



# OpenGov and the County of Effingham

Project Plan Letter and Partnership Investment Summary



**Brice Percyski**  
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Alison Bruton  
Purchasing  
Effingham County  
804 S Laurel St.  
Springfield, GA 912-754-2101.

**RE: Project Plan Letter for Procurement Software**

Dear Alison,

On behalf of OpenGov, we are thrilled about the opportunity to partner with Effingham County by proposing OpenGov Procurement, the collaborative public procurement suite built for the modern government.

We understand that Effingham County is looking for a comprehensive Procurement Management system to support and manage the entire procurement lifecycle, from the initial request and approval to solicitation development and collaboration, to advertising and response dates, to evaluation committee review, and on through contract award and execution. In response to this need, OpenGov Procurement is a full procurement lifecycle solution, which includes highly collaborative solicitation development automation, end-to-end strategic procurement workflows, an intuitive cloud design, and a culture focused on the customer experience.

As you will read in the following proposal, OpenGov Procurement frees procurement teams from the drudgery of manual and paper-based processes through a highly collaborative and easy-to-use solution built specifically to support and manage government procurement workflows. Effingham County Procurement staff will be able to produce high-quality, consistent, compliant, and readable solicitations and provide transparency and clear communication to vendors throughout the entire procurement process. Featuring workflows for solicitation development and contract design, OpenGov Procurement features intuitive workflows that provide clarity by helping suppliers read, understand, and respond to solicitations more efficiently and effectively.

Personally being a Georgia native, I am very proud of the OpenGov presence in the State, partnering with many governments such as Cobb County, Coweta County, Bulloch County, the Georgia Department of Education, the Georgia Department of Juvenile Justice, the City of Savannah, and the City of Roswell as examples.

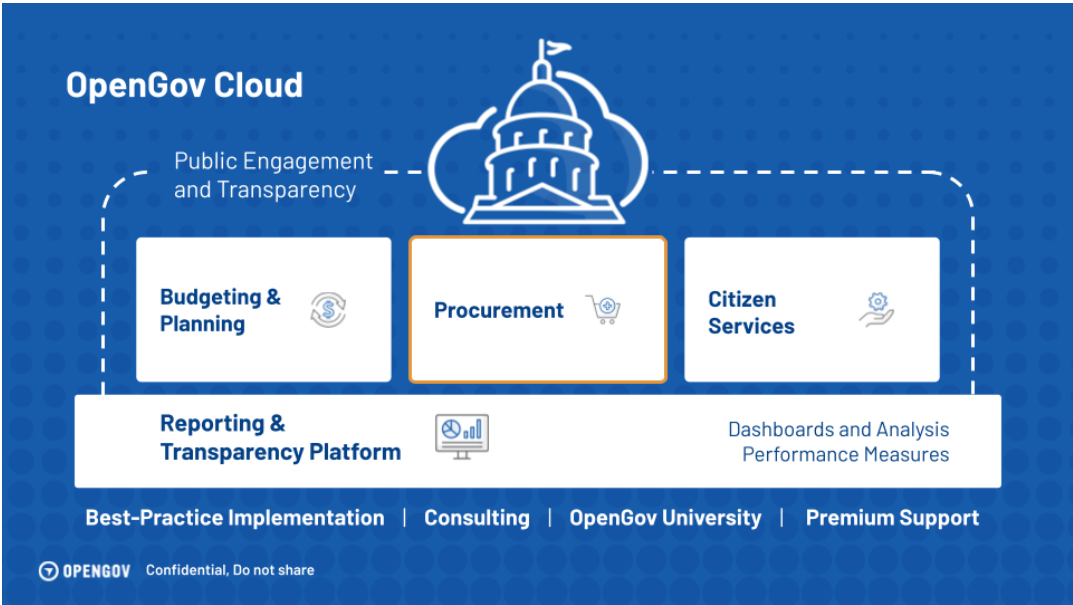
We are on a mission to power a more effective and accountable government, and we seek to produce raving fans and long-term partners with the communities we serve. We look forward to putting our entire organization behind you to ensure this engagement exceeds expectations, and I look forward to meeting with you and your team soon.

Brice Percynski  
bpercynski@opengov.com

Georgia Account Executive  
770-356-8530

# Executive Summary

OpenGov is proposing **OpenGov Procurement** for consideration. We look forward to demonstrating how these solutions will meet and exceed your needs and expectations.



**OpenGov Procurement** is the collaborative public procurement suite built for modern government. Providing end-to-end automation across solicitation development, proposal evaluations, and supplier interactions, OpenGov makes procurement more enjoyable and transparent for everyone involved. With it, procurement teams have the intuitive cloud software and world-class support needed to achieve strategic procurement.

Procurement teams using OpenGov have cut the time required to write and release RFPs by 75%, increased supplier responses to solicitations by 3-4x, and moved to 100% paperless procurement – all while transforming relationships within their government by simplifying how internal stakeholders engage with their function. As part of the OpenGov Cloud, OpenGov Procurement helps modern governments connect end-to-end processes across budgeting, procurement, accounting, and reporting — driving improved strategic outcomes enterprise-wide. With it, customers access:

- The industry’s most collaborative, complete, and automated Solicitation Development solution
- Modern Supplier Engagement that increases bid response and equitable selection
- User-friendly design that guides users with in-context training and live support
- Transparent procurement and supplier relationships thanks to OpenGov’s legacy of driving transparent operations

## Why OpenGov?

### The only modern cloud software purpose-built for local government.

OpenGov offers transformative solutions for budgeting, financial management, civic services, and procurement with the market-leading Reporting & Transparency platform – allowing customers to reallocate up to 1% of their budgets for more strategic outcomes and save thousands of hours on manual and paper-based processes.

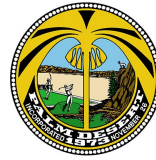
### A trusted partner.

More than [1,100 governments nationwide](#) partner with OpenGov to drive more effective and accountable operations through cloud financial solutions. Built exclusively for state and local government, OpenGov's software, services, and expertise are backed by over 500 years of employee experience in the public sector.

### A platform built to grow with you.

Modern cloud architecture ensures all of your users have access to the latest features and upgrades while reducing your IT burden, minimizing your cost footprint, and breaking down system and data silos. Thanks to world-class professional services and a roadmap driven by customer feedback, you future-proof your investment for the next generation.

## Trusted by Leading Governments



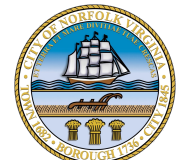
City of Palm Desert,  
CA



City of Pittsburgh, PA



Sacramento County,  
CA



City of Norfolk, VA



Orange County, FL



City of Tucson, AZ



Jersey City Public  
Schools, NJ



Ben Franklin Transit,  
WA

## Benefits of Modern Government Cloud Software

In a [post-pandemic world](#), the benefits of modern cloud software (aka: “Software as a Service”) are crucial in helping governments address the challenges of remote work, digital services, and managing uncertainty. [Cloud software](#) helps you future-proof your investment while focusing on your community.

### ✓ Increase Productivity

Modern government work is collaborative. Intuitive software empowers all users for success.

### ✓ Improve Citizen Experience

Digital services map to the expectations of community members and improve satisfaction.

### ✓ Strengthen Public Trust

Better decisions and alignment come from common, shared, accurate information

### ✓ Build Resilience

Leaders have confidence in the face of uncertainty that their [processes are secure](#) and sustainable.

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## All Clouds aren't Created Equal

Many software providers try to sell legacy systems as “cloud” because they are delivered remotely. Same software, different packaging. These aren't designed for the 21st-century government. [Modern government cloud software](#) has these characteristics:

- **Anywhere, Any Device** - Nothing to install - only a browser required
- **Intuitive User Interfaces** - Built in the era of consumer software, eliminates the nuances and complexities that only “power users” can understand
- **Fast and Configurable** - Can be deployed quicking providing value when you need it and configured without deep technical expertise or IT assistance
- **Continuous Enhancement** - Updates are hassle-free and transparent to customers
- **World-Class Security and Infrastructure** - Modern applications take advantage of the leading cloud service providers (like [Amazon Web Services](#)) to ensure your mission-critical systems are resilient
- **100% Hassle-Free** - Always up-to-date with no effort from your government. No upgrades, patches, customizations, or (of course) hardware to manage



“As we step back and look at the differences between electronic bidding and where Milpitas is with OpenGov Procurement today, it is safe to say that in this case, the City realized a minimum 95% increase in productivity.”

**Walter Rossmann**, Deputy City Manager | City of Milpitas, CA



# OpenGov Procurement

## Collaborative Procurement Automation for the Modern Government

As part of the OpenGov Cloud, [OpenGov Procurement](#) helps modern governments connect end-to-end processes across budgeting, procurement, accounting, and reporting—driving improved strategic outcomes enterprise-wide. With OpenGov Procurement, customers access:

- The industry's **most collaborative and complete** Solicitation Development solution
- Modern Supplier Engagement that **increases bid response** and **equitable selection**
- **User-friendly design** that guides users with in-context training and live support
- Transparent procurement and supplier relationships thanks to OpenGov's legacy of **driving transparent operations**



### Satisfied Suppliers

Expand your supplier network and improve your partner experience with intuitive an online portal and multiple workflows



### 100% Paperless Procurement

[Digitize document management](#) with scanning, uploading, and archiving facilities.



### Increase Accountability

Establish a simplified view into contract and vendor spending via a single source of truth.



### More Strategic Impact

Less clerical work and more strategic time thanks to intuitive guided workflows and integrated training for collaborators



### Centralize Data

Enter data once and use it across the entire system.

# 75%

of customers cut time spent writing & releasing RFPs

...

Increased supplier responses by

# 3-4x

# Procurement

Collaborative Procurement, End-to-End



## Transform your Solicitation Development

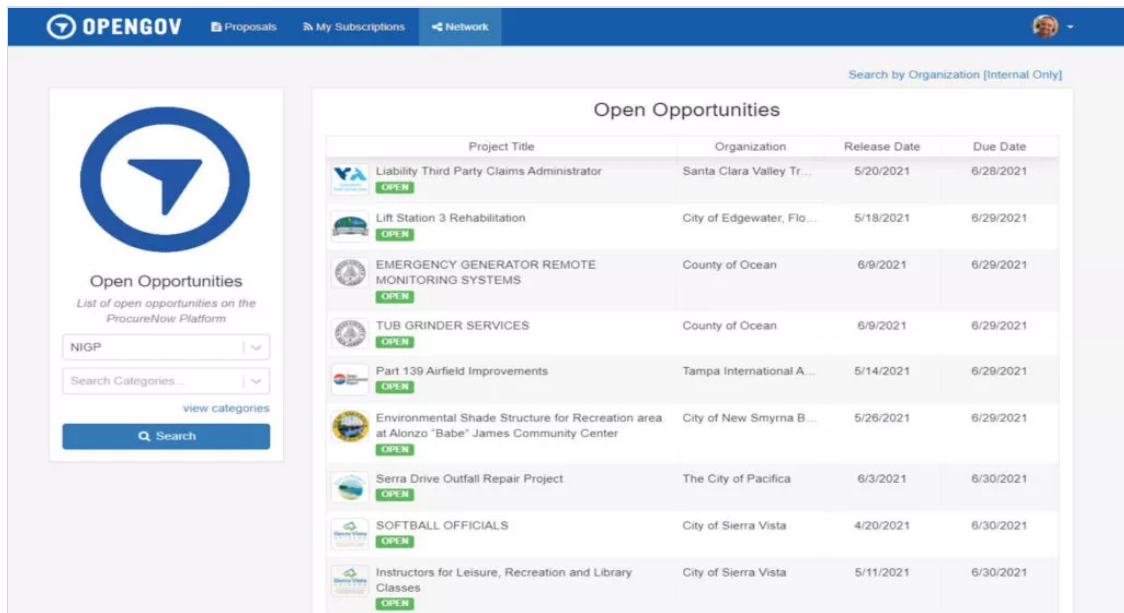
Turn your solicitation templates into intuitive, guided online workflows so project managers, reviewers, and buyers can easily collaborate on key documents. Dynamically track project status throughout reviews and get insight into timelines, stakeholders, and project pipelines. This “unique to OpenGov Procurement” capabilities turbocharges your entire workflow. Without this, your team spends much of its time hunting and pecking, copying and pasting, and chasing down internal customers - ultimately creating more adversarial situations.

The screenshot shows the OpenGov procurement portal interface. The top navigation bar includes the OPENGOV logo, 'Proposals', 'My Subscriptions', and 'Network'. The main content area displays a project titled 'Consultant Services for 2023-2031 Housing Element Update' with a 'Follow' button. Project details include: Request For Proposal, Building Safety and Housing, Project ID: 2534, Release Date: Friday, May 21, 2021, Due Date: Wednesday, June 30, 2021 2:00pm, and Posted: Friday, May 21, 2021 9:00am. A 'Draft Response' button is visible, along with a 'No Bid' button and a 'Time Remaining: 19 days, 13 hours, 5 minutes' indicator. Below the project details, there are tabs for 'Project Documents', 'Downloads', 'Addenda & Notices', 'Question & Answer', and 'Followers'. The 'Project Documents' tab is active, showing a list of documents: 1. Notice of Request For Proposals, 2. Introduction, 3. Scope of Work, 4. Vendor Questionnaire, 5. Submission Instructions, 6. Evaluation and Award Process, 7. Evaluation Criteria (selected), and 8. Terms & Conditions. The '7. Evaluation Criteria' section is expanded, showing '1. Organization' with a description, scoring method (Points Based), and weight (10 10% of Total). Below it, '2. Staff' is partially visible.



## Engage Vendors in a Modern, Social Online World

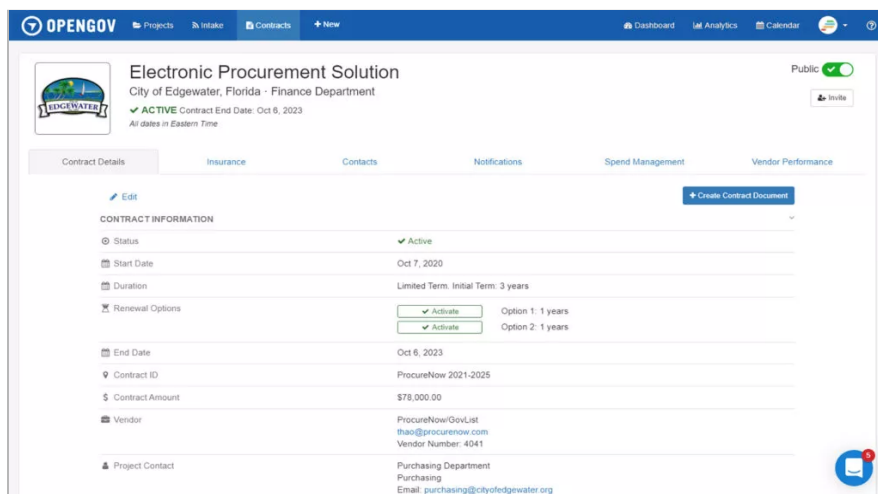
From sharable public project links, vendor analytics, and funnel tracking to a simple, one-click vendor submission process, OpenGov Procurement does it all. Suppliers delight in the guided online proposal submissions with one-click submit.



## Say Goodbye to Excel Scorecards

[No more excel](#) and paper scorecards, OpenGov Procurement can help you manage it all online. Whether you evaluate vendor proposals as Best Value using a scoring committee, Lowest Cost through bid tabulation, or anywhere in between, we can support your process.

## Automate Contract Management



Never miss an upcoming expiration deadline again. OpenGov Procurement lets you set reminders and notifications to stakeholders, and gives you a birds-eye view into all your active and historical contracts across the organization.

## OpenGov Procurement Use Cases

- Achieve End-to-End Strategic Procurement
- Modernize Solicitation Development
- Streamlined Implementation
- “Wow” Your Supplier Community

## Key Differentiators of OpenGov Procurement



**Intuitive guided designs that promote equity** and help suppliers read, understand, and respond to bids and RFPs better

**Solicitation and Contract Design and Proposal Evaluation Tools** that promote better collaboration, productivity, objectivity, and efficiency between Procurement and their internal departmental customers



**In-context training and integrated live support** because procurement processes aren't easy + staff and suppliers aren't working on procurements every day.



“I am amazed at what OpenGov Procurement has done for us. I’ve never had an implementation go as well as this has in such a short time. I had staff who weren't thrilled with the idea [of a new system] but now that we use it, they [absolutely love it..](#)”

**Michelle Hamilton**

Director of Purchasing | Mesa Public Schools, AZ

# Mission-Driven Expertise

[The OpenGov Team](#) has over 500 years of combined Government experience. Check out just a few of our star players, and their specific experience in the public sector below...



**ZAC BOOKMAN**  
CEO

Former Special Advisor for Rule of Law and Governance with the International Security Assistance Forces



**ART TORRES**  
Implementation Consultant

Former President of the California State University Procurement and Support Services Association



**CHARITY HOLMAN**  
Application Support Lead

Former Deputy City Secretary at City of Westworth Village, Texas



**MIKE MCCANN**  
VP of Government Finance Solutions

Former Assistant Finance Director at City of Monterey, California



**BOBBY WILLIAMS**  
Implementation Analyst

Former Purchasing Director at the Arizona Association of School Business Officials



**SCOTT COBLE**  
Director, Solutions Engineering - Budgeting

Former Technology and Process Manager, OMB, at Montgomery County, Maryland



**SHILOH ROGERS**  
Implementation Consultant

Former Purchasing Manager at the City of Banning, California



**MILLIE CROSSLAND**  
Project Manager

Former City Clerk at Kansas City, Missouri



**JAMIE CASTELLANOS**  
Integrations Engineer

Former Application Analyst at City of Berkeley, California



**MICAH INTERMILL**  
Solutions Engineer

Former Budget Director at Minneapolis, Minnesota



**ALMIS UDRYS**  
Director of Professional Services

Former Assistant Chief Operating Officer at San Diego, California



**JENNIFER NORDIN**  
Technical Account Manager

Former Budget and Performance Analyst at Montgomery County, Maryland

## Awards & Credentials

As mentioned above, OpenGov employees have over 500 years of collective government employment experience, and many of our key personnel are members of government-focused organizations like [GFOA](#) and [ICMA](#). OpenGov has consistently appeared on the [GovTech 100 list](#) for several years, was named to the [2021 Top Workplaces USA](#) and most recently was named to the [Forbes 2022 list of America's Best Startup Employers](#). We focus our hiring on top-tier talent pools for individuals with proven track records in government and/or the government technology SaaS industry.



## Company History

After witnessing the City of Palo Alto spend over \$10 million on an ERP system that was delivered on 20 discs and had green screens, OpenGov's founders learned that governments across the country were similarly hamstrung by outdated technology. The public sector has been underserved by its vendors for decades, while the digital era has transformed consumer experiences and private sector organizations.

State and local governments deserve access to modern cloud software suited for their increasingly complex needs. Citizens deserve to know that their tax dollars are being spent by effective and accountable organizations. Our public sector leaders deserve to be supported by companies who act as true partners. In order to address these needs, OpenGov was born in 2012.

Today we have over 1,100 government customers using our cloud-based suites. Below are the stories of just a few of our customers who have adopted OpenGov Procurement to transform their communities...

## How Mesa Public Schools Adopted a Fully Digital Purchasing Workflow with OpenGov

When the pandemic first hit, the largest school district in Arizona, Mesa Public Schools, did what most organizations did – sent everyone home to work remotely for the foreseeable future. Managing a high volume of bids every month, with each bid amounting up to 80+ responses, Purchasing Director Michelle Hamilton knew it was time to go digital to adjust to this new normal.

Hamilton decided to try out OpenGov Procurement, and the impact was immediately clear. After their first solicitation using the new system, the District’s Assistant Superintendent called OpenGov Procurement the “easiest software I’ve ever used.” Mesa Public Schools was able to implement OpenGov across the District with minimal friction due and quickly reap the benefits OpenGov procurement offered.

### Key Results for Mesa Public Schools

- **Reduce Bid Developing Times by 50%**
- **100% Paper-Based Purchasing → 100% Paperless Purchasing in just 30 Days**
- **Entirely Virtual Purchasing to support Work From Home lifestyle**
- **Vendor Questionnaire Feature led to more Objective and Focused Decision Making**

For the full story, [click here](#) to read about how Mesa Public Schools adopted fully digital workflows with OpenGov.



“I’ve been doing this for 25 years, and I have never worked with a company like OpenGov. It has made a world of difference in how we do our daily work. It’s changed my professional life.”

**Michelle Hamilton**  
Purchasing Director | Mesa Public Schools

## Banning, CA Streamlines Purchasing to Keep Pace with Growth

Before implementing OpenGov procurement, the City of Banning relied on emails, word processors, and an outdated legacy system for all procurement processes. Due to this, Banning City staff spent two-thirds of their time downloading, printing, interoffice mail, and moving giant stacks of paper around. With OpenGov Procurement, the purchasing team in Banning was able to simplify and bring efficiencies to cumbersome and time consuming processes for the whole team, including new staff members and those who aren't day-to-day users of the software.

Purchasing manager Shiloh Rogers reports that her favorite OpenGov Procurement capabilities are: built-in templates that make changes to vendor submission requirements simple, vendor questionnaires that save time by creating uniform responses, and validation tools that enable quick review for minimum qualifications. These features paved the way to notable results for the City, such as a **500% increase in bid submissions**, and **decrease in processing times from hours to a few seconds**.

Rogers has worked with other e-procurement platforms during her career, but the support she received from OpenGov stood out among the rest. The features and functionality have helped her streamline Banning's procurement experience. But more importantly for Rogers, the company listens to her feedback and is responsive to her needs.

For the full story, [click here](#) to read about how Banning, CA streamlines purchasing with OpenGov.



"OpenGov Procurement empowers my team – it doesn't tell us how to do our jobs, it enables us to do them better and faster."

**Shilo Rogers**

Purchasing Manager | City of Banning, CA

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For more customer stories on how OpenGov's solutions are driving success in communities around the country, please visit: <https://opengov.com/customers/>



# OpenGov Premium Support Overview

Every OpenGov customer has the benefit of OpenGov Standard Support. Standard Support provides a host of options, from a 24/7 Resource Center with documentation and case access to live business day phone support. Our processes are designed to support you at every step of your journey toward a more effective and accountable government.

OpenGov Premium Support provides customers a level of support above and beyond our Standard Support. Premium Support is intended for customers who view their OpenGov solution as mission-critical and therefore require expedited response times and a designated OpenGov contact.

Offering	Standard	Premium
Unlimited Number of Support Cases per Year*	✓	✓
Unlimited Access to OpenGov Resource Center	✓	✓
Unlimited Online access to the Support Request Portal	✓	✓
Access to Phone/Chat Support 4:00 AM PT to 7:00 PM PT Monday through Friday, excluding OpenGov holidays	✓	✓
Designated OpenGov Contact	-	✓
Increased Response Times	-	✓

\* Support Cases are defined as issues related to the OpenGov Software Services.

We have three main components to our philosophy for ensuring every customer is successful and happy:



**Access to our team of Government Solution Experts:** This team, comprised of former government finance directors, chief information officers, procurement directors, budget and performance analysts, and others, provides insight and expertise, best practices, and context to the people that use OpenGov’s suites driving efficiency and outcomes for your agency.



**Customer Success:** Our Customer Success team supports you from deployment through adoption and beyond. You will get up and running quickly and receive the training and support that you need to maximize the value of your investment in OpenGov.



**Customer Support:** OpenGov Support is staffed by a veteran team with over 95 years of combined government experience. Our highly trained support analysts are available to solve any issues that you encounter within OpenGov's suites. We are committed to resolving your issues in a timely fashion and to your satisfaction.

## Resources and Support

As an OpenGov customer, you are supported by our Customer Success team from deployment through adoption and beyond. When you contact OpenGov, your first point of contact will be a real, live person. OpenGov provides best-in-class standard support resources such as telephone, email, chat, and an online portal as well as additional engagement channels like webinars, user groups, and a resource center.

- **User Groups:** Our subject matter experts host regular user groups online and in person. Learn from the pros and your peers!
- **Resource Center:** We provide you with articles and videos to enhance your learning and education of OpenGov.

The screenshot shows the OpenGov Resource Center interface. At the top, there is a navigation bar with the OpenGov logo, the text "Resource Center", and user information "Community Rebecca Rosengarten". Below the navigation bar is a large blue header with the text "How can we help?". Underneath the header is a search bar with a magnifying glass icon and the word "Search". Below the search bar are three white cards with blue icons and text:

- My Activities:** Review the status and updates of your previously submitted requests.
- Submit a request:** Can't find what you are looking for? Our support team is ready to assist.
- Ideas and Roadmap:** Read about our upcoming product features and ideas. Let us know which would be most helpful to you.

At the bottom right of the interface is a blue button with a white question mark icon and the text "Support".

- **Free Webinars:** As a customer, you can look forward to engaging and informative webinars. Get a crash course in performance management or learn about the latest features of your OpenGov software.

## Premium Support

Furthermore, OpenGov offers Premium Support to help organizations on their journey to successfully adopt OpenGov's solution suites. With Premium Support, increased Service Level Agreement (SLAs) mean that we start working on urgent requests even on weekends. In the spirit of addressing problems quickly, Premium Support's designated OpenGov contact builds a relationship with you and understands your organization and the nuances of your OpenGov application setup.

OpenGov's Support Philosophy is simple: You invest in us. We invest in you. We are driven by customer success. If you ever need help or have questions about your system, we want to make sure you get well-informed, proactive support from the OpenGov team. Our goal is 100% satisfaction.

# OpenGov University

As an organization led by former government administrators and enterprise software veterans, we help government leaders and their teams adopt proven best practices that adhere to public finance, accounting, and project management best practices.



**We do what we say we'll do:** From drafting the statement of work to post-go-live support we have a proven process for ensuring that work is properly scoped and managed efficiently to ensure that your go-live is on time.



**We drive for impact:** At the start of the relationship we help articulate the best practices to achieve your value goals and vision based on your unique needs, and our executives are assigned to each account to ensure that we exceed expectations.



**We have a passion for the mission:** Our Support, Training, and Professional Services teams are composed of passionate professionals with over 500 years of government experience to help your organization implement, train, and succeed with OpenGov.



"We totally need an OpenGov "easy button" because it's so freaking EASY to use!! We are literally in love, if you can love software.."

**Jennifer L. Olzinger**

Procurement Manager | City of Pittsburgh, PA

## The OpenGov Approach

The OpenGov approach to Training and Education begins during your implementation but extends throughout your partnership with us. We recognize everyone has a different preference for how they like to learn, plus technology is constantly evolving and we provide regular system upgrades, therefore we offer a **multi-faceted approach** for training and educational resources.



### On-Demand Education

Learning is most valuable when it's on your schedule, so we've created **OpenGov University**, a video-based online learning platform with courses and learning paths to get you headed in the right direction. Paired with our **Resource Center**, your hub for how-to articles and step-by-step instructions, you can find information when you need it and in the format that works best for you, and it's all accessed from within your OpenGov suite.



### Individualized Training

With **individualized training**, our teams help you learn how to navigate your system to meet your government's needs. These training sessions are typically recorded and shared with you to reference in the future, giving you a **personalized training library** at your disposal. Training sessions happen at various points throughout your implementation process.



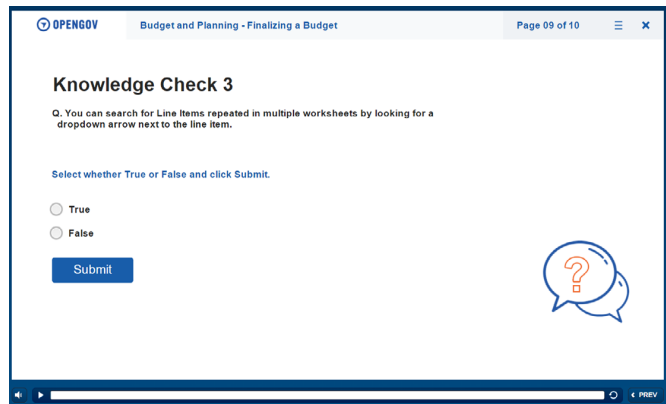
### Keeping Up With Changes

Since technology is continually evolving, we help keep you informed about changes through many channels, including **product release notes**, informational **webinars**, and **newsletters**. We also provide **In-App Guidance**, which are helpful little pop-ups directly in your system to enlighten you about changes and how to use certain features. OpenGov experts will make it easy for you: we help design your solution with configurable cloud software, get your data into the system, and project manage it all so things don't stall and you can deploy quickly.

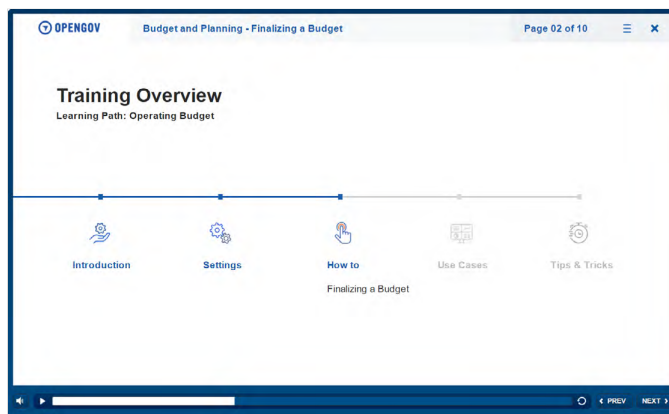
**OpenGov University and OpenGov Training** help teams quickly get up to speed using our software and enables them to easily adopt new features, allowing them to maximize the benefits of OpenGov and ensure that best practices are followed throughout. Supplement initial training and provide on-demand training to your team by selecting from a library of on-demand videos ranging from bite-sized lessons to full-length courses with subject certification.

## Invest in Quality Training

OpenGov Training packages are outlined with your product suite deployment. The self-paced courses align with deployment timelines to support constructive discussions during live workshops. This training streamlines knowledge transfer, resulting in shorter time-to-value as the entire team gets trained in best-practices. This training is comprised of both instructor-led and self-directed modules and built-in knowledge checks support your user's confidence in the platform and leads to faster adoption.



## Support Growth



OpenGov University supports your ever-changing processes and structure with on-demand courses created by subject matter experts. Learning paths enable new team members to onboard more quickly, support accomplishing infrequent tasks efficiently and demonstrate use cases of new functionality for your teams to maintain modern software. Leading governments expect training to supplement their long-term needs, and OpenGov University provides an on-demand solution for

continual training that evolves along with those needs.

- **Maximize your investment.** Save time by accelerating your team's knowledge and confidence to apply the software and best practices to your government.
- **Successful Change Management.** Shorten the time for a new team member to provide value to your department.
- **Deliver modern software to your government.** Leading governments are deploying modern software to improve their process, reduce their costs and deliver more to their communities.
- **Available on your schedule.** On-demand training when you need it, to help get the entire team on the same page.
- **Empower your teams.** Developing confidence in working with OpenGov comes by understanding how to use our tools to best improve your team's effectiveness.
- **Training that grows with you.** Ensure that new employees have easily-accessible training as both your team grows and as your future-proof technology investment evolves.



# Partnership Investment Summary

OpenGov’s pricing model consists of a fixed fee annual subscription for the associated software and professional services components. Our professional services include everything needed to ensure a successful launch: Initiation, Configuration, Validation, Deployment, and Training. **OpenGov offers a non-restrictive, unlimited pricing model, meaning customers are not limited to the number of users, logins, dashboards, reports, or datasets.** Rather, we charge an annually recurring subscription fee to encourage our customers to utilize the platform, increase adoption throughout their organization, get valuable unlimited usage and have a predictable annual cost.

OpenGov Proposal for the County of Effingham			
		Georgia State Contract Pricing	
Solution Offering	Solution Description	Annual SaaS (Software-as-a-Service)	Professional Services (One-Time Fee)
Supplier Engagement, Evaluations, and Awards	Full transparency on clarification questions and Supplier engagement 100% paperless process, Score and Award submissions in the same platform that all the data is stored in	\$7,624	20 hours
Solicitation Development	Intuitive, guided online workflows so project managers, reviewers, and buyers can easily collaborate on key documents. Dynamically track project status throughout reviews and get insight into timelines, stakeholders, and project pipelines.	\$7,624	60 hours
Contract Management	Allows the ability to set reminders and notifications to stakeholders, giving a birds-eye view into all active and historical contracts across the organization.	\$5,964	20 hours
Reporting & Transparency Platform	Operational performance dashboards, dynamic communication templates, public engagement, department summaries	<i>*Included with any of the OpenGov Procurement Solutions</i>	15 hours
<b>Procurement Suite</b>	<b>Bundled offering off all solutions above</b>	<b>\$17,497</b>	<b>115 hours (PSA rate of \$200/hr)</b>
<i>Premium Support (included)</i>	<i>Dedicated Technical Account Manager, Highest SLAs, Guaranteed 1 calendar hour critical response time</i>	\$2,500	<i>*included</i>
<i>OG University (included)</i>	<i>Organization and training materials covering continuing education led by former government administrators assisting government leaders and their teams adopt proven best practices</i>	\$7,894	<i>*Included</i>

All OpenGov contracts include an Annual Software Maintenance Price Adjustment. OpenGov shall increase the Fees payable for the Software Services during any Renewal Term by 5% each year of the Renewal Term. Please note that the Professional Services cost includes project management, implementation, configuration, testing, data migration, report development, interface development, and go-live. Deployment

pricing is subject to change based on the opportunity for OpenGov to scope the Customer's full solution needs.