



**Service Agreement for
Jonesboro, AR**

iWorQ

Community Development & Public Works Software

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Executive Summary

Thank you for your interest in iWorQ Systems! We have been providing government software solutions since 2001 and serve more than 1,600 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 payment method 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 our solution 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 Tools 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

Sole-Source Contract

Our software is a uniquely designed platform that enables us to provide you a sole source contract. Our platform provides our customers the ability to easily configure and add data (numeric, lookup, text, and date fields) on the fly, which requires zero technical understanding or development background to perform. In addition to being able to add new fields, iWorQ's integrated report builder automatically makes available all newly created fields for immediate tracking and reporting without any coding or SQL scripting allowing you to create ad-hoc or saved reports. The ability to add fields on the fly and to be able to report against them without having to hire a technical resource or pay a 3rd party vendor can save a substantial amount of time for Cities/Counties, which reduces the total cost of ownership with the iWorQ platform. The ease of steps and manner in which iWorQ allows you to configure the application is unlike any other platform in this market. iWorQ is the sole vendor/supplier/distributor/provider of our services and is available as a sole source product.

Application Description

iWorQ software solutions and professional services together provide a seamless fit for Jonesboro software project. Having implemented over 1,600 customer agencies and configuring a unique fit for each one provides our team the experience and background required to ensure a successful implementation for your city.

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. We can scale and configure as much as needed for each implementation in order to meet your project goals. The system will provide your 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 database and paper driven systems, because much of the complexity of setting up the server hardware and networking environment is not required, which helps save time, money, and resources.

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.

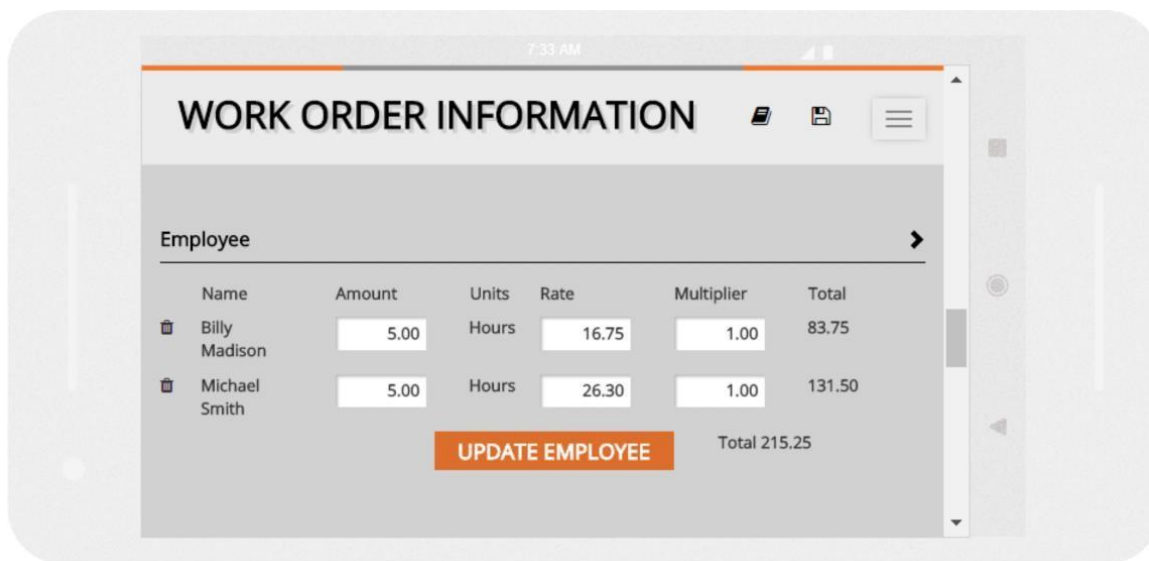
Throughout the project, iWorQ will hold regular status meetings in which both teams report on progress, tasks, and timelines, as agreed upon during the planning phase and outlined in the project plan. The iWorQ project manager acts as your main point of contact during the project and works with your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

iWorQ has standard documentation to record decisions made during the project. These documents list tasks, person responsibilities, and target dates, 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 customize 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 project team for user acceptance.

Figure 1.1



The screenshot shows iWorQ's Mobile HTML 5 Interface making access in the field easy to use, which includes the ability to easily track labor, materials, inventory, and equipment from any cellular or wifi enabled device.

Figure 1.2

Design Permit Report

Save
Group By
Calculate
Style
Refresh
Run

Add Fields

Permit Information

- + Permit #
- + Permit Date
- + Assigned To
- + Permit Type
- + Expiration Date
- + Applicant Name
- + Applicant Address
- + City, State, Zip
- + Phone Number
- + Status
- + Description
- + Valuation
- + Square Feet
- + TEST LOOKUP
- + TEST LOOKUP2

Contractor

- + Primary Contractor

Report Title: Query Date:

Column	Field	Width	Format	Sum	Sort Order	Sort Type	
1	Permit #	1	Numeric	<input type="checkbox"/>	Add		↓ ↑ ✖
2	Permit Date	1	Date		Add		↑ ↓ ✖
3	Assigned To	1	Text		Add		↑ ↓ ✖
4	Permit Type	1	Text		Add		↑ ↓ ✖
5	Expiration Date	1	Date		Add		↑ ↓ ✖
Total Fields: 5							

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 for both Work Orders and Permits.

Figure 1.3

The screenshot shows a web browser window displaying the iWorQ application. The main area is a map showing a street grid with several parcels highlighted in green. The interface includes a sidebar on the left with search and filter options, and a top navigation bar with various tools like 'Clear Selection', 'Print', and 'Email Map'. The browser's address bar shows the URL: <https://www.iworq.net/iworq/map/devmap.php?sid=RJCHCMJEDGFABEDPFRINPPHC400&fid=400&iid=0>. The Windows taskbar at the bottom shows the system time as 8:52 AM on 12/5/2016.

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 for Code Violations or specific types of permits and applications.

Implementation Phases

Your project is configured through a four-phased approach that includes Initiation, Planning, Executing, and Closing phases. iWorQ Account Managers will provide training and weekly calls during setup. iWorQ Account Managers will provide weekly summary emails to document the progress of the implementation. 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 (from your agency) will assist with the project. We ask you to submit data in an electronic format (*.xls, *.mdb, *.bak, etc.) that allow us to import data into iWorQ. iWorQ Account Managers will walk you through this process.

Planning Phase

During the Planning phase, the iWorQ Account Manager work with your implementation team to define how processes at your Agency 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. The implementation will go live in less than 60 days (based on a typical implementation)

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 Pembroke 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 file folders that need 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 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: 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.

Jonesboro	Quote creation: 10/2/2020
Po Box 1845, Jonesboro, AR 72403	Prepared by: Adam Laing and Lindsay Brooks

1. QUOTE

Jonesboro - 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: 55,515

<u>Community Development Applications and Services</u>	<u>Package Price</u>	<u>Billing</u>
<p>Community Development (Enterprise Package) *Permit Management *Code Enforcement *Portal Home</p> <p>Quarterly upload of parcel information to iWorQ's GIS Map Track contractors, inspections, property information</p> <p>Track code violations, fees, and activities Unlimited reports and ad-hoc reporting Unlimited letters and documents configured through iWorQ's template library and 6 custom letters 6 custom forms for Portal Home Premium Data (25MB Uploads & 250 GB Storage) iWorQ online credit/debit card processing integrated with Payroc.</p> <p>GIS REST Services - iWorQ will publish your agency's WMS layers in iWorQ Community Development applications. iWorQ will update property details weekly. Annual fees are \$500 per layer (currently includes 2 layers)</p> <p><i>Note: If GIS configurations change (FTP location, name format, field changes, etc.) iWorQ will charge a minimum \$500 fee to accommodate new configuration adjustments (subject to additional hourly charges)</i></p>	\$17,000	Annual
<p>Fire Inspection Management – track inspections, upload attachments (i.e. pictures, video, etc.), and track to Property Includes customized automated reminder letters and online renewal.</p>	\$3,000	Annual
<p>Financial Export – (Permit Management) iWorQ will export financial payments or monies received into the iWorQ system on a nightly basis to an FTP site maintained by the City of Jonesboro. <i>*Any refunds or adjustments would be done manually as part of a reconciliation process.</i></p>	\$2,000	Annual
<u>Public Works Applications and Services</u>		
<p>Public Works Package (Asset) Package includes: *Work Management *Sign Management</p>	\$13,500	Annual

<p>*Pavement Management * CA Sidewalk Management</p> <p>-Available on any computer, tablet, or mobile device using Chrome browser -Track and manage work and asset(s) by location using OpenStreetMap -Work order scheduling and templates -Track labor, inventory, parts, and material -Track MUTCD, condition, reflectivity, etc. -Track sidewalks, ramps, etc. -Track pavement condition, distress, treatments, etc.</p> <p>GIS RestServices -iWorQ will publish your agency's WMS layers in iWorQ Public Works applications via Rest Services. iWorQ will update asset attribute details weekly. Annual fees are \$500 per capital asset application.</p> <p><i>*Note: If configuration changes (i.e. Name format, field changes, or interval for published updates) iWorQ will charge a minimum fee of \$500 with each additional hour \$250 to accommodate new configuration changes.</i></p>		
<p>Stormwater Package Package includes: *Work Management *SWPP Permit Management *Capital Asset Management</p> <p>- Available on any computer, tablet, or mobile device using Chrome browser - Track work orders and maintenance history for MS4 compliance - Track location using asset management with OpenStreetMap - Issue permits (SWPP) - Track inspections and compliance - Manage and reduce illicit discharge - Free forms, letters, and / or permits utilizing iWorQ's template library, and up to 3 custom letters / forms.</p>	\$6,000	Annual
ANNUAL TOTAL	\$41,500	
Setup, training, and system configuration	\$26,000	Once
Total Due (iWorQ)	\$ 67,500	
GRAND TOTAL DUE (iWorQ and TextMyGov)	\$ 72,500	

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 cannot be disclosed or used to compete with other companies.
- 3- This agreement is valid for 30 days.
- 4- Pricing is based on population and number of applications. Removing any items from this quote may require application prices to be updated.

1.2 ADDITIONAL SERVICES

iWorQ provides additional applications and services that can be purchased as part of the Public Works solution. These can be added to the customer's annual cost, upon request.

Bluebeam Integration - iWorQ integration with Bluebeam Studio Prime. <i>*Studio Prime is required for integration and all Bluebeam products will need to be purchased directly from Bluebeam or authorized distributor/dealer.</i>	Included	Annual
Licensing – track business, animal, liquor, rental, and other license types. Includes customized automated reminder letters and online renewal.	Price based on Population	Annual
Additional Storage – Each unit of storage contains an additional 100 GB.	\$250	Annual
Onsite Backup – iWorQ will send a *.BAK on a scheduled basis to an FTP server maintained by the customer.	\$500	Annual
Interactive Voice Response (IVR) – used by contractors to schedule inspections via telephone.	\$1,000	Annual
3 Additional letters/forms	\$500	Annual
iWorQ Facilities Package – Manage facilities and track work orders, assets, materials, employee costs, and maintenance schedules.	Price based on Population	Annual
Asset Management – price based on population and assets to be tracked	Quote required	Annual

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

2. TextMyGov QUOTE

- 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: 52,521

TextMyGov Applications and Services	Package Price	Billing
Package includes: TextMyGov (TMG) Application *Smart texting solution enabling your citizens to text your City/County with questions, service requests, inspection requests, and more. *TMG will reply to citizens with automated responses to answer questions, provide links to your website, and to notify your citizens with upcoming events such as council meetings, elections, road closures, etc. -3 Short codes are provided enabling your citizens to opt-in for topics they are interested in. Once opted-in citizens will receive notifications from your City/County based on areas of interest. -Phone Number assigned to your City/County -Includes 50,000 texts annually -Image uploads via text messaging iWorQ Citizen Engagement (TMG Integration with iWorQ) -Drive citizen satisfaction, streamline communication and reduce overhead costs with a public portal and mobile applications for Android and iOS. -Integrated with TMG enabling text service requests, inspection requests, code enforcement complaints, and Fleet service requests integrated with iWorQ applications.	\$4,000	Annual
ANNUAL TOTAL	\$4,000	
Setup, training, and system configuration	\$1,000	Once
Total Due (TMG)	\$5,000	

2.1. Notes

- 1- Invoices for amount due will be sent out 2 weeks after signature. Terms of the invoicing is Net 30 days. The invoice will come from TextMyGov. (Please request a W9)
- 2- Terms of this agreement is a 3-Year Term. Customer reserves the rights to cancel this agreement with 30-day written notice after the initial 3-Year Term.
- 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
- 5- Customer agrees to publish TextMyGov Widget on City Website.

2.2 ADDITIONAL SERVICES

iWorQ provides additional applications and services that can be purchased as part of the Public Works solution. These can be added to the customer's annual cost, upon request.

Each additional text bundle – 50,000 texts	\$400	Annual
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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

Mailing address:

PO Box 3784
Logan, UT 84323

Physical address:

1125 W. 400. N. Suite 102
Logan, UT 84321

3.2 Billing information

iWorQ will invoice Customers on an annual basis. Customers reserves the right to cancel service at any time after the initial 3-year term, by providing iWorQ a 30-day written notice.

3.3 Data conversion

As part of the project set up, 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 where 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.

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. SET-UP & BILLING INFORMATION

**Please fill out all fields to ensure our team can reach the implementation & billing contacts*

5.1 Public Works Implementation Contacts

Primary Contact _____ Title _____

Phone _____ Cell _____

Email _____

Additional Contact(s) _____ Title _____

Phone _____ Cell _____

Email _____

5.2 TextMyGov Implementation Contacts

Primary Contact _____ Title _____

Phone _____ Cell _____

Email _____

Additional Contact(s) _____ Title _____

Phone _____ Cell _____

Email _____

5.3 Billing information

Billing Contact _____ Phone _____ Cell _____

Email _____ Prefer to receive invoice by email? Yes No

Billing Address _____

City _____ State _____ Zip _____

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

Is the billing information for TextMyGov the same as iWorQ Systems? Yes No

If no, please specify:

Billing Contact _____ Phone _____ Cell _____

Email _____ Prefer to receive invoice by email? Yes No

Billing Address _____

City _____ State _____ Zip _____

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

6. SIGNATURE

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

_____	_____	_____
(Phone)	(Mobile)	(Email)
_____	_____	_____
(Signature)	(Print Name & Title)	(Date)