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gWorks
PO Box 847636
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FROM

3905 South 148th St.,
Ste 200
Omaha, NE 68144

BILL TO

1663-City of Independence IA
ATTN: ACCOUNTS PAYABLE
331 1ST ST. E
INDEPENDENCE, IA 50644-2814
cityclerk@independenceia.org

INVOICE NUMBER

2019-26651

DATE

11/13/2024

DUE DATE

12/31/2024

BALANCE DUE (USD)

\$ 21,357.00

DESCRIPTION	QUANTITY	RATE	AMOUNT
Annual Subscription for SimpleCity FAM for the term starting 01/01/2025 and ending 12/31/2025 (Includes Annual License Fee and Product Support Agreement)	1	<i>2024 \$</i> \$ 10,005	\$ 17,278.00
Annual Subscription for FrontDesk Basic for 700 Active Public Users for the term starting 01/01/2025 and ending 12/31/2025	1	<i>Same</i> <i>plus \$500 credit</i> \$ 4,079.00	\$ 4,079.00
BALANCE DUE (USD)			<i>\$13,584</i> \$ 21,357.00

Thank you for being part of the 84% of our clients who pay their bills on time! We appreciate and thank you for your business!

For billing inquiries, please contact 402-436-2150 or by email at ar@gworks.com.

GIS Workshop, LLC doing business as gWorks



October 29, 2024

Dear Valued Client,

As we approach the end of 2024, I want to express my sincere gratitude for your partnership and trust in gWorks. Since 1978, our software, SimpleCity, has reliably served communities like yours. Over the years, you've shared invaluable feedback with us, helping us evolve SimpleCity into something even better with the next version: gWorks Cloud.

When we acquired Data Tech, our clients told us they needed three key improvements. First, they wanted better support. We delivered, reducing the average resolution time from over a week to less than a day. Second, they asked us to fix bugs and add long-awaited enhancements. We responded, improving stability and delivering more upgrades in two years than Data Tech had in the previous decade. Finally, hundreds of clients told us through surveys, interviews, and focus groups that SimpleCity felt outdated and difficult to use. You asked for a modern, easy-to-learn platform that could help you manage your local government more efficiently, securely, and from anywhere. We heard you.

From your feedback and to address the changing needs of local governments, we took action. That's why we developed gWorks Cloud—the next generation of SimpleCity—a modern, integrated platform built over five years with \$15 million in dedicated investment and shaped by input from clients like you. Your input has been instrumental in shaping its design and functionality. In our discussions with customers and other software providers, we've consistently heard gWorks Cloud is unparalleled in its capabilities and impact in client workflows.

gWorks Cloud offers a streamlined experience with a robust suite of features built to simplify workflows, enhance accessibility, and support future growth in ways SimpleCity simply cannot. No more hardware upgrades, complicated IT upkeep, or data backups! gWorks Cloud takes care of all maintenance and updates on our end so you can focus on what matters. With gWorks Cloud, your organization gains the same trusted functionality, now elevated by a modern, user-friendly system. All your essential tools and data are integrated into one secure, centralized platform, enabling you to access everything you need quickly, efficiently, and with complete peace of mind.

With gWorks Cloud, you'll continue to have support from our dedicated Client Success Teams, in-app resources such as knowledge articles and guides, and—coming soon—future AI support bots to enhance your experience. You'll also continue to benefit from webinars and access to gWorks University for training. And as it has been before, your continued feedback and engagement for enhancements in this next version of SimpleCity will be welcomed. Client feedback has been instrumental, enabling us to release 50 enhancements to gWorks Cloud this year to continually improve the experience and the value the user receives.

We aim to upgrade all SimpleCity clients to equivalent functionality in gWorks Cloud by the end of 2025. The great news? Your 2025 SimpleCity renewal price will remain your set rate for gWorks Cloud, with no additional increase unless you add new capabilities. We're also waiving implementation fees during this transition, saving you \$3,000 to \$15,000. And if you sign the upgrade document by March 31, 2025, we'll lock in that rate through 2026 (unless you add additional capabilities now or later), providing you with



value and predictability as you transition. After you upgrade, you can purchase a read-only license to your historical SimpleCity data. Your existing MSA, terms and conditions, and product support remain in place for SimpleCity.

As it relates to the legacy SimpleCity, its multi-decade old technology has become increasingly complex and costly to maintain, especially as government regulations and technology demands evolve rapidly and available engineering and support resources become scarcer. To keep supporting this platform, we must adjust your renewal price to reflect these realities. Rest assured, we remain committed to providing the updates and customer support you rely on during this transition period.

In the meantime, to maintain uninterrupted service, please submit payment for your 2025 SimpleCity renewal by the invoice due date. Additionally, a gWorks Account Manager will reach out to discuss your organization's move to gWorks Cloud, ensuring a smooth and timely upgrade. In addition, we will be sending a series of emails containing product information and hosting online Q&A webinars. We invite you to visit <http://www.gworks.com/products/simplecity> for more information.

We deeply value your partnership and are here to make this transition as seamless as possible. Your commitment to serving your community inspires us at gWorks, and we look forward to supporting you with the tools, technology, and people that make your work easier and more effective.

With deep appreciation,
Joseph Heieck
CEO
gWorks



Finance

Payroll

Utilities

Engagement

Operations

Mapping

The Tools You Know, Streamlined in the Cloud

Simple User Experience

Everything you rely on in SimpleCity is now faster, more intuitive, with fewer steps.

One Connected System

Access all the tools you need in one cloud-based system built from customer feedback.

Real-Time Updates

Information updates automatically, giving you real-time visibility.

Built to Grow With You

All your current functionality, plus user-driven enhancements so you're ready for what's next.

"The best feature of gWorks Cloud is that it's easy to use and follow! It makes the program simple to use."



gWorks City of Pawnee

Finance / Accounts Payable / Accounts Payable

Payable Run

1 Enter Invoices (6)

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<input checked="" type="checkbox"/>	05/07/2024	AFLA
<input checked="" type="checkbox"/>	05/07/2024	EFTPS
<input checked="" type="checkbox"/>	05/07/2024	SDRS
<input checked="" type="checkbox"/>	05/07/2024	HEALTH
<input type="checkbox"/>	05/07/2024	SDRS
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Show 10 per page