



Q-220317

This SOW has been defined to leverage DSI's experience, while optimizing the use of resources, thereby maximizing cost efficiencies on behalf of Client.

Based on our current understanding of the complexity and scope of this effort and the expected involvement of the DSI team resources, the current estimated Fixed Price for this engagement is shown in the Investment table. This estimated cost breakdown is as follows:

**Pricing is based on...**

<b>Subscription</b>	
SmartGov - Enterprise	10,322.67 USD
SmartGov Permitting	0.00 USD
SmartGov Code Enforcement	0.00 USD
SmartGov Business License	0.00 USD
SmartGov Connector Merchant	619.36 USD
SmartGov Connector Financial	619.36 USD
<b>Subscription Term: 12 months</b> 4 months included at no additional cost	<b>Subtotal: 11,561.39 USD</b>

<b>Implementation &amp; Services</b>	
SmartGov Custom Implementation	0.00 USD
Workflow template customization (package of 10)	2,850.00 USD
General Config	1,900.00 USD
Fees Configuration (Pages)	1,211.25 USD
Existing Merchant Connector Configuration	1,140.00 USD
Map Connector Configuration	950.00 USD
	<b>Subtotal: 26,465.81 USD</b>





Parcel Connector Configuration	2,375.00 USD
Portal Configuration	950.00 USD
Financial Export Connector Configuration	1,900.00 USD
Data Migration	4,037.50 USD
Base Standardized Migration Cost	1,425.00 USD
Virtual Training	4,275.00 USD
Project Management	3,452.06 USD
	<b>Subtotal: 26,465.81 USD</b>
<b>Total Initial Investment</b>	<b>38,027.20 USD</b>

\*Initial term dates: 08/01/2021 - 07/31/2022

Sourcwell/NJPA purchasing contract

- <https://www.sourcwell-mn.gov/cooperative-purchasing/090320-sdi#tab-contract-documents> (<https://www.sourcwell-mn.gov/cooperative-purchasing/090320-sdi#tab-contract-documents>).
- Contract #090320-SDI
- Expiration date: 11/2/2024

The above level of effort and associated pricing is based on the SMARTGOV package selected by Alexander County and is subject to change based on defined client requirements that may be discovered during project delivery. Any identified project scope or requirements changes will be addressed via DSI Change Control Authorization ("CCA") process.



## Introduction

Dude Solutions, Inc. ("DSI") is pleased to submit this Statement of Work ("SOW") to Alexander County for SmartGov Professional Services. SmartGov streamlines permitting, planning/zoning, inspections, code enforcement, and business licensing, providing efficiency for your jurisdiction and enhanced customer service for your citizens. The package Alexander County has chosen for implementation of SmartGov will be implemented using proven processes and methodologies managed by an experienced project manager dedicated to delivering a successful project.

DSI looks forward to the opportunity to deliver these services and the ever-lasting development of a strong business partnership.

## Custom Implementation and Features

The Custom Implementation leverages best practices but includes wide flexibility in Dude assisted customization. It is based on our pre-configured settings to streamline your setup but allows full access to modify your final configuration.

With Custom, you get access to the Full Software and your features include:

Feature	Custom
All Modules (Permitting, Licensing, Code Enforcement, Recurring Inspections)	Included
Public Portal	Included
Custom Fee Codes (across all modules)	Included
Custom Fields (across all modules)	Unlimited
Departments associated with Templates and Inspection Types (e.g., Building Safety and Construction, Planning and Zoning, etc.)	Unlimited
156 Standard Reports and Output Documents	Included
Custom Reports and Output Documents	Unlimited (Additional Fee Required)
Pre-configured Inspection Types (109 across all modules)	Included
Pre-configured Submittal Types (140 across all modules)	Included
Pre-configured Workflow Steps (152 across all modules)	Included
Additional Inspection Types	Unlimited (Additional Fee Required)



## Planning, Initial Set Up & System Level Configuration

As part of the General Configuration Dude Solutions will:

- Create your database with our defaults
- Load your users with Dude standard permissions (provided in Dude input sheet)
- Load your Code References/Violation types (provided in Dude input sheet)
- Load up to 20 additional custom attributes/details (not associated with fees)
- Load your logo
- Provide access to 156 reports/output documents (see list)
- Provide ongoing access to our Virtual Classroom Training classes

## Workflow Template Customization

CD-WT10 Dude will add up to x10 custom process templates across all modules (Permits/Licensing/Code Enforcement/Recurring Inspections) until your product readiness date or 12 months after purchase whichever comes first.

## Financial Setup and Fees Pages

Based on your fee schedule Dude will:

- Setup your fee code calculations
- Load your FMS/GL Codes (provided in Dude input sheet)
- Load your Valuation table (provided in Dude input sheet or ICC table)
- Setup your fixture costs (if needed)
- Load your custom attributes / details as required for your fee calculations

## Public Portal Configuration Setup

The Dude will customize your Portal by:

- Linking your logo
- Exposing all permits/business licenses that you want your citizens to have access to
- Will advise on best practices and load your custom verbiage into the available fields
- Provide the access URL to add link to any needed jurisdiction web pages

## Parcel Connector Setup

Dude will configure EITHER a Delimited Parcel Job OR ARCGIS Parcel Job on behalf of the customer

- Delimited File – A delimited file may be uploaded to the job at runtime or may be made available to the job via FTP using anonymous access or a username and password. The delimited file option supports a single address for each individual parcel.
- Parcel Layer – A parcel layer must be accessible by URL through an ESRI REST service. A secondary address-only layer may also be provided for parcels that have more than one address. The layer(s) must be publicly accessible and may be secured with a username and password.

The configured parcel job will be available for the customer to run on-demand. If using the ARCGIS option or a delimited file that is accessible via FTP, the job may also be scheduled to run on a consistent basis (e.g., daily, weekly, monthly, etc.).

## Map (GIS) Connector Setup

The Dude will connect to your supported ESRI Map Service secured by a publicly trusted certificate issued by a Certificate Authority.



All attendees must have attended the required Virtual Classroom Trainings (VCT's) prior to attending this training. The consultant and PM will inform you of the classes that are required.

This training can span a 2-week period, provided in 3.5 hour sessions to meet client needs but will not exceed eight sessions. Once the team has been trained on all utilized sections of the software the training is complete.

### **Change Control Authorization Process**

Any changes to the defined scope will require a signed Change Order by the client. This Change Order will outline the additional work required and costs associated with the change. It will also include estimated changes to your launch schedule that must also be approved.



- Dark Gray Canvas
- Oceans
- National Geographic Style Map
- Open Street Map
- Charted Territory Map
- Community Map
- Navigation (Dark Mode)
- Newspaper Map
- Human Geography Map
- Human Geography Dark Map
- Modern Antique Map
- Mid-Century Map
- Nova Map
- Colored Pencil Map
- Firefly Imagery Hybrid
- USA Topo Maps

### Financial Connector Setup

By default, financial extract jobs are pre-configured and the included configuration of the Receipt Extract job will produce a comma-delimited file with the following data points:

- Receipt Number
- Receipt Date
- FMS/GL Code
- Fund
- GL Account
- Fee Amount Paid
- Fee Code Name
- Permit/License/Case Number
- Payer Name

The included configuration of the Receipt Extract – FMS/GL Summary job will produce a comma-delimited file with the following data points:

- FMS/GL Code
- Fund
- GL Account
- Fee Amount Paid

The file output of the financial extract may be written to the customer's FTP site, if desired, to facilitate automated external processing of the file. The customer may request the use of an alternate delimiter if a comma is not acceptable.

The financial extract job may be run on demand or scheduled to run on a consistent basis (e.g., daily, weekly, monthly, etc.). Companion reports designed for reconciliation and extract verification are also available.





## Electronic Acceptance of Document

Presented to:

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Accepted by:

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July 09, 2021, 2:51:02 PM EDT

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