

Proposed on: 2025-06-13

Pricing Proposal for DeKalb County, GA

Prepared for:

Jessica Hudson

DeKalb County, GA
1300 Commerce Drive
Decatur, Georgia, 30030

Submitted by:

Sean Williams

Enterprise 2

(817) 313-1273

sean.williams@govos.com



8310 N. Capital of Texas Hwy.
Bldg. 2, Ste. 250, Austin, TX 78731

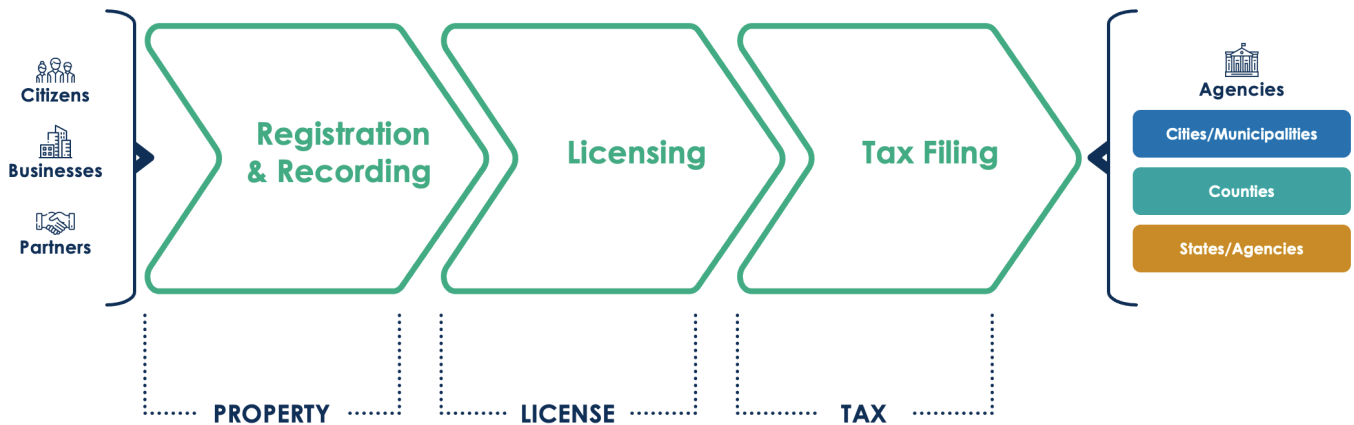
www.GovOS.com

Company Overview

GovOS is a leading provider of transaction and compliance software for state and local governments to streamline property, licensing, and tax interactions with businesses and citizens.

GovOS is a Delaware incorporated organization, headquartered in Austin, Texas, and serves more than 700 government agencies across the United States. With the company's secure suite of cloud-based solutions, governments can maximize revenue, increase compliance, reduce costs, and meet constituent demand for modern, self-service transaction and payment services.

GovOS has been providing information technology products and services to local governments since 2005. Our workforce (over 200 and growing) is located in Austin and throughout the U.S., allowing us to provide our industry-leading service and support to our customers when it is convenient for them. GovOS products have been purposefully designed and built to meet the needs of our public sector customers.



GovOS is backed by experienced professionals who have been serving local government and their unique needs for over 20 years. We know data is important to every one of our customers in the public sector. However, we also understand there is more than just numbers needed to effectively serve your community. Given the depth of our experience in government service and the breadth of the products we offer, GovOS has a holistic view of how local government works best and how one software solution can affect multiple departments and processes. In addition to our best-in-class technology, GovOS also provides workable best practices, exemplary support, and innovative technology so our customers can achieve their goals today and well into the future.

Since our founding, GovOS has continued to grow and expand our suite of products and has already become an industry leader in the government technology space. GovOS is well-positioned to serve and support our customers for years to come as software and needs evolve.

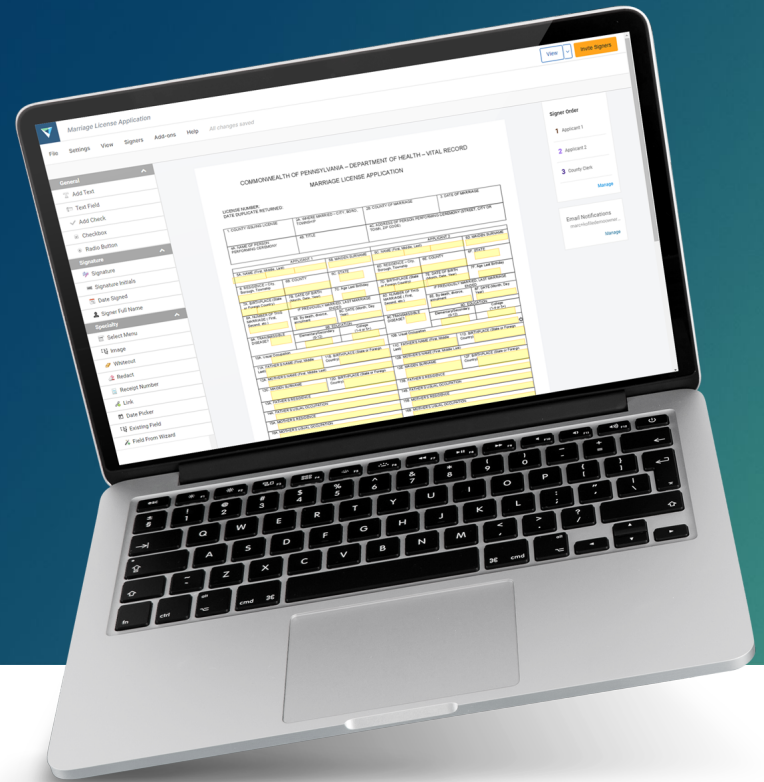
We look forward to working with you, Jessica Hudson and DeKalb County, GA, and discovering how GovOS can help you better serve your constituents.

GovOS provides an easy-to-use, cloud-native platform that connects your staff to your community
 — increasing process efficiencies, improving compliance rates, and helping you deliver the best possible experience.



Application Studio

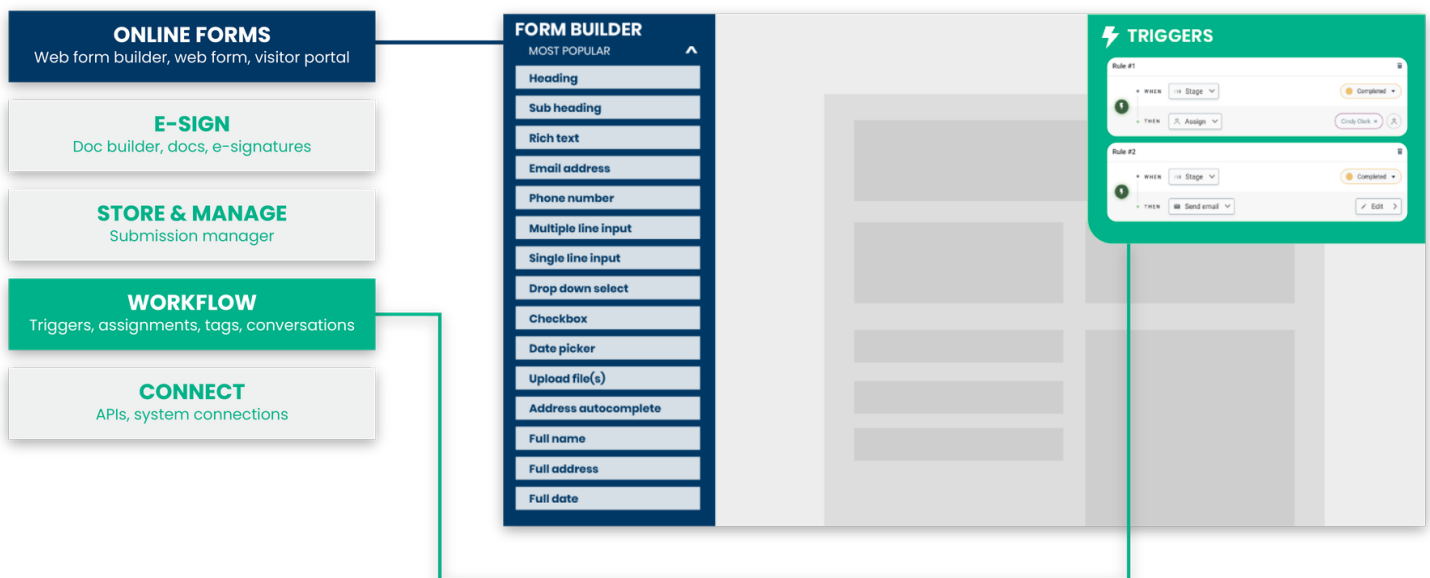
Effortlessly transform PDF and paper-based processes into online services



Digital Transformation Is In Your Control

GovOS Application Studio puts the power in the hands of the agencies who are ready to convert forms and transform the way their constituents experience local government. Governments throughout the United States rely on GovOS Studio to quickly and easily transform paperwork into online services that reduce processing time, improve transparency, eliminate errors and ensure that government business runs smoothly.

Your cloud-based, feature-rich tool for effortlessly transforming PDF and paper-based processes into online services that delight.



Recommended Services Use

How to use your included hours to get up and running

Your design studio subscription includes professional services to get your team up and running. These can be customized with your implementation manager. Please see an example below:

1. ONBOARDING*

New user training, account setup, discovery/advisement and development of 1 simple form and process.

Estimated 6 hours.

Outcome: Account & user activation + Build Team + Discovery & Deployment of 1 form + Goal Review + Build Timelines

** Required for new customers. Also, can be used to onboard new departments or agencies.*

2. Guided Implementation

Once your core team is onboarded, it is time to roll out the solution to the broader department or agency. This features Discovery Services to help you prioritize which forms & processes to digitize. Then, a collaborative conversion services convert existing forms to create new online services. This is how to get your agency running on their own! **Estimated 8–60 hours depending on your service hours package. Onsite optional for a portion of the time at an additional cost.**

Outcome: Discovery + User Training and Onsite Rollout Form Grading & Prioritization + Conversion of Forms

3. Process Deployment

Deployment services to provide in-depth solution engineering and business process training for your staff. Focuses on one complex end to end process launch. **Estimated 15–30 hours. For larger service hours packages. Onsite optional at an additional cost.**

Outcome: form & process implementation + custom training + change management for your users to support rollout

Support & Training

The following support model is included with your subscription.

Standard Support & DIY Training

Phone and email support with DIY and group training resources:

- Unlimited in-app chat support
- Supplemental phone support
- Unlimited email support
- Access to hundreds of support how-to articles with videos
- University- custom learning center to train users
- How-To Videos

Cost

Included as part of any Subscription



Pricing Summary

The solution is a package of the below service applications.

Pricing for DeKalb County, GA

Products	QTY
Annual Recurring Professional Services Yearly professional service hours to support your digital maturity by continuing form conversions and advising on the evolution of agency processes.	1
Application Studio OCS Studio is our complete Form & eSignature Solution. You can digitize your existing paper-based forms by converting them into secure, online versions that can be customized with eSignatures, attachments, automatic emails and processing workflows. Includes site provisioning, security, configuration, support, etc.	1
Included Studio User - Admin Included Admin User License for Application Studio Admin users have full functionality within the platform. Their features access includes creating and editing forms; viewing, esigning & submitting forms; viewing assigned submissions; and using stages, tags, & assignments. Owners Admins can additionally view all account forms and manage account user licenses. Each User License includes unlimited online training & support.	7
Included Studio User - Basic Included Basic User License for Application Studio Basic users have limited functionality within the platform. Their features access includes viewing, esigning & submitting forms; viewing assigned submissions; and using stages, tags, & assignments. Each User License includes unlimited online training & support.	20

First Year Annual Contract Value \$37,500.00

One time Fees: WAIVED

Proposal Terms

General Information

Expiration of Proposal: Without acceptance of this proposal (this **"Proposal"**), pricing provided herein is good until [Document.ExpirationDate].

After said date, if not accepted, this Proposal shall be void.

Defined Terms:

- **"Agreement"** means the Existing Contract, amendments thereto, and the TOU (if applicable related to New Services).
- **"Customer"** means the "Customer" identified below.
- **"Effective Date"** means the date this Proposal is signed by Customer.
- **"Existing Contract"** means the "Master Contract" described below.
- **"Existing Services"** means Services provided pursuant to the Existing Contract.
- **"New Services"** means the Additional Solutions described below, which Services are provided to Customer subject to the TOU.
- **"Predecessor"** means GovOS's predecessor-in-interest that is a party to the Existing Contract.
- **"Services"** means the Existing Services and New Services (if applicable).
- **"Term"** shall mean the term that the Existing Services and/or New Services (as applicable) shall be provided to Customer hereunder.
- **"TOU"** means GovOS's standard terms of use, which can be found at www.govos.com/terms-of-use.

Customer Information

Organization Name	DeKalb County, GA
Primary Address	1300 Commerce Drive Decatur, Georgia, 30030
Primary Contact Name	Jessica Hudson
Primary Contact Email	jlhudson@dekalbcountyga.gov

Existing Contract Information

Title of Master Contract:	The title of the Existing Contract or Proposal # is:[Title_Master_Contract]. *If the Existing Contract references GovOS's standard terms of use, then for purposes of this Agreement such terms of use are replaced by the TOU. Additionally, if the Existing Contract does not provide terms associated with the use of the Services, then the TOU shall apply.
Effective Date of Master Contract:	
Expiration Date of Master Contract:	
Original Parties (if applicable):	[Insert original Customer name and Insert name of GovOS predecessor - If not applicable, type "Not Applicable"] * If GovOS is not an original party to the Existing Contract the Customer hereby consents to the assignment of the Existing Agreement from its Predecessor to GovOS and GovOS hereby assumes all rights and obligations of the Predecessor under the Existing Agreement.

Amendment(s) to Existing Contract

[Yes] Automatic Renewal:	Following the initial term, the Agreement will automatically renew for additional one-year periods unless earlier terminated pursuant to the Agreement's express provisions or either Party gives the other Party written notice of non-renewal at least thirty (30) days prior to the expiration of the then-current term. GovOS shall send a renewal notice to Customer between twenty-five (25) and forty (40) days prior to the expiration of the Term.
New Services (provided pursuant to the TOU):	Services provided on the Pricing Summary page.
Term of New Services:	[[Applicable / Not Applicable 1]] New Services co-terminate with the Existing Agreement. [[Applicable / Not Applicable 2]] The term of the license for New Services shall begin on the Effective Date and terminate one (1) year thereafter, subject to automatic renewal (if selected above).

Implementation of New Services:	GovOS and Customer will cooperate to ensure timely and accurate implementation and delivery of the New Services (if any). New Services shall be provided pursuant to a statement of work attached hereto as Exhibit A (if applicable). Customer will be required to provide certain information to allow GovOS to set-up and implement the New Services. This may include Customer's local legal requirements, tax and fee requirements, compliance standards, merchant processing credentials and business notification preferences. Customer acknowledges GovOS's ability to correctly and timely implement forms, templates, workflows and other elements necessary to provide the Services is dependent upon cooperation from Customer. Customer will participate in user acceptance testing as reasonably requested by GovOS. GovOS is not responsible for delays or other consequences resulting from Customer's failure to timely provide accurate information or participate in user acceptance testing. Payment of fees for the New Services will not be reduced, delayed or modified as a result of Customer's failure to meet this obligation.
Hardware:	If, prior to the Effective Date (indicated above), GovOS or its Predecessor provided hardware and/or maintenance services associated with the same to Customer, then following the Effective Date Customer will be solely responsible to maintain an adequate technical environment to utilize the Services including providing and maintaining any necessary hardware and equipment to meet the Services' requirements. Upon request, GovOS will identify hardware requirements and recommend hardware and equipment that meets Services requirements. Additionally, GovOS hereby conveys to Customer title and ownership "as is" and "where is" to any and all hardware and equipment previously provided to Customer under the Existing Agreement. GovOs makes no representations and disclaims any and all warranties with respect to such hardware or equipment.
Financial Terms	
Fees:	Fees for the Services during the Term shall be at the rates indicated on the Pricing Summary page (the " Fees ").
Payment Terms:	- Annual Fees for the initial Term are due upon acceptance of this Proposal. The Fees are pre-paid annually. - Per document/transaction/instrument Fees are invoiced on a monthly basis. - Implementation Fees will be billed upon completion and delivery of the associated Services. All invoices are due net thirty (30) days of the invoice date, subject to prompt payment laws applicable to transactions with Customer. If there is a conflict between these payment terms and applicable law, then these payment terms will conform with such laws.

Annual Fee Increase:	Unless otherwise indicated in the table of Fees above, following the initial Term, on each anniversary date of the Agreement, the Fees will be increased by up to 10% based on the prior year's Fees.
Late Payments:	Any undisputed amount not paid when due will be subject to finance charges equal to 1.5% of the unpaid balance per month or the highest rate permitted by applicable law, whichever is less, determined and compounded daily from the date due until the date paid.
Collection Costs; Suspension of Services:	Customer shall reimburse GovOS for all reasonable costs incurred by GovOS in collecting any late payments or interest, including attorney fees, court costs, and collection agency fees; and if such failure continues for thirty (30) days or more, GovOS may suspend Customer's and its Authorized Users' access to any portion or all of the Services until such amounts are paid in full.

Miscellaneous Terms

Piggyback:	During the term of this Proposal, including any renewal terms: (1) other public corporations, entities, or agencies directly affiliated with Customer (each, a "Piggyback Entity") may request to piggyback on this Proposal to acquire solutions or services offered hereunder on the same terms and conditions set forth in this Proposal; and/or (2) Customer may acquire additional solutions or services offered by GovOS on the same terms and conditions set forth in this Proposal, other than pricing terms, which shall be negotiated in good faith by the parties hereto. If GovOS receives a request to piggyback on this Proposal, GovOS must provide written notice of the request to Customer within five (5) business days of receipt. If GovOS accepts, and Customer approves the request to piggyback, the administration of the services provided to any Piggyback Entity must be governed under a separate agreement between GovOS and such Piggyback Entity. Customer shall have no obligation or liability to GovOS, any Piggyback Entity, or any third party in connection with the administration of services provided to any Piggyback Entity.
Modification of Incorporated Documents:	GovOS reserves the right from time to time to modify the TOU and SLA; however, this Proposal will remain governed by the TOU and SLA in effect as of the Effective Date.
Conflicting Terms:	In the event a provision contained in the TOU and/or SLA conflicts with the terms of the Existing Contract then the Existing Contract shall control. If there is a conflict between this Proposal and the Existing Contract, then this Proposal shall control.
Purchasing Agent Information:	By signing below, Customer (or Purchasing Agent as Customer's agent, if applicable) and GovOS accept this Proposal and agree that it shall be subject to the TOU and SLA.

Billing Details

Billing Contact Name	
Billing Contact Email	
Billing Contact Phone	

Invoice Delivery Method	Email/Electronic
Preferred Payment Method	Check



Proposal Acceptance

Proposal #:

006VV00000LQxMvYAL

By signing below, Customer and GovOS accept this Proposal and agree that it shall be subject to the TOU and SLA.

Customer Signature

Signature of Authorized
Representative

Title

Date

GovOS Signature

Signature of Authorized GovOS
Representative

Title

Date