

# Levy County, FL | OpenGov

Modern Cloud Tools for High Performing Government  
**OpenGov Procurement** | Investment Case

# OpenGov Cloud



## BUDGETING & PLANNING

Operating Budget  
Capital Planning  
Workforce Planning  
Online Budget Book



## PROCUREMENT

Solicitation Development  
Supplier Engagement  
Evaluations & Awards  
Contract Management



## FINANCIALS

Core Financials  
Payroll & HR  
Utility Billing



## ASSET MANAGEMENT

Asset Management  
Work Management  
Resource Management  
Infrastructure Planning



## PERMITTING & LICENSING

Forms & Workflows  
Public Portal  
Inspections  
Online Payments



## REPORTING & TRANSPARENCY

Dashboards | Performance  
Public Engagement

# Mission-Driven Public Sector Expertise

Decades of Combined Procurement Experience

Project Manager



**AMANDA SAGONA**  
Business Transformation  
Specialist, City of  
Scranton, PA

Implementation Consultant



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Former Chief Procurement  
Officer,  
California State  
University-San Bernardino

Solutions Engineer



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Former Procurement  
Team Lead and Sr.  
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Former Sr. Budget  
Analyst, Teacher Retirement  
System of Texas

Implementation Specialist



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Procurement Specialist,  
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Supervisor, Mesa Public  
Schools, AZ

Project Manager



**MILLIE CROSSLAND**  
Former City Clerk,  
Kansas City, MO, and  
Police Records Manager  
for Oakland, CA

Solutions Specialist



**SHERI JONES**  
Former Grants  
Management Specialist,  
U.S. Department of  
Health and Human  
Services

SVP of OpenGov Procurement



**THAO JONES-HILL**  
22 years experience leading  
government technology  
companies

# The Modern Partner for Government



## Operate Efficiently

Increase collaboration and deliver on your goals faster by modernizing your software and processes



## Adapt to Change

Stay agile with scalable tools and processes that drive success in an ever-changing environment



## Strengthen Public Trust

Meet your constituents' expectations with better service and transparent stewardship of their tax dollars

 OPENGOV

Trusted By Over  
1,900 Governments



Escambia County, FL



Leon County, FL



City of Lake City, FL



Alachua County, FL

Alachua County, FL



Clay County, FL



Orlando, FL



Groveland, FL

# Public Procurement Experts Selected...



## PROCUREMENT

**4 of the 5** past NIGP + NPI Presidents selected OpenGov for eProcurement within their respective jurisdictions



# Current State

Levy County is juggling the procurement process with one person, Ali. She wears countless hats, tackles a variety of tasks, and often lacks backup support.

These manual processes are exemplified by:

- Building out solicitations with templates & navigating prior scopes to develop new ones
  - Projected increase in solicitations in 24'
- Internal collaboration is done via email and lacks transparency
- Spending hours on vacations to just keep the processes afloat
- No dedicated resource for transparent Q&A's with vendors

We expect this is costing:

- Staff's, stress, time (2-3 days to draft solicitations) & resources
- Staff working throughout vacations.
- Limited vendor engagement for solicitations -> paying higher prices, & losing local interest

# Future State

Leverage a purpose-built Procurement system to streamline end-to-end procurement process:

- Increase Vendor Engagement by leveraging a portal that is truly free with no barriers to entry
- Drive efficiency with a single place to develop, evaluate/awards and manage all types of bids and contracts
- Enhance collaboration between staff and vendors
- Automate contract management, including key renewal dates
- Ensure business continuity with documents processes & procedures

**The benefits of our partnership are expected to yield government outcomes as follows:**

- 90% less time building solicitations
- 3-4x more vendor responses
- 50% less time spent on Contract Management

# Levy County, FL – Strategic Plan

## **Strategic Plan Alignment:** Communication Technology, Community Outreach, & Internal Staff Communication

### **Current Challenges:**

- Internal collaboration is done via email and lacks transparency, creating multi-day delays
- Not getting a large surplus of vendor bids for solicitations -> paying higher prices, & losing local interest

### **Highlights with OpenGov Procurement**

1. **Improved Collaboration:** OpenGov fosters collaboration between departments and facilitates communication with residents and stakeholders.
2. **Enhanced Transparency:** Increased transparency builds trust and ensures responsible use of public funds.
3. **Increased Efficiency:** Staff can focus on strategic planning and community engagement rather than manual paperwork.
4. **Internal Communication:** Streamlined communication across all departments throughout the procurement process
5. **Reduced Timelines:** Streamlined workflows and automation can significantly reduce procurement processing times and expedite project completion.
6. **Data-Driven Decision Making:** Access to real-time data allows for informed decision-making throughout the project lifecycle.

# Why OpenGov Procurement? The Safe & Trusted Partner

- 40+ Procurement Partners in the state of Florida
- Recent Proven & Successful Implementation from Hialeah (4 weeks)
- 4 out of the last 5 NIGP Presidents have standardized on OpenGov Procurement
- Purpose-Built, Government-Only Company
- Procurement | Partner Driven Road Map
- Mature Professional Services Department Built w/ Former Government Employees and OpenGov Partners | Expertise w/ Change Management
- Best in Class Support
- 90% less time building solicitations
- 3-4x more vendor responses
- 50% less time spent on Contract Management



# OpenGov vs. Competition: Top Key Differentiators

Offering	OPENGOV	Competition	Effect
Integrates policies into software and guides automated scope and solicitation assembly; offers a shared national scope of work library with scopes from agencies across the country	✓	✗	Promote fast, accurate and consistent scopes/solicitations while safeguarding policies from “walking out the door”
Implements and offers live chat support from former public procurement professionals	✓	✗	Enjoy compliant, purpose-built workflows that adhere to policy; get quick answers from experts
Automation around contract onboarding workflows, records retention and supports public notary integration	✓	✗	Speed onboarding, transparent; automate compliance and safety and assurance
Unlimited licenses, in-platform live chat and broadcasted Q&A	✓	✗	Improve collaboration, stay efficient & transparent
Vendors register and receive all alerts for free; they can view bid details without logging in and require only one login	✓	✗	Foster equity, accessibility and competition; relieve vendor login headaches
Provides visual click-thru reporting dashboard tracking projects by vehicle, spend, DBE data	✓	✗	Improve strategy with accessible data
Handles complex bid/pricing tables (%s and negative #s) and supports ranked scoring	✓	✗	Evaluate and tabulate quickly and fairly

# Trusted By Procurement Teams



## Proven Results

90% less time building solicitations

3-4x more supplier responses

66% Fewer community complaints

100% of DBE/MBE goals met

99% customer retention

# Procurement

01

## Initial

Passes documents between departments

Leverages paper: spreadsheets, scorecards, file folders, and 3-ring binders

Uses manual notifications, tabulations, evaluations, and submissions

02

## Managed

Dedicated procurement professional on staff

Uses a local bid network to connect with suppliers

Posts solicitations to website

Leverages contract management software

03

## Strategically Managed

Uses cooperatives and newer generation bid networks

Has some digital audit trail features

Uses software purpose-built for public procurement

Sends solicitations and receives responses using a dedicated portal

04

## Optimizing

Leverages cloud software connected to financial systems

Builds solicitations using automated intelligent boilerplates

Automates full workflows, alerts, and reminders for internal teams and vendors

Offers a transparent, public-access portal for vendors and residents



# Procurement

Purpose-built for the Public Sector

The screenshot displays the OPENGOV Procurement software interface. The top navigation bar includes 'Projects', 'Intake', 'Contracts', and a '+ New' button. Below the navigation, there are tabs for 'Invite', 'Export', 'Review', 'Save', and 'Finalize Project'. The main content area is titled 'Document Setup' and shows a progress bar with steps: Info, Setup, Intro, Scope of Work, and Evaluation. The 'Setup' step is currently active. Below the progress bar, there are four questions to be answered:

- 1. Did any supplier/third party participate in creating the Scope of Work/Services\*  
If the answer is YES, that supplier will likely be unable to bid project. Best Practice is for SOW to be independently created by the agency.  
 Yes  
 No
- 2. Does this solicitation include: the purchase of IT related services or equipment; or the purchase of vehicles?\*\*\*  
 Yes  
 No
- 3. Is there a job walk or bidder's conference required? \*  
If yes, Please provide physical or virtual location.  
 Yes  
 No
- 4. Evaluation Criteria\*  
Will you be including the Evaluation Criteria in the RFP document?



## SOLICITATION DEVELOPMENT

Turbo-charge RFX assembly using guided workflows and intelligent boilerplates



## SUPPLIER ENGAGEMENT

Achieve 4x more responses with the industry's most intuitive vendor portal



## EVALUATIONS & AWARDS

Keep internal teams aligned to make more intelligent sourcing decisions

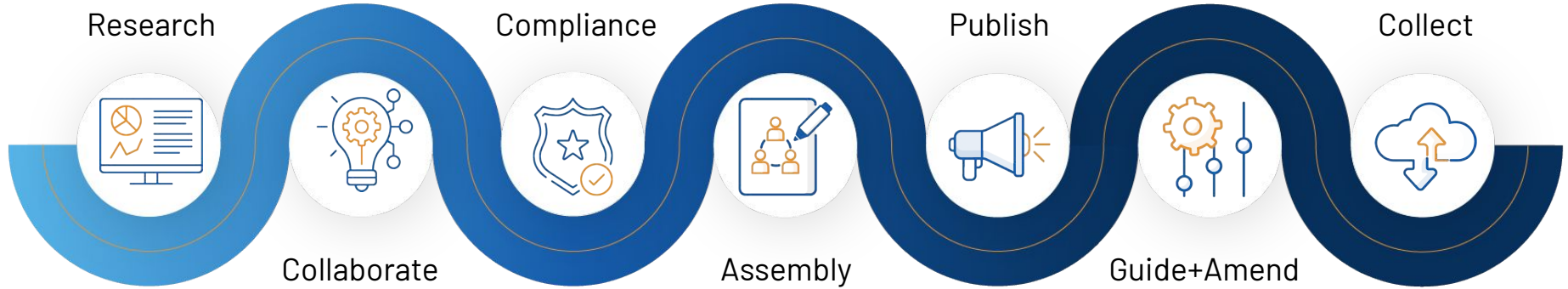


## CONTRACT MANAGEMENT

Go paperless, become proactive with milestone tracking and automatic alerts

# Solicitation Development

End-to-end automation, guidance, compliance and control



The industry's **only** intelligent boilerplate automation solution

## LESS

- Hunting for scope terms
- Copying/pasting
- Training
- "He said, she said"
- Guesswork + errors
- Workflow challenges

## MORE

- ✓ Accurate scopes
- ✓ Team alignment
- ✓ Audit-trail transparency
- ✓ Time to work strategically
- ✓ Workflow automation
- ✓ Efficient onboarding

# Procurement

Purpose-built for the Public Sector

The screenshot shows the OpenGov procurement portal interface for a project titled "200,000 Gallon Water Tank and Pipe Improvement Project". The page includes a navigation menu with tabs for "Project Documents", "Addenda & Notices", "Question & Answer", "RFQP Manager", "Proposals", and "Vendor Analytics". The "Addenda & Notices" tab is active, displaying "Addenda & Official Notices" for the project. A table lists "Addendum #1" with a "Confirmed" status and a "Confirmed By" column listing users like Ryan Kelly, Bobby Williams, and Arturo Torres. The interface also shows a "Proposals" table with columns for "Proposed", "Confirmed", "Confirmed At", and "Confirmed By".



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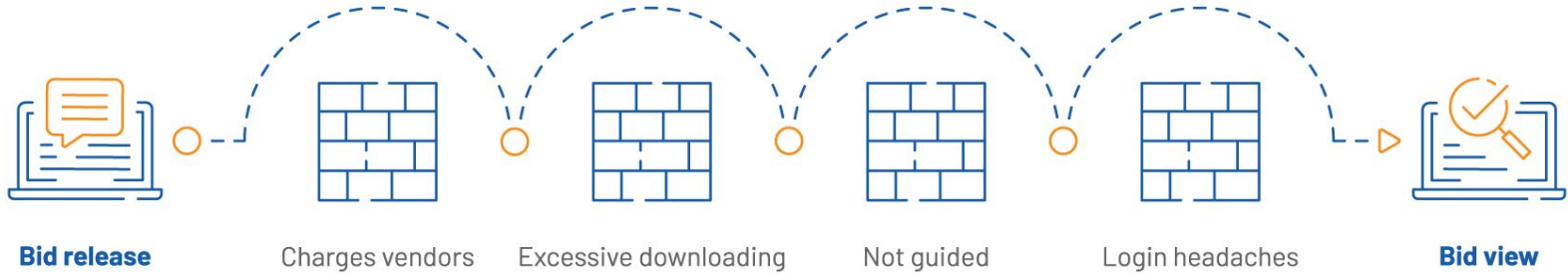


## CONTRACT MANAGEMENT

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# The Death of Bid Responses: Barriers to Entry

## Legacy eProcurement Software



# After Switching to OpenGov...

## Other

## OPENGOV



- Constantly passing around Word documents, making amendments from stakeholders. Stuck in the world of uploading/downloading documents [Case Study](#)



- Poor customer service
- Lacked automation



- Frustrated doing procurement activities outside the platform
- Poor customer service
- Felt nicked and dimed



- File-by-file bid packages leading to excessive up/downloading:
- Inflexible bid tables: can't handle negative numbers or %
- Too many vendor submission errors



- **200% increase in supplier views:** "It's like having a weight lifted off your shoulders. The software does it for you."  
-Stephanie Hoke, Former Procurement Manager
- **575% increased responses:** "On our first RFP closed in OpenGov, we received 32 proposals. That's more than I think we've ever received for any project in RPS history."  
-Melissa Wease, Procurement Manager
- **"We have seen a big increase** in local vendor participation and responses since releasing OpenGov. Clients are enjoying the transparency in the pre-procurement stage as this was not available before and we now have metrics to better track workloads."  
-Umiika Wright, Sr. Buyer

## We Do What We Say We'll Do:

- ✓ Avg. 95.0/100 Implementation Team Satisfaction Score
- ✓ Implements with former public sector professionals
- ✓ Institutionalizes agency policies and procedures into software
- ✓ Live Chat Support for internal users **AND** Vendors



# Procurement

Purpose-built for the Public Sector

The screenshot displays the OPENGOV Procurement software interface. At the top, there are navigation tabs for 'Projects', 'Intake', 'Contracts', and '+ New'. Below this, there are action buttons: 'Invite', 'Edit Setup', 'Add Proposal', 'Public Display', and 'Award Project'. The main content area shows a project titled 'Safety Data / Learning Management System' with details such as 'Request For Proposal', 'Information Technology', 'Project ID: 2021-RFP-019-77', 'Release Date: Monday, October 25, 2021', 'Due Date: Monday, November 1, 2021 1:30pm', 'Posted: Tuesday, October 19, 2021 7:22pm', 'Bid Unsealed: Tuesday, January 11, 2022 1:45pm', and 'Pricing Unsealed: Tuesday, January 11, 2022 1:45pm'. Below the project details, there are tabs for 'Evaluation Overview', 'Proposals', 'Evaluations', and 'My Evaluations'. The 'My Evaluations' tab is active, showing a 'List of vendor proposals to evaluate' and a 'Compare Proposals' button. A table lists three vendors: 'In House Software', 'Micah's Municipal Services', and 'Mothership Inc.', each with a 'Submitted' status and a 'Completed' progress bar. The table also includes 'Scorecard' and 'Notes' links for each vendor.

Vendor	Status	Progress	Actions
In House Software	✓ Submitted	Completed	Scorecard Notes
Micah's Municipal Services	✓ Submitted	Completed	Scorecard Notes
Mothership Inc.	✓ Submitted	Completed	Scorecard Notes



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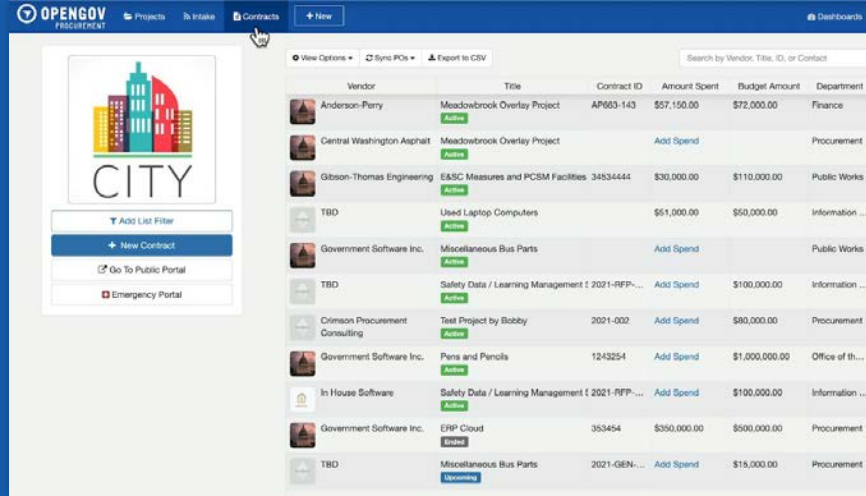


## CONTRACT MANAGEMENT

Go paperless, become proactive with milestone tracking and automatic alerts

# Procurement

Purpose-built for the Public Sector



The screenshot displays the OPENGOV Procurement software interface. On the left, there is a sidebar with a 'CITY' logo and navigation options: 'Add List Filter', 'New Contract', 'Go To Public Portal', and 'Emergency Portal'. The main area shows a table of contracts with columns for Vendor, Title, Contract ID, Amount Spent, Budget Amount, and Department. The table contains 12 rows of contract data.

Vendor	Title	Contract ID	Amount Spent	Budget Amount	Department
Anderson-Perry	Meadowbrook Overlay Project	AP863-143	\$57,150.00	\$72,000.00	Finance
Central Washington Asphalt	Meadowbrook Overlay Project		Add Spend		Procurement
Gibson-Thomas Engineering	S&S: Measures and PCSM Facilities	34834444	\$30,000.00	\$110,000.00	Public Works
TBD	Used Laptop Computers		\$51,000.00	\$50,000.00	Information ...
Government Software Inc.	Miscellaneous Bus Parts		Add Spend		Public Works
TBD	Safety Data / Learning Management ( 2021-RFP-...		Add Spend	\$100,000.00	Information ...
Crimson Procurement Consulting	Test Project by Bobby	2021-002	Add Spend	\$80,000.00	Procurement
Government Software Inc.	Pens and Pencils	1243254	Add Spend	\$1,000,000.00	Office of th...
In House Software	Safety Data / Learning Management ( 2021-RFP-...		Add Spend	\$100,000.00	Information ...
Government Software Inc.	ERP Cloud	353454	\$350,000.00	\$500,000.00	Procurement
TBD	Miscellaneous Bus Parts	2021-GEN-...	Add Spend	\$15,000.00	Procurement



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## CONTRACT MANAGEMENT

Go paperless, become proactive with milestone tracking and automatic alerts

# OpenGov Customer Engagement Model

Responsive Partnership - Throughout your Journey



## Professional Services

Best-practice implementations from experienced partners



## Award-Winning Support

Responsive support personnel with 180+ years of combined government and support experience



## Customer Success

Ensuring your long-term success with OpenGov



## OpenGov University

On-demand onboarding and continuous learning

# Customer Success

Your Advocate within OpenGov



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## Point of Contact

We schedule regular communications to build a strong partnership



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## Product Updates

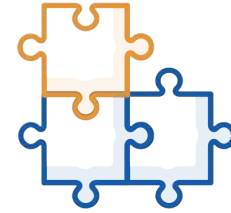
Workshops, webinars, user groups, and 1:1 support all available to ensure your success



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## Long-Term Success

Best practices and training resources to help drive adoption and value

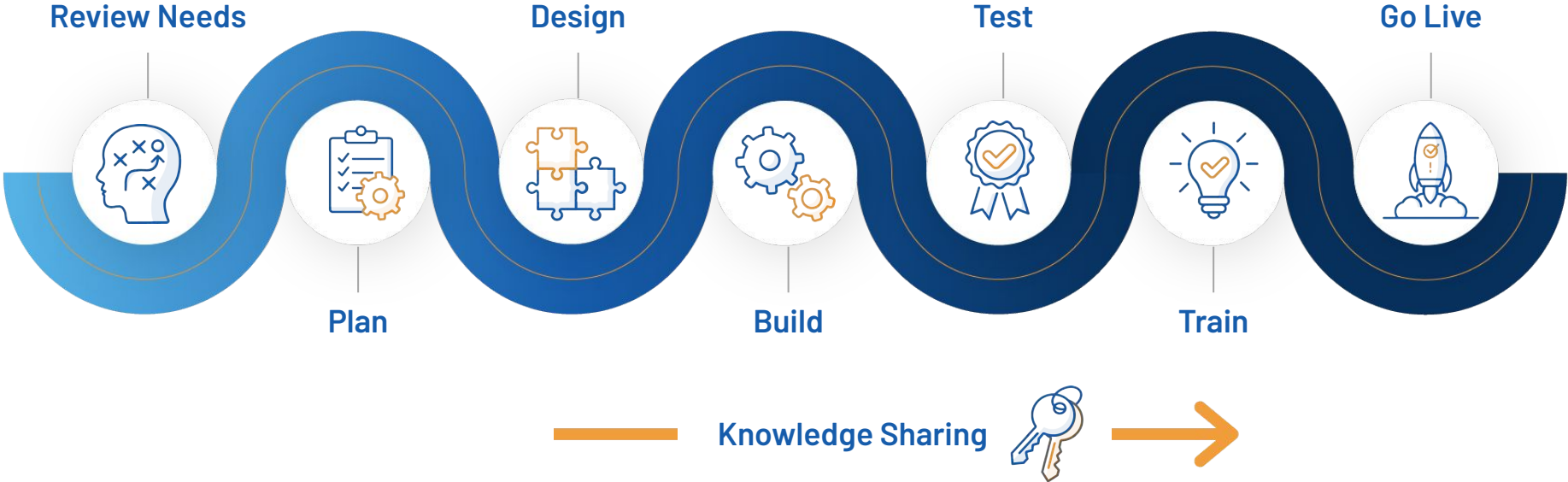


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## Expand Your Capabilities

Connect you to the services and products to increase your impact and effectiveness

# Professional Services Deployment



# Award-Winning Support

Industry-Recognized Excellence in Customer Service



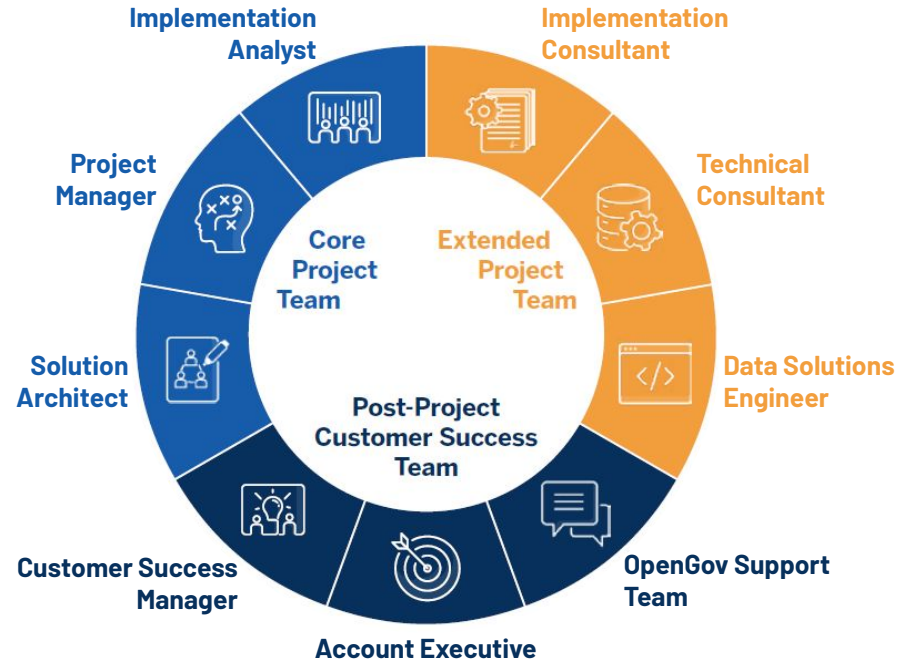
Eight Awards from the World's Premier  
Business Award Competition

*"All of the staff at OpenGov are helpful and pleasant to deal with. I throw a lot of questions out there and every staff member is willing to help me work through every issue no matter how big or small."*

**City of Desert Hot Springs, CA**

# A Team of Experts in Your Corner

- Over 500+ Years of Government Experience
- 8 Stevie Awards for Customer Service Excellence
- Tried and True - Thousands of Successful Implementations



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“All of the staff at OpenGov are helpful and pleasant. I throw a lot of questions out there and every staff member is willing to help me work through every issue no matter how big or small.”

**City of Desert Hot Springs, CA**

# Implementation Done Right: Pay Once



"OpenGov was definitely our software winner of the year for ease of deployment, functionality, ongoing support, and meeting all expectations."  
-Melanie McDonough, CINO, Lebanon, NH



"It was the first time where we went through an eProcurement implementation and I didn't get complaints."  
-Blake Skiles, Purchasing Manager, Rosenberg, TX



"We loved the process of implementing Procurement because the team at OpenGov helped us work together across departments to get us up and running quickly."  
-Lori Carney, Director of Purchasing, Palm Desert, CA



"I really appreciated how the team worked with me on the crazy timeline I had. Vrinda is amazing and is a great trainer. Angelica was also very helpful and amazing in keeping me on track as well."  
-Elsa Vigil, CPO, County of Taos, NM

- ✓ Avg. 95.0/100 Implementation Team Satisfaction Score
- ✓ Implements with former public sector professionals
- ✓ Institutionalizes agency policies and procedures into software



# White-Glove Professional Services (no really!)



**CITY OF  
GALLUP**

"All OpenGov staff was extremely helpful and knowledgeable in every step of our software implementation."

**-Frances Rodriguez, Purchasing Director, Gallup, NM**



"The training has been on-point all the way through the process. At any time during the training, we were able to ask questions, go back and revisit training."

**-Lucy Soto, Assistant Purchasing Agent, Ector, TX**



"Vrinda and Millie did a great job keeping the project moving during a transition to a new client project manager and provided extra training to keep us up to speed."

**-Daniel Mulery, Contracting Officer, City of Richmond, VA**



"I would like to extend my sincere appreciation to Ben Hatheway for the outstanding training he provided during implementation. Ben's leadership and dedication have been instrumental in guiding the team."

**-Katrina Roberson, Purchasing Manager, Ennis, TX**



"Millie and Micaela are amazing to work with! Very helpful, knowledgeable, organized, and super supportive!"

**-Wendy Sherer, Assistant Financial Services Director, City of Kingman, AZ**



"The implementation team did a great job at making sure that I had all the necessary tools and skills to be able to use the software at ease. They were always willing and available to answer any questions as well as give any feedback on."

**-Shea Davy, Purchasing Agent, Waterford, CT**

# Security and Reliability with OpenGov

Secure, Reliant Mission-Critical Software in Partnership with AWS, Azure



## Predictable and Safe

- Available around-the-clock
- Multiple Availability Zones leveraging highly redundant networking
- Robust Disaster Recovery Plan

## Secure from Attackers

- Advanced data protection using AES-256 standard and TLS protocols to encrypt data "at rest" and "in-transit"
- AWS-delivered physical, environmental, and network security

## 100% Hassle-Free

- Updates deployed every two weeks with no customer intervention, at off-business hours
- New features deployed with sensitivity to seasonal government work

## Unparalleled Support

- Highly responsive, expert support professionals in the event of unforeseen issues
- Unlimited support cases, access to resource center, support portal
- Optional premium support for higher-touch needs

# OpenGov vs. Others: Top Key Differentiators

Offering	🔍 OPENGOV	Competition	Effect
Integrates policies into software and guides automated scope and solicitation assembly; offers a shared national scope of work library with scopes from agencies across the country	✓	✗	Promote fast, accurate and consistent scopes/solicitations while safeguarding policies from “walking out the door”
Implements and offers live chat support from former public procurement professionals	✓	✗	Enjoy compliant, purpose-built workflows that adhere to policy; get quick answers from experts
Automation around contract onboarding workflows, records retention and supports public notary integration	✓	✗	Speed onboarding, transparent; automate compliance and safety and assurance
Unlimited licenses, in-platform live chat and broadcasted Q&A	✓	✗	Improve collaboration, stay efficient & transparent
Vendors register and receive all alerts for free; they can view bid details without logging in and require only one login	✓	✗	Foster equity, accessibility and competition; relieve vendor login headaches
Provides visual click-thru reporting dashboard tracking projects by vehicle, spend, DBE data	✓	✗	Improve strategy with accessible data
Handles complex bid/pricing tables (%s and negative #s) and supports ranked scoring	✓	✗	Evaluate and tabulate quickly and fairly

# OpenGov vs. Others: Company

Offering	OPENGOV	Competition	Effect
Implemented by former public procurement professionals	✓	✗	Experience easy, intelligent onboarding with purpose-built, compliant workflow automation
Headquartered and data stored in USA	✓	✗	Keep data safe and accessible
Offers unlimited user licenses	✓	✗	Improve collaboration
Offers live chat support from former public procurement professionals to vendors and agency	✓	✗	Reduce unnecessary communications
Automates audit trail: bounced emails, solicitations viewed, detailed amendments to addenda	✓	✗	Stay compliant, help capture funding
Offers unlimited data and storage	✓	✗	Focus on strategy, not data limits

# OpenGov vs. Others: Solicitation Development

Offering	OPENGOV	Competition	Effect
Integrates <u>automation</u> of agency policies and procedures into the software	✓	✗	Promote consistency while safeguarding crucial processes/data from “walking out the door”
Customizes agency templates into guided, automated boilerplates using conditional logic	✓	✗	Compliantly speed solicitations and significantly reduce onboarding efforts
Allows for commenting and approvals at the section/clause level	✓	✗	Keep teams compliant and admins in control
Has a national shared scope of work library with 17,000 scopes and intuitive search features	✓	✗	Quickly find existing compliant scopes
Offers step-by-step guidance for purchase requests	✓	✗	Less guesswork and back-and-forth; superior accuracy
Leverages AI to build scope drafts	✓	✗	Get foundational scope language in seconds

# OpenGov vs. Others: Supplier Engagement

Offering	🇩🇪 OPENGOV	Competition	Effect
Free for vendors to join <u>AND</u> receive premium alerts	✓	✗	Foster equity; more competition (Bonfire charges \$499 annually)
Vendors can view bid most details without logging in	✓	✗	Promote greater accessibility
Universal login to access unlimited government bids	✓	✗	Lower the barrier to entry for vendors
Broadcasted public Q&A instead of 1:1 interactions and manually sending an addendum report	✓	✗	Drive efficiency and equity
Integrated national network of peer vendor reviews	✓	✗	Work with more reliable suppliers using Procured
Step-by-step guidance during bid response	✓	✗	Receive more completed, compliant responses
Live chat support to vendors	✓	✗	Focus on strategy, not unnecessary communications
Social media integration to post bids	✓	✗	Support modern engagement
Integrates with public notaries	✓	✗	Get quicker validations

# OpenGov vs. Others: Internal Collaboration

Offering	OPENGOV	Competition	Effect
Complex bid tables/pricing schedules	✓	✗	Eliminate need to create excessive bid tables; supports %, negative numbers, etc.
Ranked scoring	✓	✗	Reduce bias, increases equity
Real-time visual reports on workflow, project status, etc.	✓	✗	Keep aligned and on-task and transparent
Audit-trail: Tracks bounced emails, solicitations viewed, detailed amendments to addenda	✓	✗	Capture crucial data needed for audits and funding efforts
Unlimited user licenses	✓	✗	Allow all stakeholders to collaborate and a single source

# OpenGov vs. Others: Contract Management



Offering	OPENGOV	Competition	Effect
Built-in records retention automation	✓	✗	Keep the agency safe by automating the lawful deletion of documents with audit-trail
Automated checklists and task assignment reminders for contract onboarding workflows	✓	✗	Stay aligned and on task, no missed documents or approvals during contract onboarding
Self-service public contract accessibility with contract and document-level permission settings	✓	✗	Build trust and reduce time-intensive FOIA requests