

# Effingham, GA Investment & Project Planning



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# Agenda:

- **Introductions**
- **Effingham, GA Investment & Project Planning**
- **Questions**
- **Confirmation of Next Steps**



# Why OpenGov? The Safe & Trusted Partner



- 31 Partners in the state of GA
- Proven & Successful Implementation from City of Smyrna & Austell GA
- Current Deployment of Glynn County
- Purpose-Built Government-Only Company
- Permitting & Licensing | 35 Software Engineers
  - From 4 Software Engineers in 2019
- 1 of 5 Technology Suites Offered as Part of the OpenGov ERP Cloud
- Intradepartmental and Cross-Departmental expansion of OpenGov
- **Mature Professional Services Department Built w/ Former Government Employees and OpenGov Partners | Expertise w/ Change Management**
- Best in Class Support

# Effingham, GA | Development Services



## Critical Business Issues

The County is currently using ADG for permitting, land development and code enforcement. The ADG system is geared towards use for building permitting, and as such, is “clunky” to use and incompatible for use in land development workflows. There is no integration into the County’s GIS, so research must be done manually, and there is little automation. All applications must be entered manually by County Staff, which uses valuable time that could otherwise be spent on higher-quality activities. Inspectors and Code Enforcement Officials in the field are not getting regular updates on projects, and there is often a disconnect between County Staff and constituents or project teams. Notifications are a problem across the board, and all communication on projects, permits, and enforcement issues must be done manually. Plan reviews are currently managed via a series of folders that are locally hosted in County Offices.

## Contributing Factors:

- Age of ADG software
- Lack of features/functionality
- Manual processes creating room for error
- High permitting volume and growth rate
- Low/No Mobility

## Desired Capabilities:

- Online Application Portal for applicant-driven data entry
- Ease-of-use
- Ability to quickly modify workflows
- Integrated plan review and document sharing
- Field access via tablets or similar devices
- Real-time inspections and scheduling
- Integration with GIS System
- Reporting

# Effingham, GA | OpenGov



## Desired Outcomes:

- Streamlines the end-to-end permitting process into a configurable workflow to end “the physical touching of each step of the process.”
  - Transform fillable PDF's and paper applications
- A central location for residents/businesses to apply, pay, review, receive and track their applications online
- Mobility in the field for Code Enforcement, Building and Zoning Departments
- Integration with the County's GIS Mapping System to have streamlined solution
- Robust reporting at the Department level, and to push to the County Manager
- Configure the workflow model to meet specific steps of the process determined by Effingham Staff
- Scheduling improvements for the Inspectors
- An accurate and easily searchable Activity or Audit Log
- Drive efficiencies and improve internal department collaboration throughout the county by leveraging a "one-stop-shop" for multiple departments

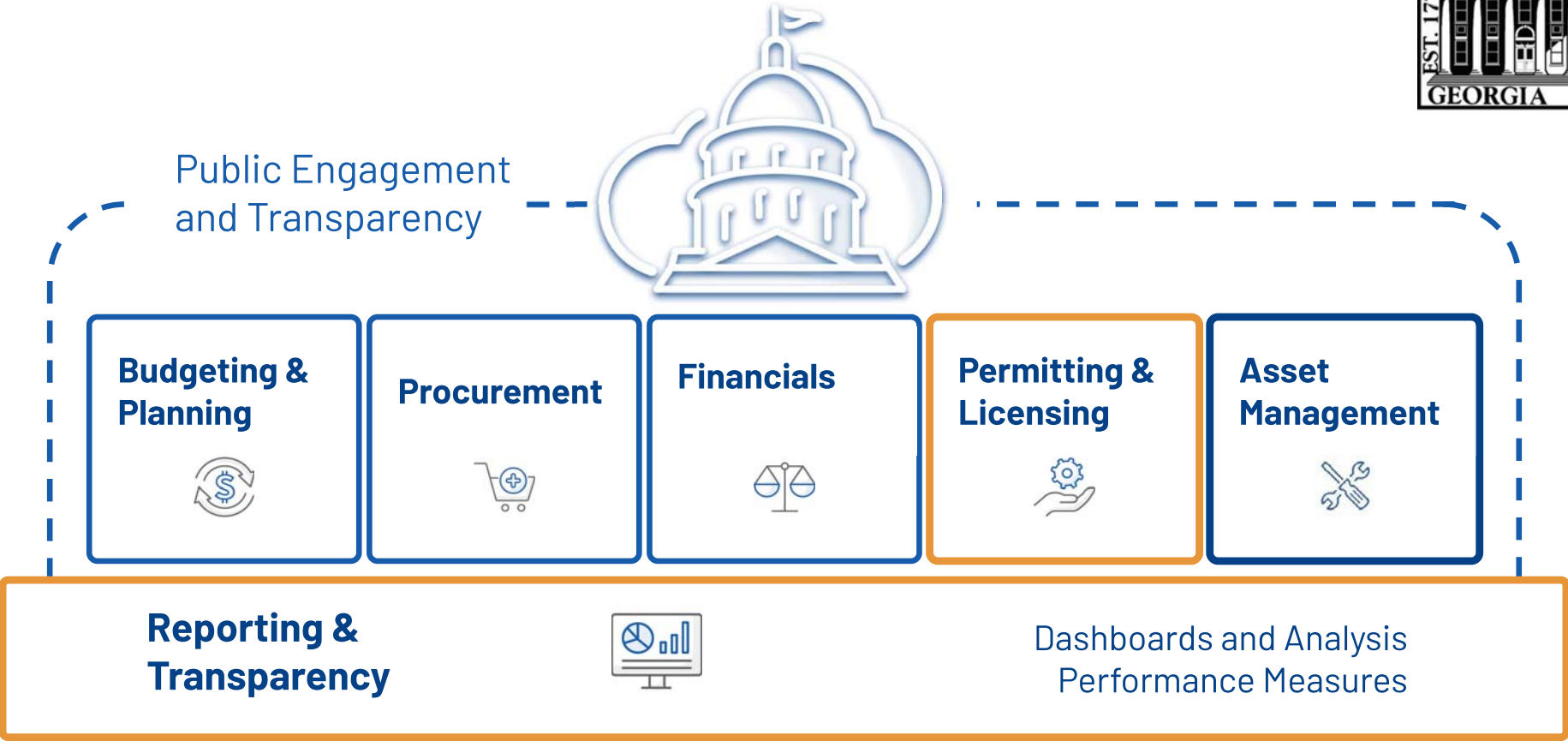
# Effingham,GA | OpenGov

## Desired Outcomes:

- 24/7 Online Citizen Portal for residents and business to:
  - To apply, submit and pay for permits, licenses, grants, special events, etc. online
  - Track and Monitor the status of their applications; save in-progress drafts
  - Request Inspections
  - Review historical permits, inspections and in-progress applications
  - Renew licenses
  - Message county staff throughout the application approval process
  - Receive and print their inspection reports, permits, and licenses at home



# Effingham, GA | With OpenGov



# Why OpenGov? Customer Success

Your Advocate within OpenGov



## Point of Contact

We schedule regular communications to build a strong partnership



## Product Updates

Point of contact to learn about new solutions and roadmap developments



## Value Realization

Source for best practices and training resources



## Future Services

Advise when Professional Services might help you realize additional value



# Why OpenGov? The Resource Center

Visit [support.opengov.com](https://support.opengov.com)



## Resources

Access to informative articles, announcements, webinars, and release notes.

## My Activities

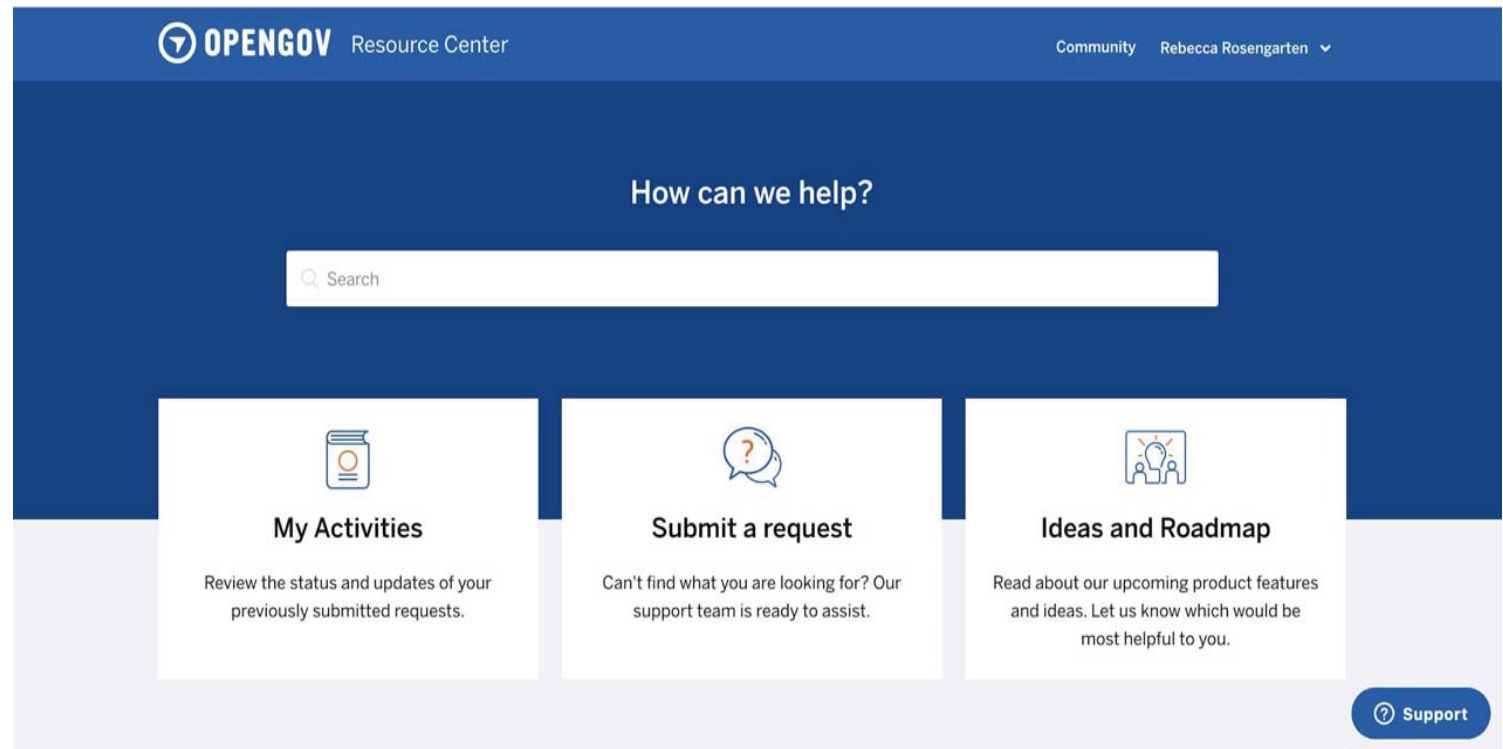
Track your tickets and/or your organization's tickets.

## Submit a Request

File a support ticket if you need help or have a question

## Ideas and Roadmap

Submit product ideas and check out new features that we're building!



# Implementation Overview @ Effingham, GA



**Key Deliverables:** SOW will have the complete implementation overview

**Record Types:** Includes application form conversion, permit workflow, user permissions, fee schedules, output document creation, required attachments, renewals (if applicable)

1. Commercial Building Permit
2. Contractor Registration
3. Conditional Use
4. Special Use
5. Code Complaint
6. Code Violation
7. Business License
8. Liquor License

## Training for each service area:

- Administrator Training
- End User Training
- Record Type Configuration Training

## (Add ons) Integrations and Migrations:

- Master Address Table (MAT)
- ESRI ArcGIS Integration
- Flag Integration
- Contractor License Verification
- ADG Data and Document Migration
- Bluebeam
- Autofills (ICC, Violations, etc)
- Accounting & Finance Export

## Reporting:

- Records
- Inspections
- Payments
- Approval
- Documents
- Projects

# Implementation Timeline @ Effingham, GA



Citizen Services Suite Illustrative Timeline		Month 1	Month 2	Month 3	Month 4	Month 5	Month 6
Historical Migration and Exports							
Citizen Services Suite	Requirements and Discovery						
	Initiate*						
	Configure*						
	Validation*						
	Go Live*						
Reporting & Transparency							
GoLive Support	Hypercare						
<p>*Timeline is dependent on the number of Service Areas and Records Types.</p> <p>Customer is responsible for attending the kick off of each phase, providing any necessary data for each phase, participating in working sessions during active phases, and signing off on deliverables at the end of each phase.</p>							

# List Price @ Effingham, GA (Upper Tier)



OpenGov List Price - Effingham County, GA - Community Development Bundle				
Subscription Year	Months	Software	Professional Services	Annual Total
July 1st, 2023 - June, 30th 2024	12	\$109,575	\$82,485	\$192,060
July 1 2024 - June 30th, 2025	12	\$115,054.75	\$0.00	\$115,054.75
July 1st, 2025 - June 30th, 2026	12	\$120,806.43	\$0.00	\$120,806.43

**12 Month Software Cost  
\$109,575**

## OpenGov Pricing Includes:

- Unlimited Users, Data Storage, Volume of Permits/Licenses/Inspections Across the County
- Integration w/ Existing Master Address Table and GIS | Historical Data Migration
- **Split** Professional Services & Annual Software Costs Prorated first year
- List Price Software Subscription = \$109,575
  - Permitting
  - Licensing
  - Planning
  - Code Enforcement



# List Price @ Effingham,GA (Lower Tier)



OpenGov List Price - Effingham County, GA - Community Development Bundle				
Subscription Year	Months	Software	Professional Services	Annual Total
July 1st, 2023 - June, 30th 2024	12	\$94,519	\$82,485	\$160,867
July 1 2024 - June 30th, 2025	12	\$99,244.95	\$0.00	\$99,244.95
July 1st, 2025 - June 30th, 2026	12	\$104,207.20	\$0.00	\$104,207.20

**12 Month Software Cost  
\$94,519**

## OpenGov Pricing Includes:

- Unlimited Users, Data Storage, Volume of Permits/Licenses/Inspections Across the County
- Integration w/ Existing Master Address Table and GIS | Historical Data Migration, Bluebeam Integration
- **Split** Professional Services & Annual Software Costs Prorated first year
- List Price Software Subscription = \$94,519
  - Permitting
  - Licensing
  - Planning
  - Code Enforcement



# Proposal Review @ Effingham, GA



OpenGov Proposal - Effingham County, GA - Community Development Bundle				
Subscription Year	Months	Software	Professional Services	Annual Total
April 1, 2023 - June 30th, 2023	3	\$19,621.33	\$20,621.25	\$40,242.58
July 1st 2023 - June 30th, 2024	12	\$59,546.67	\$61,863.75	\$121,410.42
July 1st 2024- June 30th, 2025	12	\$61,985.90	\$0.00	\$61,807.20

**12 Month Software Cost  
\$59,546**

## OpenGov Pricing Includes:

- Unlimited Users, Data Storage, Volume of Permits/Licenses/Inspections Across the County
- Integration w/ Existing Master Address Table and GIS | Historical Data Migration
- **Split** Professional Services & Annual Software Costs Prorated first year
- List Price Software Subscription = \$94,519 (**37% Discount**)(**\$34,972.33 Savings**)
  - Permitting
  - Licensing
  - Planning
  - Code Enforcement
- **Key Dates: March 9th (Board Meeting Agenda Deadline ) & March 21st (Board Meeting)**



# Thank You