MAILING ADDRESS	24 S MONTGOMERY AVE, ATLANTIC CITY, NJ 08401
LAND DESCRIPTION	43X75
LOT SIZE	3223
LOT DEPTH	75
LOT WIDTH	43
PROPERTY AREA(ACRE)	0.074
BUILDING AREA(SQ.FT)	1776
TOTAL UNITS	1
PROPERTY ADDRESS	24 S MONTGOMERY AVE
MULTIPLE UNITS	N
SALE DOCUMENT	0618000200
ZONING	R-2



Digital Forms E-commerce Functionality

GovPilot's digital forms can significantly reduce the time your staff spends on data entry. Form data is routed directly into the GovPilot system, eliminating the redundant process of a government employee transferring constituent information from a PDF to the database. Constituents access, complete and submit digital forms through your government website. Form logic blocks submission until all required fields have been populated, which guarantees that your departments receive properly completed forms, every time.



Automated Workflows

GovPilot's workflow engine reads data, calendar and user activity as triggers to automate the completion of a multitude of tasks, including the processing of public requests, licenses, applications, e-commerce transactions and internal administrative functions. Automated alerts notify employees of changes in project status and streamline post-submission correspondence with applicants. Workflows improve operational efficiency while promoting transparency and accountability among employees and departments.



Geographic Information System (GIS)

A picture is worth a thousand words. From cave paintings to emojis, graphic depiction is an integral part of how humans communicate and make sense of the world. When trying to identify patterns and otherwise understand your data—which could include thousands or even millions of variables—the ability to visualize that data is essential. GovPilot's user-friendly map grants ALL government employees the ability to harness the power of a geographic information system (GIS).





Service Order

Customer Name:	North Bergen Township, NJ	Billing Contact	Robert Pittfield
Billing Address:	4233 Kennedy Boulevard	Billing Phone	201-392-2000 ext. 3106
City, State, Zip:	North Bergen,NJ 07047	Billing Email	rpittfield@northbergen.org

Project Manager (person running onboarding on behalf of the customer)	
Name	Janet Castro
Email	jcastro@northbergen.org
Title	Business Administrator
Phone	201-392-2027

Webmaster	
Full Name	Steve Fong
Email	sfong@northbergen.org
Phone	201-577-6271

Vendor	GovPilot LLC	Address	204 E. Main St
City, State, Zip	Manasquan, NJ 08736	Vendor Contact	Dillon Glassford
Pricing Valid Through:	2023-05-30	Term:	3 Years
Next Annual Bill Date	2023-07-25	Original Contract Start Date	2022-07-25

Annual Subscription

Package Level	Annual Subscription Fee
Professional - 10 Templated Modules Listed Below	\$109,091.00

Module Name	Module Owner	Data Import	Flow Chart
Certificate of Occupancy	Peter Hammer	Yes	
Construction Permit UCC	Peter Hammer	Yes	https://lucid.app/lucidchart/4a8543a5-01dc-460a-bef2-c165da38d6a8/edit?invitationId=inv_ec444b1c-fec4-4368-b83e-1db378113c63
Health License	Robert Morano	Yes	
Kennel, Pet Shop, Shelter	Robert Morano	Yes	
Temporary Food License	Robert Morano	Yes	
Recreational Bathing/Pool	Robert Morano	Yes	
Report a Concern	Peter Hammer	No	https://lucid.app/lucidchart/5e0cfea8-c610-4a2c-a2bc-cb58924b91b7/edit?invitationId=inv_9ab18c96-438b-4ce7-97ec-181b7f7e7fde
Retail Food Establishment Inspections	Robert Morano	Yes	
Retail Food Establishment License	Robert Morano	Yes	
OPRA	Deidry Gonzalez	No	Existing Module

Name	Price	QTY	Subtotal
Existing Subscription OPRA Module	\$8,000.00	1	\$8,000.00

Subtotal **\$8,000.00**

Discount **-\$800.00**

Tax **\$0.00**

Total Annual Cost \$7,200.00

Name	Price	QTY	Subtotal
Upgrade to 10-Module Package	\$109,091.00	1	\$109,091.00

Subtotal **\$109,091.00**

Discount **\$0.00**

Tax **\$0.00**

Total New Annual Cost Starting 7/25/2023 \$109,091.00

Data Import	Price
Data Import for 8 Modules Listed Above	\$16,000.00 One-Time Fee

Balance Reconciliation for 2023	
Existing subscription - 7/25/2022 - 7/25/2023 -	\$7,200.00 - Paid
Pro-Rated Professional Subscription for 6/1/2023 - 7/25/2023 -	\$18,181.00
Credit Applied to Pro-Rated Subscription for 6/1/2023 - 7/25/2023 -	-\$1,200.00
One-Time Data Import Fee -	\$16,000.00

Balance Due 6/1/2023 \$32,981.00

-This contract supersedes any past agreements.

-To the extent the provisions of the agreement conflicts with the terms and conditions of the State contract, the State contract controls.

TERMS: Pricing is based on an annual subscription fee which includes an unlimited number of user licenses, initial onboarding, and unlimited support. Payment is due upon execution of this agreement. Onboarding will not commence until payment has been received. This subscription will automatically renew annually upon the effective date, as set forth above, unless either party has provided a notice of termination to the other at least thirty (30) days prior to such renewal date. Payment is due upon renewal. Failure to make payment within ten (10) days of renewal, or any other payment due date, will result in a notice of default. Failure to make payment within ten (10) days of notice of default will result in shut off of all Customer access to systems/modules and services. Service under the Agreement will not be restored until payment has been received. GovPilot does not waive any rights or remedies provided under the terms of this Agreement in the event of default. The [Master Subscription Agreement](#) between Client and PropertyPilot, LLC d/b/a GovPilot (the "MSA"), as it may be amended from time to time pursuant to the [MSA](#), the onboarding, and implementation process, and the onboarding statement of work are incorporated by reference in this Subscription Service Order ("Service Order") all of which collectively, comprise the "Agreement." 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](#). Signatory represents that all appropriate resolutions from the governing body, if appropriate, have been obtained to authorize execution of this Contract.

GovPilot's liability to the Customer for actual, direct damages resulting from GovPilot's performance hereunder and for any and all third party claims to the extent arising from GovPilot's negligence, willful misconduct, or violation of law in fulfilling its obligations herein, shall be limited in the aggregate to the total amount of fees actually paid or payable by the Customer to GovPilot under this Agreement for the year previous to the incident which gave cause for such liability

GovPilot shall retain ownership rights to (1) all of its intellectual property, including any derivatives, modifications and enhancements thereto, (2) Confidential Information of GovPilot, and (3) any tools or scripting applications used, developed or created by GovPilot or its third party licensors during the performance of this Agreement.

Propertypilot, LLC dba GovPilot		North Bergen Township, NJ	
Signature:	<i>James Delmonico</i>	Signature:	<i>Janet Castro</i>
Name:	James Delmonico	Name:	Janet Castro
Title:	Chief Operating Officer	Title:	Business Administrator
Date:	05 / 24 / 2023	Date:	05 / 31 / 2023



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 45-60 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 a one-time, 1 hour live web training, per module 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 Templated Modules Selected from the GovPilot Catalog** on a per module basis with a maximum of 12 hours of configuration per module. 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 requested beyond the specified variables and the 12 hour time limit on a per module basis would be charged a professional services rate of **\$150/hour** pending customer approval.

Deliverables

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

- Selected Templated Modules from the GovPilot Catalog stated on the **Service Order** under **Initial Modules Selected** with fully implemented variables as provided by the Customer
- Live web 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	North Bergen Township, NJ
Host Review of Collected Variables with Customer	GovPilot
Responses to any additional follow ups for clarification of provided variable data	North Bergen Township, NJ
Delivery of Completed Modules	GovPilot
Host and Attendance of Training	North Bergen Township, NJ
Provide Live Web 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 45-60 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**. **All Data Imports for all modules are subject to a fee, no matter what contract package you are purchasing.** 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. It is the customers responsibility to obtain their legacy data, GovPilot will not be communicating with third party software vendors on behalf of the customer nor obtaining access to third party software.

GovPilot will perform a maximum of two data imports per module. This requires the customer to provide data to GovPilot on two separate occasions. The first data import will be to validate and test the legacy data to ensure quality and accuracy during the onboarding process. The second and final data import will be performed the business day before the module is due to launch. In the event the customer is brining on legacy data after the module has launched the time and date of the second data import will be coordinated between GovPilot and the customer. Acceptable file types include, MS SQL, Excel, MS Access, CSV.

In the event the customer is providing the legacy data the business day the module is set to launch, GovPilot must receive the data at 3pm on the day prior to launch. Failure to provide data no later than 3pm EST will result in a rescheduling of your module launch date.

In the event the customer is negligent in not providing all data, or provides incorrect data, pertaining to a module resulting in more than 2 data imports, the customer will be charged \$250/hour for any subsequent time spent reimporting data after the

second data import. In the event the customer requests more than two data imports they will be charged \$250/hour for any subsequent time spent after the second data import.

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.

Credit Card Vendor Integration - GovPilot is currently integrated with 11 credit card vendors. There is no additional charge to configure your modules to take credit card payment for any of the 11 listed. If you would like an integration with a vendor not on the list, there will be an additional cost of \$250/hour in order to perform that integration. GovPilot also reserves the right to refuse integration based on documentation provided by the third party credit card vendor, or length of time in order to complete the integration.

1. Authorize.net
2. Municipay
3. Xpress BillPay
4. Network Merchants Inc (NMI)
5. Heartland
6. Payeezy
7. Elavon
8. The Satellite.Biz
9. Value Payment Systems
10. FIS Global
11. CardX

Minimum & Recommended System Specifications

The following system specifications for desktop PCs & Laptops:

Minimum Specifications

- OS: Windows 10 32/64-bit.
- CPU: Intel Core i3.
- RAM: 8GB RAM.
- Monitor: 19-inch.
- Network: Broadband Internet connection 50mbps with Latency <10ms.
- Browser: Any supported browser (see supported browser list).

Recommended Specifications

- OS: Windows 10 64-bit or Windows 11 64-bit.
- CPU: Intel Core i5 or more.
- RAM: 16GB RAM or more.
- Monitor: 24-inch or more (preferred wide screen).
- Network: Broadband Internet connection 100mbps with Latency <10ms.
- Browser: Any supported browser (see supported browser list).

Minimum Specifications for Mobile tablets:

- OS: Latest stable version update
- CPU: 1GHz or more
- RAM: 4GB RAM.
- Monitor: 10-inch or more
- Network: Wi-fi or Cellular 4G or more.
- Browser: Any mobile browser (see supported browser list).

Browser	Desktop/Mobile Devices
MICROSOFT® INTERNET EXPLORER®	Not Supported
MICROSOFT® EDGE (NON-CHROMIUM)	Not Supported
MICROSOFT® EDGE CHROMIUM	Latest stable browser version supported
GOOGLE CHROME™	Latest stable browser version supported
MOZILLA® FIREFOX®	Latest stable browser version supported
APPLE® SAFARI®	Latest stable browser version supported

TIP: For optimum performance, we recommend that users devices adopt the Google Chrome™ or Microsoft® EDGE browser and machines with 8 GB of RAM, 64-bit OS, 21-inch monitor and minimum 50mbps network bandwidth.

Note that 32-bit systems are subject to memory limitations. To take full advantage of the added RAM, use 64-bit versions of both the OS and the browser.

Signature Certificate

Reference number: BRP26-UFDFQ-ADMXJ-JJIWB

Signer

Timestamp

Signature

James Delmonico

Email: james@govpilot.com

Sent:

24 May 2023 18:26:48 UTC

Viewed:

24 May 2023 18:59:25 UTC

Signed:

24 May 2023 18:59:55 UTC



Recipient Verification:

✓ Email verified

24 May 2023 18:59:25 UTC

IP address: 96.234.54.23

Location: Manasquan, United States

Janet Castro

Email: jcastro@northbergen.org

Sent:

24 May 2023 18:26:48 UTC

Viewed:

31 May 2023 13:47:14 UTC

Signed:

31 May 2023 14:45:02 UTC



Recipient Verification:

✓ Email verified

31 May 2023 13:47:14 UTC

IP address: 100.8.194.26

Location: North Bergen, United States

Document completed by all parties on:

31 May 2023 14:45:02 UTC

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