

RESOLUTION NO. R21-129

A RESOLUTION OF THE CITY COUNCIL AUTHORIZING THE MAYOR TO SIGN AN AGREEMENT WITH COMMUNITY DEVELOPMENT SOLUTIONS FOR SOFTWARE AND RELATED SERVICES FOR THE PUBLIC WORKS AND BUILDING DEPARTMENTS.

BE IT RESOLVED by the City Council of the City of Laurel, Montana,


Section 1: Approval. The Agreement between the City of Laurel and Community Development Solutions, a copy attached hereto and incorporated herein, is hereby approved.

Section 2: Execution. The Mayor and the City Clerk of the City of Laurel are hereby given authority to execute the Agreement on behalf of the City.

Introduced at a regular meeting of the City Council on December 14, 2021, by Council Member Klose.

PASSED and APPROVED by the City Council of the City of Laurel this 14th day of December 2021.

APPROVED by the Mayor this 14th day of December 2021.

CITY OF LAUREL

Emelie Eaton, Mayor

ATTEST:


Bethany Langve, Clerk-Treasurer

Approved as to form:


Sam S. Painter, Civil City Attorney

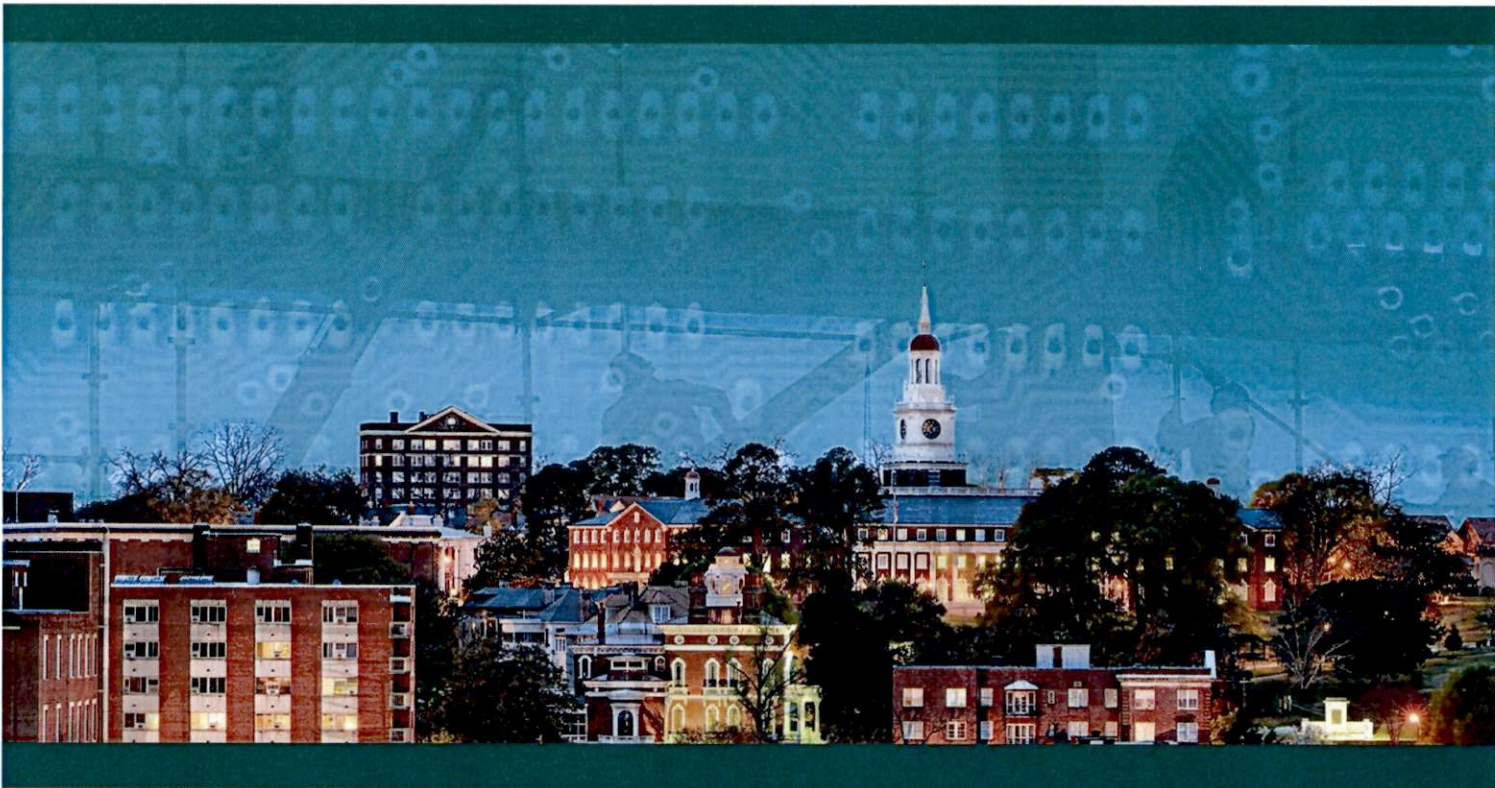
City of Laurel

Yellowstone County

Proposal for Municipity™ Integrated Parcel Management SaaS

September 23, 2021

Valid for 3 months



Suzanne Owens
Solutions Account Executive
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SOwens@generalcode.com

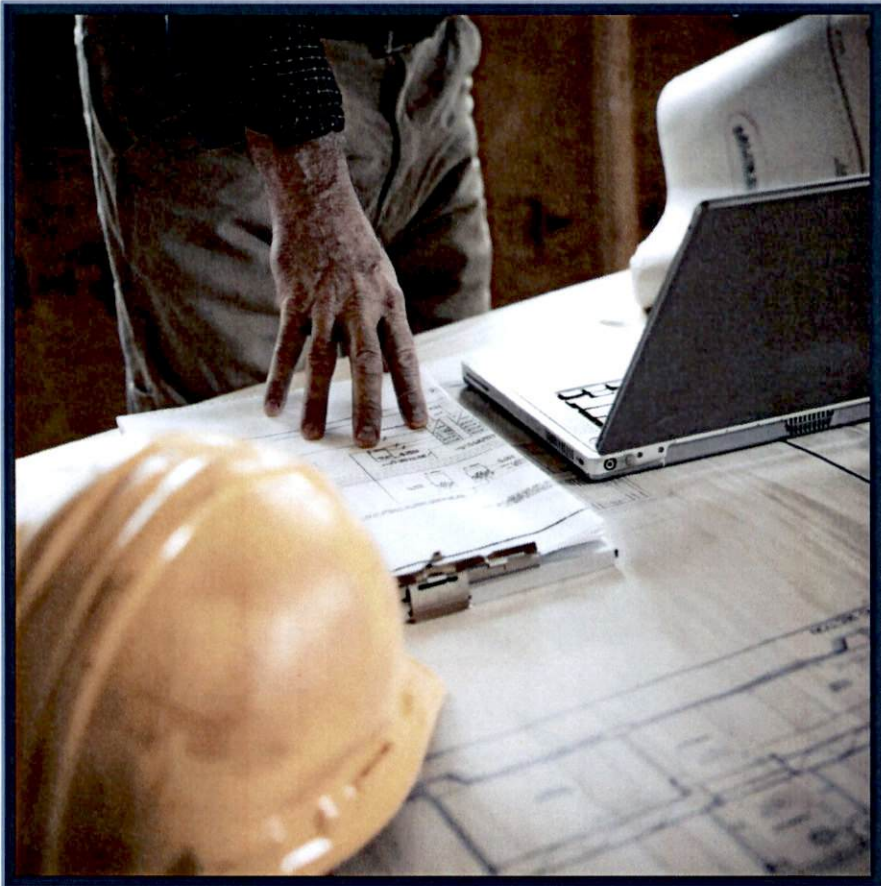


ICC
COMMUNITY
DEVELOPMENT
SOLUTIONS

Formerly General Code CMS LLC

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CUSTOMER NEEDS AND REQUIREMENTS

In an effort to take their community development and code enforcement to the next level, the City of Laurel would like to incorporate Muncity 5 Software into their daily tasks and utilize it as a process management tool across departments. Details of the project are as follows:

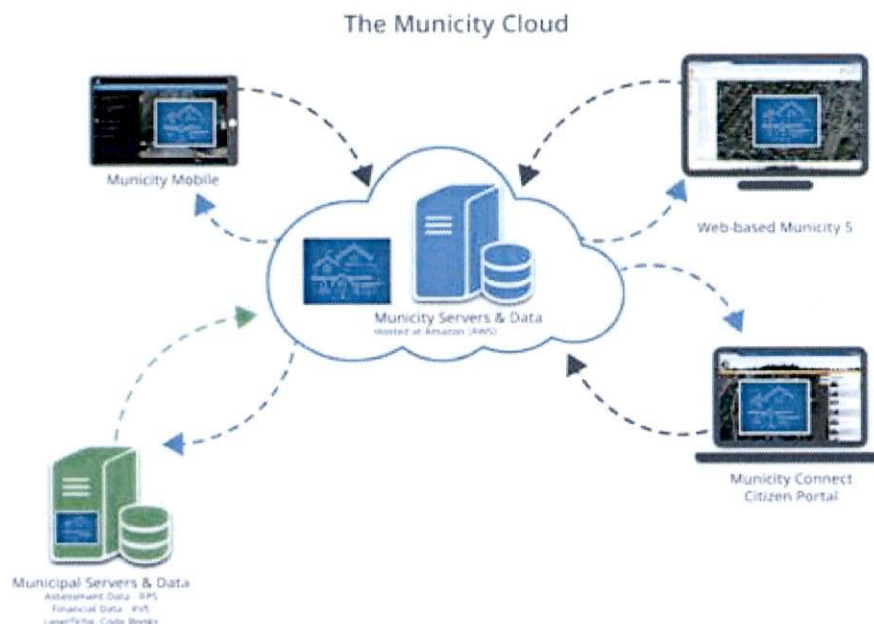
- Summation of the key project data:
 - Which programs of work apply to this situation based on the need's assessment
 - Applications to Certificate
 - Code Enforcement
 - Periodic Inspections
 - How many departments are involved and which ones?
 - (2) Building Department and Public Works
 - How many in-office users will be on the system and how many mobile users will be required
 - (4) Desktop Users
 - (3) Mobile Users
 - How many different software programs will integrations be needed for?
 - N/A
 - Is there legacy data that needs to be converted and imported into Muncity 5?
 - N/A

MUNICIPALITY PRODUCT OVERVIEW

THE MUNICIPALITY SUITE

The Municipality Suite is a set of hosted software products that work together to provide your municipality with the best functionality that serves the needs of each user and usage environment. At the core of the system is a Microsoft SQL database that contains all your municipal data – parcels, owners, building permits, violations, variances, fees, etc. All of the modules of Municipality access and update this database in real-time so there is no synchronizing required or lag time between activities. **Municipality 5** is the web-based interface for Municipality which provides users access to all Municipality data anywhere with an Internet connection, as well as some enhanced functionality like advanced analytics and reporting. Municipality 5 also includes advanced GIS capabilities that enable you to visualize all your parcel data, permits, complaints, inspections, etc. via a geographical (map) interface. **Municipality Mobile** combines the ease of use of a tablet or smart phone with the power and functionality of Municipality. Users can complete inspections, issues stop work order or violations, take photos, or just access any Municipality data necessary to be as productive as possible in the field. Finally, the **Municipality Connect** module allows the municipality to extend the information from the Municipality database to a public website, reducing calls and foot traffic into the office. Optionally the **Municipality Connect** module can be utilized to accept on-line permit application and issue reporting, allowing users, via a log-in, to track the status of their applications and permits.

General Code staff will preload the data information provided by the City into the Municipality software. This includes parcel data, fee schedules, mapping integration, zones, and historical data conversion (permits, complaints, etc. – this may be quoted separately depending upon the volume of data). The included standard forms and reports will be updated to include your municipality's logos and standard text. Configured forms and reports can be created at an additional cost.



STAGE 1 – MUNICIPALITY 5 IMPLEMENTATION

MUNICIPALITY 5 – WEB BASED MUNICIPALITY:

Parcel Information - Search for parcels by owner, address, parcel number and then view all parcel assessment information, including owner, owner’s address, zoning, property class, acreage, etc. Municipality captures full property history, including ownership changes and historical ownership information.

Contact Management – Fully integrated contact manager allows you to track all your contact information, including contractor insurance, worker’s comp. and basic licensing.

Permitting - The permitting module of Municipality allows users to track all activities on a permit including permit type, status, construction cost, contractors, inspections, fees, and tasks. The permit editor is extremely flexible and can be configured by the users to display the information they require and arrange it in the order they find most convenient.

Permit Wizard for: 563 06 125 Editors

Type: RENOVATION - INTERIOR Status: PENDING Permit Number:

Application Date: Permit Date: Expiration Date: Assigned To:

Group #: Construction Cost: Square Footage: Residential/Commercial: Residential

Description:
 Kitchen rehab. New sink, counter tops, fixtures. New line for gas stove.

Owner / Tenant / Applicant Add Contact

Fullname	Role	Phone	Email	Applicant	Delete
William J Mathews	OWNER			<input type="checkbox"/>	✕
Dale Cooper	Contractor			<input checked="" type="checkbox"/>	✕

Add Fees? Yes No

Add Fee Bulk Pay Fees

Fee Type	Description	Amount	Paid	Date Paid	Pay Type	Check #	
1 State Fee	1%	25	✓	12/18/2017			✕
Alter / Remod...	820-0300-48181	25000	✓	12/18/2017			✕

Total Due: \$25,025.00 Total Paid: \$25,025.00

Add Inspections? Yes No

Add Inspection Edit Inspection Types

Inspection Type	Sch Date	Start Time	All Day	Inspector	
ROUGH-IN			<input type="checkbox"/>		✕
ELECTRICAL ROUGH			<input type="checkbox"/>		✕
PLUMBING ROUGH			<input type="checkbox"/>		✕

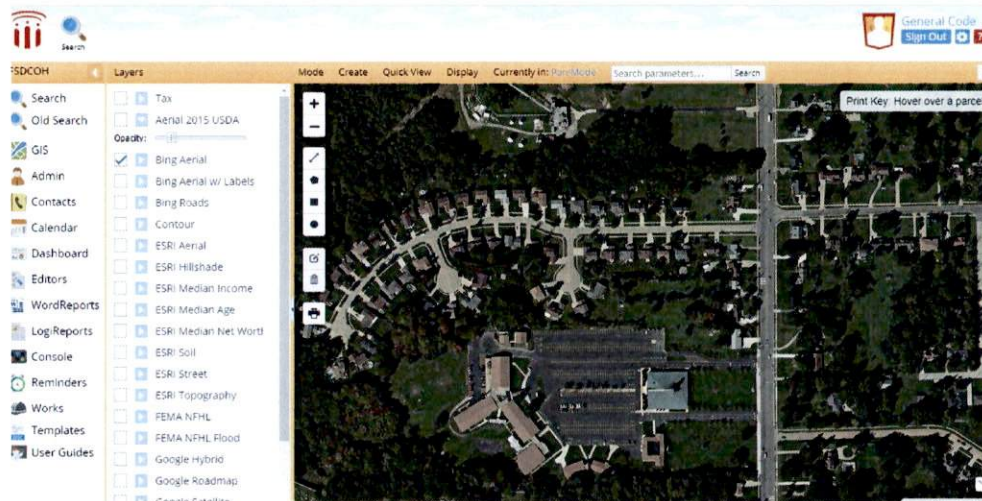
Municipality 5 – Permit Creation Wizard

Permit Inspections – Full tracking and scheduling of inspections, including checklists, documents and pictures. Pre-defined inspection templates can be created for each permit-type to ensure all inspections are completed before a permit is closed.

Permit Fees – Track all fees related to each building permit.

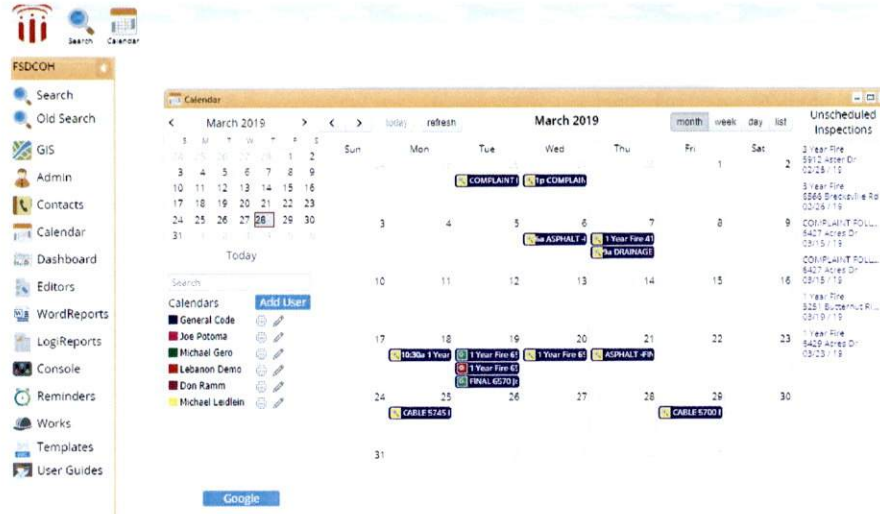
Permit Tasks– Assign tasks/prerequisites that have to be completed prior to permit issuance. Create tasks based on templates and automatically assign them to the responsible parties. Get notification when tasks are completed.

GIS – The GIS capabilities in Muncity 5 enable the visualization of all of your Muncity data via a geographic interface. Muncity GIS utilizes geospatial layer data from a variety of sources (the municipality, the County, the State and even some generally available layers from the federal government).

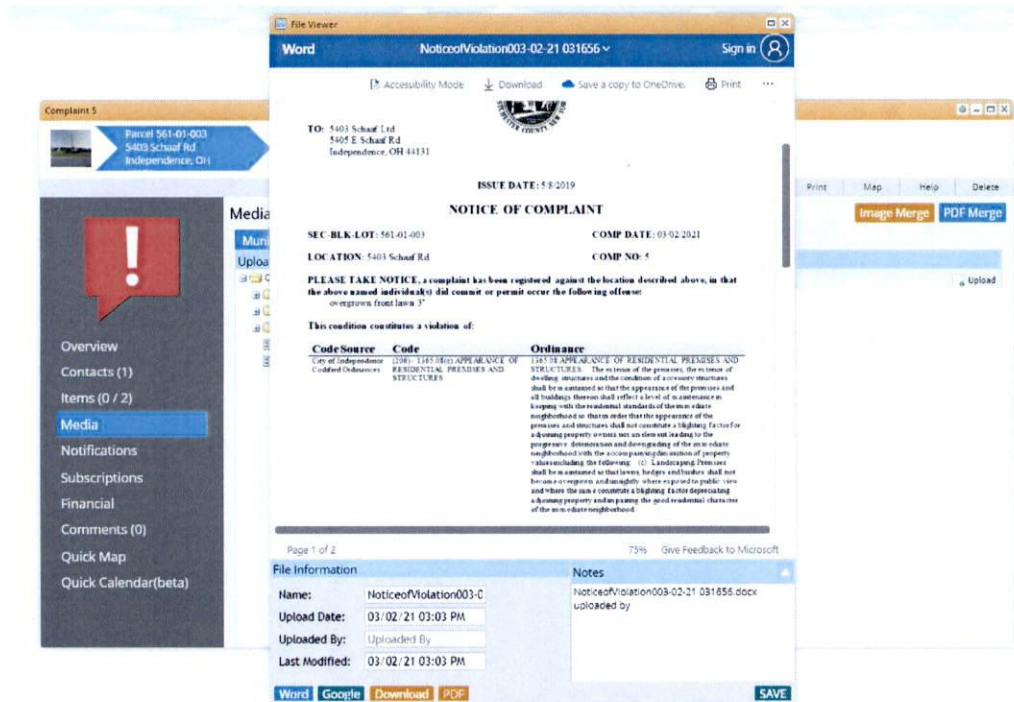


Workflow – Configure your permit/application workflow to your liking. Permit Templates allow users to define processes (reviews, inspections, fees, etc.) based on permit type.

Appointment Calendar – Appointment Calendar for scheduling of inspections. With appropriate user rights you can view multiple inspectors from one calendar and re-assign or re-schedule inspections. Completing inspections from the calendar automatically completes the inspections on the associated permit.



Code Enforcement - Track all complaint activity including issuance of violations based on the municipal code, state building code or fire code. Create summonses, track court appearances, levy fines, and attach pictures and documents. Create documents such as notice of violation, accusatory, affidavits of service.



Municipality 5 Complaint – Notice Printout

Media – Attach any electronic files to your parcels, permits, inspections or complaints. Upload pictures, documents, PDF files, and videos and then rearrange into subdirectories. Print or email the files. View all pictures in a slideshow, add notes, or download to your computer.

Dashboard / Analytics - View all the latest activities of your department, such as applications submitted, permits issued, complaints issued, inspections completed, tasks assigned, etc. Configure the dashboard to your preferences by choosing from a variety of graphs and data views.

The screenshot shows the Muncity 5 Dashboard interface. On the left is a navigation sidebar with icons for Search, Old Search, GIS, Admin, Contacts, Calendar, Dashboard, Editors, WordReports, LogReports, Console, Reminders, Works, Templates, User Guides, Dashboard(Beta), and Recently Viewed. The main content area is titled 'Dashboard' and contains a search bar, filter tabs (City Squared Applications, PSDCOH - Pool Permits, My Tasks, Projects w/ Recent Activity, Setup Dashboard), and a table of project data. The table has columns for Name, Type, Status, Project Address, and Entity. Below the table are buttons for 'Expand Columns', 'Export to CSV', 'Export to CSV - No File Headers', and 'Refresh'.

Name	Type	Status	Project Address	Entity
Add Driveway	Area Variance	PENDING	6478 Evergreen Dr	Project
Baumgartner Lot Lin...	Lot Line Adjustment	PENDING	564 10 031	Project
Cara Test	Lot Line Adjustment	PENDING	6200 Patriots Way	Project
John Glen Subdivision	Subdivision - Minor	PENDING	6563 Beechwood Dr	Project
Mike's Lot Line Adjust...	Lot Line Adjustment	DENIED	6570 Josephine Dr	Project
My New House	New Construction	PENDING	8123 Hillside Rd	Project
My Subdivision	Subdivision - Major	PENDING	5777 Brookside Rd	Project
New Home	New Construction	PENDING	6200 Patriots Way	Project
New House	Testing	PENDING	6200 Patriots Way	Project
Project 001	Lot Line Adjustment	PENDING	6508 Anderson Ave	Project
Rizzo's Barber Shop	Use Variance	PENDING	6570 Josephine Dr	Project
Smith Road Project	Lot Line Adjustment	PENDING	Brecksville Rd	Project
test	Area Variance	PENDING	6456 Poplar Dr	Project

Muncity 5 - Dashboard

Print Outs – Muncity 5 is delivered with several standard printouts. These documents include:

- Parcel Information / History / Title Search.
- Permits.
- Approval / Denial Letters.
- Certificates (CO, CC, Temporary CO).
- Inspection Results (Passed / Failed Letter).
- Daily Inspection Schedule.
- Complaint Notice.
- Accusatory / Affidavit.
- Summons / Appearance Ticket

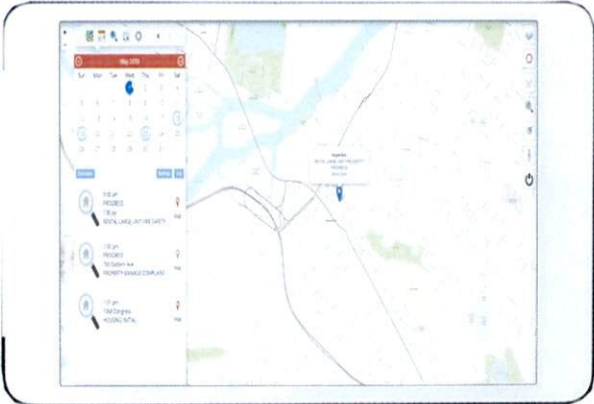
Reports – Muncity 5 comes standard with the following reports:

- Applications Submitted
- Permits Issued
- Permits Issued w/ Cost of Construction
- Expired Permits
- Certificates (COs/CCs) Issued
- Temporary COs Issued
- Complaints / Violations Issued
- Open Complaints / Violations
- Resolved Complaints / Violations
- Inspections Completed
- Overdue Inspections
- Fees Collected
- Unpaid Fees
- Ad hoc reporting

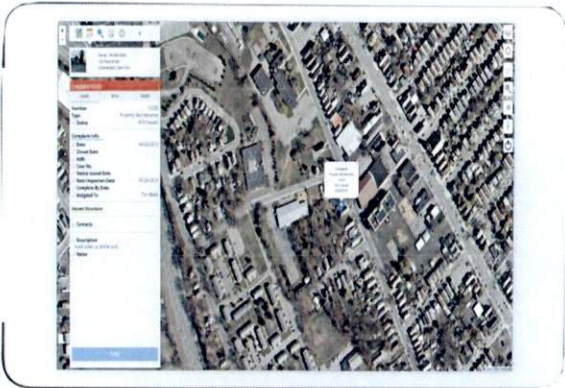
Additional custom reports available for an additional fee.

MUNICIPALITY MOBILE:

The Municipality Mobile application allows users to interact directly with the Municipality database via most Android, iOS, and Windows-enabled devices. There is no need to synchronize once you get back to the office – you are working with live data. Google Chrome is the preferred browser.



Functions



- Create Complaints, Appointments, Violations, and more.
- Schedule and complete inspections.
- View your inspections schedule in a list or calendar view.
- Pull up information on any parcel in your municipality.
- Map Assets and Work Orders

- Search for items and parcels in the database using the advanced search option.
- Search items can be projected on the map and color-coded based on status.



MUNICIPALITY 5 PROGRAMS OF WORK

Municipality provides a variety of functionality to streamline and automate important aspects of the Building, Planning and Zoning functions within a municipal government. The Programs of Work can apply to one department, or it can be spread across multiple departments depending on how the government operation is structured. Following are each of the current Programs of Work within Municipality 5 along with descriptions and the processes supported in each of the POW's.

Programs of Work	Description	Processes Within Program Of Work
<p>Application to Certificate</p>	<p>To identify, approve, track, and monitor building changes/enhancements to parcels/structures in the Municipality.</p> <p>Receiving applications and processing them through to approval, generating permits, completing inspections, and issuing certificates</p>	<ul style="list-style-type: none"> • Processing Permit Application • Application Review Tasks • Tracking Application Fees Inspection and Re-inspection for Permitted Work and Closing of a Permit • Certificate Issuance • Mobile application (Inspections) [(additional)]
<p>Periodic Inspections</p>	<p>To identify areas of public assembly and certify compliance with all Municipal & state codes</p> <p>To track Inspections that have to be done on a scheduled basis for public safety, fire safety or health</p>	<ul style="list-style-type: none"> • Tracking of Periodic Inspections on Parcels/Occupants • Detailed Inspection Checklists with relation to Ordinances • Printouts detailing checklist items and ordinance pass/failure • Dashboards to track inspections • Bulk Reminder Letters for upcoming inspections • Tracking of inspection related fees

<p>Code Enforcement</p>	<p>To identify violations, issue tickets and prescribe reparations (fees & timeframe for compliance)</p>	<ul style="list-style-type: none"> • Identifying and Verifying Code Violation • Issuing Notice of Violation/Order to Remevy • Tracking Inspections for violations • Ticketing and Court Process for Outstanding Violation
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Included Base Documents/Print Outs per Program of Work

Applications to Certificate

1. Receipt
2. Invoice
3. Permit card
4. Application Denial Letter
5. Inspection Report
6. (3) Certs

Periodic Inspections

1. Inspection Results
2. Occupancy Posting
3. Reminder Letter

Code Enforcement

1. NOV
2. Court Summons
3. Stop Work Order

PROGRAMS OF WORK NOT INCLUDED IN THE PROJECT*

**POW not included can be added at a later date via Municipity Change Order form.*

<p>Planning and Zoning Applications</p>	<p>To identify, approve, track, and monitor planning and zoning changes/enhancements to parcels in the Municipality</p> <p>Receiving applications for planning and Zoning related items such as variances or subdivision and processing them through to approval. As well as tracking related meetings, tasks, escrow and bond accounts</p>	<ul style="list-style-type: none"> • Processing Application • Application Approval Tasks and Meetings • Tracking Application Fees • Tracking Project Escrow and Bond Accounts
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<p>Assets and Inspections</p>	<p>Tracking assets such as signs, fire hydrants, park benches, and inspections related to the assets</p>	<ul style="list-style-type: none"> • Creating Assets and setting up recurring Inspections for Assets • Tracking Data fields for Assets • Detailed Inspection Checklists • Printouts detailing checklist items pass/failure • Dashboards to track Assets • Bulk Reminder Letters for upcoming inspections • Tracking of inspection related fees • Mobile application (additional)
<p>Work Orders and Maintenance</p>	<p>Functionality to create, assign and track Work Orders and/or Maintenance items on various parent entities</p>	<ul style="list-style-type: none"> • Creating, assigning, and tracking one off Work Order Items • Tracking stockpiles of time and material used for Work Order Completion • Setting up Recurring Maintenance items for third parties • Dashboards to track Work Orders and Maintenance • Bulk Reminder Letters for upcoming maintenance items • Tracking of related fees • Mobile application (additional)

<p>Vacancy and Landlord/Rental Registration</p>	<p>To identify, track, & monitor vacant properties in the Municipality.</p> <p>To identify, register, and monitor Rental Properties in the Municipality</p> <p>To identify rental units in the Municipality and certify compliance with all Municipal and state codes</p>	<ul style="list-style-type: none"> • Identification, Verification and Notification of Vacant or Abandoned Properties • Activity to Resolve Vacancy Identified on a Property Application, • Verification and Registration of Property and Landlord • Detailed inspection Checklists items related to Ordinance codes that allow inspector to indicate exact area of rental property that failed a checklist item • Separate entities to track easier – allows creation of occupants, tenants, etc. • Track fees related to vacancies and rentals
<p>Licensing Management</p>	<p>Track and manage professional contractor licensing and/or Workman’s Compensation Insurance -- including renewals, validation, and applications.</p> <p>This also includes Clerk managed licensing options, such as Dog/Cat, Liquor, Game of Chance, etc.</p>	<ul style="list-style-type: none"> • Receiving license applications • Issuing licenses • Processing license renewals • Approval reviews • Bulk letter generation of license expirations • Fee tracking related to licensing

Connect	<p>Public Facing Portal - Citizens can apply for permits, request inspections, grab mailing list for abutter notices and more</p> <p>Recommendations of appropriate programs of work, integrations and any other general recommendations should be noted at this point.</p>	<ul style="list-style-type: none"> • Online permit applications • Inspection requests • Review personal inspection status • Review personal inspection history • Receive complaints • Receive requests for new licenses (not renewals) • Vacancy and landlord registrations
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Included Base Documents/Print Outs per Program of Work

Planning and Zoning Applications

1. App Approval Letter
2. App Denial Letter
3. Board Meeting Letter
4. Escrow Transactions
5. Additional Escrow Fund needed

Assets and Inspections

1. Inspection Results Document
2. Reminder Letters

Workorder Management

1. Receipt
2. Invoice

Vacancy and Landlord/Rental Registrations

1. Receipt
2. Invoice
3. Inspection Results Document
4. Renewal Reminder

License Application/Renewal Management

1. License
2. Renewal Reminder
3. Receipt
4. Invoice

ANNUAL SERVICE AND SUPPORT

The annual service and support agreement provides the City of Laurel's with service and support on the Muncity System. This includes advice for procedural questions, configuration updates, regular software updates and software fixes for problems encountered.

As part of this purchase, the City of Laurel agrees to allow remote access to its desktop systems with a minimum of broadband Internet connection. High-speed Internet connectivity is preferred. Support will be provided utilizing software such as GoToMeeting or GoToAssist.

Security and Compliance

Muncity inherits best practices of security policies, architecture and operations processes of its underlying platform, which is continuously audited, meets requirements for numerous compliance programs, and benefits from accredited certifications. Periodic Trustwave vulnerability scans ensure PCI compliance of financial platforms. All sites are certificate secured, and web traffic is protected by SSL encryption.

Prevention and Detection

Automated assessments improve the security and compliance of Muncity applications. Servers are hardened based on recommendations from industry standard CIS security benchmarks, known vulnerabilities and exposures, runtime behavior analysis, and security best practices. Network traffic is actively monitored for security risks, immediate notifications are provided in case of suspected malicious or unauthorized behavior.

Storage and Recovery

Customer data is secured in a private network, and databases backed up and stored remotely in multiple regions. Data access is secured by IAM best practices.

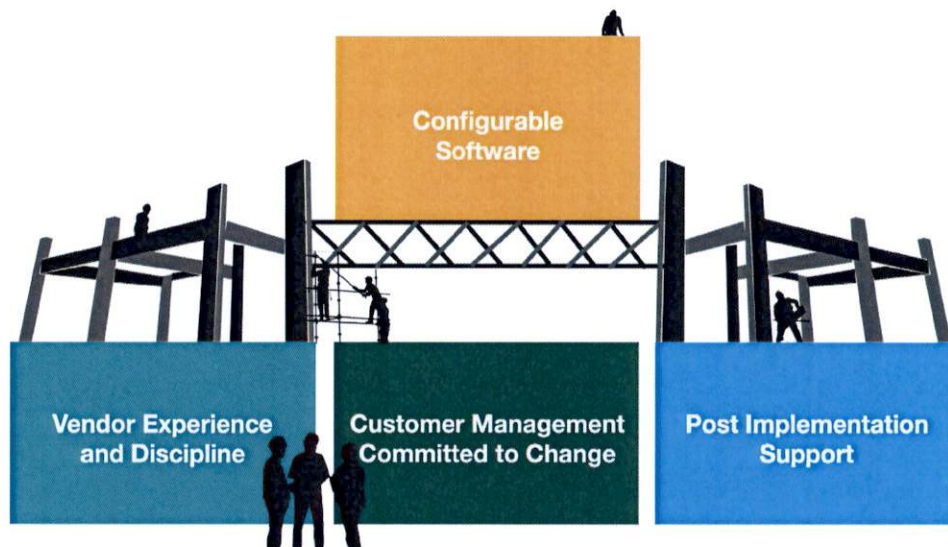
The Importance of the Customer's Involvement in successful implementation

It is imperative that there be buy in from all parties involved within the project in order for it to be successful. Please review the following considerations:

- Commitment from Management for Change and managing resistance
- Senior Project Manager assignment from Customer – single point of contact
- Supervisors' role in learning and becoming inside expert to support users
- Clarity relating to desired integrations and their functionality
- Access to all relevant data for incorporation early in the process
- Commitment to schedules and timelines

MUNICIPALITY IMPLEMENTATION & TRAINING PROCESS

The process of implementing a new software solution within the framework of a busy, often-under-resourced local government operation is often overlooked when jurisdictions consider purchasing a software solution. Successful deployments while being completed in a few months' time often take 18 to 24 months before the new application is seen as comfortable and adopted as "the way we do it." General Code/ICC Community Development Solutions' implementation methodology follows a very specific phased approach to implementation and training that has proven to be very successful. Its success is based on a sound structure that supports the process by having clarity on what will make the implementation successful:



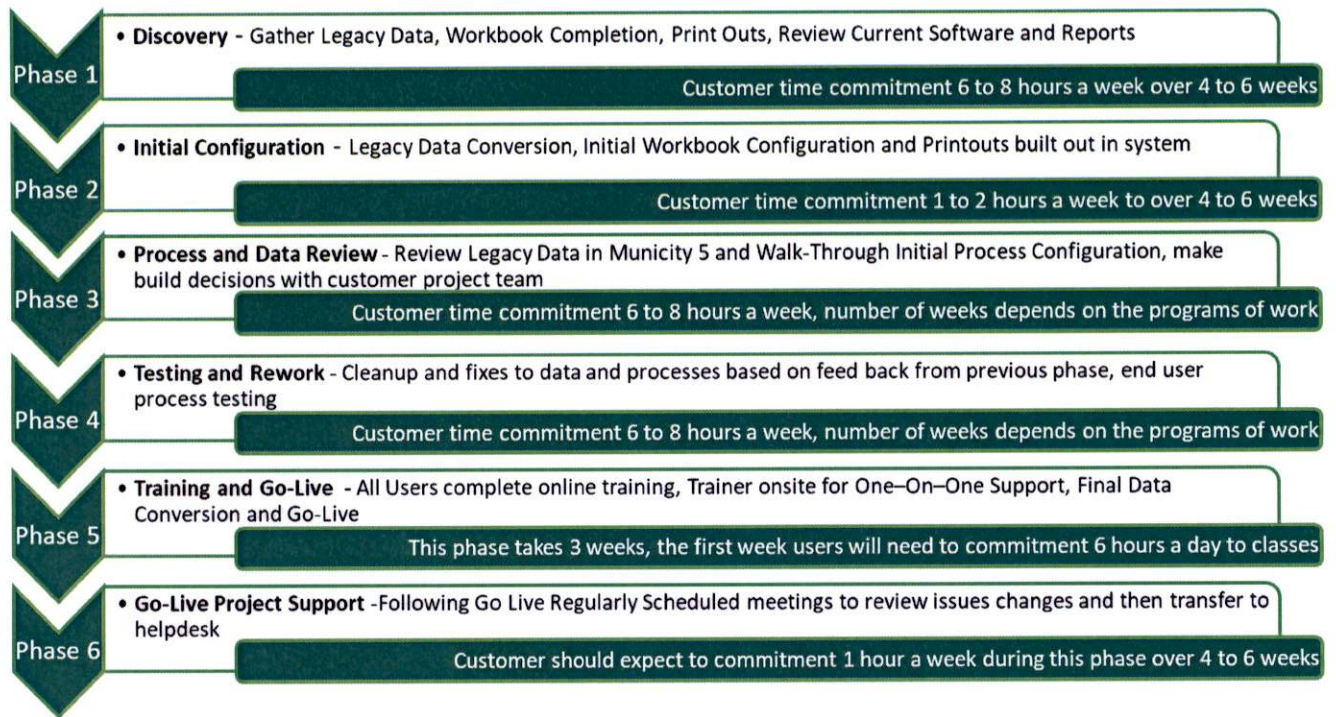
Configure-able Software

Municipality 5 has been built over time based on needs and requirements that have been asked for by our customers. Essentially, it has been built based on customer direction. Part of that evolutionary development has required that it be very flexible in its design to allow that while all building and code enforcement departments issue permits, conduct inspections, manage complaints and so much more, every department we work with operates under different rules and procedures. So, the software and its construction of work processes, form types, information fields, etc. have to allow a great deal of flexibility. This should not be confused with the concept of customization. The ability to configure the software in a flexible way should not need to include new programming/development of the software to achieve the implementation. There is a separate process for software customizations that may come later but aren't done routinely as part of an implementation.

Foundation for a successful implementation -Vendor experience and discipline

Our discipline for implementation follows a very well-organized phased approach led by skilled project managers, technicians, and trainers. The chart below illustrates the process and the discipline followed to move through the implementation as thoroughly and efficiently as possible. It is based on gaining knowledge as rapidly as possible about the way your operation works, the details around your processes and constituent interface and your data sources and structures required to build out the software solution for your organization.

SAMPLE IMPLEMENTATION TIMELINE



Additional annual service and support program details are described in Appendix B.

Customer management commitment to change and time/resource commitment

Leadership commitment and involvement in the implementation of a new software implementation is critical to successful implementation. Vendor’s can only do so much to address resistance to change which is a natural part of the implementation process. Leadership reinforcement throughout the process is required to ensure that the decisions made to move to a new platform, while creating short-term pain will lead to longer-term productivity. Leadership also must commit to the amount of time that will be involved in migrating to the new platform –part these commitments include being responsible for the County (or other source) GIS shape files to be imported into the Muncity 5 database. Software users must be reassured that while there will be discomfort and some disruption for them, it is a necessary part of the change process and will eventually become easier once the learning curves are surpassed.

Post-implementation support

A strong helpdesk setup for customer support should be a must for any software vendor. After training and go-live our customers are migrated to our helpdesk for their ongoing support. Our staff tracks all incoming calls or contacts in our CRM system and the cases are tracked through resolution of the issues. The period after go live is that time when new users and managers will be working to reinforce the new way of doing things which often-times means having access to experts who can answer questions or help make needed adjustments to the system or its output.

Project Planning

Upon conclusion of the contract negotiation the process opens with our discovery process. This involves the initial phase 1 plan and schedule. While the project plan at this early phase is created as a general outline as

each phase is completed the next phase has a specific plan created based on what took place in the most recently completed phase. The project teams from both sides of the team iron out the specific plans and agreed to time frames. In each of these phases there can be tasks and/or time/resource commitments that must be agreed to by both sides. Once those items are agreed-upon then the planned phase commences. ICC Community Development Solutions builds in discount incentives for completion and/or time commitments met by the customer in most of the phases of the process.

General Code/ICC Project Manager determines if customer requirements for deliverables and deadlines are met at the completion of each phase for discounts to apply. See the Authorization and Agreement section for your specific available discounts.

INVESTMENT DETAIL & OPTIONS

Prices noted for setup, configuration, training, and other services are valid for 3 months from the date of this proposal.

Annual SaaS Subscription					
Municipality 5 / Web-hosted Subscription	Users		Year 1	Year 2 ¹	Year 3 ¹
Annual Municipality5 Site Subscription	unlimited		\$5,000	\$5,150	\$5,305
Annual Municipality5 Mobile Subscription	3		\$600	\$600	\$600
Total Annual SaaS			\$5,600	\$5,750	\$5,905
Implementation and Training					
Stage 1 – Municipality 5	Departments	POW	Year 1	Year 2 ¹	Year 3 ¹
Municipality 5 POW Implementation (set-up, configuration, templating, etc.)	Building, Public Works	- Application to Certificate - Code Enforcement - P&Z Applications - Periodic Inspections	\$24,000	-	-
Municipality 5 Training (Remote – 3.5 days, On-Site – 2 days)			\$8,100	-	-
Data Migrations: none scoped			-	-	-
Integrations – none scoped			-	-	-
Municipal Code Import – n/a			-	-	-
Total Yearly Cost			\$37,700	\$5,750	\$5,905

Note – does not include additional integrations with 3rd party applications or additional Data Migrations

¹After the first year General Code may raise the annual support contract by 3% or by the previous year's annual Cost of Living Adjustment (COLA) as calculated by the US Social Security Administration, whichever is greater. General Code will provide the Municipality with notice of any proposed increase no later than ninety (90) days prior to the anniversary date of the Contract. The absence of such notice shall be construed as General Code's intent to maintain the annual support contract at the prior years' amount.

The base Municipality subscription license charges support the following:

- Annual Software subscription – this is the actual cost of the software license itself and is an annual recurring expense.
- Hosting – This covers the cost of providing the software in the Cloud and is an annual recurring expense.
- System access – The Municipality subscription pricing includes unlimited user access. There may be normal added expenses for adding users or departments to the system for set up and training but there is no additional charge for adding users (Does not include Mobile access which is user license based).
- General Code/Helpdesk – General Code provides Helpdesk support to users and admin managers on a daily basis. This covers the extensive ongoing support that the customer receives while on subscription.

1. Adjustments to Performance Schedule; Delays.

Adjustments to Schedule. Upon the mutual consent of the Municipality and General Code, the “Performance Schedule” may be changed or extended as provided under “Delays” below.

Delays. Client must notify General Code, in writing, immediately upon learning or otherwise becoming aware, of any difficulties that may delay the delivery of services or deliverables within each Phase of the Implementation timeline. Such notification must identify the reason for the delay, as well as the anticipated period of delay. Any delay on the part of the customer that extends 10 working days beyond the target date for completion of any phase will result in a project restart and additional charges will be identified as part of a change order provided to the customer. This clause shall not apply in case of force majeure. Additionally, an incentive is applied should the Municipality meet the agreed upon deadlines as outlined in the Performance schedule.

AUTHORIZATION & AGREEMENT

The **City of Laurel, Montana** hereby agrees to the procedures outlined above, to General Code's Terms and Conditions which are available at <http://cms.generalcode.com/terms-conditions>, and authorizes General Code to proceed with the project.

OPTIONAL COMPONENTS

Please check any optional component to be included with this authorization

<p><input type="checkbox"/> Optional Contingency Fund for Scope Changes (20% of Services)</p> <p><i>We recommend the Municipality consider establishing a Contingency fund to cover any unanticipated scope changes that may occur throughout the project. This will protect the project from delays as a quick email approval could keep a scope change from added delays of waiting for an approval to proceed. This fund creates a pre-approved pool of funds for changes, which will be communicated and approved via Scope Change document, highlighting changes before additional work is implemented. If the funding is not used it will be returned to the Municipality.</i></p>	<p>\$6,420</p>
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*If this option is **not selected**, any changes or additions to the project will be subject to the traditional Change Order process highlighted in Appendix E, where the Municipality will receive a quote for changes that will need to run through an additional approval process, delays included.*

PAYMENT SCHEDULE

SUBSCRIPTION

- 100% of the First-Year subscription price shall be invoiced upon site license activation – payable within 30 days of authorization
- 100% of the Subsequent years' subscription price shall be invoiced at the 1-year anniversary of license activation

SERVICES – SETUP, IMPLEMENTATION, TRAINING & TRAVEL (\$32,100)

Phase 1: \$1,605 (5%) of the total services price shall be invoiced after Phase I - Discovery completion

- *Customer eligible for a 5% discount \$81 on this Phase if agreed-upon time/meeting commitments are met by customer and process workflows are agreed upon as part of the Phase 1 plan*

Phase 2: \$6,420 (20%) of the total services price shall be invoiced after Phase 2 - Initial Configuration.

- *Customer eligible for a 5% discount \$321 on this Phase if agreed-upon time/meeting commitments are met by customer and process workflows are agreed upon as part of the Phase 2 plan*

Phase 3: \$8,025 (25%) of the total services price shall be invoiced after Phase 3 – Process and Data Review

- *Customer eligible for a 5% discount \$401 on this Phase if agreed-upon time/meeting commitments are met by customer and process workflows are agreed upon as part of the Phase 3 plan*

Phase 4: \$6,420 (20%) of the total services price shall be invoiced after Phase 4 – Process and Data Review

- *Customer eligible for a 5% discount \$321 on this Phase if agreed-upon time/meeting commitments are met by customer and process workflows are agreed upon as part of the Phase 4 plan*

Phase 5: \$6,420 (20%) of the total services price shall be invoiced after Phase 5 – Training and Go-live

- *Customer eligible for a 5% discount \$321 on this Phase if agreed-upon time/meeting commitments are met by customer and process workflows are agreed upon as part of the Phase 5 plan*

Phase 6: \$3,210 (10%) of the total services price shall be invoiced after Phase 6, 20 Days after Go-live.

General Code/ICC Project Manager determines if customer requirements for deliverables and deadlines are met at the completion of each phase for discounts to apply.

Estimated Muncity Base Solution (First Year Costs):	\$ 37,700
Optional Component(s), if offered and selected:	+ \$ 6,420*
Estimated Total Investment:	\$ <u>44,120</u>

*Contingency fund is for pre-approval of funds. These funds will not be invoiced unless they are needed and agreed upon after change order review

CITY OF LAUREL, YELLOWSTONE COUNTY, MONTANA

In the presence of: BC By: [Signature]
 Title: Clerk/Treasurer
 Date: 12/14/2021

By: [Signature] In the Presence of: [Signature]
 Title: Mayor
 Date: December 14 2021

GENERAL CODE, CMS, LLC

By: _____ In the Presence of: _____
 Title: _____ Title: _____
 Date: _____ Date: _____

1. Sign the Proposal
2. Fax or email the Authorization & Agreement Section only to: ICCCDS@generalcode.com • fax (585) 328-8189
3. Mail the signed Proposal to General Code at: 781 Elmgrove Road • Rochester, NY 14624

Upon request General Code can sign and mail a copy of this agreement back to the Municipality for its records.

APPENDIX A - MUNICIPALITY™ RECOMMENDED MINIMUM SPECIFICATIONS

Workstations:

Processor	Minimum Intel i5 or equivalent processor and is less than 5 years old
Operating System	Windows 10 (32 or 64 bit) – 64 bit preferred
Optimal Browser	Google Chrome latest version
Hard Drives	10 GB of free disk space for software and temporary files (SSD Preferred) Should also be less than 5 years old
RAM	Minimum 8 GB
Monitor	Minimum 23" monitor recommended for optimal viewing
Internet Access	Program is web-based. Support is handled online. Stable Internet access and ability to access via GoToAssist required on all workstations

Mobile Device (if applicable):

General	Android, iOS, Windows enabled device Mobile can be used in offline mode Camera recommended for taking photos in the field Minimum 8-inch screen
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Network Recommendations:

General	There is a confirmed interference with some antiviruses that check every network call before allowing it to be sent through the browser Broadband Internet Connection with a minimum bandwidth of 80kbps for each user Whitelist all of the Municipality domains in your firewalls/router/antivirus: *.Municipality5.com/* *.MunicipalityMedia.com/* *.MunicipalityReports.com/*
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Remote Access:

The client agrees to allow remote access to its desktop systems with a minimum of broadband Internet connection. High-speed Internet connectivity is preferred. Support will be provided utilizing software such as GoToMeeting, GoToAssist or WebEx.

APPENDIX B - GENERAL MUNICIPALITY SERVICE LEVEL AGREEMENT

Municipality Support is renewable on an annual basis and was created to deliver critical program updates and provide ongoing technical support for your Municipality System. With Municipality Support you will always be confident that you are receiving the very best performance and quality possible.) Technical support also covers basic updates to Entity Types, templates, fee calculations, reports, printouts as well as creation of new user accounts.

Contacting General Codes Support Team

- Call our toll-free number (855-436-5500)
- email at municipalitysupport@generalcode.com

Service Level Agreement

- Technical support requests not immediately addressed will be acknowledged within 8 business hours with the majority of response times within 2 hours
- General Codes Help Desk Technician may need to remotely access your system to diagnose an issue.
 - In these situations, General Code will use RescueAssist, WebEx, or your remote service tool, to create a remote connection with you so they can observe and diagnose an issue
- Technical Support is provided between the hours of 8:00 AM - 5:00 PM EST, Monday through Friday
- In situations that require additional research or work by the technician, we will let you know what still needs to be done, along with a timeframe for getting back to you
- Every Issue reported to the General Code Help Desk will have a Case Number Assigned for your reference

Included with Municipality Support

- Simple Updates/Additions to Entity types and Templates
 - Entity types are items such as Permit Types, Fee Types License types etc.
 - Templates are configured mappings of items such as fees, inspections and task to parent items such as Permits and Licenses
- Simple Updates/Additions to Printouts
- Creation of Simple New Reports
- Creation of New User Accounts
- Creation of New Groups and Fields on Entities
- Remote troubleshooting and repair to the extent of our ability of any errors generated by Municipality
- Remote troubleshooting and repair to the extent of our ability any Municipality technical issues
- Escalation to Municipality Engineers for any software issue that we cannot immediately resolve
- Access to all major and minor updates provided by Municipality per the request of the customer
- Assistance in activating/configuring minor software updates provide by Municipality
- Access to TIPS and FAQs on the General Code website
- User group meetings and webinars
- Access to Municipality's knowledgebase
- Answers to Basic Procedural questions
- Automatic Scheduled Bulk updates to parcel data

- Customer must be using a software that Muncity has currently integrated with, please contact your sales rep for the most updated list
- Customer must own their Assessment data or have arranged access to the data with the entity that does have ownership
- Periodic Bulk Updates to Parcel
 - If not using an integrated software customer must send the data to the General Code Helpdesk when changes are needed
 - Data needs to be sent in either excel format or some other text delimited format
 - Data should be sent in the same format each time
- Ordinance code updates at the customer's request (*if integration is purchased*)
 - If Ordinance Codes are not available through General Code's eCode Product they must be provided in a text delimited or excel file
 - The file must separate the Code Number, Short Description and Long description

Excluded from Muncity Support

- New user or refresher training (on-site or remote)
- Training related new features/modules released as part of a software updates
- Data Conversions from Third Party Systems
- Addition of custom features or functionality to the software
- Support or troubleshooting of third-party software
- Faults or problems caused by unauthorized access to configuration information or changes to components by the user or a third party.
- Problems or faults caused by use of the product outside its normal operating conditions.
- Support of Customer Hardware/Infrastructure that is used in conjuncture with Muncity
- Creation of Complex New Reports
 - General Code will be responsible for determining if a request is Major or Minor based on the number of hours required to make the requested change
 - Complex reports refer to but is not limited to Reports that require unique data formatting, process changes, pulling data from multiple child objects, and multiple data groupings
 - Reports that require development changes in-order to create
- Complex Updates/Additions to Entity Types/Templates or Processes
 - This refers to significant new or updated changes of Entity Types/Templates.
 - General Code will be responsible for determining if a request is Major or Minor based on the number of hours required to make the requested change
 - This includes any requests that require development changes in order to enact
- Complex Updates/Additions to Printouts
 - This refers to significant new or updated changes of Print Outs
 - General Code will be responsible for determining if a request is Major or Minor based on the number of hours required to make the requested change
 - This includes any requests that require development changes in order to enact
- Assistance in activating/configuring complex updates provide by Muncity
 - This refers to major updates such as entirely new functionality/modules released by Muncity Developers

- General Code and Muncity developers will be responsible for determining if an update is complex or simple based on the number of hours required to activate and configure the update
- If you have questions regarding whether a change is complex or simple please contact our Muncity Support
- Automatic Ordinance codes updates unless a separate integration is purchased

Method of Support:

General Code provides its Help Desk support remotely via the internet utilizing web browser tools such as GoToAssist. The customer agrees to provide remote internet access to their client workstation(s) as needed. Broadband internet connectivity at the customer site is preferred, but a minimum of a 56kb modem is required.

Customer's Obligation:

In order to participate in the Muncity Support program, the Customer is required:

- To issue a purchase order for or complete payment on an invoice for the annual Muncity Support.
- To have Internet access on all workstations where the Muncity client is installed and be willing to allow our Support Technicians remote access to the Customer's Muncity system via GoToAssist or other acceptable remote access tool.
- To designate an IT contact and to provide the name, phone number and e-mail address.
- To describe technical issues completely in order to provide General Code's Help Desk staff sufficient information to be able to diagnose and reproduce the problem, including any identified error codes.
- To have our preferred browser installed

APPENDIX C – MUNICIPALITY TRAINING EXAMPLE

SAMPLE TRAINING TIMELINE

**training timeline & course curriculum subject to change dependent on the scoped project, what is provided is a sample to provide an idea of potential training schedule & content*

SESSION	START TIME	Topics	AUDIENCE	CONFERENCE ROOM
DAY 1	9am	Intro to Municipity	All Municipity Users	
	10am	Licenses, Contacts and Occupants	Users who need to interact with Licenses, Contacts or Occupants	
		Break		
	1pm	Application Process	Users who need to interact with Planning and Zoning Applications	
DAY 2	9am	Code Enforcement Process	Users who need to interact with the Code Enforcement Process	
		Break		
	1pm	Application to Certificate Process	User who need to interact with Building Applications	
DAY 3	9am	Periodic Inspections and Mobile	Inspectors and users needing to schedule inspections	
		Break		
	1pm	Reporting, Dashboards and Console	Super Users interested in learning more about these items	
Day 4 - Live with Municipity 5				

Support for Day 3 and 4

The Technical Trainer and Project Manager will be available all day via GoToMeeting to support the Municipality. At any point municipal team members can join in the meeting to connect with support. Call in information will be provided closer to go-live.

Additional Support Time (Depending on Modules Selected & Departments Involved)

Post training/ Following Week – daily check-in calls at 8:30

COURSE DESCRIPTIONS BELOW

SAMPLE COURSE: INTRODUCTION TO MUNICITY

DESCRIPTION:

This initial class is meant to introduce Users to Muncity navigation features and to briefly review the available functions within Muncity.

EXPECTATIONS AND GOALS:

After this course, Users will have a basic understanding of what Muncity is capable of and the functionality they can expect with their current configuration.

COURSE FORMAT:

This course may be taught to up to 15 individuals in a classroom format. Conference room with projector or large screen monitor required.

DETAILED COURSE OUTLINE:

- Review Logging into Muncity and Brief Review of Left Task Bar Functions
 - GIS
 - Contacts
 - Calendar
 - Dashboard
 - Word Reports
 - Console
 - Reminders
 - Templates
- Using the Searching Screen
- Parcel Window overview
 - Overview Screen, Groups and Fields
 - Contacts
 - Child Items – Brief review of each item
 - Breadcrumbs
 - Media
 - Subscriptions
- Brief Review of Advance Searches within the Console

SAMPLE MODULE COURSE: APPLICATION TO CERTIFICATE PROCESS

DESCRIPTION:

This training session will walk Users through the permitting process from receiving an application to the issuance of a certificate.

EXPECTATIONS AND GOALS:

After this course, Users will have a basic understanding of how to create and process new applications/permits and their necessary related items such as fees, inspections, review tasks and certificates. During the class, the trainer will also review how to search for legacy permits and continue to process any open permits that have been brought over from your legacy system.

COURSE FORMAT:

This course may be taught to up to 10 individuals in a classroom format. Conference room with projector or large screen monitor required.

DETAILED COURSE OUTLINE:

- Adding an Application/Permit to a Parcel
 - Using Application/Permit Wizard
 - Fee, task and inspection templates
 - Adding additional fees, task and inspection from within the wizard
- Adding/Changing Data in the Application/Permit after it is created
 - Overview screen fields
 - Child items
 - Media
- Completing payments and issuing permits
- Scheduling Inspections
 - Completing inspections will be covered in more detail during the inspection training
- Grouping Permits (if applicable)
- Completing a Permit and issuing a certificate
- Issuing a permit to a person/company as opposed to a parcel
- Moving permit data from one parent item to another
- Voiding or Deleting an application/permit and its child items
- Using the console for advance permit searches

APPENDIX D – REFERENCES AND TEAM INFORMATION

CUSTOMER REFERENCE INFORMATION	
Customer Information	
• Company/Organization Name	City of Schenectady
• Company Address	105 Jay Street, Schenectady, NY 12305
• Contact Name and Position	Lisa Adamyk, Principal Audit Clerk
• Phone Number	518-382-5199, x5357
• Email Address	LAdamyk@schenectadyny.gov
• Contact Name and Position	John Coluccio, Signal Superintendent
• Phone Number	518-382-5065
• Email Address	JColuccio@schenectadyny.gov
• Website Address (if available)	http://www.cityofschenectady.com
Demographic Information	
• Company/Organization Size	80 Users
• Solutions/Systems Installed, Installation Timeframe and Sequence	Municipity 5
• Dates(s) Solution/System Installed	2019

CUSTOMER REFERENCE INFORMATION	
Customer Information	
• Company/Organization Name	City of Greenfield
• Contact Name and Position	Mark Snow, Fire/Building/Zoning Inspector & Code Officer
• Company Address	14 Court Square, Greenfield, MA 01301
• Phone Number	413-772-1404
• Email Address	mark.snow@greenfield-ma.gov
• Website Address (if available)	https://greenfield-ma.gov/
Demographic Information	
• Company/Organization Size	33 users
• Solutions/Systems Installed, Implementation Timeframe and Sequence	Municipity 5, Mobile inspectors, Municipity Connect
• Dates(s) Solution/System Installed	2019

CUSTOMER REFERENCE INFORMATION	
Customer Information	
• Company/Organization Name	City of Auburn
• Contact Name and Position	Jennifer Haines, Director Planning & Economic Development
• Company Address	Memorial Cty Hall, 24 South St, Auburn, NY 13021
• Phone Number	315-255-4146
• Email Address	jhaines@auburnny.gov
• Website Address (if available)	https://www.auburnny.gov/
• Company/Organization Size	35 users
• Solutions/Systems Installed, Implementation Timeframe and Sequence	Municipity 5, Mobile, Municipity Connect
• Dates(s) Solution/System Installed	2019

CUSTOMER REFERENCE INFORMATION	
Customer Information	
• Company/Organization Name	Borough of Emmaus
• Contact Name and Position	Jessica Wessner, Building Department
• Company Address	28 South Fourth Street, Emmaus, PA 18049
• Phone Number	610-965-9292
• Email Address	jwessner@borough.emmaus.pa.us
• Website Address (if available)	https://www.borough.emmaus.pa.us/
• Company/Organization Size	10 users
• Solutions/Systems Installed, Implementation Timeframe and Sequence	Municipity 5
• Dates(s) Solution/System Installed	2019

CUSTOMER REFERENCE INFORMATION	
Customer Information	
• Company/Organization Name	City of Roseburg
• Company Address	900 S.E. Douglas Avenue, Roseburg, OR 97470
• Contact Name and Position	Brian West – IT Manager
• Phone Number	(541) 492-7001
• Email Address	BWest@cityofroseburg.org
• Website Address (if available)	https://www.cityofroseburg.org/
Demographic Information	
• Company/Organization Size	25 Users
• Solutions/Systems Installed, Installation Timeframe and Sequence	Municipity 5
• Dates(s) Solution/System Installed	2018

APPENDIX E – SAMPLE CHANGE ORDER

If the Municipality does not elect to utilize the Contingency fund option, any scope changes discovered through the project will be handled through a Change Order approval process – which may potentially affect the project schedule. Below is a sample Change Order.



781 Elmgrove Road, Rochester, New York 14624
 (800) 836-8834 • (585) 328-1810
 FAX (585) 328-8189

MUNICIPITY™ CHANGE ORDER #XXXXX_02042021 ADDITIONAL PRODUCT OR SERVICES

This Change Order is subject to General Code’s Content Management Solutions Terms and Conditions, which are available at <http://cms.generalcode.com/terms-conditions> and are incorporated herein by reference, and the client authorizes General Code to proceed with the project.

Client Name:	Customer Name	Contact Person:	Customer name
Address:	Customer Address	Account Executive:	GC Name
	Customer Address	Date:	January 26 th , 2021

Municipality 5 / Additional Programs of Work or Change in Scope	
POW Implementation (set-up, configuration, templating, project management, printout/report development, etc.)	
➤ Vacancy and Landlord/Rental Registrations	\$TBD
Total One-time Price	\$TBD
Total Annual Subscription Price	\$TBD

Timeline: This service will be provided within the implementation phases of the main Municipality 5 project.

Payment Terms: 100% of development services will be invoiced upon deployment.

Price Validity: Price is valid for 60 days from 2/4/2021.

(Client please fill out) Invoice for this Change Order to be sent to:

Department: _____ Contact Name: _____

(Please See Following Page for Scope Change description and Signature)

DESCRIPTIONS OF PROGRAMS OF WORK OR SCOPE CHANGE INCLUDED IN THIS CHANGE ORDER:

Programs of Work	Description	Detail
Scope Change #1		
Scope Change #2		

The prices and specifications in this Change Order are satisfactory and are hereby accepted. All work is to be performed under the same terms and conditions as specified in the original contract unless otherwise specified.

MUNICIPALITY NAME, MUNICIPALITY COUNTY, MUNICIPALITY STATE

Signature _____ Date _____

Name _____ Title _____

ABOUT GENERAL CODE

Serving the needs of local government for over 55 years, General Code, LLC has provided a variety of products and services to more than 3,000 clients throughout the United States, including the Muncity™ Integrated Parcel Management Suite. Our staff has developed, implemented and maintained many projects for various local governments, ranging from small towns and villages to major cities and counties.

On November 16, 2017 it was announced that General Code, LLC became a wholly-owned subsidiary of the International Code Council (ICC). The decision to bring these complementary organizations together was based on the desire to deliver a broader set of digital solutions for ICC members.

“This acquisition of General Code will provide a perfect complement to our product and service portfolio,” said Code Council Chief Executive Officer Dominic Sims, CBO. “We are strategically aligned with similar missions and goals, focused on safety and serving our members and customers.”

TEAM STRUCTURE

General Code will provide a Project Manager as a single point of contact for the Muncity project. This will ensure consistency across the projects, and direct access for question resolution, project status updates, change order requests and issue escalation. In addition, General Code will assign various specialists across the duration of the project based on expertise needed and schedule.

During Consultation and Project Planning, the General Code team will discuss process needs, system requirements, make technical recommendations and answer questions. Finally, the Project Manager will work with the Municipality Project Manager and Team to set schedules, identify users and security and set a tentative timeline for the Implementation.

Training of IT staff and End-Users will be performed by General Code’s Installer/Trainer(s). These individuals will work with groups of end-users to train them on various aspects of the Muncity system.