



# **Proposal for The City of Harrisburg**



***Community Development & Public Works Software***

## **Executive Summary**

Thank you for interest in iWorQ Systems! We have been providing government software solutions since 2001 and serve more than 1,000 customers throughout the United States and Canada. iWorQ Systems leads the industry in delivering hosted web-based solutions and were the first vendor in this market to provide a fully web-based solution for local government.

Since cities and counties often have limited capital budgets, we lease our applications so that our clients are not confronted with large initial 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 and enables us to provide best in class products and continuing services to our clients.

To access iWorQ 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 do this by streamlining your processes through our applications inside the office, out in the field, and 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,*

Scott Jardine  
VP | Sales & Marketing



<b>Harrisburg</b>	<b>Quote creation: 1/18/2018</b>
<b>301 E Willow ST PO box 26 Harrisburg, SD 57032</b>	<b>Prepared by: Ty Pebley</b>

## 1. QUOTE

Harrisburg- 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: 4,861

<b><u>Community Development Applications and Services</u></b>	<b><u>Package Price</u></b>	<b><u>Billing</u></b>
<b>Community Development Package</b> - 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 25 custom forms/permits/letters <b>Plans review</b> - Draw & annotate on plans - Save data in layers on plans - Place watermarks on plans <b>Premium data package</b> - 25MB file upload size and 100 GB total storage	<b>\$3,750</b>	Annual
<b>ANNUAL TOTAL</b>	<b>\$3,750</b>	

Setup and data conversion	<b>\$2,500</b>	Once
<b>Grand total due</b>	<b>\$6,250</b>	

### 1.1. Notes

- 1- Invoices for amount will be sent out 2 weeks after signature. Terms of the invoicing is Net 30 days.
- 2- Invoices may be prorated upon customer request.
- 3- This quote is provided at the customer's request and is good for 30 days.



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

## 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.

<b>iWorQ Citizen Engagement</b> - 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
<b>Licensing</b> – track business, animal, liquor, rental, and other license types. Includes customized automated reminder letters and online renewal.	Price based on Population	Annual
<b>Additional 100GB of Storage</b>	\$250	Annual
<b>Onsite Backup</b> – iWorQ will send a *.BAK on a scheduled basis to an FTP server maintained by the customer.	\$500	Annual
<b>Monthly Parcel Update</b> – iWorQ will import an electronic file on a scheduled basis from a file stored on an FTP server maintained by the Customer.	\$500	Annual
<b>Interactive Voice Response (IVR)</b> – used by contractors to schedule inspections via telephone.	\$500	Annual
<b>iTransact Card Processing</b> – setup merchant account and gateway, so card payments can be received/recorded in iWorQ. Includes public portal and up to 5 customized forms/links on customer website for citizens and contractors to submit permit requests, license requests, and make payments.	\$500	Annual
<b>Additional letters/forms/permits</b>	\$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:**

**PO Box 3784**

**Logan, UT 84323**

**Physical address:**

**1125 W. 400. N. Suite 102**

**Logan, UT 84321**

#### **3.2 Billing information**

iWorQ will invoice Customer on an annual 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 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.

### **5. SETUP & BILLING INFORMATION**

#### **5.1 Implementation information**

Primary Contact(s) \_\_\_\_\_

Phone \_\_\_\_\_ Cell \_\_\_\_\_ Email \_\_\_\_\_

Additional Contact(s) \_\_\_\_\_

Phone \_\_\_\_\_ Cell \_\_\_\_\_ Email \_\_\_\_\_

#### **5.2 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# \_\_\_\_\_



## 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)



