

Village of Lake Orion, MI

Code Enforcement

June 7, 2024

Prepared By:

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Prepared For:

Darwin McClary

Village Manager

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Subscriptions & Services

Description	Amount
GOEnforce Code Enforcement Case Management (CE) - Unlimited Subscription	\$4,800 /year
Services: \$0 Annually: \$4,800	

Order Details

Primary Contact			
Contact Name:		Phone:	
Title:		Email:	

Billing Information			
Contact Name:		Phone:	
PO #: (Optional)		Email:	

Contract Term Information	
Initial Subscription Period:	12 months starting:

Terms & Conditions

The following terms are the latest version of the GOGov Master Terms & Conditions that is maintained and updated. No part of these terms may be modified other than the “Special Terms & Exceptions” section.

1. **IMPORTANT NOTICE TO USER:** GOGov, Inc. (dba “GOGov”) owns all intellectual property in the software products listed in the Products and Services section (collectively “Software” or “Subscription Services”) in the Order Form. Customer shall not modify, adapt, translate, rent, lease or otherwise attempt to discover the Software source code. The following terms and conditions (this “Agreement”) will be effective as of the date of last signature of the Order Form (“Effective Date”) and will be governed by the laws in force in the State of New York.
2. **Software License.** The Software subscription services and the accompanying files, software updates, lists and documentation are licensed, not sold, to you. You may use a copy of the Software on your compatible computer for the purpose of connecting to the hosted service provided by GOGov as long as you are a current subscriber and maintain your annual continued services for the applicable licenses. Except as expressly set forth herein, GOGov disclaims any and all express and implied warranties, including but not limited to warranties of merchantability and fitness for a particular purpose.
3. **Continued Services**
 - 3.1 *Hosting.* GOGov agrees to maintain Customer data in a secure datacenter and is committed to providing 99.5% uptime and availability. GOGov will perform nightly backups of your hosted data to an alternate physical location.
 - 3.2 *Ownership of Data.* All hosted data specific to Customer is owned by the Customer. Within thirty (30) calendar days following termination of this Agreement, the Customer can request and GOGov will provide a complete copy of Customer’s data without additional charge through a downloadable zip file provided the customer is current on payments.
4. **Payment Terms & Fees**
 - 4.1 *Subscription Term and Termination.* The initial Subscription Term of this Agreement begins on Effective Date (last signature) and will continue to the end of the Initial Subscription Period listed in the Order Form. At the end of the initial Subscription Term, Customer’s subscription and this Agreement will renew for an additional twelve (12) month term and for subsequent twelve (12) month periods thereafter. Quotes for budgeting purposes will be sent 6 months prior to subscription renewal. Invoices are sent approximately 60 days prior to subscription renewal. To cancel this agreement, Customer should submit written notice to GOGov at Billing@GOGovApps.com not less than sixty (60) calendar days prior to the end of the then-current Term. GOGov reserves the right to increase the annual fees by 7% on the anniversary date of each annual term.
 - 4.2 *Payment Terms.* Initial payment is due at the beginning of the subscription term. Each subsequent annual billing will be due on the anniversary date of the initial term. Payment Terms are **NET 30 Days** from the invoice date.
 - 4.3 *Taxes & Obligations.* In exchange for its use of the Subscribed Services, Customer will pay to GOGov the amounts indicated in the Order. Said amounts are based on services purchased and not actual usage; payment obligations are non-cancelable and fees paid are non-refundable, except as otherwise specifically-provided herein. Unless otherwise stated, such fees do not include any taxes, levies, duties or similar governmental assessments of any nature, including but not limited to value-added, sales, use or withholding taxes, assessable by any local, state, provincial, federal or foreign jurisdiction (“Taxes”). Customer is responsible for paying all Taxes associated with its purchases hereunder. If GOGov has the legal obligation to pay or collect Taxes for which Customer is responsible, the appropriate amount will be invoiced to and paid by Customer, unless GOGov is provided with a valid tax exemption certificate authorized by the appropriate taxing authority. GOGov is solely responsible for taxes assessable against it based on its income, property and employees.
 - 4.4 *Convenience Fees.* For GOGov products that manage credit card processing, GOGov will add a Convenience Fee of \$3.00 plus 3% per transaction to offset the costs of online processing.
5. **Limitation of Liability.** GOGov will, at all times during the Agreement, maintain appropriate insurance coverage. In no event will GOGov’s cumulative liability for any general, incidental, special, compensatory, or punitive damages whatsoever suffered by Customer or any other person or entity exceed 50% of the annual contract value at the point in time when the circumstances came about to such claim(s) of liability, even if GOGov or its agents have been advised of the possibility of such damages.

- 6. **Updating of Terms.** Upon each renewal of this Agreement, the latest Master Terms & Conditions that GOGov has published within the software ninety (90) days prior to the renewal date shall replace these terms. Any Special Terms & Exceptions listed in the original document shall carryover to the renewal terms. We reserve the right to change our Master Terms & Conditions at any time. If the changes are material, GOGov will advise the Customer by email or posting a notice on the site before changes go into effect. If the Customer does not agree to the new terms, Customer may contact Support@GOGovApps.com to have objections considered.
- 7. **Other Provisions**
 - 7.1 *Other Public Agency Orders.* Other public agencies may utilize the terms and conditions established by this Agreement if agreeable to all parties. Customer does not accept any responsibility or involvement in the purchase orders or contracts issues by other public agencies.
 - 7.2 *Alternate Terms Disclaimed.* The parties expressly disclaim any alternate terms and conditions accompanying drafts and/or purchase orders issued by Customer.
- 8. **Special Terms & Exceptions.** None.

This Order Form is entered into between Customer and GOGov. Customer accepts and agrees to adhere to the Terms and Conditions with this order form, will be referenced as the "Agreement." This Agreement between Customer and GOGov, which Customer hereby acknowledges and accepts, constitutes the entire agreement between GOGov and Customer governing the Services referenced above. Customer represents that its signatory below has the authority to bind Customer to the terms of this Agreement.

GOGov, Inc.

Village of Lake Orion, MI

Sign: _____
Name: Daryl Blowes

Title: CEO

Date: _____

Sign: _____
Name: _____

Title: _____

Date: _____

Additional Customer Signatures (Optional)

Sign: _____
Name: _____

Title: _____

Date: _____

Sign: _____
Name: _____

Title: _____

Date: _____



GOEnforce® is an innovative and easy-to-use solution for managing all your Code Enforcement cases. Whether you are in the office or in the field, GOEnforce® allows you to work wherever you need. Simply choose the violations and which actions you want to take or letters you want to send and let GOEnforce® handle the rest.

Complete Case Management at Your Fingertips

We understand how hectic your day can be. If you are a "Team of One" or an entire department of Code Enforcement officers, the design of our product is intuitive and just makes sense for what you do. All of the activities, notes, pictures, letters, violations, fees and more are always at your fingertips.

- Violations & Corrective Actions
- Case Notes and Actions Taken by your Department
- Pictures, Videos and any other kind of Attachments
- Letters and Administrative Citations
- Fees and Payments

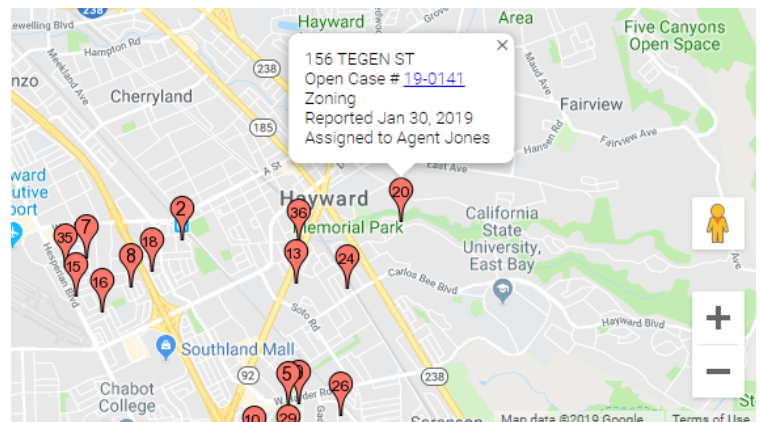
No Upfront Fees or Startup Costs

We try to earn your business every single day and so we will start by footing the bill to get you started. Everything you need to setup your codes, violations, letter templates, reports and most importantly train your staff - Its All Included!

Software that Works for You

Our software was designed around the way you work, which is what makes it so intuitive and useful.

- One Click Letter Generation from Templates that we setup for you
- Batch Printing of Letters to Assist Officers in the Field
- Automatic Parcel Lookups with Owner Information and Address validation.
- Notification and Workflow features will deliver Reminders & Inspection sheets directly to staff at calculated due dates.
- Property and Resident alerts can easily be viewed from previous case files.
- Generate reports, documents and even print full case history required for prosecution.
- Map views allow you to plan your day or visualize cases by location.
- Audit Log tracks every change made to a case file



Special Features

We have developed features in the software that helps process annual and recurring types of inspection cases for officers.

- **Rental Inspection** - Using intelligent algorithms, we can help detect properties that are suspected to be rentals and automatically create cases for inspection. For the properties we know are rentals annual inspections and letters can be automatically generated.
- **Weed Abatement** - Another annual chore that we can automate allowing inspectors to drive through areas and clear for tall grass.
- **Vehicle Abatement** - track multiple vehicle information and generate abatement notices to assist with cost recovery and reimbursement.
- **Business License Enforcement** - Track expired business licenses and allow GOEnforce® to automatically generate the letters, assess fees and create cases for officers to follow-up.

Integrations

We learned that sharing is one of the most important parts of helping our customers. This is why we have built integrations into systems where it counts. Here are a few:

- **ESRI ArcGIS** integration makes address validation and parcel lookup with owner information simple. We also can use other data like districts, wards and more to enhance the workflow and reporting delivered to your agents and citizens.
- **Revenue Experts** - our integration with Revenue Experts can automatically transmit your administrative citation fees to experts that can help you collect.
- **Permitting Systems** - Quickly view permits from other systems when working on code cases.
- **LDAP / Active Directory** - another password is the last thing any of us want. With our LDAP integration we can sync up users and permissions and authenticate against your Active Directory so you don't have to do extra work or remember another password.

Support and Training You Will Love ♥

Our goal is to make you love our company at every encounter. We have a mature process and experienced staff that will be able to provide expert advise and assistance every step of the way.

- **Expert Advise** providing analysis of your service codes, letters, notices, documents and processes using industry best practices to make your job as easy as possible.
- **Project Management** - your dedicated project manager will track and monitor your progress throughout the project.
- **Configuring** your municipal code summaries, defining parcel data imports, customizing fields and forms, creating letter templates, customizing reports and more.
- **Training Library** - As we train you, we will produce a library of videos and documents specific to your agency. These videos can be used for onboarding future staff or just going back to get a refresher on more advanced stuff. But don't worry - we are always willing to give additional training as you need it.
- **Staff Training** is our favorite part because we know you are going to love what you see and how easy it is to use. When we hear "ooh's" and "aaah's" then we know we are doing our job.

“ As a single person operation handling it all from phone to field to notices, I can say that GOEnforce has greatly increased my efficiency...”

- Greg Baird, City of Manteca, CA

About GOGovApps

GOGovApps specializes in providing CRM and Code Enforcement software to local governments of all sizes. Our long history and experience working with hundreds of government agencies across the country really shows in the products and services we provide. We built our software from the ground up working with the departments and staff that now use our products every single day.

Lake Orion, MI

A Partnership with Comcate

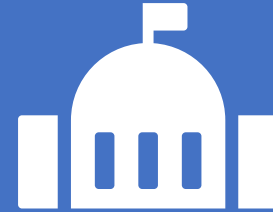




Comcate by the
Numbers



Guiding Public Agencies
Since 2000



Founded by Local
Government Leaders



60+ Enhancements /
Year



+27k Staff Users Across
100's of Agencies



Completely Redesigned
2 Years Ago



Proven Expertise in
Agency Programs

Your Project Goals

1 Case Activity Tracking

Strong tracking of all key actions performed on a case. Easy to view the next follow-up action that is scheduled, when the past actions took place. Robust audit logs so that you can view case actions broken down by user, week, month, quarter, and year.

2 Digital Notices, Forms, and Permits

Each case will have a dedicated area equipped with a drop-down menu of your most commonly used notices and forms in digital format. Each notice will auto-populate the appropriate case data and can be modified over-time at no extra cost.

3 Data Centralization

Our cloud based system will serve as a single repository for your data and will be accessible in real-time from any device or computer.

4 Enhanced Reporting

Access to Business Intelligence tools to report on new cases created, violation types, and compliance rates by Zone and District. Access to specialty reports as needed such as CDBG data broken down by property and by case.

5 Historical Data

Search historical records by location, person, date, violation, or various other data points on case records. Pin-point a single record or filter down to a sub-sets of records and export or print.

6 Mobile Field Access on iPad

Each user will have the ability to access the system from a WiFi-enabled iPad, Tablet, or Laptop while in the field to promote field-efficiency and eliminate unnecessary trips to the office.

Our Products

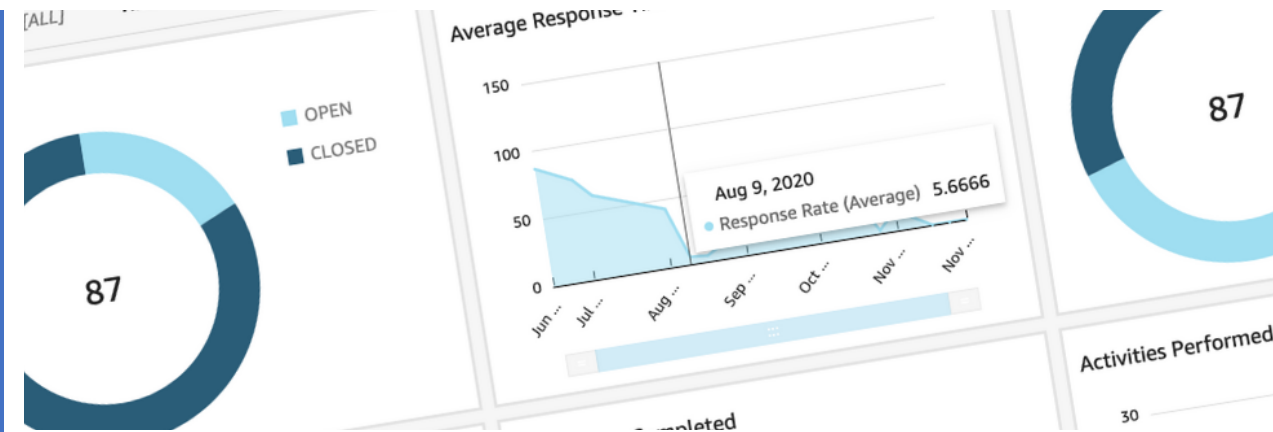
Comcate's products are easy to use, fast to implement, and highly configurable.

Comcate's Code Enforcement Manager is affordable, easy to use, and highly configurable

Code Enforcement Manager ([5 Minute Demo Video](#))

Code Enforcement Manager

- Easily manage cases and violations including follow-up inspections and reporting.
- Access case details, property history, and nearby cases from the field.
- Create cases, including Notices of Violation, or other digital forms in 90 seconds.
- Streamline case reporting, including time tracking.



Case Created Mar 16, 2021
Created by Kolten Keeney

1st NOV Mar 16, 2021
Verification Inspection Completed on Mar 16, 2021 by Kolten Keeney [View Notice](#)

Follow-up Inspection 1
Due on Mar 23, 2021 | Assigned to Kolten Keeney [Perform Inspection](#)

Violations (2)

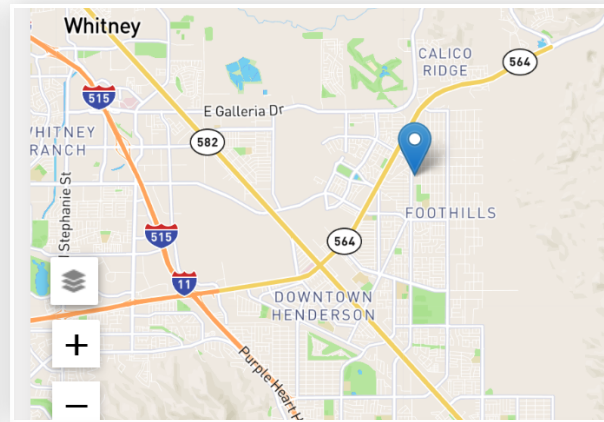
Overgrown Weeds The owner, lessee or other person in control of any land abutting... read more	7.05.020 Comply By 10 days	Applied on Mar 16, 2021 by Kolten	Comply by Mar 26, 2021	Open, non-compliant
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Our GIS integrations ensure that parcel data is always current, saving your staff time and energy

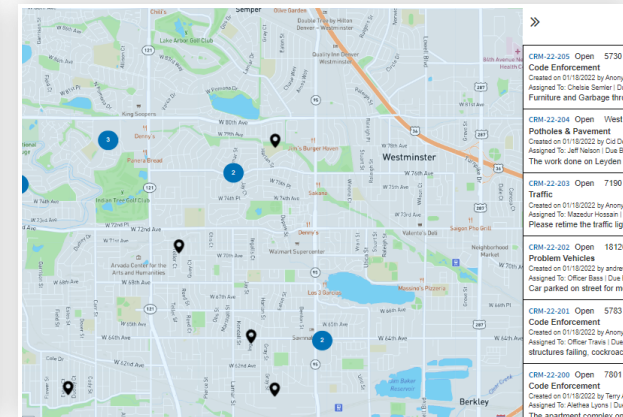
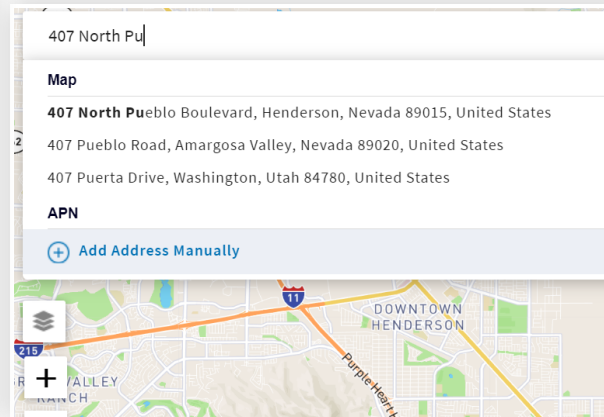
Geographic Information Systems

GIS Integration Options

- **GIS Lite**
 - map-based visualizations
 - address verification only
 - basic tabular reports of activity by location
- **GIS Enterprise**
 - Real-time updates from parcel database
 - Ownership information in real-time
 - Auto-populate CDBG eligibility, Zoning and other location data directly in Comcate



Street Address	City	State
407 North Pueblo Boulevard	Henderson	NV
APN	Assessor's Address	Land Use
17904402003	HENDERSON, NV 89015	000
Flood Zone		
-		
Flagged?	Census Tract	Block Group
	89015	890150001



Our Process

Comcate's process is to design an implementation plan to meet your agency's specific needs

Comcate Implementation Cycle & Timing

- 30 to 45 days target implementation timing
- Collaborative effort between client team and Comcate implementation manager
- Configuration based on client workflow and processes
- Comcate brings expertise from hundreds of other client implementations



Implementation Steps & Timing

Core implementation Stages (per phase)

Comcate Lead Assigned

Expert implementation manager assigned to guide project and share best practices

Initial Call and Identification of Agency Project Lead

Review implementation process, identify project team, and schedule kick-off meeting

Needs Assessment for Configurations and Professional Services

Define needs for any configurations, customizations or modifications

GIS Data Management & Address Verification

Review shape files, finalize architecture, configure and test address verification, and configure and test mapping

Pre-Project Needs Assessment

Clarify and confirm configurations, integrations, customizations and project phases

Kick-Off Meeting

Introduce Comcate, review project scope and timeline, demo the application, and prepare for needs assessment

Integration Planning & Development

Set strategy / plan for any integrations

Implementation Steps & Timing

Core implementation Stages (Per phase: Continued)

Data Migration

Review existing data, specify format, prepare data for conversion, and perform migration

Acceptance Testing

Agency executes acceptance testing process

Practice Cases

Send practice cases and monitor response rate and provide report to agency project lead

Follow-up Training

User administration and configuration for admins

Code Enforcement Configurations

Identify violations, municipal codes and dispositions, and customizations need for notices

Training

Role based training for power submitters, case managers, department heads, chief appointed official, council members, and administrators

Soft Launch

Go live!

Project Wrap Up

Debriefing with project lead, chief appointed official, and other appropriate project participants

Training

Software that's famously easy-to-use

Initial User Training

Delivered Before Go-live

- Application overview
- Creating cases
- Managing and updating cases
- Managing your case load through your dashboard
- Reporting and search

Administrator Training


Delivered 3-5 Days Post Launch

- Covers setting configuration including workflows, automation triggers, templates, and user provisioning



Investment Summary

At Comcate, we deliver on our commitments knowing that agencies need certainty, flexibility, and zero surprises.



Your Investment in Comcate

Implementation Fee (one-time)

Initial configurations, customizations, and web-based training.

Annual License Fee (recurring)

Includes on-going customer support, upgrades and hosting.

Cost of Living Adjustment

Starting in the 2nd year, the Annual License Fee will be adjusted by a COLA increase not to exceed 5% per year.

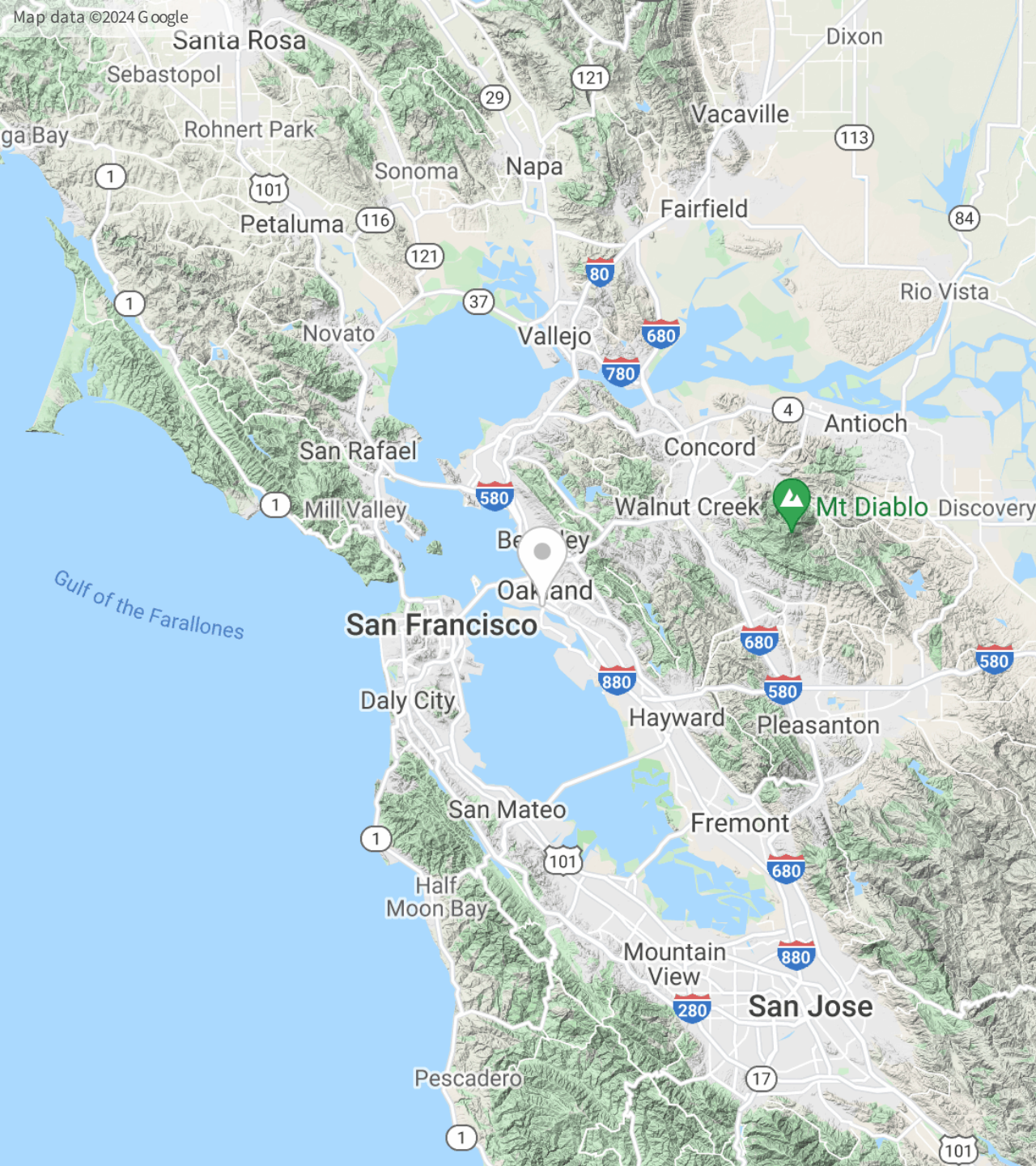
Investment Summary

Product	One-Time Implementation Fee	Annual License Fee	Total Year One Investment
Code Enforcement Manager	\$ 2,353	\$ 3,853	\$ 6,206
Discount	\$ (1,861)		\$ (1,861)
Total	\$ 492	\$ 3,853	\$ 4,345

- Two Full-Edit Licenses for Code Enforcement Manager.
- Three Read-Only Licenses for Code Enforcement Manager.
- Unlimited customer support
- Software enhancements and maintenance
- Full implementation support including project management, training, and configurations.

Optional Products	One-Time Implementation Fee	Annual License Fee	Total Year One Investment
GIS Enterprise	\$ 1,900	\$ 2,800	\$ 4,700
Total	\$ 1,900	\$ 2,800	\$ 4,700

- GIS server data to provide map-based visualization, address verification for cases, and tabular reports of activity by neighborhood.



Contact Us

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