



Statement of Work

City of Madison, AL

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OpenGov Statement of Work

1. Project Scope and Understanding

This Statement of Work ("SOW") outlines the Professional Services OpenGov will provide to City of Madison, AL ("Customer") under the applicable Order Form. Professional Services or technical requirements not listed in this SOW are out of scope.

2. Exhibits

The following exhibits are incorporated by reference and are part of this SOW:

2.1. Exhibit 1: Implementation Activities

2.1.1. Permitting & Licensing

2.1.2. Tax & Revenue Collection

2.2. Exhibit 2: Technical Requirements

2.2.1. Permitting & Licensing

3. OpenGov Responsibilities

OpenGov will provide a framework for planning, communication, progress tracking, and coordination for activities in Exhibit 1. In collaboration with Customer, OpenGov will develop and maintain the Project Plan. The "Project Plan" is a detailed, living document that defines how the project will be executed, including tasks, timelines, milestones, and team assignments. OpenGov will monitor progress against the Project Plan, coordinate adjustments to tasks and schedules as needed, and conduct status meetings as agreed to by the parties. OpenGov will provide weekly status reports, a Project Charter, and a RAID register (Risks, Actions, Issues, and Decisions). The "Project Charter" is a high-level document outlining the project's purpose, goals, key stakeholders, success criteria, and major milestones.

4. Customer Responsibilities

The Customer will appoint a primary point of contact with authority to make binding decisions ("Customer's Project Manager"). This person will coordinate internal resources, assign subject matter experts ("SMEs"), and oversee implementation. Responsibilities include attending status meetings, making timely decisions, providing requested information, escalating issues internally, and collaborating on the Project Plan and Change Order process, if applicable.

Customer acknowledges that the success of this project is contingent on its full participation. Customer must provide data within fifteen (15) business days of a request, maintain consistent data formats and access throughout the project, and allocate the necessary Customer resources and time to support deliverables and meet agreed-upon timelines.

Any failure by Customer to meet its responsibilities under this SOW (each, a "Customer Delay") will automatically suspend the affected obligations of OpenGov for the duration of the Customer Delay and for a reasonable restart period thereafter. All affected milestones, delivery dates, and service-level commitments will be extended on a day-for-day basis (or as otherwise reasonably necessary) to account for the Customer Delay, and may result in an adjustment of the fees if OpenGov incurs additional time, materials, or other costs as a result. Under no circumstances will any consequence of a Customer Delay constitute a breach by OpenGov of this SOW or of the Agreement, nor will OpenGov be liable for any failure to meet a performance obligation that is caused, in whole or in part, by a Customer Delay.

5. Project Delivery

OpenGov will perform services under this SOW remotely. OpenGov may use a combination of OpenGov personnel and OpenGov-trained implementation partners to deliver the services described in this SOW.

6. Estimated Schedule

The estimated duration of this work is six to nine (6-9) months. The specific timeline, including order of delivery of the product(s), will be determined during the project planning activities in the Initiate Phase. Services are estimated to begin within two (2) weeks and no later than four (4) weeks from contract signature. OpenGov reserves the right to adjust the schedule based on the availability of Customer or OpenGov resources, and the timeliness of deliverables provided by the Customer.

7. Acceptance Procedure

OpenGov will submit completed deliverables to the Customer's Project Manager for review. Within five (5) business days of receipt, the Customer's Project Manager will either provide written acceptance or a list of requested revisions. In the event there are requested revisions, the subsequent review period for acceptance will follow the same timeline until final acceptance. If Customer does not respond within this period, the deliverable will be deemed accepted. Once a deliverable is accepted, any requested changes will require a paid Change Order.

Acceptance milestones and review timelines will be tracked in the Project Plan. Both parties acknowledge that delays in task completion or unresolved issues may impact the project timeline. If OpenGov determines in good faith that Customer is not fulfilling its responsibilities under this SOW, OpenGov may place services on hold following a minimum of five (5) business days' written notice. The notice will

specify the actions needed to progress the project. During the hold period, OpenGov may reallocate resources without penalty and will not be responsible for resulting delays.

8. Modifications

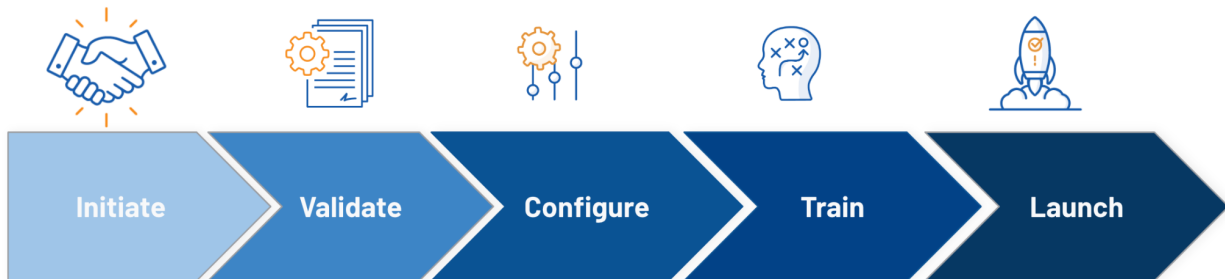
The fees and estimated timeline are based on the scope and assumptions in this SOW. If either party determines that a change to the scope is necessary, the parties will collaborate to define the required modification, which may result in fee adjustments based on OpenGov's standard rates. All modifications must be documented in a written Change Order and signed by both parties ("Change Order"). Examples of changes include revisions to the project timeline, deliverables, or resource allocation.

9. Communication and Escalation Procedure

OpenGov and Customer agree to maintain regular communication in alignment with the Project Plan to ensure progress, resolve questions promptly, and minimize risk. Both parties will raise any issues or concerns in a timely manner. If challenges are not resolved through standard project discussions, Customer and OpenGov Project Managers will escalate to their respective executive leadership teams to jointly determine a resolution and align on a path to successful implementation.

Exhibit 1: Implementation Activities

OpenGov Implementation Methodology Overview



Every OpenGov implementation follows a five-phase hybrid methodology designed to ensure a structured and collaborative deployment. The phases are:

1. Initiate – OpenGov provisions access and performs initial system setup.
2. Validate – OpenGov works with the Customer to confirm requirements and review initial configurations.
3. Configure – OpenGov completes system configuration as outlined in this SOW.
4. Train – OpenGov provides training to system administrators and/or end users, as applicable.
5. Launch – OpenGov provides post-go-live support and transitions the Customer to OpenGov’s Customer Success Team.

Each implementation is structured around these phases. Deliverables, sign-offs, and completion criteria are aligned to the relevant phase.

Permitting & Licensing

Use Cases for Permitting & Licensing:

- Business Licenses

Initiate

Provisioning Permitting & Licensing Platform

OpenGov will:

- OpenGov will provision Customer’s OpenGov entity and verify Customer has access to all purchased modules.

Customer will:

- Confirm access to entity and modules.

Completion Criteria

- Customer verifies access to the site.

Data Initiation

OpenGov will:

- Provide the needed data and format to the customer.
- Discuss data needs for the foundational initiation of the software.
- Assign a Project Manager once the data has been collected.

Customer will:

- Provide the required data in a timely manner.

Completion Criteria

- Customer sign-off that the Integrations are complete and the data is being captured as planned.

Validate

Technical Project Review

OpenGov will:

- Provide up to one (1) one-hour working sessions at the beginning of the project to:
 - Review deliverables
 - Review technical requirements
 - Provide documentation on requirements and processes

OpenGov Assumptions:

- Customer will provide relevant data within fifteen (15) business days immediately following the kick-off meeting.

Customer will:

- Identify relevant participants for attendance.
- Confirm deliverables.
- Gather and provide relevant data for the project.

Completion Criteria

- Customer sign-off on project plan.

Configure

Record Types Deliverables

OpenGov will configure the following standard record types, including sub-types, drafts of Customer's record types in the Permitting & Licensing system including Form, Workflow, Output Document and Fees:

Business Licensing Service Area

One (1) record types from the following list:

- Business License

Customer will:

- Attend working sessions to validate, review, and iterate upon draft records.
- Test all configured record types

Completion Criteria

- Customer sign-off that the Record Types have been configured. Sign-off will occur with each completed Record Type.

Data Deliverables

Master Address Table (MAT) Integration

OpenGov will:

- Provide a template file to be utilized by the Customer to populate MAT information.
- Import the completed template file and validate against the completed template file.

Customer will:

- Populate and validate the MAT template.

Completion Criteria

- Customer sign-off that the Master Address Table has been configured.

Esri ArcGIS Server Integration

OpenGov will:

- Integrate with the Customer's ArcGIS public API endpoint.

Completion Criteria

- Customer sign-off on the Esri Integration.

GIS Flag Integration

OpenGov will:

- Provide a template file to be utilized by the Customer to populate GIS Flag information.
- Import the populated template file after acceptance.
- Enable the GIS Flag Integration.

Customer will:

- Populate and validate the flag template file.

Completion Criteria

- Customer sign-off on the GIS Flag Integration.

Accounting and Finance Export

OpenGov will:

- Provide an export of financial data, based on the Customer's provided format, to the Customer's FTPS as often as nightly.

Customer will:

- Agree upon specifications prior to export.

Completion Criteria

- Customer sign-off on the Accounting and Finance Export.

Autofill Integration

OpenGov will:

- Provide up to one (1) Autofill, using source data from OpenGov or provided by the Customer.

Customer will:

- Provide the source data, if applicable.
- Agree upon specifications prior to upload.

Completion Criteria

- Customer sign-off on the Autofill Integration.

Single Sign On (SSO) Integration

OpenGov will:

- Provide the SSO enablement form.
- Implement identity provider initiated SSO for Microsoft ADFS, Microsoft Azure AD, or Okta.

Customer will:

- Complete the SSO enablement form.
- Provide the information from the identity provider required to establish SAML or HTTPS certification and add OpenGov as a new application in the identity provider.

Completion Criteria

- Customer sign-off on the SSO Integration.

Data Migration

OpenGov will:

- Perform historic data migration from Delta using flat files provided by and mapped by the customer.
- Set up historical record types, historical data will be migrated prior to the initial data load.
- Provide a report of unmatched locations
- Provide instructions for customer validation of data migration.
- Provide up to one (1) initial load, two (2) format changes, and one (1) final load.

Customer will:

- Complete the OpenGov provided data templates within three (3) weeks of request.
- Validate data deliverables within three (3) weeks of request.
- Configure Record Types to align with the Project Plan's Go Live and cutover to ensure the migration encompasses all records from the legacy system.
- Sign off prior to final data load. Additional format changes will result in a Change Order.

OpenGov Assumptions:

- Data Migration does not exceed 250,000 records.
- Data Migration does not include database backup files.
- Data Migration does not include cleansing of corrupt data, creation or linking of applicant accounts, integration of historical fees and payments into workflow or financial reports, logs of permit changes, migration of data into the workflow, license attachments, import of contractor database, or hierarchical relationships between records.

Completion Criteria

- Customer sign-off on data prior to final data load.

Document Migration

OpenGov will:

- Migrate documents attached to either migrated licenses or locations provided through a Master Address Table (MAT) integration.

OpenGov Assumptions:

- Document Migration does not exceed 1TB.

Completion Criteria

- Customer sign-off that the Document Migration has been completed.

Train

Administrator Training

OpenGov will:

- Provide up to twelve (12) hours of Permitting & Licensing system administrator training to enable system administrators on the following topics:
 - Setting up the public portal
 - Employee app settings
 - Creating and editing record types
 - Managing Forms
 - Editing Documents
 - Creating Workflows
 - Setting up Inspections
 - Reporting & Transparency
 - Download and upload data
 - How to create reports and dashboards
 - Mobile app

Customer will:

- Identify the relevant participants to attend each training session.

Completion Criteria

- Administrator Training has been conducted.

End User Training

OpenGov will:

- Provide up to twelve (12) hours of end-user trainings designed for Plan Review, Inspectors, Finance Staff, etc. to cover the following topics:
 - Navigation of the system
 - Manage inbox and tasks
 - Take payments
 - Conduct inspections
 - Create records
 - Mobile app

Customer will:

- Identify the relevant participants to attend each training session.

Completion Criteria

- End User Training has been conducted.

Launch

HyperAdopt

OpenGov will:

- Provide up to eighty (8) hours of HyperAdopt support from the OpenGov Project Team post Go-Live to ensure successful adoption.

Customer will:

- Identify issues and attend sessions

Completion Criteria

- Customer sign-off that the project has been completed.

Tax & Revenue Collection:

Use cases for Tax & Revenue:

- Sales Tax
- Gas Excise Tax
- Liquor Tax
- Lodging Tax
- Cigarette Tax
- Rental Tax

Initiate

Provisioning Tax & Revenue Website Instance

OpenGov will:

- Create the Tax & Revenue site
- Create the admin user account
- Review the getting started menu items with the customer

Customer will:

- Validate the Admin user can log in to the site
- Setup system users and confirm each user can log in
- Complete the online training as assigned for each section of the implementation.
- Provide start up data within 2 weeks after project kick off

Completion Criteria:

- The customer verifies access to the site.
- The customer confirms completing the online training.
- All users have logged into the site successfully.
- The customer acknowledges the ability to download the data import templates

Validate

Technical Project Review

OpenGov will:

- Provide up to one (1) one-hour working session at the beginning of the project to:
 - o Review deliverables

- o Review the available Payment Providers:
 - Forte
 - Municipay
 - Certified Payments
 - Invoice Cloud
 - Allpaid
 - MSB
 - Cybersource
 - iPayment
 - Government Window
- o Provide documentation on requirements and processes

OpenGov Assumptions:

- Sample bills, forms, and letters will be provided within two (2) weeks immediately following the kick-off meeting.
- Interface layout samples will be provided within two (2) weeks immediately following the kick-off meeting.
- Sample data for the import templates will be provided within two (2) weeks of the kick-off meeting.

Customer will:

- Identify relevant participants for attendance.
- Provide contact information for all parties involved in the implementation, including any 3rd parties for interfaces.
- Confirm deliverables.
- Gather and provide relevant data for the project including import data, forms and interface requirements.

Completion Criteria:

- Customer sign-off on the project plan.

Configure

Organization

OpenGov will:

- Assist the Customer admin with the configuration
 - o Provide basic feedback, if requested, on Customer's final setup with regard to best practices and efficiency.

OpenGov Assumptions:

- Admin is the decision maker for the configuration

Customer will:

- Configure the organizational setup area of the site

Users and Security

OpenGov will:

- Assist the admin with adding the user, relating roles, and selecting a security level

OpenGov Assumptions:

- Admin is the decision-maker for users, roles, and security

Customer will:

- Admin will add users and related roles and select the security level. All users should log in to confirm proper access and update their password as needed.

Payment Types and Providers

OpenGov will:

- Review how the customer's selected payment provider will be used in the tool.
- Review the customer's selected payment provider and how it is set up in the Tax & Revenue system.

OpenGov Assumptions:

- Admin is the decision-maker for payment types and providers

Customer will:

- Admin will define payment types and payment providers.
- Complete all 3rd party payment Sign up paperwork
- Customer and OpenGov will fill in the payment provider sandbox and/or go live values.
- Bear all monetary costs towards the provision of test and/or production platform instances by the selected payment provider.

Notification Groups

OpenGov will:

- Define the use case for notification groups to determine if the function will be used.
- Assist the admin with adding notification groups

OpenGov Assumptions:

- Admin is the decision-maker for notification groups

Customer will:

- Admin will assign employees to notification groups where applicable

Event Types

OpenGov will:

- Define the use case for event types
- Assist the admin with adding event types

OpenGov Assumptions:

- Admin is the decision-maker for event types

Customer will:

- Admin will add event types where applicable and delete unwanted default event types.

Mortgage Companies

OpenGov will:

- Define the use case for mortgage companies with a property tax software
- Assist the admin with adding mortgage companies such as Core Logic.

OpenGov Assumptions:

- Admin is the decision-maker for mortgage companies

Customer will:

- Admin will add mortgage companies where applicable

Groups

OpenGov will:

- Define the use case for groups
- Assist the admin with adding groups

OpenGov Assumptions:

- Admin is the decision-maker for groups

Customer will:

- Admin will add groups where applicable

Revenue Types

OpenGov will:

- Provide up to two (2) configuration sessions per Revenue Type with the Customer's subject matter experts to configure the following Revenue Types:
 - Sales Tax
 - Gas Excise Tax
 - Liquor Tax
 - Lodging Tax
 - Cigarette Tax
 - Rental Tax
- Assist the admin with setting up revenue types

OpenGov Assumptions:

- Admin is the decision-maker as to revenue type use cases

Customer will:

- Attend working sessions to validate, review, and iterate upon Revenue Type configuration.
- Admin identify and design revenue types
- Admin will setup the revenue types

Rate Code and Schedules

OpenGov will:

- Assist the admin with setting up rate codes and schedules

OpenGov Assumptions:

- Admin is the decision-maker as to rate codes and schedules
- Admin has understanding of the appropriate general ledger account numbers
- Rate Code set up includes up to fifteen (15) Rate Codes per Revenue Type.

Customer will:

- Admin sets up rate codes and schedules

Business Filings

OpenGov will:

- Assist the admin in identifying business taxes to be collected and the Filing code category setup for each type.

OpenGov Assumptions:

- Admin is the decision-maker to identify and create business tax filing codes.

Customer will:

- Setup all needed Filing codes and select the behavior options per filing code.
- Setup includes filing codes, linking to rate codes, cycle setup, license template selection and filing template setup.

Data Import

OpenGov will:

- Instruct the admin on the location of the import templates
- Explain the process of importing data
- Determine what data is capable of being converted through import.
- Provide instructions for customer validation of data conversion.
- Review templates for data import for error checking.

OpenGov Assumptions:

- Customer is responsible for extraction of data from existing system and delivering to OpenGov for conversion and import.
- Property Record Data will be in .csv or Excel format.
- Customer is responsible formatting data to meet OpenGov specifications.

Customer will:

- Provide the data at the appropriate time during the project
- Provide Property Record data.
- Validate the formatted data provided by OpenGov prior to import.
- Validate the imported data
- Sign off on the data load.

Bill Template Creation

OpenGov will:

- Provide a list of existing bill templates for the customer to choose from.
- Assist Customer in setting up bill template default values to appear on billing statement.

OpenGov Assumptions:

- Customer will use an OpenGov template for billing needs.

Customer will:

- Select which bill templates will be used.
- Setup bill template default values in the bill template area.

Public Portal

OpenGov will:

- Assist the admin with the configuration
 - Provide basic feedback, if requested, on Customer's final setup with regard to best practices and efficiency.

OpenGov Assumptions:

- Admin is the decision maker for the configuration

Customer will:

- Configure the public portal

Train

Administrative Training

OpenGov will:

- Provide up to five (5) hours of training intended for Administrative Users on system functionality. Topics will include, but not be limited to:
 - System Navigation
 - Revenue Types
 - Rate Schedules and Rate Codes
 - Creating New Records
 - Cases
 - Balancing Exceptions Thresholds
 - Adjustment Types
 - Template Setup
 - Payments
 - Balancing
 - Voids / Returns
 - Credit Memos
 - Adjustments
 - Refunds

Customer will:

- Attend training sessions as scheduled by the Project Manager and agreed to in the Project Plan.

Revenue Training

OpenGov will:

- Provide up to six (6) hours of training intended for Administrative Users on system functionality. Topics will include, but not be limited to:
 - Property Tax Billing Process:
 - Assessment import
 - Assessment corrections
 - Adjustments
 - Applying bulk charges
 - Bill creation and delivery
 - Payments and balancing.

- Filing Based Business Tax Process:
 - Filing Code setup
 - Business record filing service assignment
 - Applying bulk and single filings
 - Filing notifications
 - Filing a return
 - Processing payments.
- License Billing process
 - Assigning filing services and cycles
 - Applying bulk charges
 - Bill creation and delivery
 - Payments and balancing
- Delinquent record processing
- Accounting Export and Reports
- Taxpayer portal practice
 - Pretending to be a taxpayer
 - Understanding the search and payment process from a taxpayer experience for both public (property tax) and private (business tax / utility billing).

OpenGov Assumptions:

- Users will participate in all training and demonstrate gained knowledge of the system processes and procedures.

Customer will:

- Participate in all training and demonstrate gained knowledge of the system processes and procedures

End User Training

OpenGov will:

- Provide up to seven (7) hours training intended for End Users on system functionality. Topics will include, but not be limited to:
 - Navigation
 - Billing (Property Tax, Business License, Utility Billing)
 - Payments
 - Balancing
 - Adjustments, Voids, and Credits
 - Business Tax filing
 - Reporting

Customer will:

- Attend training sessions as scheduled by the Project Manager and agreed to in the Project Plan.

Launch

Go-Live Support and HyperAdopt

OpenGov will:

- Provide up to eight (8) hours of additional support to answer questions and update configuration after the project has been completed and signed off.
- Send Solution Acceptance Document
- Transition for project team to Customer Success.

Customer will:

- Identify issues and attend sessions.
- Sign Solution Acceptance Document

Exhibit 2: Technical Requirements

Permitting & Licensing Technical Requirements

Master Address Table

- All addresses must have a unique ID
- Flat file, .csv, .xls, .xlsx, .txt with headers
- Parcels and address points recommended
- Recommended source data: Esri GIS, Alternative source options include: Assessor's database, E911

Esri ArcGIS

- A single publicly-accessible secure Esri REST API URL

ArcGIS Flags

- Polygon Layer(s) via Esri REST API URL, Polylines and points are not supported
- Flags will be populated via the same Publicly-accessible secure Esri REST API URL as provided for the Esri ArcGIS integration.

Financial and Record Exports

- Required format (columns) and sample document

Autofills using Customer source data

- Flat file, .csv, .xls, .xlsx, .txt with headers

Current application forms, workflows, fee structures, and output documents

- PDF, Word, .csv, .xls, .xlsx with headers

Historical Data

- Flat file, .csv, .xlsx with headers
- Record type and status mapping using OpenGov template

Historical Documents

- Flat file, .csv, .xlsx with headers
- One row per document. All rows must be tied back to the MAT's unique ID field and have a file path or publicly accessible URL.
- Special characters, outside of the following list, are not supported and will be removed from file names upon migration to OpenGov.
 - Alphanumeric characters
 - A-z
 - A-Z
 - 0-9
 - Special characters
 - Exclamation point (!)
 - Hyphen (-)
 - Underscore (_)

- Period (.)
- Asterisk (*)
- Single quote (')
- Open parenthesis ((
- Close parenthesis ())

SSO

- SAML or HTTPS certificate, Whitelist OpenGov in Customer VPN or firewall