

## Accountant

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**From:** Kevin Strauss - GOGov <Kevin@GoGovApps.com>  
**Sent:** Tuesday, February 13, 2024 3:09 PM  
**To:** Accountant  
**Subject:** Quote for CRM Module  
**Attachments:** Lebanon City, IL - Quote - 2024-02-13 (CRM).pdf

Hi Michele!

It was great speaking with you earlier today. As discussed, please see the attached quote for our CRM module (Service request/ work order tracking/ mobile app for residents). Appended to the quote is a product info sheet that overviews what the module does/includes. If anyone wants to check out a demo, we can certainly get one setup!

In terms of the pricing model, we try to make things as simple as possible. We offer true software as a service....one annual fee that encompasses **EVERYTHING** you'll need for a successful project. Please see some highlights below:

- No Upfront Costs
- Unlimited Users
- Unlimited Departments
- Unlimited Data Storage
- Branded App for Apple & Android Included
- Unlimited Remote Training for the Life of Working Together
- Software Updates Included
- 24/7 Emergency Phone Support
- Self Service Online Knowledge Base
- Future Proof – As your processes and needs change, our pricing includes being able to call us for continued training, configuration changes and anything else you may need to keep the software aligned with your current process

Once you've had a chance to review, please feel free to reach out with any questions... you can find me at this email address or by phone at (631) 861-5812...

Best Regards,

Kevin Strauss

# City of Lebanon, IL

## Citizen Request Management (CRM)

February 13, 2024

**Prepared By:**

Kevin Strauss, Director of Sales

(631) 861-5812

[Kevin@GoGovApps.com](mailto:Kevin@GoGovApps.com)

**Prepared For:**

Michele Davis

Administrative

[accountant@lebanonil.org](mailto:accountant@lebanonil.org)

## Subscriptions & Services

Description	Amount
GONotify Citizen Notifications & Alerts (Notify) - Unlimited Subscription	\$6,000 /year
Services: \$0    Annually: \$6,000	

## Order Details

Primary Contact			
Contact Name:		Phone:	
Title:		Email:	

Billing Information			
Contact Name:		Phone:	
PO #: (Optional)		Email:	

Contract Term Information	
Initial Subscription Period:	12 months starting:

## Terms & Conditions

The following terms are the latest version of the GOGov Master Terms & Conditions that is maintained and updated. No part of these terms may be modified other than the "Special Terms & Exceptions" section.

1. **IMPORTANT NOTICE TO USER:** GOGov, Inc. (dba "GOGov") owns all intellectual property in the software products listed in the Products and Services section (collectively "Software" or "Subscription Services") in the Order Form. Customer shall not modify, adapt, translate, rent, lease or otherwise attempt to discover the Software source code. The following terms and conditions (this "Agreement") will be effective as of the date of last signature of the Order Form ("Effective Date") and will be governed by the laws in force in the State of New York.
2. **Software License.** The Software subscription services and the accompanying files, software updates, lists and documentation are licensed, not sold, to you. You may use a copy of the Software on your compatible computer for the purpose of connecting to the hosted service provided by GOGov as long as you are a current subscriber and maintain your annual continued services for the applicable licenses: Except as expressly set forth herein, GOGov disclaims any and all express and implied warranties, including but not limited to warranties of merchantability and fitness for a particular purpose.
3. **Continued Services**
  - 3.1 **Hosting.** GOGov agrees to maintain Customer data in a secure datacenter and is committed to providing 99.5% uptime and availability. GOGov will perform nightly backups of your hosted data to an alternate physical location.
  - 3.2 **Ownership of Data.** All hosted data specific to Customer is owned by the Customer. Within thirty (30) calendar days following termination of this Agreement, the Customer can request and GOGov will provide a complete copy of Customer's data without additional charge through a downloadable zip file provided the customer is current on payments.
4. **Payment Terms & Fees**
  - 4.1 **Subscription Term and Termination.** The initial Subscription Term of this Agreement begins on Effective Date (last signature) and will continue to the end of the Initial Subscription Period listed in the Order Form. At the end of the initial Subscription Term, Customer's subscription and this Agreement will renew for an additional twelve (12) month term and for subsequent twelve (12) month periods thereafter. Quotes for budgeting purposes will be sent 6 months prior to subscription renewal. Invoices are sent approximately 60 days prior to subscription renewal. To cancel this agreement, Customer should submit written notice to GOGov at [Billing@GOGovApps.com](mailto:Billing@GOGovApps.com) not less than sixty (60) calendar days prior to the end of the then-current Term. GOGov reserves the right to increase the annual fees by 7% on the anniversary date of each annual term.
  - 4.2 **Payment Terms.** Initial payment is due at the beginning of the subscription term. Each subsequent annual billing will be due on the anniversary date of the initial term. Payment Terms are NET 30 Days from the invoice date.
  - 4.3 **Taxes & Obligations.** In exchange for its use of the Subscribed Services, Customer will pay to GOGov the amounts indicated in the Order. Said amounts are based on services purchased and not actual usage; payment obligations are non-cancelable and fees paid are non-refundable, except as otherwise specifically-provided herein. Unless otherwise stated, such fees do not include any taxes, levies, duties or similar governmental assessments of any nature, including but not limited to value-added, sales, use or withholding taxes, assessable by any local, state, provincial, federal or foreign jurisdiction ("Taxes"). Customer is responsible for paying all Taxes associated with its purchases hereunder. If GOGov has the legal obligation to pay or collect Taxes for which Customer is responsible, the appropriate amount will be invoiced to and paid by Customer, unless GOGov is provided with a valid tax exemption certificate authorized by the appropriate taxing authority. GOGov is solely responsible for taxes assessable against it based on its income, property and employees.
  - 4.4 **Convenience Fees.** For GOGov products that manage credit card processing, GOGov will add a Convenience Fee of \$3.00 plus 3% per transaction to offset the costs of online processing.
5. **Limitation of Liability.** GOGov will, at all times during the Agreement, maintain appropriate insurance coverage. In no event will GOGov's cumulative liability for any general, incidental, special, compensatory, or punitive damages whatsoever suffered by Customer or any other person or entity exceed 50% of the annual contract value at the point in time when the circumstances came about to such claim(s) of liability, even if GOGov or its agents have been advised of the possibility of such damages.

- 6. **Updating of Terms.** Upon each renewal of this Agreement, the latest Master Terms & Conditions that GOGov has published within the software ninety (90) days prior to the renewal date shall replace these terms. Any Special Terms & Exceptions listed in the original document shall carryover to the renewal terms. We reserve the right to change our Master Terms & Conditions at any time. If the changes are material, GOGov will advise the Customer by email or posting a notice on the site before changes go into effect. If the Customer does not agree to the new terms, Customer may contact [Support@GOGovApps.com](mailto:Support@GOGovApps.com) to have objections considered.
- 7. **Other Provisions**
  - 7.1 *Other Public Agency Orders.* Other public agencies may utilize the terms and conditions established by this Agreement if agreeable to all parties. Customer does not accept any responsibility or involvement in the purchase orders or contracts issues by other public agencies.
  - 7.2 *Alternate Terms Disclaimed.* The parties expressly disclaim any alternate terms and conditions accompanying drafts and/or purchase orders issued by Customer.
- 8. **Special Terms & Exceptions.** None.

This Order Form is entered into between Customer and GOGov. Customer accepts and agrees to adhere to the Terms and Conditions with this order form, will be referenced as the "Agreement." This Agreement between Customer and GOGov, which Customer hereby acknowledges and accepts, constitutes the entire agreement between GOGov and Customer governing the Services referenced above. Customer represents that its signatory below has the authority to bind Customer to the terms of this Agreement.

**GOGov, Inc.**

**City of Lebanon, IL**

**Sign:**

**Name:** Daryl Blowes

**Title:** CEO

**Date:**

**Sign:**

**Name:**

**Title:**

**Date:**

*Additional Customer Signatures (Optional)*

**Sign:**

**Name:**

**Title:**

**Date:**

**Sign:**

**Name:**

**Title:**

**Date:**



# GOREquest®

Powerful & Flexible CRM Software to manage service requests of all varieties for your agency!



GOREquest® CRM is an intelligent, user friendly solution for managing all of your agency service requests! Whether it's a citizen using your agency branded mobile app or a staff member logging a service call from your call center, GOREquest® provides a centralized home for two way communication between government and citizens to work and communicate more efficiently and effectively!

## Customer Service at it's Finest

In today's digital age, customer service expectations are at an all-time high. As a government agency, your constituents are expecting the same service from you that they receive from all of their other service providers. The GOREquest® powerful CRM now makes it easy for citizens and government to exchange information and work towards their common goal of making their city/town/county the best place to live or work!

- Simple submission of requests by staff or citizens via mobile app or through the web
- Automated email and push notifications keep both staff and citizens up to date as a request is worked towards a resolution
- Pre defined SLA's per request type set the proper expectation for citizens to have their requests completed
- Detailed & Customizable reporting for the agency to ensure certain service standards are being met

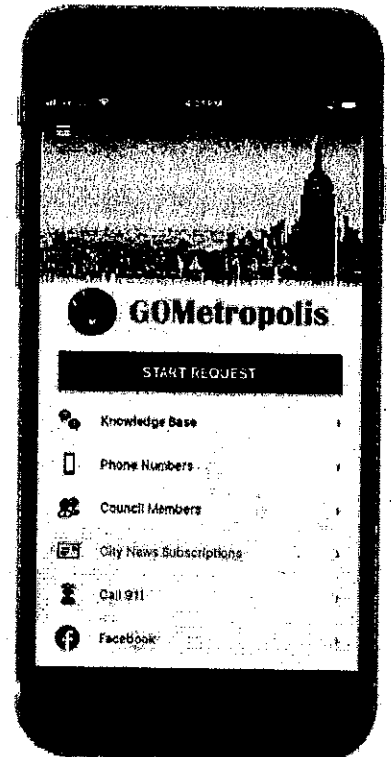
## No Upfront Fees or Startup Costs

We try to earn your business every single day and so we will start by doing the heavy lifting to get you started. Everything you need to setup your mobile app, list of request types, reports and most importantly train your staff - Its All Included!

## Truly Flexible CRM that bends to your Needs!

Our software was designed to be configured to the way you work, which is what makes it so powerful and intuitive.

- Agency Defined Request Types and Categories
- Fully searchable Knowledge Base with Integrated Request Functionality
- Customizable Automated Email and Push Notifications
- Automatic Address and User Tracking to Easily See Previous Requests for a Specific Citizen or Address
- Highly Customizable assignment Rules allow for Even the Most Complex Engagement Rules to be Followed
- Map Views Available for Work Planning and Trend Spotting
- Both Out of the Box and Customizable Reporting that can be run using user defined criteria and output in a variety of formats
- Specific Input Form for individual request types



## More Than Just Potholes!

While filling a Pothole is a common and effective use of our CRM solution, this frequently used example only scratches the surface of what you can accomplish with GORquest®

- **Branded Mobile App**– While the Mobile App is certainly a useful tool for citizens to submit service requests, it can also be used to showcase anything that you as an agency want to give your citizens quick and easy access to. Our collection of applets offer a wide variety of ways to make often sought out information and services readily available at your citizens fingertips!
- **IT Ticketing/ Facilities Management**– The system offers 'internal' request types, which are only available for view and submission by agency staff when logged in. Users can easily create requests types for IT ticketing or Facility Management and use GORquest® to replace costly internal, process specific systems.
- **Public Records Requests**– Keep up with open records laws by tracking FOIA, OPRA and other public record requests from citizens.
- **Agency Specific Programs & Services** - GORquest® helps our customers manage unique use cases including ride sharing, building inspections and health inspections.

## Integrations

We learned that sharing is one of the most important parts of helping our customers. This is why we have built integrations into systems where it counts. Some common ones include:

- **ESRI ArcGIS**- integration validates addresses entered into the system against your GIS system. We also can use other data and map layers like districts, wards and more to enhance the workflow and reporting delivered to your agents and citizens.
- **Cartegraph**- our integration with Cartegraph can automatically transmit your requests into that system for work and then push the data back to the citizen through our system, including when the issue is closed.
- **LDAP / Active Directory** - another password is the last thing any of us want. With our LDAP integration we can sync up users and permissions and authenticate against your Active Directory so you don't have to do extra work or remember another password.

## Support and Training You Will Love ♥

Our goal is to make you love our company at every encounter. We have a mature process and experienced staff that will be able to provide expert advice and assistance every step of the way.

- **Expert Advice** providing analysis of your service request types, workflows and reports using industry best practices to make your job as easy as possible.
- **Project Management** - your dedicated project manager will track and monitor your progress throughout the project.
- **Configuring** creating a list of request types, launching the mobile app, building a beautiful iFrame, customizing fields and forms, creating email templates, customizing reports and more.
- **Training Library** - As we train you, we will produce a library of videos and documents specific to your agency. These videos can be used for onboarding future staff or just going back to get a refresher on more advanced stuff. But don't worry - we are always willing to give additional training as you need it.
- **Staff Training** is our favorite part because we know you are going to love what you see and how easy it is to use. When we hear "oooh's" and "aaah's" then we know we are doing our job.

*“ With the ability to contact residents directly on the platform, our employees are more efficient in resolving service requests than before... ”*

- Paolo Beltran, City of Lakewood, CA

## About GOGovApps

GOGovApps specializes in providing CRM and Code Enforcement software to local governments of all sizes. Our long history and experience working with hundreds of government agencies across the country really shows in the products and services we provide. We built our software from the ground up working with the departments and staff that now use our products every single day.