Service Agreement for
Homer Glen, IL

iWorQ

Community Development & Public Works Software

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Pricing Proposal

Executive Summary

Thank you for your interest in iWorQ Systems! We have been providing government software solutions since 2001 and serve more than 1,300 customers throughout the United States and Canada. We lead the industry in delivering hosted web-based solutions and were the first vendor in this market to provide a fully web-based system.

Since cities and counties often have limited capital budgets, we lease our applications so that our clients are not confronted with large capital investments and our annual support and maintenance fees do not increase year to year. We have found that this model allows agencies to plan for growth in a cost-conscious way.

To access our applications all you need is an internet connection and your choice of device including desktops, laptops, smartphones (iPhone, Android) and tablet devices (iPad, Galaxy, etc.) The system's graphical user interface, including all screens and dashboards, is natively touch screen enabled allowing your staff the flexibility to determine which device to utilize inside the office or in the field.

We are confident in providing a solution that can improve your internal communication as well as increase your responsiveness to your citizens and customers while reducing the time and effort from your staff. We also provide additional access through our Citizen Engagement mobile app and web portal for internal staff and citizens.

Thank you again for considering iWorQ, we will follow up with you to review any questions you may have about this proposal and the next steps in our consultative sales process.

Best Regards,

Adam Laing
Vice President

Application Description

iWorQ software solutions and professional services together provide a seamless fit for Homer Glen software project. Having implemented over 1,300 customer agencies and configuring a unique fit for each one provides our team the experience and background required to ensure a successful implementation.

iWorQ's browser-based software is an off-the-shelf system which requires no custom modifications to the code, only configuration of the application which requires no coding. As it is already utilized by hundreds of offices of all different sizes, we can scale and configure as much as needed for each implementation in order to meet your project goals. The system will provide Homer Glen workers' access in the field and in the office, assuring your staff will be efficient and have all the data necessary to run a paperless system. iWorQ's hosted solution provides a smooth transition from your current system because much of the complexity of setting up the server hardware and networking environment is not required, which helps save time, money, and resources for Homer Glen.

Since iWorQ's applications are configurable, we are able to provide a familiar and intuitive system that easy to use and understand. For example, when a user logs in, their screen contains only the fields on their dashboard that are pertinent to them, which makes the training process resonate with each of the end users. iWorQ implementers will consult with each department during the set-up process to configure the applications in order to meet the unique needs of each of your departments.

Project Initiation and Management

Throughout the history of our company, iWorQ's success with adding and maintaining customers can be accredited to our carefully structured methodology and approach with each implementation. Our phased project methodology allows regular checkpoints and frequent opportunities to ensure that all of our team members are in sync. During the planning phase, our project teams meet to analyze how each department operates today, and how you would like your new system to work going forward. Based on our discussions, we create a project plan, agree on major milestones, and set a project schedule. The project plan will also address communications, managing risk and change management.

Throughout the project, iWorQ will hold regular status meetings in which both teams report on progress, tasks, and timelines, as agreed upon during the planning phase and outlined in the project plan. The iWorQ project manager acts as your main point of contact during the project and works with your staff to ensure that adequate communication takes place, assuring that the project moves along smoothly.

iWorQ has standard documentation to record decisions made during the project. These documents list tasks, person responsibilities, decisions made, etc.

## Developing Specific Deliverables for Your Project

The iWorQ team works with your subject matter experts (that you assign) during the initiating and planning phases to determine what deliverables to build for your solution (e.g., reports, documents, templates, and dashboards etc.). After we create a deliverable, we test it to ensure it meets your specifications and then pass it to your team for user acceptance.
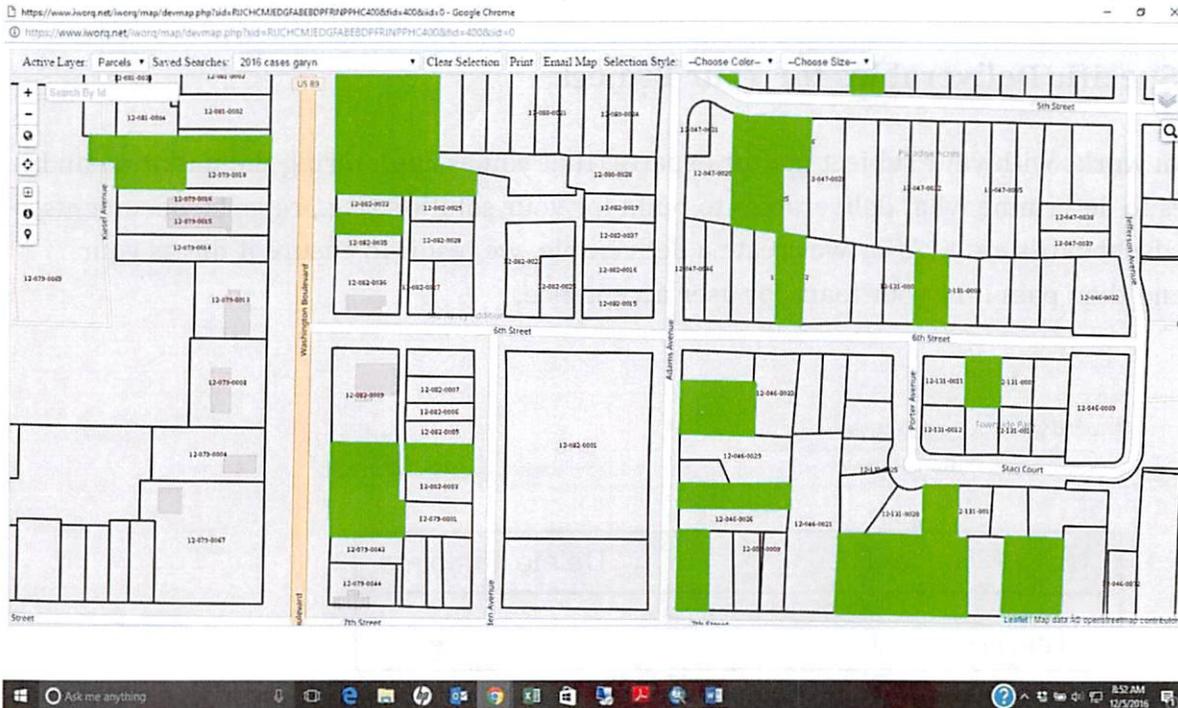
Figure 1.1
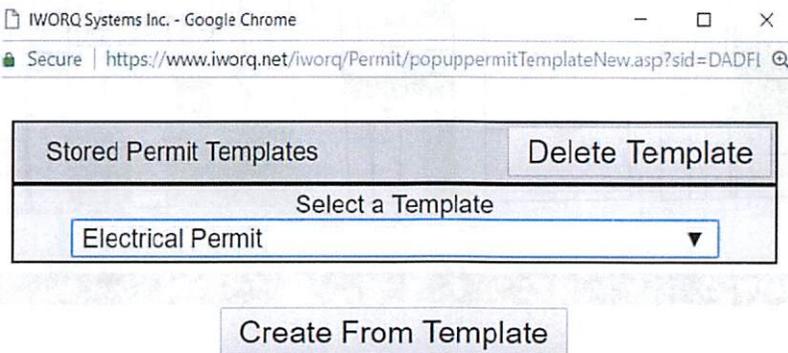
The above screen shows how easy it is to create a permit template with prefilled information.
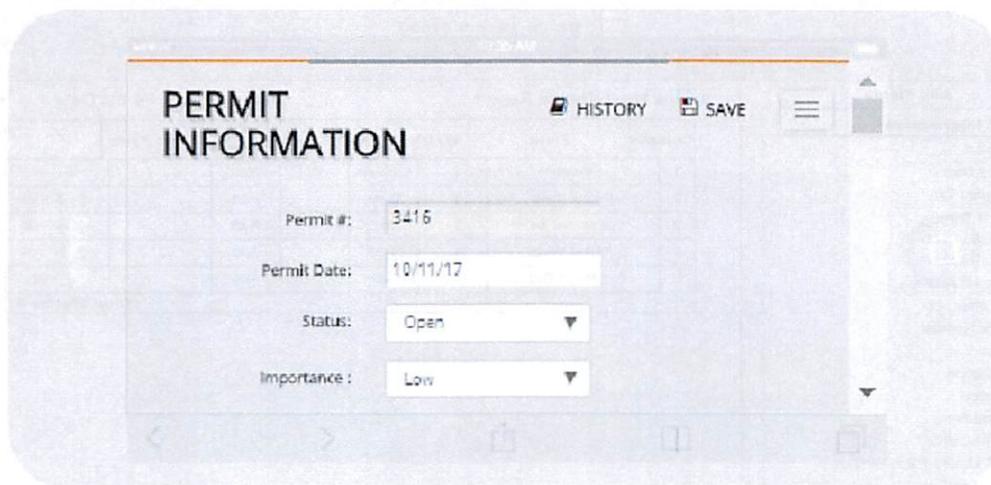
Figure 1.2
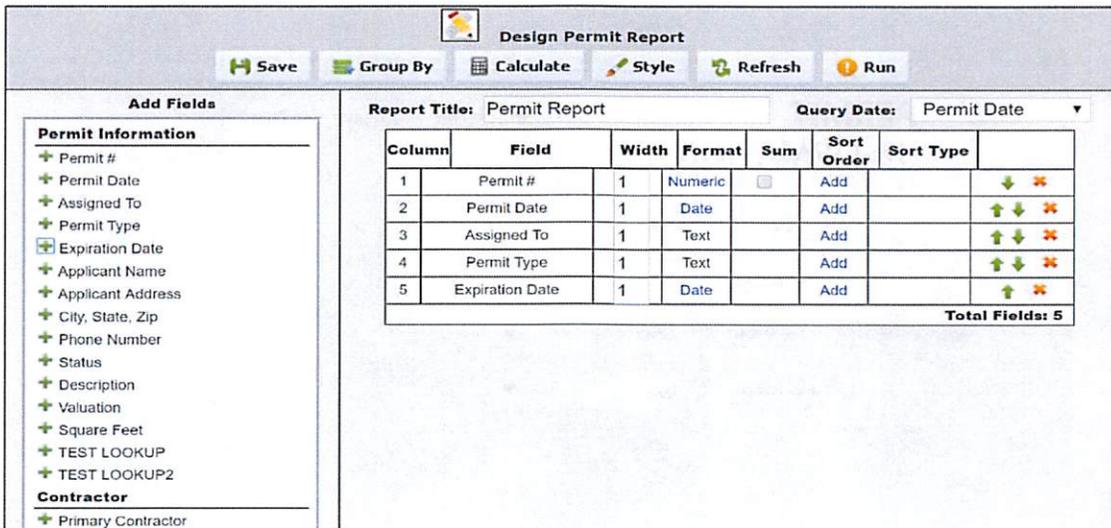
iWorQ's report builder provides a user interface that only requires a user to simply click on the "+" button below to instantly report on desired input. This enables you to add new fields when desired and create adhoc and saved reports.

Figure 1.3

Map above shows Responsive interface- Showing the parcel layer with highlighted parcels. The map is showing the permits issued last year. User can select, display, and edit data directly from the map.

Figure 1.4

The screenshot shows iWorQ's Mobile HTML 5 Interface making access in the field easy to use, which includes icons to help assure your field staff will be successful accessing the system.

Implementation Phases

Your project is configured through a four-phased approach that includes Initiation, Planning, Executing, and Closing phases. Throughout these phases, iWorQ bears the bulk of the project risk. We provide as much training and services as you need to be successful throughout the project.

This section discusses:

- Initiation Phase
- Planning Phase
- Executing Phase
- Closing Phase

Initiation Phase

During this phase, we install your software in our secure, hosted (SaaS) data center utilizing Amazon Web Services (AWS). During this phase, you should determine what staff members will assist with the project. We ask you to complete initial worksheets that allow us to import data into iWorQ dropdown fields. These worksheets are system-agnostic, and do not require that you understand iWorQ data structures to complete this phase.

Planning Phase

During the Planning phase, the iWorQ project team works with your team to define how processes at Homer Glen work today and how you would like your new system to operate going forward. As part of this, your team should analyze the reports and documents you currently have to determine which ones you need to have in iWorQ. Based on our discussions, we create a project plan that includes project timelines, goals, priorities, and responsibilities. Our project team will work with you to set a clear project plan with detailed requirements. Both teams follow this plan during the executing phase.

Executing Phase

During the Executing phase, we train your project team and together configure the solution. Concurrent with your system configuration, our data integration team will work with you to build data interfaces and migrate data if they are part of the project scope. After our teams complete these tasks, we train your staff members.

Your success is our highest priority. While each of our training phases has a specific plan, we provide additional or repeat trainings at no additional cost if necessary for a successful implementation. As a customer, we will provide additional training anytime it is desired for no additional cost. The time completion of project phases is often dependent upon go-live goals and staff availability.

Go Live

After the configuration, iWorQ will train each of your staff members. During our training, attendees learn by doing actual data entry. They should come to the training with any materials they regularly use to enter cases (e.g., a stack of permits or code cases to be entered). Instructors will provide the training online. Instructors provide personal assistance to attendees, answer specific questions, and personalize teaching styles to meet the needs of individual attendees.

Closing Phase

During the closing phase, your iWorQ project team continues to work with you to answer any questions and resolve any configuration questions. We hold a project closure meeting to ensure a smooth transition from our project team to our IWorQ customer support team, who will support you going forward and as long as you are a customer.

Training

Your administrator and other individuals you designate receive several different types of training that cover iWorQ's key functionalities.

Our training involves guiding staff to use iWorQ to complete actual work tasks. Instructors provide personal assistance to attendees, answer specific questions, model examples and exercises, and personalize teaching styles to individual attendees. This informal style helps your staff relax and feel comfortable asking and responding to questions.

These trainings are described in further detail below:

Administrator Training: Administrator training teaches your iWorQ administrator(s) how to manage iWorQ going forward. This training covers items such as setting up code tables (options in drop-down lists); security rules; and iWorQ tools.

Configuration Training: During the configuration phase, your administrators make many decisions about configuring iWorQ to make your office its most efficient. During Configuration Training, iWorQ's project team helps trainees understand approaches, methodologies, and best practices for making these decisions and recognizing the ramifications of the decisions they make.

Go-Live Training: Prior to Go-Live, every user on the system will receive training pertinent to their role type on the system. We provide unlimited training during implementation and after Go-Live via conference calls, webinars, or online screen share and we offer an annual, national users' conference to learn new and advanced skills.

Homer Glen	Quote creation: 2/25/2019
14240 W. 151st Street Homer Glen, IL	Prepared by: Adam Laing and Troy Thompson

1. QUOTE

Homer Glen- hereafter known as "Customer", enters into the following Service Agreement with iWorQ Systems, "iWorQ", headquartered in Logan, UT. Customer will pay an annual fee for the services and a one-time setup fee detailed below: Population: 24,481

Community Development Applications and Services	Package Price	Billing
Community Development Package - Available on any computer, tablet, or mobile device using Chrome browser - Code Enforcement with OpenStreetMap - Permit Management with OpenStreetMap - Quarterly parcel upload - Contractor portal - Up to 3 custom forms/permits/letters and access to iWorQ's library.	$6,750	Annual
License Management - Available on any computer, tablet, or mobile device using Chrome browser - Business Registrations - 3 custom letters/forms - Reminder letter generation	$3,500	Annual
Contractor Registration and Licensing - Available on any computer, tablet, or mobile device using Chrome browser - Licensing for Contractors - 3 custom letters/forms - Reminder letter generation	$2,500	Annual
Payment Processing - Credit/debit card processing via iTransact NOTE: iTransact has Fees associated with their processing - 5 web forms/screens for the payment collection process. - Merchant account and gateway via iTransact - Payments recorded/tracked in iWorQ - More than 5 forms requires additional services.	$1,000	Annual
Premium Data Package – 25 MB file upload size and 100 GB total storage. (Each additional 100 GB is $250 annually)	Included	Annual
Financial Export – (Permits, Business Registrations, and Contractor Licenses)	$3,000	Annual

iWorQ will export financial payments or monies received into the iWorQ system on a nightly basis to an FTP site maintained by Homer Glen. *Any refunds or adjustments would be done manually as part of a reconciliation process.*		
ANNUAL TOTAL	~~$16,750~~ $15,000	
Setup, training, data conversion, and system configuration	~~$10,000~~ $500	Once
Grand total due	~~$26,750~~ $15,500	

1.1 Notes

1. Invoices for amount due will be sent out 2 weeks after signature. Terms of the invoicing is Net 30 days.

2. This quote is provided at the customer's request and is good through March 20th, 2019.

3. This quote cannot be disclosed or used to compete with other companies.

4. Pricing is based on population and number of applications. Removing any items from this quote may require application prices to be updated

2. ADDITIONAL SERVICES

iWorQ provides additional applications and services that can be purchased as part of the Community Development solution. These can be added to the customer's annual* cost, upon request. The services listed below may already be included in the quote in Section 1.

iWorQ Permit Portal - Drive citizen satisfaction, streamline communication between citizens and city/county leadership, and reduce overhead costs with a self-service public portal and a mobile application for Android and iOS.	Price based on Population	Annual
iWorQ License Portal - Drive citizen satisfaction, streamline communication between citizens and city/county leadership, and reduce overhead costs with a self-service public portal and a mobile application for Android and iOS.	Price based on Population	Annual
Premium Data Package – Each additional 100 GB	$250	Annual
Additional Storage – Each unit of storage contains an additional 100 GB.	$250	Annual

Plans Review and Annotation – Requires premium data package to use. Draw and annotate on plans; save data in layers on plans; and place watermarks on plans.	$1000	Annual
Onsite Backup – iWorQ will send a *.BAK on a scheduled basis to an FTP server maintained by the customer.	$500	Annual
Monthly Parcel Update – iWorQ will import an electronic file on a scheduled basis from a file stored on an FTP server maintained by the Customer.	$500	Annual
Rest Services GIS – iWorQ will utilize RestServices to consume shape files. Each layer is $500. Up to 10 Layers $2,500.	$500	Annual
Interactive Voice Response (IVR) – used by contractors to schedule inspections via telephone.	$1000	Annual
Additional letters/forms	$100 each	Annual

Additional services are subject to setup fees which are 2/3 of the annual cost.

3. GUIDELINES

3.1 Getting started

iWorQ will assign an account manager to your account to begin the setup and training process upon contract signature.

Send the signed service agreement to iWorQ Systems:
Email: sales@iworq.com
Fax: 1 (866) 379-3243

Mailing address:	Physical address:
PO Box 3784	1125 W. 400. N. Suite 102
Logan, UT 84323	Logan, UT 84321

3.2 Billing information

iWorQ will invoice Customer on an <u>annual</u> basis. Customer reserves the right to cancel service at any time by providing iWorQ a 30-day written notice.

3.3 Data conversion

As part of the project setup, iWorQ provides a data conversion service. This service consists of importing data, sent by the Customer, in an electronic (relational database) format. iWorQ provides contact information and an upload site were the electronic data can be sent. Additional costs apply for data that does not meet the criteria listed above.

4. SERVICES and SUPPORT

4.1 Data ownership

All customer data remains the property of the customer. Customer can request data electronically or on disk, upon cancellation of Service Agreement. iWorQ will disburse data within 30 days of written notification.

4.2 FREE training

iWorQ provides FREE training and support. iWorQ provides webinars, phone support, written manuals, web videos, documentation and help files. Training is available to any Customer with a login.

4.3 FREE updates

All updates, bug fixes, and upgrades are FREE to the Customer. iWorQ is a web-based application. Customer only needs to login to get any updates to the applications.

4.4 FREE support

Customer support and training are FREE and available from 6:00 A.M. to 5:00 p.m. Mountain Standard Time.

4.5 FREE data back up

iWorQ does back-ups twice weekly and offsite once weekly.

4.6 Proprietary letters/forms

Letters and forms, including permits, certificates, or other documents must be owned by the customer and have a clear copyright.

4.7 Data upload and storage limits

Standard data plan includes uploads of up to 3 MB per file and 10 GB total storage. iWorQ offers a premium data plan available for an additional annual cost.

4.8 Software Terms and Limitations

The iWorQ Software is the proprietary information and a trade secret of iWorQ, Systems Inc. and this agreement grants no title or rights of ownership with the software. The software is protected by United States copyright laws and international copyright treaties, as well as other intellectual property laws. Customer shall not permit any user or other party to, (a) copy or otherwise reproduce, reverse engineer or decompile all or any part of the iWorQ Software, (b) make alterations to or modify the Software, (c) grant sublicenses, leases or other rights, or (d) permit any party access to the Licensed Software for purposes of programming against it.

5. SETUP & BILLING INFORMATION

5.1 Implementation information

Primary Contact(s) __John Robinson__

Phone __(708) 301-0632__ Cell _____ Email __jrobinson@homerglenil.org__

Additional Contact(s) __Dorene Shemanski__

Phone __(708) 301-0632__ Cell _____ Email __dshemanski:org__
__@homerglenil.org__

5.2 Billing information

Billing Contact __Gina Spino__ Phone __(708) 301-0632__ Cell _____

Email __gspino@homerglenil.org__ Prefer to receive invoice by email? Yes ☐ No ☑

Billing Address __14240 W. 151st Street__

City __Homer Glen__ State __IL__ Zip __60491__

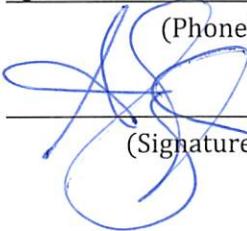PO# _____ (if required) Tax exempt ID# __E99449471__

6. SIGNATURE

Signature of this Agreement is based on the understanding and acknowledgement of the terms and conditions stated within this Service Agreement.

__(708) 301-0632__
(Phone)   (Mobile)   (Email)

_____   __George Yukich Mayor__   __3/20/2019__
(Signature)   (Print Name & Title)   (Date)