



# OpenGov and Mission Springs Water District

Project Plan Letter and Partnership  
Investment Summary



**James Jagers**

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Brian Macy  
General Manager  
Mission Springs Water District  
66575 2nd Street  
Desert Hot Springs, CA US

## **RE: Project Plan Letter for Budgeting & Planning and Procurement Software**

Dear Brian,

On behalf of OpenGov, we are thrilled at the opportunity to partner with the Mission Springs Water District by proposing OpenGov Budgeting & Planning, the industry's only year-round collaborative budgeting software and workflow software designed to meet the unique needs of public sector planning and analysis, along with OpenGov Procurement, the collaborative public procurement suite built for the modern government. We value your careful consideration in reviewing the project plan letter we have prepared for you.

We understand that the Water District is looking for a comprehensive solution for your operating budget, capital planning, workforce planning, reporting capabilities, forecasting accuracy, online budget book, reporting, and workflow needs. In response to this, the following plan letter outlines how OpenGov Budgeting & Planning is the most collaborative and complete solution for governments, trusted by hundreds of forward-thinking agencies to plan more effectively and drive engagement with their communities. Additionally, we understand that the Water District is looking for a comprehensive Procurement Management system to support and manage the entire procurement lifecycle, including: initial request and approval, solicitation development, advertising and response dates, evaluation committee review, and contract award and execution. In response to this need, the following plan letter also outlines OpenGov Procurement – a full procurement lifecycle solution that provides end-to-end workflow automation across Solicitation Development, Supplier Engagement, Evaluations & Awards, and Contract Management – built with an intuitive cloud design, and a company culture focused on the customer experience.

OpenGov has helped many municipalities understand how investing in technology can increase productivity for staff, cutting budget development time by 50%, reducing report creation by as much as 80%, and reallocating up to 1-2% of your budget to strategic initiatives. As a true partner, OpenGov also enables municipalities like the Water District to build trust with communities by communicating initiatives and progress clearly with integrated transparency capabilities. OpenGov Procurement frees teams from the drudgery of manual and paper-based processes through an easy-to-use solution built specifically to manage government procurement workflows. Water District staff will be able to produce high-quality, consistent, and compliant solicitations while providing transparency and clear communication to suppliers that will help them understand and respond to solicitations more effectively. OpenGov has a strong presence in the state of California

partnering with governments such as Palmdale Water District, Valencia Heights Water Company, and Valley Sanitary District.

We are on a mission to power more effective and accountable government and seek to produce long-term partnerships with the agencies we serve. Our entire organization is committed to ensuring the success of this engagement with the Water District, and I look forward to meeting with you and your team very soon.

Sincerely,

James Jagers  
jjagers@opengov.com  
916-223-9146



# Executive Summary

OpenGov is proposing **OpenGov Budgeting & Planning** with the **Reporting & Transparency capability, and OpenGov Procurement** for consideration. We look forward to demonstrating how these solutions will enable you to operate efficiently, adapt to change, and strengthen public trust.



**OpenGov Budgeting & Planning** is the only modern, year-round collaborative budgeting software designed to meet the unique needs of data-driven public sector planning and analysis. Trusted by hundreds of forward-thinking governments, OpenGov Budgeting & Planning is the industry's most collaborative solution for budget process automation, personnel cost forecasting, performance reporting, strategic planning, and community engagement. OpenGov Budgeting & Planning empowers governments to bring modern efficiencies to their complex planning process and drive community outcomes.

**Reporting & Transparency** powers the OpenGov Cloud with unparalleled reporting and transparency capabilities to drive faster, more effective decisions, and understand the public response. OpenGov was founded on the principle that better transparency and civic service are paramount to the future of state and local government. Reporting & Transparency provides a seamless connection between back-office capabilities and industry-leading communication tools; transforming civic engagement and empowering data-based decision-making.

**OpenGov Procurement** is the collaborative public procurement suite built for modern government. Providing end-to-end automation across solicitation development, proposal evaluations, and supplier interactions, OpenGov makes procurement more enjoyable and transparent for everyone involved. With it, procurement teams have the intuitive cloud software and world-class support needed to achieve strategic procurement.

Procurement teams using OpenGov have cut the time required to write and release RFPs by 75%, increased supplier responses to solicitations by 3-4x, and moved to 100% paperless procurement – all while transforming relationships within their government by simplifying how internal stakeholders engage with their function. As part of the OpenGov Cloud, OpenGov Procurement helps governments connect end-to-end processes across budgeting, procurement, accounting, and reporting — driving improved strategic outcomes enterprise-wide.

## Why OpenGov?

### Operate Efficiently

Public sector organizations are constantly under pressure to achieve efficiency gains. OpenGov offers transformative solutions for budgeting, financial management, permitting and licensing, asset management, and procurement with the industry's best reporting and transparency capabilities – allowing customers to save thousands of hours on their processes.

### Adapt to Change

Modern, high-performance governments build scalable, flexible infrastructure and processes that equip them to adapt to these changes and create a sustainable organization that can withstand shifting internal and external priorities, maintain continuity through political changes, and perform well through workforce changes. Modern cloud architecture ensures all of your users have access to the latest features and upgrades while reducing your IT burden, minimizing your cost footprint, and breaking down system and data silos. Thanks to world-class professional services and a roadmap driven by customer feedback, you future-proof your investment for the next generation.

### Strengthen Public Trust

The key to public trust in government relies on the level of proactive communication and quality service provided – which today requires modern digital experiences to meet expectations. [Thousands of governments nationwide](#) partner with OpenGov to drive more effective and accountable operations through cloud solutions. Built exclusively for state and local government, OpenGov's software, services, and expertise are backed by over 500 years of employee experience in the public sector.

## Trusted by Leading Governments



City of Minneapolis, MN



City of Pittsburgh, PA



City of East Providence, RI



City of Norfolk, VA



Kansas City, MO



City of Tucson, AZ



City of Tampa, FL



City of Florissant, MO

## Benefits of Modern Government Cloud Software

In a [post-pandemic world](#), the benefits of modern cloud software (aka: “Software as a Service”) are crucial in helping governments address the challenges of remote work, digital services, and managing uncertainty. [Cloud software](#) helps you future-proof your investment while focusing on your community.

### ✓ Operate Efficiently

Modern government work is collaborative. Intuitive software empowers all users for success.

### ✓ Improve Resident Experience

Digital services map to the expectations of community members and improve satisfaction.

### ✓ Strengthen Public Trust

Better decisions and alignment come from common, shared, accurate information

### ✓ Adapt to Change

Leaders have confidence in the face of uncertainty that their [processes are secure](#) and sustainable.

## All Clouds aren't Created Equal

Most software providers in the market are packaging up legacy software as “cloud” because it’s delivered over a network. Same software, different packaging. These aren’t designed for 21st-century government. Modern government cloud software has these characteristics:

- **Anywhere, Any Device** - Nothing to install - only a browser required
- **Intuitive User Interfaces** - Eliminate the nuances and complexities that only “power users” can understand
- **Fast and Configurable** - Get up and running quickly, providing value when you need it
- **Cloud-First** - Focused on one great experience, not managing different versions of software
- **Continuous Enhancement** - Rapid innovation driven by customer feedback
- **World-Class Security and Infrastructure** - Built on leading cloud infrastructure from AWS and SOC2 (Type 2) Certified (*more info on the AICPA’s SOC2 control framework [here](#)*)
- **100% Hassle-Free** - Always up-to-date with no effort from your government.
- **Future-Proof** - Most software providers will have to re-architect for the cloud - a huge disruption you can avoid



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“Any user, whether it’s a Council member, a member of the public, or staff in departments, can go into the budget data and answer their own questions,”

**Jennifer Tell**, Budget Manager | City of Alameda, CA

# OpenGov Budgeting & Planning

Modernize your budget and align spending to strategic outcomes.

## Manage an Accurate, Outcome-Focused Budget Process

Streamline and unify your end-to-end budgeting process, seamlessly tie budget dollars to key organizational initiatives, and draw actionable insights that maximize performance outcomes. Then, through [Reporting & Transparency](#), add a narrative to your results and share them internally and externally for better collaboration.



“OpenGov helps us bring it all together, it enables us to both: 1) create a better, more collaborative budget, one that deploys resources more efficiently across departments; and 2) demonstrate to the public, Council, and our bond ratings agency the impact of savings and investments for our city.”

**Bob DaSilva**

Mayor | City of East Providence, RI



**Collaborate More Effectively.** Collaborate across departments by sending and receiving budget proposals, tracking performance on strategic objectives, commenting on key reports, and tying strategic priorities to outcomes.



**Build an Award-Winning Budget Book.** Take your budget book online to transparently share with local residents and internal departments, all within a GFOA-award-winning template to create an award-winning budget document.



**Organize your Capital Planning.** Streamline project submission, effectively align your capital planning to strategic priorities, forecast the full cost of long-term capital expenditures, track performance, and keep the public informed along the way.



**Automate Workforce Planning and Forecasting.** Model and forecast the full burdened cost of your workforce plan with the industry's most comprehensive workforce planning solution. Treat your largest cost driver with the modern technology it deserves.



**Build Trust Through Transparency.** Build trust with constituents by communicating initiatives and progress clearly while fostering better engagement with best-in-class transparency solutions. From budget simulations and virtual council meetings to internal dashboards and public-facing web pages, when it comes to engaging with the public we've got you covered. It's how we got our name, and nobody does it better.



**Manage your Processes and Achieve your Strategic Plan.** Save time, drive alignment, and manage your most impactful internal processes. From submitting proposals to evaluating performance data, automate your unique processes so all your steps are centralized, documented, and nothing falls through the gaps in your budget, finance, and operating workflows.

## Budgeting & Planning Use Cases

- Collaborative Operating, Capital, and Personnel Budgeting
- Multi-year Capital projections
- Online Budget Book Publication
- Budgetary vs Actuals Reporting
- Workforce Calculations and Forecasts
- Performance Management
- Financial Projections
- Program-based budgeting
- Scenario Analysis
- Strategic Initiative Budgeting and Reporting

## Year-round, Full-Featured Public Sector Budgeting

Maximize end-to-end effectiveness for your entire year-round budget and planning cycle, from near-term forecast adjustments to long-range capital initiatives to continuous budget management and strategic initiative engagement.

**The standard solutions in your Budgeting & Planning software suite include:**

### **Operating Budget:**

Liberate your budgeting from disparate spreadsheets with a unified process that seamlessly ties spending to desired outcomes

### **Workforce Planning:**

Simplify planning for your most complex and important asset – your people – with scenario analysis, advanced calculations, and integrated budget requests

### **Capital Planning:**

Forecast long-term capital expenditures, manage proposals and evaluations, track performance, and easily keep stakeholders from various audiences informed of progress

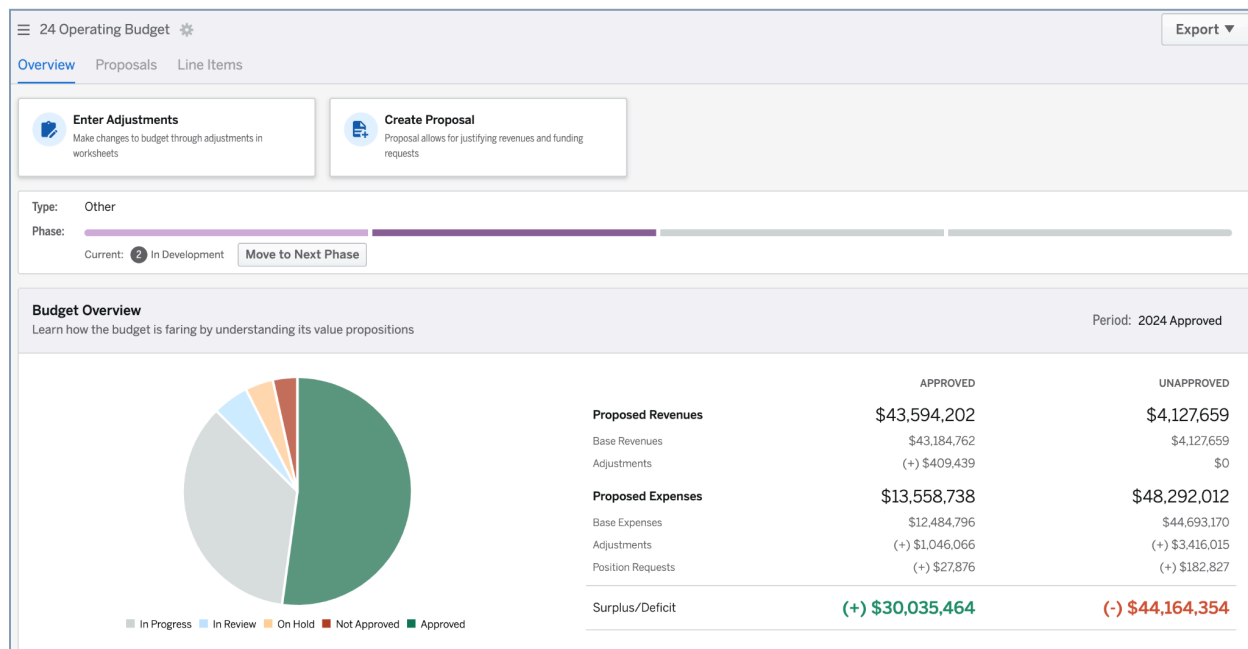
### **Online Budget Book and Publications:**

Publish a fully interactive, GFOA award-winning [online budget book](#) and a flexible online publisher makes creating and distributing any kind of financial, operational, or project information easy and accessible.

### **Performance Reporting:**

Monitor your budget vs actuals and non-financial performance data with dashboards and reports that anyone from electeds, to executives, to the public can use to monitor progress against strategic goals and stay on budget.





User Home Screen includes At-a-Glance Budget Overview and Tasks

## Government's Most Collaborative Budgeting & Planning Solution

OpenGov drives efficiency through heightened collaboration by centralizing your planning in an intuitive online solution, delivering breakthrough communication between offices and departments.

- Achieve **unprecedented alignment** around strategic priorities that come from a real-time, singular source of truth
- Give your budget collaborators an **easy-to-use** system that reduces the back-and-forth of traditional processes
- **Controlled collaboration** is made simple through configurable administrative settings for user access and editing ability

## Industry-leading Reporting and Analysis to Operate Efficiently

OpenGov Budgeting & Planning is built with a data-first foundation that provides out-of-the-box reporting & analysis capabilities for dashboards, managerial reporting, KPI tracking, scenario modeling, and data consolidation and sharing.

- Share **complex information that the public, elected officials, departments, and administration can understand** with customizable at-a-glance insights and interactive dashboards

- **Reduce reporting bottlenecks** by freeing up your IT, finance, and other staff with centralized, self-serve reporting
- **Sharpen your focus on outcomes** by establishing and tracking relevant KPIs to keep stakeholders updated on spending, initiatives, and operations

## Seamless Transparency and Engagement to Strengthen Public Trust

Build trust in your community by sharing initiatives and progress clearly while fostering better engagement through integrated tools to collect feedback and sentiment.

- **Publish award-winning budget books online** to provide residents with a better understanding of how tax dollars are impacting the community.
- **Communicate initiatives effortlessly** with a simple drag-and-drop web page builder and customizable themes that make it easy for residents to digest key narratives.
- **Run public meetings** and budget simulations with our Community Feedback – complete with forms, surveys, and other tools for robust public engagement.
- **Deliver up-to-date financial and operational data with context** to keep the public informed of progress and fiscal health.

## Modern Cloud Technology to Enable Distributed Planning and Adapt to Change

Look to the modern cloud technology trusted by thousands of governments like yours to connect your offices and departments from anywhere, on any device.

- Finalizing your budget in the most extreme climates with device-agnostic software that frees your staff to **collaborate virtually** in a remote work environment
- Be prepared for the unexpected with **online reporting, analysis, and scenario planning tools** that promote rapid response to unbudgeted external risks
- **Attract new generations of talent** to replenish a retiring workforce by providing the modern cloud tools they expect
- Backstop risks to your institutional knowledge through **enhanced continuity** from hassle-free updates, **multi-site backups**, and robust disaster recovery plans

## Integrated Strategic Planning and Performance Management

Drive community outcomes with comprehensive tools to invest in your strategic plan and track performance and progress throughout the year.

- Build your **strategic plan** and your government's **priorities** directly into your planning system

- **Tie budget worksheets directly to strategic initiatives** and **automatically report** on the level of funding each initiative gets throughout the budgeting process
- **Monitor budget-to-actuals** for strategic initiatives throughout the year to understand where to correct your actions to achieve your strategic plan
- Track and **evaluate non-financial performance** data to understand, invest, or **course-correct** on the outcomes of your strategic initiatives
- **Communicate** easily with the public using **automatically updating embed charts and graphs** in OpenGov's publishing tools

## Collaborative Multi-Year Workforce Planning

Empower your departments to contribute and collaborate on each year's workforce plan with the tools to create a structured and protected personnel budgeting process.

- Plan for the **right jobs at the right budget**
- Allow departments to **seamlessly lookup current personnel budget levels** and **request new positions** that all follow your current calculations of the full-burdened cost of each employee
- **Run summary reports** that update automatically with changes in the personnel budget

## Key Features

**Precisely calculate fully-burdened personnel costs through [workforce planning](#).**

Drive better salary projections, increase visibility into cost drivers, and reduce generic assumptions. You can calculate the fully burdened labor costs of an individual or [overall workforce](#), perform scenario analysis to inform negotiations and budget decisions, run vacancy reporting, compare actual positions to budgeted positions, and request new positions using accurate, updated costs. Whereas other solutions on the market may overburden you with complicated formula coding or require extreme manual manipulation to align your true costs, OpenGov handles the complicated calculations for you. You instead have time to focus on the impact of future costs.

IT SUPPORT SPECIALIST-INT\*

Position Name (required)  
IT SUPPORT SPECIALIST-INT\*

Position ID (required)  
1484

Job Name  
e.g. Firefighter

Job Number

Account String Details

Funds (required)  
01 — General Fund

Departments (required)  
150 — Information Technology

Allocation Percentage (required)  
75 %

Funds (required)  
01 — General Fund

Departments (required)  
00001 — Administration & Support

Allocation Percentage (required)  
25 %

New Allocation

100/100%

September 06, 2010

Effective Dates

Start Date (required)  
09 / 06 / 2010

End Date  
MM / DD / YYYY

Position Details

Class  
IT SUPPORT SPECIALIST-INT\*

Grade  
A

Full Time Equivalency (FTE) (required)  
1

Standard Hours per Year (required)  
2080

Hourly Base Wage (required)  
\$ 45.32

Period 2023 - 2024

\$118,176

Breakdown

Wage	\$94,266
Social Security	\$7069
FICA	\$6,261
Overtime	\$4,713
Vacation	\$2,000
Medicare	\$1,464
Worker's Comp	\$848
Disability	\$616
Life Insurance	\$504
Vision Insurance	\$250
Dental	\$155
Employee Assistance Program	\$30

Show unused Cost Elements

Get at-a-glance insights on allocations and the fully-burdened costs of any active or vacant position

## Forecast long-term expenditures for [capital planning initiatives](#).

Seamlessly harness the information your team needs to make educated decisions while providing a working blueprint for sustaining and improving your community's infrastructures. You can send and receive capital planning proposals, adjust proposal line items, track performance on projects, and comment on key reports. Then, easily create printable dashboards to streamline capital meetings.

Current Year

Updated On 34 Mar, 2022

Back

History

Reset

Broken down by

Capital Projects Funds

Departments

Expenses

Visualization

Sort Large to Small

- (434) Land-Buildings-Equip...
- (495) Redevelopment Auth...
- (490) Library Building & Eq...
- (466) TID #10 - Confluence
- (450) Parks & Rec Capital P...
- (422) Central Equipment-C...
- (464) TID #8 - Downtown A...
- (469) TIF #13 - Cannery Dis...
- More (12 grouped)

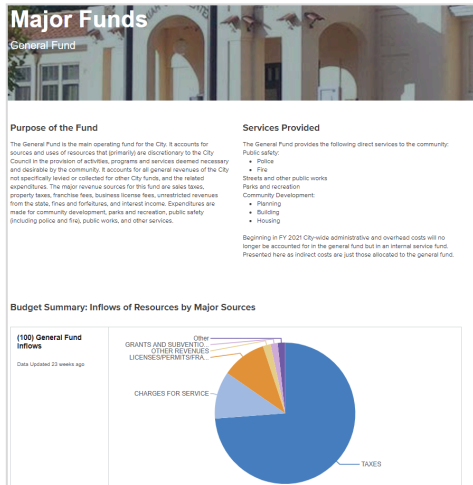
Easy-to-navigate and easy-to-create reports give you insights and drill-downs on your long-term plans

Confidential & Proprietary Information - DO NOT DISCLOSE

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## Simplify online budget publications.

Establish a framework for building any of your budget publications, like your online budget book, faster and more accurately, making the process repeatable and scalable for future years. You can clearly communicate your agency's priorities all while leveraging templates designed with GFOA best practices in mind.



## Interactive, Easily-Digestible Data

**CITY OF TALLAHASSEE**  
HOME DASHBOARD MVV PURPOSE PRIORITIES FEEDBACK SUBSCRIBE

The City of Tallahassee  
**Five-Year Strategic Plan - 2024**

Our community celebrates its bicentennial in 2024, and the City Commission is proudly setting the groundwork that will guide the City of Tallahassee's operations to its 200th anniversary.

This plan – the first overarching plan of this magnitude in our organization's history – will help us realize our vision:

*A creative capital city that supports a strong community with vibrant neighborhoods; an innovative economic and educational hub serving diverse and passionate people, protecting our natural resources and preserving our unique character.*

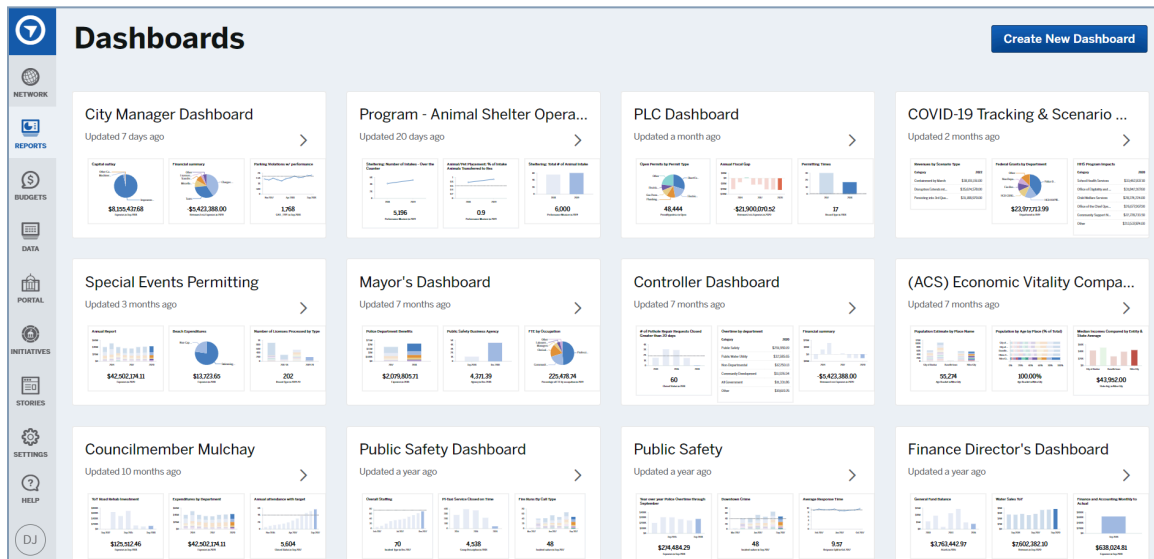
Measuring our performance is key to achieving the goals established in the Strategic Plan. This tool allows the City to track our progress on key

**2021 CERTIFICATE OF DISTINCTION**  
In Performance Management  
ICMA

## Tell the Story of Your Strategic Plan

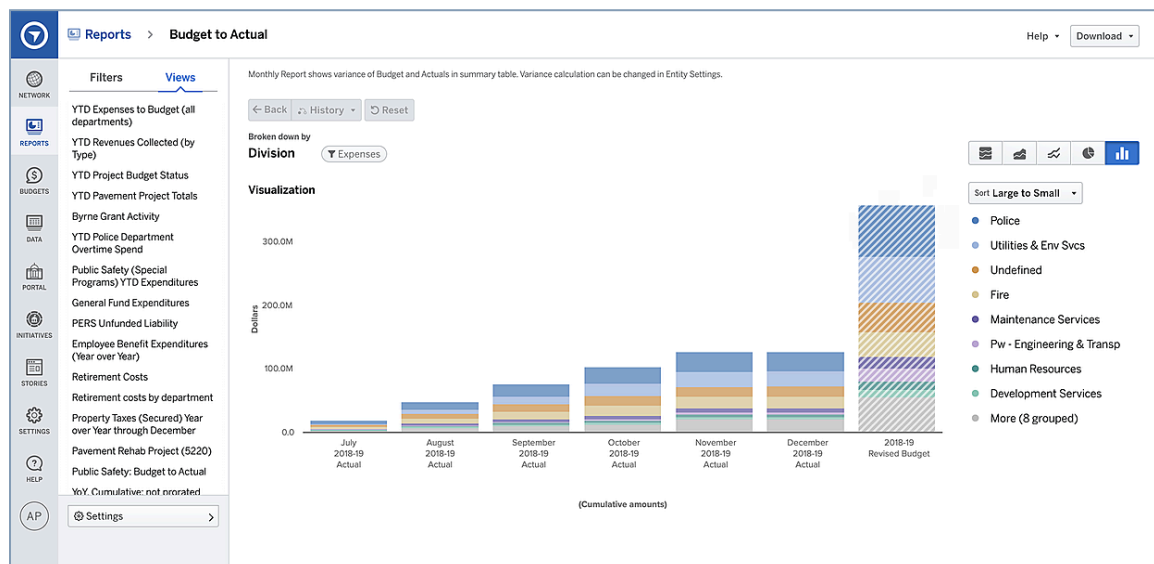
## Make better decisions with centralized dashboards for everyone.

Powering OpenGov Budgeting & Planning is OpenGov [Reporting & Transparency](#). Integrate and synchronize your financial and non-financial data with other data sources including your ERP. When any data point changes, all reports automatically update. You can go beyond seeing your outcomes and truly understand the reasoning behind performance with OpenGov's reporting feature.

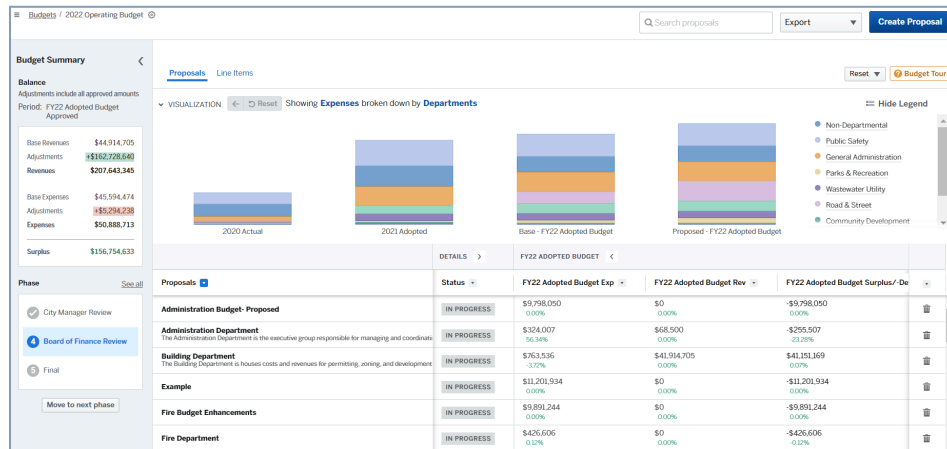


### User Home Screen Includes At-a-Glance Budget Overview and Tasks

## Additional Screenshots of OpenGov Budgeting & Planning



### Integrated and Easily Configurable Reporting with Up-to-Date Financial Data



Operating Budget Proposal Summary Table

Back to: All Workforce Plans

## Workforce Plan

Positions Cost Elements SETTINGS

Select and update cost elements

New Element Reorder

### Wage

Overview

Name of Cost Element (required)  
Wage

Category (required)  
Base Wage

Description (required)  
This CE Calculates the base wage for each position using the hourly rate.

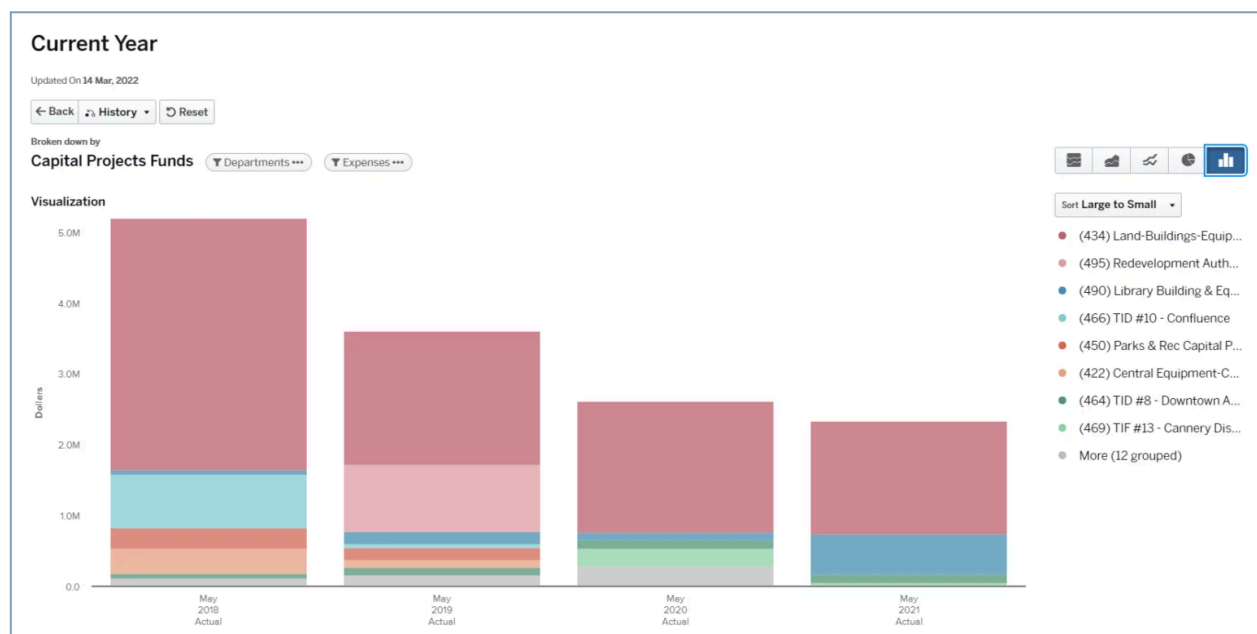
Value Type  
Wage

Object Account Code (required)  
40010 - Salaries

Start Date Source  
Fiscal Year Start

Save

Multi-Year Workforce Planning Cost Element Creator





**Full Feature Capital Planning:  
Reporting, Project Communication, and  
Proposal Creation**

Minneapolis, MN

Capital Budget Requests

2022-2027 Capital Budget

Municipal Building Commission

[MBC01 - Life Safety Improvements](#)  
[MBC02 - Mechanical Systems Upgrade](#)  
[MBC10 - Exterior Improvements](#)  
[MBC12 - Safety Improvements - Non-Stagework Areas](#)  
[MBC13 - 4th St Sidewalk/Exterior Light Poles Upgrade](#)  
[MBC15 - Elevator 12 Modernization](#)  
[MBC16 - Building-Wide Electrical Upgrades](#)

Miscellaneous Projects

[ART01 - Art in Public Places](#)

Capital Facilities Projects

Apply Online

Capital Facilities New Project Request

Online form and workflow to request new capital facilities projects and programs for review and approval for inclusion in the County of Santa Cruz Capital Improvement Plan (CIP).

Select

Capital Facilities Continuing Project Request

Online form and workflow to submit a ongoing capital facilities project request for review and approval for continuing inclusion in the County of Santa Cruz Capital Improvement Plan (CIP).

Select

Capital Facilities Project Update Report

Online form and workflow to submit a ongoing capital facilities project status update for continuing inclusion in the County of Santa Cruz Capital Improvement Plan (CIP).

Select

DOT Financial Management Dashboard

Primary funding comes from traditional sources such as gas tax revenues, vehicle registration fees, federal reimbursements and local participation.

Fiscal Years 2017-19 Appropriations

Click here for more information.

\$12B

\$10B

\$8B

\$6B

\$4B

\$2B

\$0

2017

2019

\$10,339,453,888.70

Expenses in 2019

Financial Management Division

Click on chart for more information.

Category

2019

Reporting

\$92,512,907.05

Budget

\$88,341,703.90

Funding

\$24,337,055.41

Object of Expenses FY17-19

Click on chart for more information.

Other

1001 Sal...

2001 Pro...

2008 Deb...

2009 Oth...

5000 Cap...

\$10,339,453,888.70

Expenses in 2019

Capital Projects FY18-19

Click on chart for more information.

\$150M

\$100M

\$50M

\$0

2018

2019

\$130,844,670.78

Expenses in 2019

Travel Expenses FY2019

Click on chart for more information.

Category

2019

Travel In-State - Meal...

\$5,848,997.84

Travel In-State - Publi...

\$1,144,412.69

Travel In-State - Milea...

\$978,525.91

Travel In-State - Incid...

\$562,962.99

Travel Out-of-State - ...

\$332,519.38

Other

\$509,256.17

**Executive Dashboards with drill-down capabilities**

Confidential & Proprietary Information - DO NOT DISCLOSE

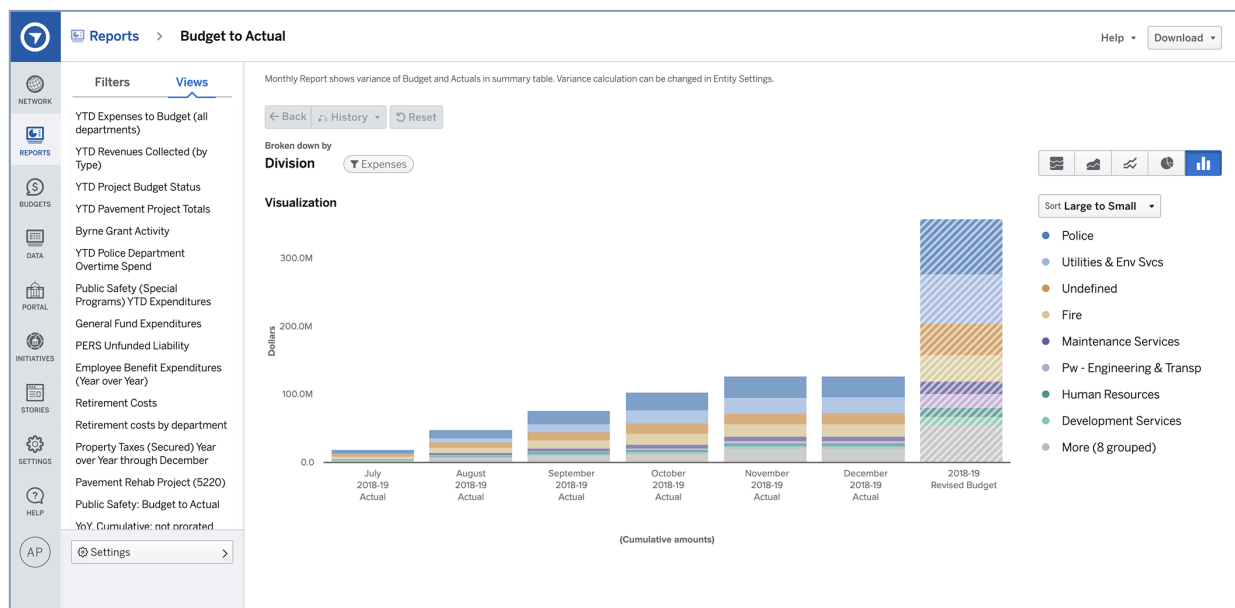
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# Reporting & Transparency

Centralize reporting and align data with context for internal and external stakeholders

OpenGov Budgeting & Planning is powered by our robust **Reporting & Transparency** capabilities.

Built with a data-first mindset, OpenGov Budgeting & Planning includes unparalleled reporting and transparency capabilities to drive faster, more effective decisions, and understand the public response. OpenGov was founded on the principle that better transparency and civic service are paramount to the future of state and local government. Trusted by hundreds of forward-thinking customers, OpenGov Reporting & Transparency provides a seamless connection between back-office capabilities and industry-leading communication tools – transforming better civic engagement from aspiration to reality.



## Reporting & Transparency Use Cases

- Interactive budget summary
- Community surveys
- Participatory budgeting
- Performance reporting
- Stakeholder engagement
- Citizen ideas/feedback portal
- Internal project coordination
- Emergency communication
- Strategic planning

## Present complex information that all parties can understand.

Keep internal and external stakeholders updated on performance and aligned around high-level strategic goals. Gain at-a-glance insights with interactive dashboards, take action with customized alerts, or dive into the granular details for deeper analysis.



## Increase trust with broad community engagement.

Supplement public hearings with virtual town halls, capital project annotations, budget simulations, and online surveys that are easy and convenient. You can gather broader feedback from residents by reducing the barriers of involvement.

## Reduce reporting bottlenecks across your organization.

Free up your IT and Business Intelligence professionals with centralized reporting and immediate access to necessary day-to-day data for every department.

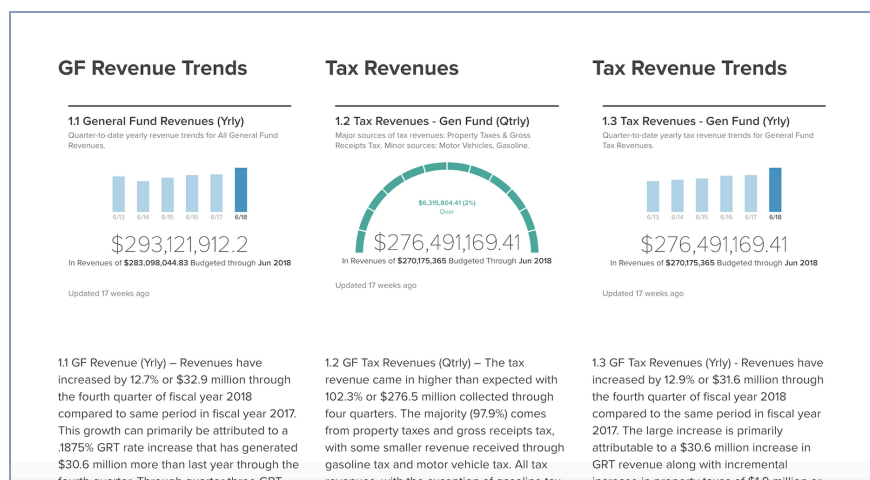


## Achieve your communications objectives.

Put your operating and strategic plans online in a way that your constituents can easily understand and even interact with. Tell the stories behind your data by quickly creating, editing, and publishing content in real-time, while easily incorporating feedback. Then, identify and analyze engagement by seeing the number of views, unique visitors, and social sharing metrics.

## Focus on performance to drive community outcomes..

Establish goals for departments, programs, or initiatives, then track relevant KPIs to keep external stakeholders updated on spending, performance, and progress.

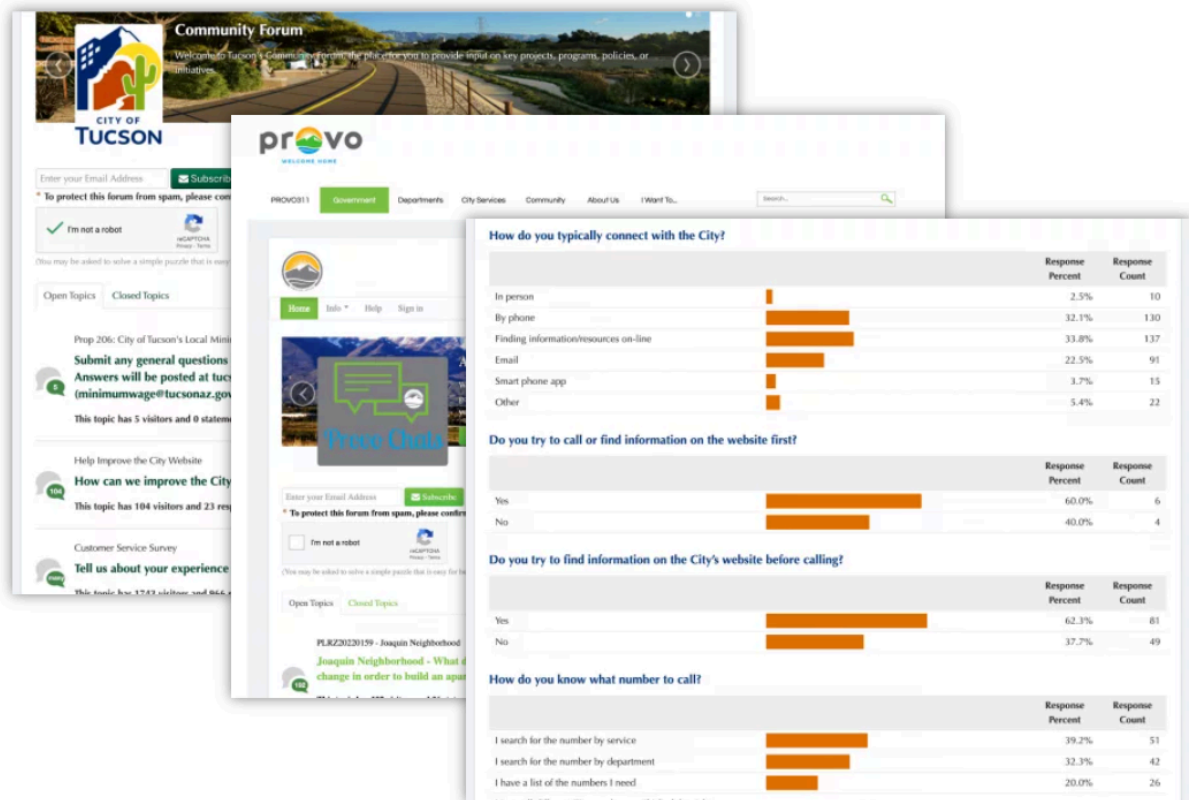


## Communicate clearly and increase transparency with stakeholders.

Create and share content easily and quickly. Use a simple, drag-and-drop page builder to combine your data with images, dashboards, maps, and narrative context. Present complex information in a way that's easy for anyone to understand. Share via email, social media, or through your agency's website.

## Capture feedback online, at meetings, or on the go.

Record feedback from residents, colleagues, and other stakeholders at any moment through online surveys, virtual town halls, mobile forms, or budget simulations.



## Additional Features

- **Share the data behind the news.** Visually dynamic tiles reveal the yearly, monthly or weekly breakdowns of your underlying report through pie charts, stacked bars, and summary tables.
- **Better project planning.** Fulfill public input requirements for grant applications and collect the public response you need to for planning large-scale projects.
- **Social media impact.** Share your published pages on Facebook, Twitter, Nextdoor, or LinkedIn and track your story's analytics in OpenGov.



"We're an [open book](#) when it comes to city finances. You want to see the last 10 years of expenditures? It's on our OpenGov portal."

**Kristina Alfaro**

Director of Administrative Services | City of Cupertino, CA

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"We saved 100 hours in annual budget work by transitioning to OpenGov Budgeting & Planning, including the publication of the budget document."

**Walter Rossman**

Deputy City Manager | City of Milpitas, CA



# OpenGov Procurement

## Collaborative Procurement Automation for the Modern Government

As part of the OpenGov Cloud, [OpenGov Procurement](#) helps modern governments connect end-to-end processes From solicitation development, supplier engagement, evaluations, and contract management. With OpenGov Procurement, customers access:

- The industry's **most** automated and intuitive Solicitation Development solution
- Modern Supplier Engagement that **increases bid responses** and **equitable selection**
- **User-friendly design** that guides users with in-context training and live support
- Transparent procurement and supplier relationships thanks to OpenGov's legacy of **driving transparent operations**



### Satisfy Suppliers

Expand your supplier network and improve your partner experience with the industry's most intuitive bid portal and multiple workflows



### 100% Paperless Procurement

[Digitize document management](#) with scanning, uploading, and archiving facilities.



### Increase Accountability

Establish a simplified view of contract and vendor spending via a single source of truth.



### More Strategic Impact

Less clerical work and more strategic time thanks to intuitive guided workflows and integrated training for collaborators



### Centralize Data

Enter data once and make it accessible to stakeholders across the entire system.

# 75%

of customers cut  
time spent writing  
& releasing RFPs

...

Increased supplier  
responses by

# 3-4x



# Procurement

Collaborative, Transparent End-to-End eProcurement



Develop  
Solicitations

Engage  
Suppliers &  
Evaluate

Manage  
Contracts

RFx Assembly Automation  
Collaboration & Approvals  
Version & Format Control  
Template & Scope Library

Supplier Self-Service  
Guided Bidding  
Multi-Phased Evaluations  
Lowest Responsive

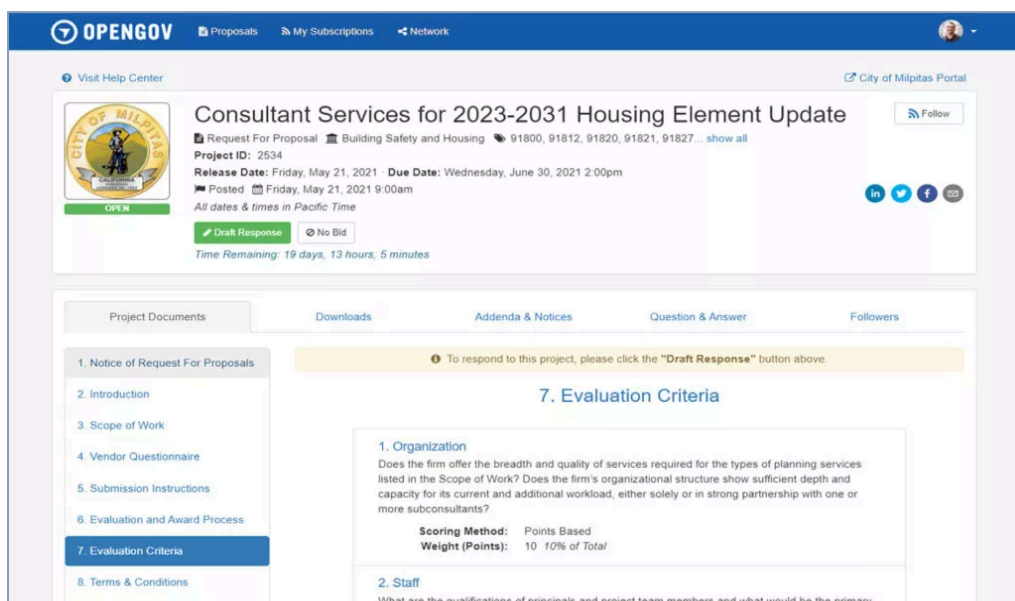
Spend Tracking  
Bi-Lateral Contract Approval  
Contract Development  
Records Retention

 **OPENGOV** Confidential, Do not share

\*Requires integration with OpenGov Financials

## Turbocharge your Solicitation Development with Modern Automation

Exit the world of excessive uploading and downloading of PDFs, spending hours on scope research, word processors and formatting and version control challenges. Instead, turn your solicitation templates into intuitive, guided online workflows so project managers, reviewers, and buyers can easily collaborate on key documents. Dynamically track project status throughout reviews and get insight into timelines, stakeholders, and project pipelines. These “unique to OpenGov Procurement” capabilities turbocharge your entire workflow, with audit trail and compliance built in. This solution is so intuitive, that many agencies have had first-time users build bids with no training.

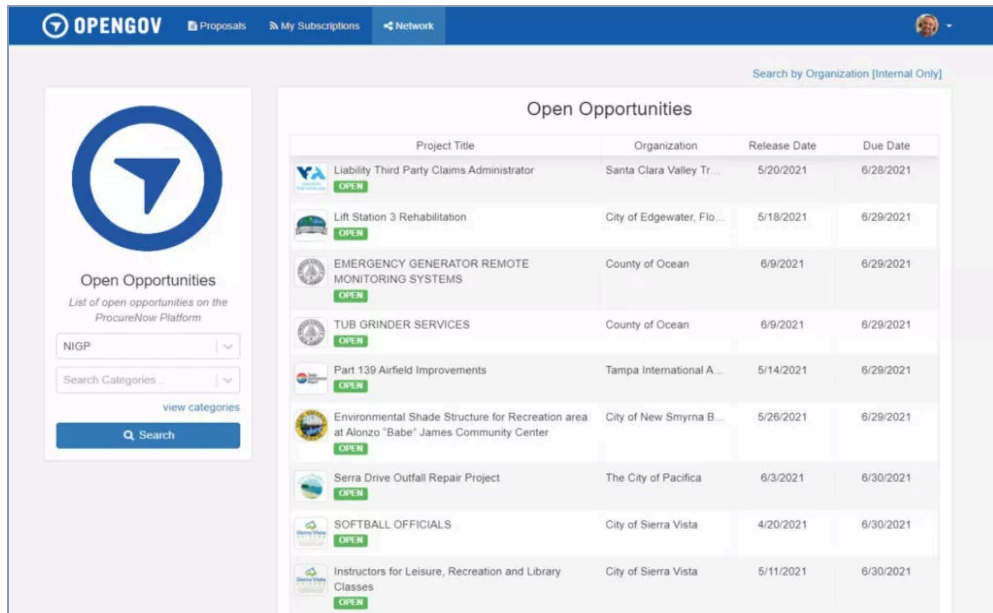


The screenshot displays the OpenGov Procurement interface. At the top, the navigation bar includes the OpenGov logo, 'Proposals', 'My Subscriptions', and 'Network'. Below this, a 'Visit Help Center' link is visible. The main content area features a project titled 'Consultant Services for 2023-2031 Housing Element Update' with a 'Follow' button. The project details include a 'Request For Proposal' icon, 'Building Safety and Housing' category, and a list of project IDs (91800, 91812, 91820, 91821, 91827). The 'Project ID' is 2534. The 'Release Date' is Friday, May 21, 2021, and the 'Due Date' is Wednesday, June 30, 2021, at 2:00pm. The project was posted on Friday, May 21, 2021, at 9:00am. A 'Draft Response' button is highlighted, and a 'No Bid' button is also present. A timer indicates 'Time Remaining: 19 days, 13 hours, 5 minutes'. Below the project details, there are tabs for 'Project Documents', 'Downloads', 'Addenda & Notices', 'Question & Answer', and 'Followers'. The 'Project Documents' tab is active, showing a list of documents: 1. Notice of Request For Proposals, 2. Introduction, 3. Scope of Work, 4. Vendor Questionnaire, 5. Submission Instructions, 6. Evaluation and Award Process, 7. Evaluation Criteria (highlighted), and 8. Terms & Conditions. The '7. Evaluation Criteria' section is expanded, showing '1. Organization' with a description of the required services and a 'Scoring Method' of 'Points Based' with a 'Weight (Points)' of '10 10% of Total'. Below this, '2. Staff' is listed with a description of the qualifications of principals and project team members.



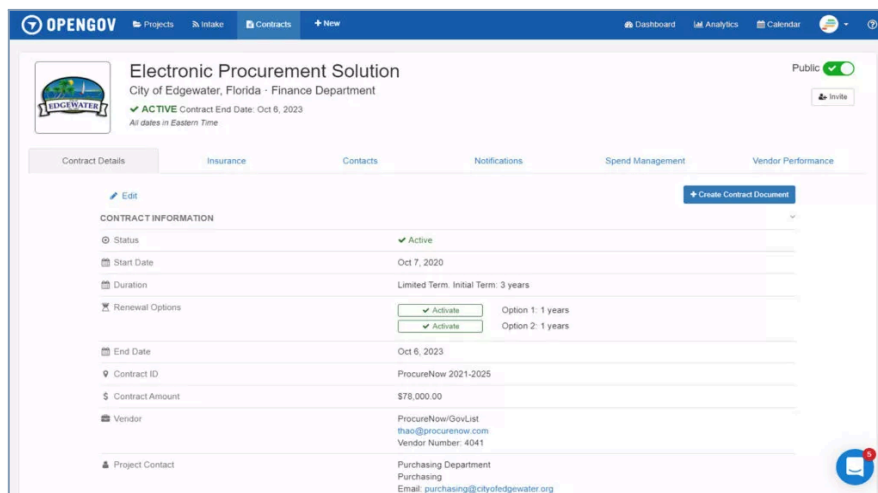
## Engage Vendors in a Modern, Transparent, and Equitable Medium

From sharable public project links, vendor analytics, and funnel tracking to a simple, one-click vendor submission process, OpenGov Procurement does it all. Delight suppliers with guided online proposal submissions with a one-click submission, and live chat support



## Say Goodbye to Excel Scorecards

No more Excel and paper scorecards, OpenGov Procurement can help you manage it all online. Whether you evaluate vendor proposals as Best Value using a scoring committee, Lowest Cost through bid tabulation, or anywhere in between, we can support your process.



## Automate Contract Management

Never miss an upcoming expiration deadline again. Stay proactive—OpenGov Procurement automates reminders and notifications to stakeholders and gives you a birds-eye view of all your active and historical contracts across the organization.

### OpenGov Procurement Use Cases

- Achieve End-to-End Strategic Procurement
- Modernize Solicitation Development
- “Wow” Your Supplier Community
- Streamline Project Intake
- Drive Collaborative Evaluations
- Automate Contract Management
- Build Public Trust

## Key Differentiators of OpenGov Procurement



**Intelligent Boilerplate Automation** entrenches agency-specific policies and procedures into the software, allowing users to build solicitations more like TurboTax vs. being stuck in the world of Microsoft Word. Users enjoy a significant reduction in the uploading/downloading of large documents and reduced formatting and version control challenges. OpenGov is currently the only provider offering this level of automation.



**Template Change Broadcasting** allows agencies to make a change to boilerplate language and have that change broadcasted to ALL templates with the associated language, saving stakeholders from excessive, mundane work while enforcing compliance.



**AI Scope Assistant** leverages ChatGPT to build scopes of work within seconds of providing a brief description of the desired good or service. This feature is unique to OpenGov.



**OpenGov's Government Networked Scope Library** allows users to easily search and find existing public sector scopes/solicitations without having to upload/download documents or copy and paste.



**Live Chat Support:** OpenGov is the only public procurement solution to offer live chat support to both vendors and agency stakeholders.



**Vendor accessibility** is a core pillar of OpenGov. Vendors are never charged for premium alerts, experience a fully guided bid-response experience, and have public access to solicitation and contract documents. Most alternative solutions charge vendors for "premium alerts," if they want access to working with more than a single government.



**Procured Integration** offers a network of Yelp-like vendor reviews from agencies across the country.



**Integrated Electronic Bid Bond Integration** provides agencies with assurance that their projects are protected through notarization, without needing a "wet signature."



**Onboarding Checklists** offer a guided workflow between agencies and vendors so all stakeholders have transparent visibility into who owes what and when (e.g. documents uploaded, approvals, etc.)



**Records Retention Automation** allows agencies to schedule the deletion of old documents, keeping their procurement portal clean and removing the risk of maintaining old documents.

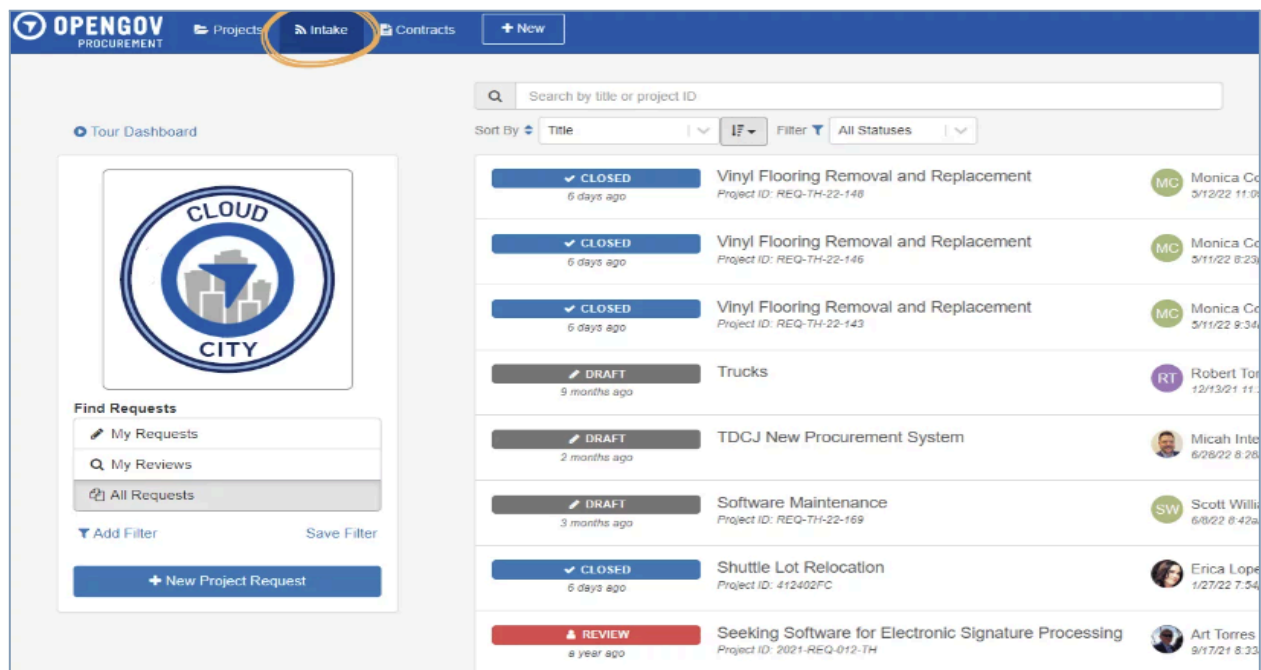
# Solicitation Development Automation

## Faster, Easier, and Compliant Solicitations

OpenGov Procurement offers the industry's only automated and guided RfX/Bid assembly solution that leverages intelligent boilerplates, which are custom-built with agency-specific policies and procedures. It has revolutionized RfX assembly, whether starting from scratch, piggybacking off templates from our publicly shared solicitation library, or leveraging our built-in national cooperative search feature. Drastically reduce the onboarding of new departmental buyers; it's so guided and easy to use that first-time users can build solicitations on their own, even using their mobile devices.

## Step 1: Centralize Compliance and Control, Decentralize the Work

No more copying/pasting using word processors, or having to track down Scope terms. Empower internal customers and improve workflow with a fully guided intake module reinforced with automatic error checking. Now your SMEs can either start from scratch using intelligent boilerplate automation to draft their scope of work or leverage our Solicitation Library which is shared with agencies across the country, so users don't have to reinvent the wheel trying to find necessary specifications.



## Step 2: Click-to-Creation Automation

OpenGov Procurement allows users to stay in the software during the entire solicitation development process. Its proprietary automation allows users to build solicitations by simply answering the guided step-by-step project-specific questions from templates your team has built. The selections determine the necessary forms, bid instructions, insurance requirements, pricing sheets, etc. Once the user has selected their answer, your RfX/bid documents will automatically be written for you with the appropriate instructions – its ease of use simply has no peers.

**OPENGov** PERCENT

Projects | In Intake | Contracts | **+ New**

Invite | Export | Review | Save | **Finalize Project**

Cloud Based Enterprise Resource Planning (ERP) Software

Document mode: **DRAFT**

[Edit Sections](#) | [Show Tutorial](#)

### Document Setup

Info | **Setup** | Intro | Scope of Work | Evaluation | ...

Provide the information below to configure your document

✓ 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?

☐ Yes  
☒ No

### Step 3: Teamwork Makes the Dream Work

Project Documents | Document Setup | **Approvals** | All Comments

### Approvals Dashboard

Each approver will be notified by email that their approval has been requested.  
Once all approvers have approved, the project can be finalized using the "Finalize" button at the bottom of the page.

Select approver(s) or start typing a name | **Add Approvers**

Don't see who you're looking for? [Invite them.](#)

Art Torres	Approved!	Approved: 10/18/21 9:21pm by <b>OpenGov Staff</b> on behalf of Art Torres
Thao Jones-Hill	Approved!	Approved: 1/14/22 1:57pm

**Finalize Project**

Use this dashboard to manage the status of your approvals.  
You can view when your approver first viewed the project and send them reminder emails.  
You may also approve the project for any approver that is unable to do so themselves or remove the approver if their approval is no longer necessary.


Question & Answer
RSVP Manager
Proposals
Vendor Analytics

## Question & Answer


Questions and clarifications about the project

+ Add Vendor Question
Report
Export to CSV
Active

### 1. Extend the Due Date Nov 9 2021 at 5:38 PM




**Thao Jones-Hill** Nov 9 2021 at 5:38 PM  
Cloud City  
Will you extend the deadline? I'm horrible with time management.




**Thao Jones-Hill** Nov 9 2021 at 5:40 PM  
Cloud City  
Sure! We have all the time in the world! See new date

### 2. Detailed Specs Nov 18 2021 at 3:59 PM




**OpenGov Staff** Nov 18 2021 at 3:59 PM  
OG Support  
Requirement 10.5 states the solution must be able to assembly solicitation documents. Is this a "Must Have" requirement, or is it ok to just flatten all that critical data into a word processor and upload the finished document as a PDF?





**Thao Jones-Hill** Today at 8:12 AM  
Cloud City  
This is a "Must Have" Requirement


Awaiting Review
Edit
Release


Collaborate in real-time. Guided workflows and content suggestions (defined by your agency) improve transparency and accountability, accelerating departments' productivity, while employing best practices. Enjoy reduced internal finger-pointing by staying aligned using clause-level security and audit trail features, simultaneous cooperative workflows, and live Q&A with colleagues – all without ever leaving the platform.


 In-line comments and task assignments

 Calendar integration

 Customizable training

 Redlining and detailed auditing


 Automated alerts

 Project tracking: Pipelines/stakeholder timelines

"A new hire did an entire solicitation on her first try; the software allows us to do this, you don't need to be tech-savvy."

**Melanie McDonough**

Chief Innovation Officer | City of Lebanon, NH

 **OPENGOV**

Confidential & Proprietary Information - DO NOT DISCLOSE

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## Supplier Engagement

### Game-Changing Automation, Transparency, and Teamwork

OpenGov Procurement is designed specifically to empower public procurement teams, like yours. Collaborative workflows set vendors and internal teams up for success, supported by automation features that improve transparency and communication, while reducing finger-pointing and clerical work. Start leveraging paperless, intuitive e-bidding and scoring automation for a more reliable, strategic, and enjoyable process.

### Engage Suppliers

Easy Access, Bi-lateral Workflows and Automation = Equity, Results, and Happiness

Collaborative	Transparent	Easy to Use
★ Encourage supplier diversity with free self-service vendor portal	★ Stay compliant with sealed bids, with multi-phase bid opening support	★ Integrate with digital signatures, online forms, electronic notary and bid bonds
★ Receive support with real-time chat	★ Review workflow reporting	★ Provide vendors with an accessible self-service vendor database
★ Stay aligned with in-suite Q&A management	★ Track vendor activity in real-time	★ Wow vendors with guided step-by-step questionnaire-like proposal submissions

## Vendor Portal

### Free Access to 1000s of Government Bids

With OpenGov Procurement, suppliers of all types, sizes, and locations have equal access to 1000s of government bids free of charge (yes, even for premium alerts) and bids can be viewed without vendors having to log in.

Avoid paper-heavy, disjointed bid response headaches. Our vendor questionnaire provides step-by-step guidance, designed for suppliers with no experience selling to governments. Intuitive workflows ensure no training is required, plus suppliers are never charged for portal access or premium bid alerts.

**OPENGOV PROUREMENT**

Proposals Awards Subscriptions Network

Visit Help Center Cloud City Portal

## Cloud Based Enterprise Resource Planning (ERP) Software

Request For Proposal Finance

Project ID: 2021-RFP-015-MI

Release Date: Friday, January 14, 2022 · Due Date: Tuesday, February 1, 2022 12:00pm

Posted: Friday, January 14, 2022 3:02pm

All dates & times in Central Time

[Draft Response](#) [Events RSVP](#) [No Bid](#)

Time Remaining: 17 days, 20 hours, 51 minutes

Project Documents Downloads Addenda & Notices Question & Answer Followers

1. Introduction
2. Instructions to Bidders
3. Scope of Work
4. Evaluation Phases
5. Terms and Conditions
6. Federal Terms and Conditions
7. Insurance Requirements
8. Vendor Questionnaire
9. Evaluation and Awarding Process
10. Attachments

To respond to this project, please click the "Draft Response" button above.

### 4. Evaluation Phases

#### Technical Evaluation Phase

1. Evidence of Understanding of Scope of Work
 

Evaluate how well each proposal demonstrates the bidders understanding of the project. Does their proposal meet the requirements and objectives. Is the level of effort proposed commensurate with the stated requirements? Do the deliverables and milestone meet Agency's requirements and timelines?

**Scoring Method:** Points Based  
**Weight (Points):** 30 (30% of Total)
2. Management Proposal
 

Evaluates skill set and credentials of management team, company viability and experience, Technical capabilities. How well will these parameters meet the end goals and desired outcomes for the Agency?

### Accessible and Easy to Use:

- **Experience mobile compatibility** so you can work from anywhere
- **Use one login** to access unlimited governments
- **Easily upload** thanks to intuitive drag-and-drop features

### Automated and Integrated:

- **Hit every deadline** with helpful automated alerts
- **Calendar deadline syncs** and auto addenda notices keep you on task
- **Error-free responses** thanks to automatic price tabulation and reviews
- **Fully integrated electronic signatures** and online forms
- **Online notary** and electronic bid bond integration
- **RSVP** to pre-bid meetings

### World-class Support:

- **In-platform Q&A** to get the answers you need without leaving
- **Live-chat support** without having to contact the agency



"I will never go to another system again. This platform is so intuitive; it doesn't need any training. I've heard this from my end users and my suppliers."

**Chris Coghill**

Procurement Director | City of Groveland, FL

## Evaluate & Award

Align SMEs and Procurement; Maximize Strategic Purchasing. Internal teams and stakeholders work at a single, transparent source during group evaluations and can leverage best-value or lowest-cost scoring management and automatic tabulations, supported by sealed-bid openings that help agencies stay compliant and equitable.

**OPENGOV PROUREMENT** | Projects | Intake | Contracts | + New | Dashboards | Analytics | Calendar | User Profile

Invite | Edit Setup | Add Proposal | Public Display | **Award Project**

### Safety Data / Learning Management System

Request For Proposal | Information Technology | 20800  
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 | Pricing Unsealed Tuesday, January 11, 2022 1:45pm  
All dates & times in Central Time

Following 9 followers

Evaluation Overview | Proposals | Evaluators | My Evaluations | **Aggregate Evaluations**

Report | Print All Scores | Table Options | Export to CSV

#### Aggregate Scores Summary

Vendor	Jordan Abramson	Micah Intermill	David Jones	Thao Jones-Hill	Shiloh Rogers	Total Score (Max Score 70)
In House Software	-	56.5	38	69	-	54.5
Micah's Municipal Services	-	65	49	51	-	55
Mothership Inc.	-	-	64	49	-	56.5

Click a vendor's name to view the scorecard submitted by each evaluator for that proposal.  
Click an evaluator's score to view the detailed scorecard for each proposal reviewed by that evaluator.

+ New Phase | Consensus Scorecard | **Award Project**

#### Vendor Scores by Evaluation Criteria

Vendor	Evidence of Understanding of Scope of Work Points Based	Management Proposal Points Based	Local Vendor Preference Pass / Fail	References 0-10 Points	Total Score (Max Score 70)
--------	--	-------------------------------------	--	---------------------------	-------------------------------

Export to CSV

Easy to Use	Collaborative	Transparent
★ Centralize evaluation committee management – can include external evaluators, with unlimited users	★ Send solicitation results with one-click supplier awarding and audited email notifications	★ Get insight and report on individual and cumulative score sheets, plus award summaries
★ Support both lump-sum and line-item awarding	★ Automated reminders and alerts keep teams on track	★ Communicate in real-time with in-platform Q&A
★ Leverage bid tabulations and side-by-side scoring management (best value or lowest cost)	★ Inform with intent-to-award notifications	★ Stay on-task with integrated calendar updates and alerts



“We have all of the evaluation team working in the same digitized doc, which is so much easier to provide to the board when we send it for the recommendation. I have all the information at my fingertips and in one area.”

**Bill Meekins**

Purchasing Manager | Frederick County Public Schools

## Contract Management

### Drop the Clerical Work

Clear your desk by ditching file folders and stacks of binders for paperless electronic contract management. OpenGov Procurement’s Contract Management solution allows agencies to have all contract documents and data in the cloud, protected by SOC2 compliance security standards. Enjoy bi-lateral workflows for contract onboarding, renewals and closeouts, COI expiration management, and built-in transparency, accessibility, and collaboration – establishing a single, centralized source of truth for your entire agency.

Projects

Intake

Contracts

+ New

Dashboards

Analytics

Calendar

Records Retention Administration

Manage Policies

Recently Closed (Policy Needed) (643)

Expiration Date Passed (1)

Document Clean Up (237)

Please apply a retention policy to each of these projects who's contract end date has passed.

Filter by Record Type

All

Apply Policies

	Title	Department	Contact	Last Updated
<input type="checkbox"/>	Construction Manager a... <small>Project ID: 226003</small>	Parks and Recreation	Sandra Alcorn	Jun 15, 2022 1:40 PM <small>Document: closed</small>
<input type="checkbox"/>	Legislative Representati... <small>Project ID: 226058</small>	City Manager's Office	Troy Rombough	Jul 20, 2022 4:07 PM <small>Document: closed</small>
<input type="checkbox"/>	Video in the Fire Trainin... <small>Project ID: 212702</small>	Procurement	Nathan Daou	Sep 2, 2022 8:14 PM <small>Document: Test Project</small>
<input type="checkbox"/>	Water Utility Rate Consu... <small>Project ID: 212702</small>	Business Services	Jenn Myers	Sep 2, 2022 8:16 PM <small>Document: Remainder of project handled externally of OpenGov Procurement</small>
<input type="checkbox"/>	Specific & Aggregate St... <small>Project ID: 212794</small>	Business Services	Jenn Myers	Sep 2, 2022 8:17 PM <small>Document: Remainder of project handled externally of OpenGov Procurement</small>

## Stay compliant with intuitive records retention capabilities

Procurement Portal

Projects

Calendar

All Departments

seat

Q Search

Hide Search

Search by Line Items

Closed

Search Categories...

view categories

Project Title

MOTOR VEHICLES: LARGE SUVs

Release Date: 5/25/2022

CLOSED

ITEM #2 - MODEL YEAR 2022, OR NEWER, FORD EXPEDITION XL 4X4, AS SPECIFIED, OR EQUAL


Line Item	Description	Quantity	Unit To Measure	Awards
2b	Seats - 60/40 Power Fold (Folds Flat), Third Row (87P) (101A Only), As Specified	20	EA	Winner Ford Active contract

Show all 38 line items

ITEM #1 - MODEL YEAR 2022, OR NEWER, FORD EXPEDITION XL MAX 4X4, AS SPECIFIED, OR EQUAL

Line Item	Description	Quantity	Unit To Measure	Awards
1b	Seats - 60/40 Power Fold (folds flat), Third Row (87P), As Specified	20	EA	Winner Ford Active contract

## Instantly find information at the line item level



## Pens and Pencils

Cloud City - Office of the Clerk

✓ **ACTIVE** Contract End Date: Oct 31, 2024

All dates in Central Time

Contract Details
Insurance
Contacts
Notifications
Spend Management

CONTRACT INFORMATION

Status

✓ Active

Start Date

Nov 1, 2021

Duration

Limited Term. Initial Term: 3 years

Renewal Options

✓ Activate

Option 1: 1 years

✓ Activate

Option 2: 1 years

End Date

Oct 31, 2024

Contract ID

1243254

Requisition ID

None

Contract Amount

\$1,000,000.00

Vendor

Government Software Inc.  
monicabandy7@gmail.com  
Vendor Number: 2342333























Project Contact

Thao Jones-Hill  
City Clerk  
Email: thhill@opengov.com  
Phone: (415) 470-2428

### View contract details, insurance information, and more

View Options
Sync POs
Export to CSV

Search by Vendor, Title, ID, or Contact

Vendor	Title	Contract ID	Amount Spent	Budget Amount	Department	Project Contact
 Anderson-Perry	Meadowbrook Overlay Project <b>Active</b>	AP663-143	\$57,150.00	\$72,000.00	Finance	 Monica Cook ⓘ
 Central Washington Asphalt	Meadowbrook Overlay Project <b>Active</b>		<a href="#">Add Spend</a>		Procurement	 Monica Cook ⓘ
 Gibson-Thomas Engineering	E&SC Measures and PCSM Facilities <b>Active</b>	34534444	\$30,000.00	\$110,000.00	Public Works	 Monica Cook ⓘ
 TBD	Used Laptop Computers <b>Active</b>		\$51,000.00	\$50,000.00	Information ...	 Ryan Kelly ⓘ
 Government Software Inc.	Miscellaneous Bus Parts <b>Active</b>		<a href="#">Add Spend</a>		Public Works	 Robert Torres ⓘ
 TBD	Safety Data / Learning Management S 2021-RFP-... <b>Active</b>		<a href="#">Add Spend</a>	\$100,000.00	Information ...	 Robert Torres ⓘ
 Crimson Procurement Consulting	Test Project by Bobby <b>Active</b>	2021-002	<a href="#">Add Spend</a>	\$80,000.00	Procurement	 OpenGov Staff ⓘ
 Government Software Inc.	Pens and Pencils <b>Active</b>	1243254	<a href="#">Add Spend</a>	\$1,000,000.00	Office of th...	 Thao Jones-Hill ⓘ
 In House Software	Safety Data / Learning Management S 2021-RFP-... <b>Active</b>		<a href="#">Add Spend</a>	\$100,000.00	Information ...	 Robert Torres ⓘ
 Government Software Inc.	ERP Cloud <b>Ended</b>	353454	\$350,000.00	\$500,000.00	Procurement	 Monica Cook ⓘ
 TBD	Miscellaneous Bus Parts <b>Upcoming</b>	2021-GEN-...	<a href="#">Add Spend</a>	\$15,000.00	Procurement	 Micah Intermill ⓘ

### Safely house all contracts in a single source of truth

Control	Collaborate	Easy to Use
★ Author, review, and approve accurate and compliant contracts	★ Invite team members to assist and collaborate on contract drafting and reviews	★ Easily track COI expiration dates with real-time alerts and supplier notifications
★ Rate and document vendor performance, fire complaints when necessary	★ Reduce public records requests with self-service public portal	★ Search by product description to locate associated contracts
★ Automate compliance with records retention policies	★ Stay aligned with stakeholders using live chat and clause-level task assignment	★ Keep projects fully in-line with stakeholders using eProcurement automation integration
★ Set appropriate transparency access parameters for both internal stakeholders and the public	★ Manage terms and renewals with electronic bi-lateral workflows	★ Generate intuitive reports on contract spend and not-to-exceed amounts



"OpenGov Procurement has helped streamline our projects through RFP solicitation, construction bidding and contract agreements. The time saved and efficiency of the program are a priceless addition to our procurement resources."

**Andrea Ketzel, RLA**  
City of Pittsburgh, PA



# Security & Reliability

## Organizational

OpenGov's security strategy is based on the NIST CyberSecurity Framework. Our policies and procedures align with the NIST 800-53 recommended controls and are audited annually for SOC2 compliance. Our dedicated Global Security Team oversees administrative and operational security services for the company, while annual security training and phishing assessment programs support the company-wide focus on keeping ourselves, our customers and our community members secure.



## Physical and Environmental

The OpenGov Cloud platform is currently provisioned in the US East (Northern Virginia) Region of AWS. OpenGov has purposefully built geo-isolation between its production and pre-production (e.g. dev/test) environments. Our pre-production environments are provisioned in the US West (Oregon) Region of AWS.

## Scale

OpenGov's applications and infrastructure are designed to scale quickly and automatically in response to workloads, allowing us to provide a steady and predictable performance to our customers. OpenGov can simply provision additional computing and storage based on the requirements of our customers.



## Monitoring and Alerting

OpenGov assures the reliable operation of its platform and applications using a tightly integrated suite of industry-standard monitoring and alerting services (e.g. for availability, performance, security, logging, and metrics). These services are supported by optimized processes and expert operational teams that are available 24x7.

## Data Protection

OpenGov supports HTTPS using Transport Layer Security (TLS), an IETF standard cryptographic protocol, to provide end-to-end communications security for data that is fed to our platform. TLS is widely used for "encryption-in-transit" scenarios in Internet communications and online transactions (e.g. by financial institutions).



Data stored in the OpenGov platform is encrypted "at rest" using AES-256 (Advanced Encryption Standard with 256-bit keys). The use of AES is approved by NIST in its FIPS 197 publication. OpenGov Budgeting & Planning's databases are customer-specific, allowing for complete isolation and protection of data between clients.



### Application Protection

Application services and databases are configured to run in elastic containers with strict resource limits that prevent an unexpected or malicious activity in one service from affecting others. A minimum number of replicas of each service is deployed for high availability, and service replicas will automatically increase with high traffic to maintain fast performance.

OpenGov uses Continuous Integration (CI) and an industry-leading vulnerability analysis service to continuously and automatically scan its applications for vulnerabilities at every stage of their lifecycle. All code repositories are continuously scanned for known defects and vulnerabilities, and a third-party penetration test is conducted annually to test our application security.

### Host Protection

Remote access to OpenGov's production cluster is strictly limited to OpenGov's Engineering personnel. OpenGov Budgeting & Planning and Procurement uses Cloudflare, an industry-leading web application firewall, to actively defend our applications against malicious traffic. Additionally, we partner with a managed security service provider for 24/7 intrusion detection, monitoring, and alerting. We continuously scan our environment for vulnerabilities and use cutting-edge security tools aligned with regulatory, compliance, and industry best practice models to alert us to any anomalous activity.



### Authentication and Authorization



OpenGov offers Single Sign-On (SSO) and platform-local authentication mechanisms to its customers. In the latter scenario, OpenGov leverages an industry-leading security platform for authentication. The Budgeting & Planning and Procurement suites use Role-Based Access Control (RBAC) to authorize authenticated users to access and manipulate subsets of application data.

### Service Maintenance and Upgrade

OpenGov's multi-tenant SaaS cloud environment means that customers get software releases and updates at the same time with their community-specific configurations protected. Micro-releases are done regularly and major new features are rolled out quarterly, providing advance notice and enablement for our communities to maximize the value they drive from new enhancements. OpenGov platform updates are hassle-free and transparent to our customers.



# Qualifications & Experience

We take pride in our customer focus and realize that governing is one of the most challenging careers possible – that’s why we retain a passionate team that’s walked in your shoes – with backgrounds in public-sector finance, budgeting, procurement, and administration – because it’s critical to our ability to solve real problems, both in terms of our software development and customer service we deliver.

[The OpenGov Team](#) has over 500 years of combined public sector experience. From evaluating to implementing and supporting, we have government expertise at every step of the way.

## Mission-Driven Public Sector Expertise

Decades of Combined Procurement Experience

Project Manager	Implementation Consultant	Implementation Consultant	Application Support Specialist	Manager, Implementation Consultants	
					
<b>AMANDA SAGONA</b> Business Transformation Specialist, City of Scranton, PA	<b>ART TORRES C.P.M.</b> Former Chief Procurement Officer, California State University-San Bernardino	<b>BEN HATHEWAY</b> Former Sr. Procurement & Contract Specialist, City of Riverside, CA	<b>CODY WINIESDORFFER</b> Former Senior Sourcing Specialist, City of Pittsburgh, PA	<b>ROBERTO RUIZ JR.</b> Former Sr. Budget Analyst, Teacher Retirement System of Texas	
Implementation Specialist	Implementation Consultant	Solutions Engineer	Project Manager	Solutions Specialist	SVP of OpenGov Procurement
					
<b>MICAELA MARTINEZ</b> Procurement Specialist, Spokane International Airport, WA	<b>SHILOH ROGERS</b> Former Procurement Manager, City of Banning, CA	<b>BOBBY WILLIAMS</b> Former Procurement Supervisor, Mesa Public Schools, AZ	<b>MILLIE CROSSLAND</b> Former City Clerk, Kansas City, MO, and Police Records Manager for Oakland, CA	<b>SHERI JONES</b> Former Grants Management Specialist, U.S. Department of Health and Human Services	<b>THAO JONES-HILL</b> 22 years experience leading government technology companies

 **OPENGOV** Confidential, Do not share

## Awards & Credentials

OpenGov employees have over 500 years of collective government employment experience and many of our key personnel are members of government-focused organizations like [GFOA](#) and [ICMA](#). OpenGov has consistently appeared on the [GovTech 100 list](#) for eight consecutive years and most recently was named as a [2023 Top Workplaces USA](#). We focus our hiring on top-tier talent pools for individuals with proven track records in government and/or the government technology SaaS industry. Additionally, OpenGov’s Customer Support Team has won several awards for excellent customer support, including six Stevie® Awards for Sales & Customer Service for its world-class customer service organization. One of the awards is the People’s Choice award, based on customer votes.

## Company History

After witnessing the City of Palo Alto spend over \$10 million on an ERP system delivered on 20 discs and with green screens, OpenGov's founders learned that governments across the country were similarly hamstrung by outdated technology. The public sector has been underserved by its vendors for decades, while the digital era has transformed consumer experiences and private sector organizations.

State and local governments deserve access to modern cloud software suited to their increasingly complex needs. Citizens deserve to know that their tax dollars are being spent by effective and accountable organizations. Our public sector leaders deserve to be supported by companies who act as true partners. To address these needs, OpenGov was born in 2012.

Today we have over 1,900 government customers using our cloud-based suites. Below are the stories of just a few of our customers who have adopted OpenGov Budgeting & Planning to transform their communities.

## How the City of Alameda, CA Rewired the Budget Process to Reduce Manual Work, Improve Engagement, and Earn Distinction

Before OpenGov, Budget Manager Jennifer Tell described the City's budgeting process as "extremely rushed" while being "impossible" to find the details she needed to understand the budget as a big picture. As a team of one, Tell spent hours alone "hobbling along," as she described it, with an Excel workbook, attempting to derive meaning from hundreds of funds. Meanwhile, frustrated departments bombarded Tell with questions about why certain elements were so expensive. But without salary and fixed cost information for departments readily available, Tell lacked the supporting documentation necessary to justify costs.

Transitioning to a collaborative budgeting process has changed all that. Today, the budget is built entirely in a digital chart of accounts, where the Finance team showed how OpenGov Budgeting & Planning would result in labor savings, even when factoring in learning a new system. Plus, every piece of the budget, including documentation and reporting, is in one place for all to see. Data automatically refreshes every day so teams across departments can track their progress. This more streamlined budgeting process strengthened the Finance department's relationship with other departments across the City

Tell has noticed increased engagement with Council members during and outside meetings. With everything at her fingertips, she can tackle questions efficiently, even during the Council's virtual meetings. The same is true for community members and groups especially interested in the budget. Tell has met with community members to show them how to drill into financial information on their own when they have questions. As the City enters the next biennial budget cycle, Tell is delighted to know OpenGov's solution will help departments build a better budget.

### Customer Results

✓ **Time Savings**

✓ **Trust Across Departments**

✓ **Data Accuracy**

✓ **Award-Winning Budget Book**



"Departments are now proactively reaching out. They see [the Finance Department] as a source of consulting."

**Jennifer Tell**

Database Technician | City of Alameda, CA

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## Transforming Purchasing in Milpitas, CA: From Paper-Pushing to Driving Innovation

In 2014, the City of Milpitas, CA, stopped receiving paper bids from suppliers by implementing electronic bidding, but that still didn't solve many of the challenges that plagued purchasing. At the time, the Milpitas purchasing team managed around 40 solicitations a year with some departments like IT and public works opting to manage their processes separately. Lack of consistency created compliance issues and left out key stakeholders.

To resolve this issue, the Milpitas team decided to focus on contract management to drive more value for the City and ensure that funds are being spent strategically and vendor relationships are managed effectively. While the Milpitas team knew several systems existed that could help them overcome their challenges, it was only through OpenGov Procurement that they saw an opportunity to streamline the entire sourcing process, from idea and solicitation development to evaluation, award, and contract management.

With OpenGov Procurement in place, Purchasing has the proper platform to prevent bottlenecks and set better expectations for the City of Milpitas. They have standardized their process across all departments and promoted more meaningful collaboration with their internal customers, realizing a minimum of 95% increase in productivity. Today, they are no longer seen as the adversary to expediency, but rather a partner in innovation.

### **Customer Results**

- **3x increase in Completed Procurements**
- **100% Department Adoption**
- **90% average time savings per solicitation**
- **95% overall productivity gain for Procurement**

For the full story, [click here](#) to read about how Milpitas, CA transformed purchasing with OpenGov.



"We jumped from a word processing operation to a collaborative tool... it really moved us forward."

**Walter Rossmann**

Assistant City Manager | City of Milpitas, CA

**For more customer stories on how OpenGov's solutions are driving success in communities around the country, please visit: <https://opengov.com/customers/>**

# Professional Services Overview

## We Are Here to Support You

Your success as a customer is OpenGov's top priority. We recognize the challenge of adding a new software implementation project to your already full-to-the-brim schedule. We've invested heavily in the key drivers of your agency's success so you can maximize the impact of your OpenGov software and arm you with insight, expertise, and industry-leading best practices.



### Experience

Our team of over 150 Professional Services experts has implemented over 1,900 customers - we have the experience to make your implementation a success.



### Expertise

OpenGov shares your mission of effective government - and deploys over 500+ years of previous public sector experience for your success.

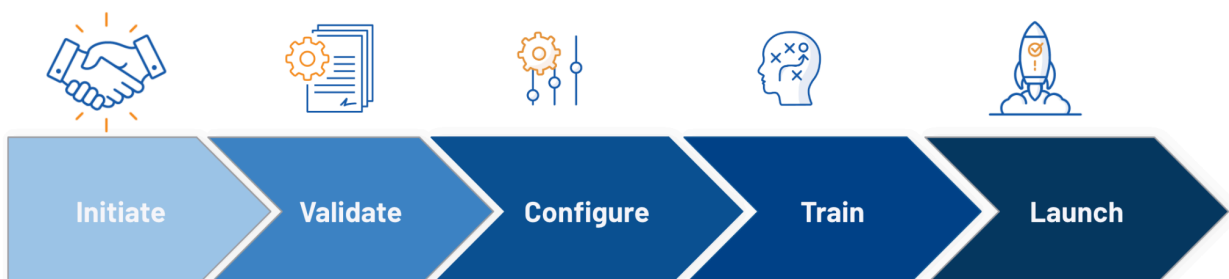


### Fully Supported

No matter the expertise your project needs, our team of professionals is here to partner with you on even the most complex projects.

## OpenGov Deployment Methodology

Our data-first deployment methodology is based on strategies that reduce your time to value, keep the project in motion and promote the leadership of you and your teams. To effectively deploy these strategies and keep the focus on outcomes, project progression, and your enablement, our methodology follows five key focus areas that deliver real value with impact for our customers with a balanced approach of speed, quality, and reduced risk.



When you get OpenGov Professional Services, you get confidence in every step of your project. Our team's best practices ensure alignment, support, and documentation to build the foundation of a successful implementation and software used in years to come. The OpenGov Deployment

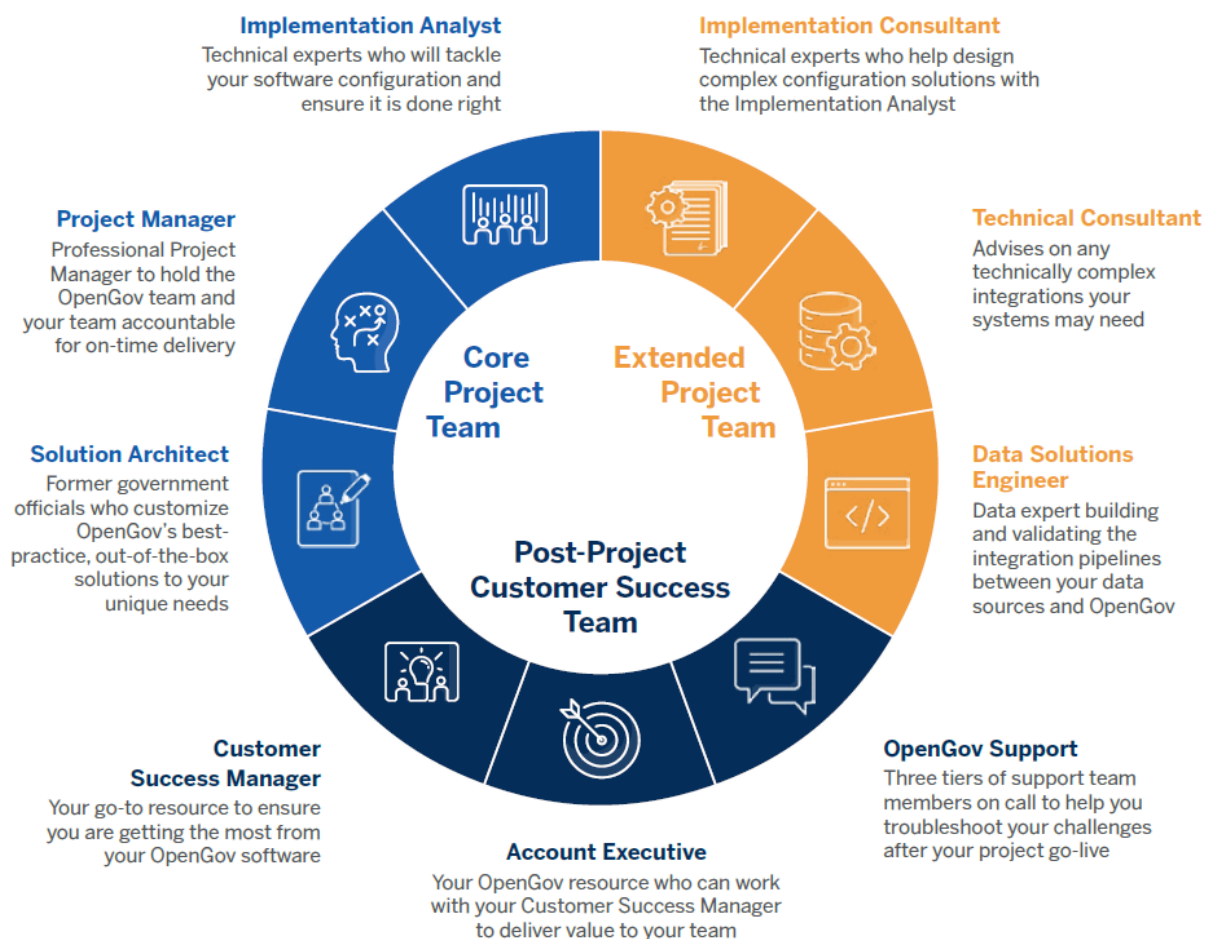


methodology prepares and enables your team for continued ownership of your OpenGov solution, made possible without dependency on IT or coding knowledge and with continued award-winning OpenGov Support.

## Delivering Success During and After the Project

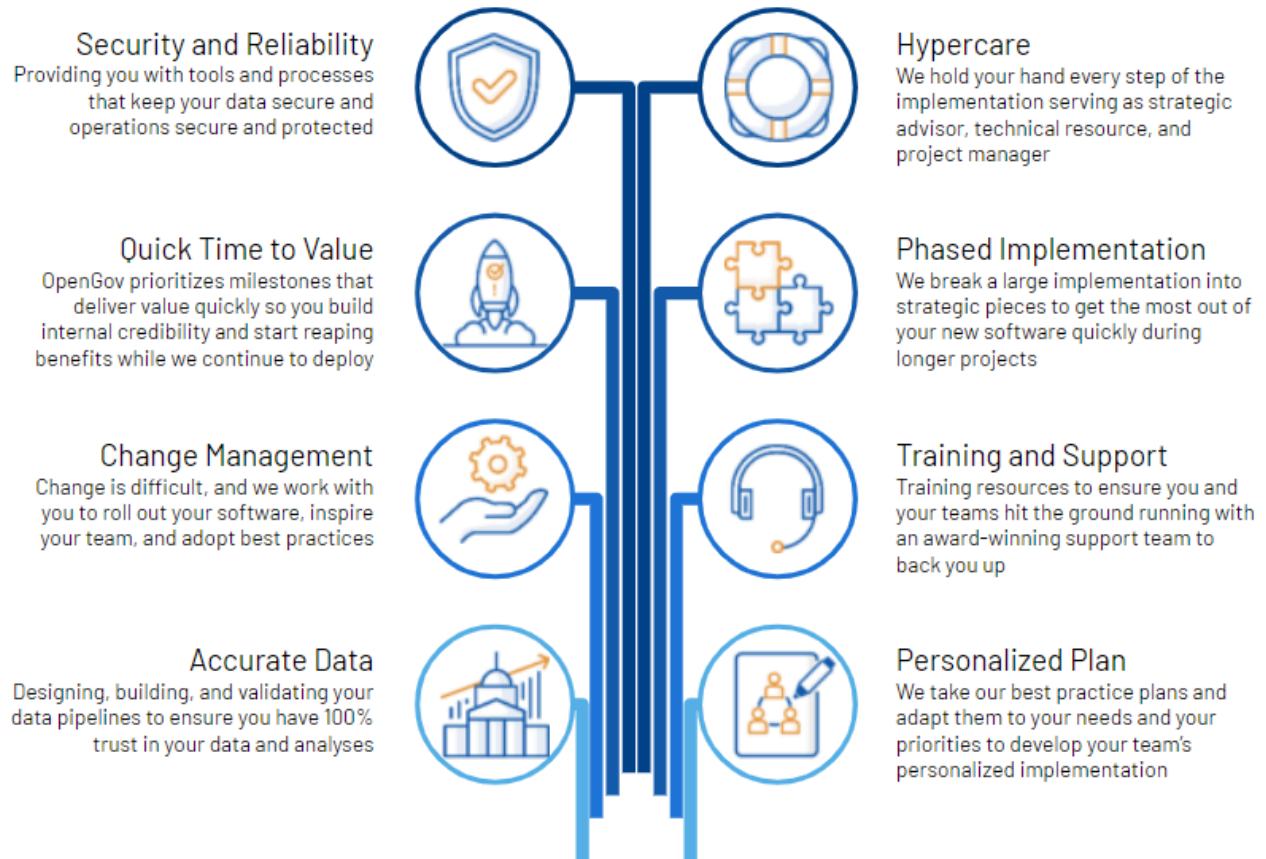
We recognize the challenge of adding a new software implementation project to your already full schedule. To ensure you derive the full value from OpenGov, we've researched and invested heavily in the key drivers of our projects' success. For each of those key drivers, from project management to technical problem solving to change management, we have team members with the corresponding expertise at the ready to support.

Depending on your project's needs, you will have complete coverage and support to make the most from your OpenGov software during your implementation and beyond.



## OpenGov Deployment Principles

Every implementation is based on our core principles and philosophy. OpenGov deploys all suites and solutions in alignment with these principles.



## Milestones of a Budget Implementation Project

We believe your implementation is the foundation for success with OpenGov. The OpenGov team will work with your municipality to understand your processes and requirements before you sign the dotted line while providing data validation checkpoints throughout the entire process.

On the following page, we have provided a visual representation of the key components of a Budgeting & Planning implementation project.

## Budget Configuration

During your operating budget engagement, the OpenGov deployment team will configure a budget instance to meet your requirements, configure reports to drive decision-making, conduct user acceptance testing to validate the configuration, and train administrators and users on the specifics they need to be successful.

## Capital Project Budget

As a part of the capital budget implementation, the OpenGov deployment team will configure a budget instance to meet your agency's requirements, configure reports to drive decision-making, validate the configuration, and train administrators and users on the specifics they need to be successful.

## Online Budget Book

During the Online Budget Book phase of your deployment, OpenGov will work with you to configure our standard templates to meet your agency's branding requirements and train you on how to build and publish your book online each year.

In a typical deployment, OpenGov will configure the repeatable templates that require OpenGov reports, such as the department and fund pages. This portion of the implementation can be tailored to your level of comfort: we can enable your team to create the remainder of your templates or contract the OpenGov team to create your entire Budget Book end to end, freeing up your time.



## Chart of Accounts Configuration

The OpenGov Chart of Accounts is the underlying foundation of everything financial done in OpenGov. OpenGov will provide a functional build of the Chart of Accounts based on your General Ledger Chart of Accounts, any project codes used for project budgeting or reporting, and any summary levels (such as fund type, function, object type, etc.). Your Chart of Accounts will be specific to your agency, not generic.

## Financial Integrations

OpenGov's Budgeting & Planning solution will include a financial integration from your financial system to OpenGov. As part of the integration, OpenGov will bring over up to 10 years of historical data. The integration will also be set up to bring in current-year information automatically at an agreed-upon cadence. We recommend you refresh your data nightly, however, OpenGov can set up a weekly or monthly cadence at your request. Our dedicated integrations team has years of experience integrating with financial systems.

## Workforce Budget

During a workforce planning engagement, the deployment team will review your cost elements, which are all the factors that drive the personnel budget such as salary, FICA, retirement plans, benefits, etc., and work with you to configure each cost element in the tool. Once the cost elements are configured, you will be able to generate a template to complete with their approved positions and position data. Once the template is complete, it will be uploaded into the system and then you will be able to validate that the amounts are calculated correctly. Once the Workforce Plan is validated, it can be linked directly to a budget, and any time you need to make a change to your Workforce Plan, your budget will be automatically updated as well. A linked Workforce Plan also powers any position requests to give departments a more accurate view of additional position costs.

# OpenGov Support Overview

Every OpenGov customer has the benefit of OpenGov Standard Support. Standard Support provides a host of options, from a 24/7 Help Center with documentation and case access to live business-day phone support. Our processes are designed to support you at every step of your journey toward a more effective and accountable government.

Customers can upgrade to OpenGov Premium Support to receive a level of support above and beyond our Standard Support. Premium Support is intended for customers who view their OpenGov solution as mission-critical and therefore require expedited response times and a designated OpenGov contact.

Offering	Standard	Premium
Unlimited Number of Support Cases per Year*	✓	✓
Unlimited Access to the OpenGov Help Center	✓	✓
Unlimited Online access to the Support Request Portal	✓	✓
Unlimited access to OpenGov University	✓	✓
Access to Phone/Chat Support from 4:00 AM PT to 7:00 PM PT Monday through Friday, excluding OpenGov holidays	✓	✓
Designated OpenGov Contact	-	✓
Increased Response Times	-	✓

\* Support Cases are defined as issues related to the OpenGov Software Services.

We have three main components to our philosophy for ensuring every customer is successful and happy:



**Access to our team of Government Solution Experts:** This team, comprised of former government finance directors, chief information officers, procurement directors, budget and performance analysts, and others, provides insight and expertise, best practices, and context to the people who use OpenGov's suites driving efficiency and outcomes for your agency.



**Customer Success:** Our Customer Success team supports you from deployment through adoption and beyond. You will get up and running quickly and receive the training and support that you need to maximize the value of your investment in OpenGov. Your Customer Success Manager will be a single point of contact and conduct Quarterly Business Reviews on new product updates, upcoming webinars, user groups, and conference events.

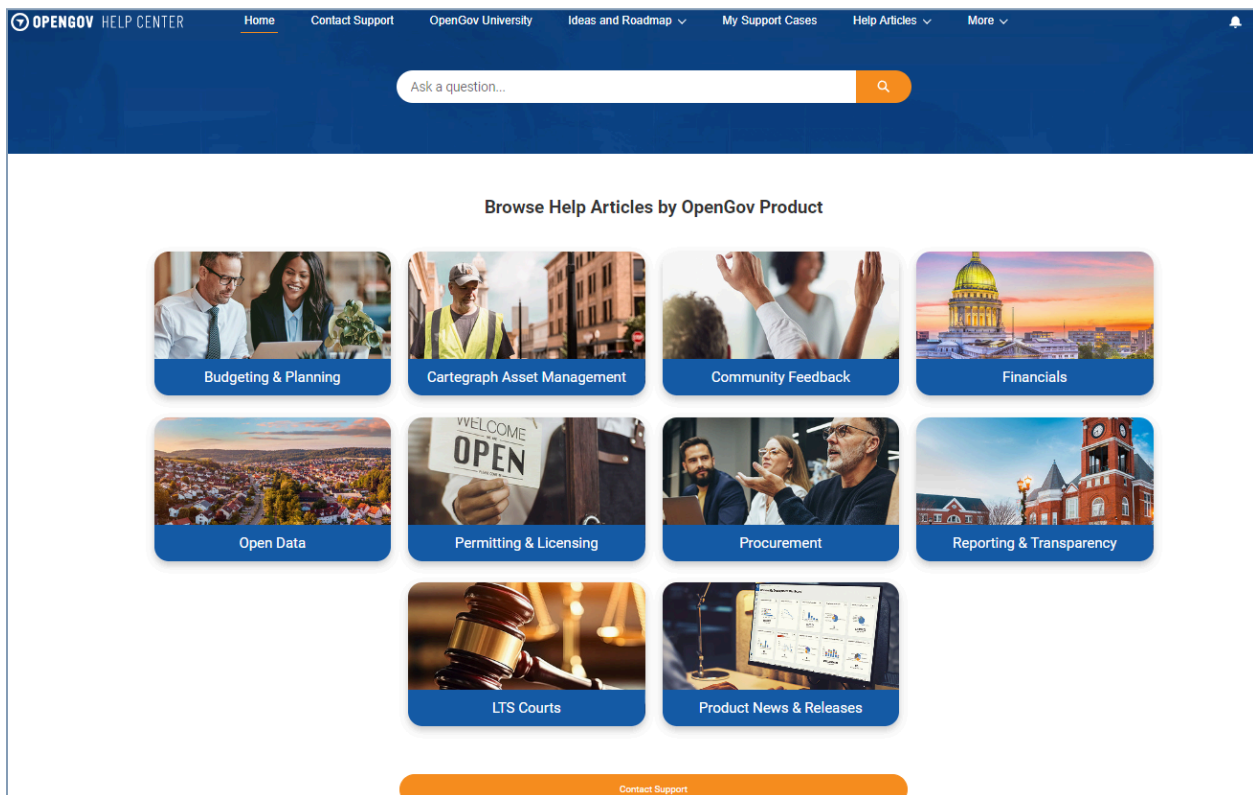


**Customer Support:** OpenGov's Customer Support Team has won several awards for excellent customer support, including six Stevie® Awards for Sales & Customer Service for its world-class customer service organization. OpenGov Support is staffed by a veteran team with over 200 years of combined government experience. Our highly trained support analysts are available to solve any issues that you encounter within OpenGov's suites. Our goal is to ensure our customers have an effortless experience with every interaction and that we are an aligned partner committed to successful business outcomes.

## Resources and Support

As an OpenGov customer, you are supported by our Customer Success team from deployment through adoption and beyond. When you contact OpenGov, your first point of contact will be a real, live person. OpenGov provides best-in-class standard support resources such as telephone, email, chat, and an online portal as well as additional engagement channels like webinars, user groups, and a help center.

- **User Groups:** Our subject matter experts host regular user groups online and in person. Additionally, OpenGov hosts its annual Transform conference to gather customers from across the nation for training, enablement, and networking. Learn from the pros and your peers!
- **Help Center:** We provide you with articles and videos to enhance your learning and education of OpenGov.
- **Free Webinars:** As a customer, you can look forward to engaging and informative webinars. Get a crash course in performance management or learn about the latest features of your OpenGov software.



## Premium Support

Furthermore, OpenGov offers Premium Support to help organizations on their journey to successfully adopt OpenGov's solution suites. With Premium Support, increased Service Level Agreements (SLAs) mean that we start working on urgent requests even on weekends. In the spirit of addressing problems quickly, Premium Support's designated OpenGov contact builds a relationship with you and understands your organization and the nuances of your OpenGov application setup.

OpenGov's Support Philosophy is simple: You invest in us. We invest in you. We are driven by customer success. If you ever need help or have questions about your system, we want to make sure you get well-informed, proactive support from the OpenGov team. Our goal is 100% satisfaction.



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"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**

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# OpenGov University & Training

With our experience working with over 1,900 agencies across the U.S., OpenGov understands that our customers' success relies on more than just technology itself. That's why we include comprehensive self-guided training with our software subscriptions - ensuring your teams can take full advantage of our capabilities as they grow.

**OpenGov University** helps your government staff become power users of our software. With unlimited access to the tools below, your staff can easily adopt new features and ensure that best practices are followed when business processes are enhanced with our technology solutions. Access to OpenGov University includes:



## Training from OpenGov Experts

Walk through core functionality with your OpenGov deployment team as defined in the Statement of Work.



## Self-paced learning modules

Learn OpenGov product suites with on-demand training in our learning management system.



## In-app guidance

Master your software with instructions and helpful hints offered while using the software.



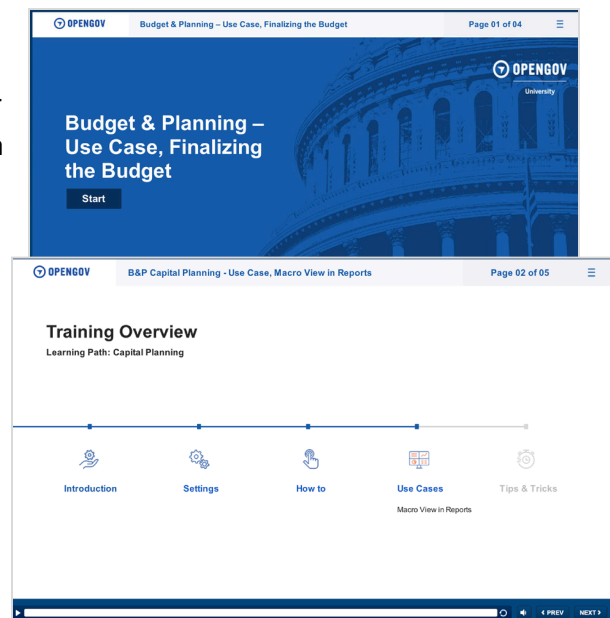
## Training Workshops

Access our recurring, virtual training series on product best practices.



## Live Training Events

Join OpenGov's hybrid or live trainings around the country.





## Benefits of OpenGov University

### Maximize your investment

Save time by accelerating your team's knowledge and confidence to apply the software and best practices to your government.

### Successful Change Management

Shorten the time for a new team member to provide value to your department.

### Empower your teams

Develop confidence in working with OpenGov by understanding how to use our tools to best improve your team's effectiveness.

### Training that grows with you

Ensure that new employees have easily accessible training as both your team grows and as your future-proof technology investment evolves.

### Learn at your own pace

On-demand training when you need it, self-paced courses, videos, and live training, to help get the entire team on the same page.

### Deliver modern software to your government

Leading governments are deploying modern software to improve their process, reduce their costs, and deliver more to their communities.



"I understand so much more about what we can do with the system after completing the OpenGov University classes, I am just so excited about the ways we are using all the features this year."

**City of Minneapolis, MN**

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# Partnership Investment Summary

OpenGov's pricing model consists of both a fixed fee annual subscription for the software and a one-time cost for the professional services component. Our Professional Services cost includes all phases of implementation: Initiation, Best Practices, Configuration, Validation, Deployment, and Project Completion. **OpenGov offers an unlimited user, unlimited usage pricing model, meaning customers are not limited to the number of users, logins, dashboards, reports, or usage of data.** Rather, we charge an annually recurring subscription fee to encourage our customers to utilize the platform, increase adoption throughout their organization, get valuable unlimited usage, and have a predictable annual cost.

Item	Description
<b>Software Services</b>	
<b>Budgeting &amp; Planning Suite</b> Unlimited Users	Operating Budget Capital Planning Workforce Planning Online Budget Book
<b>Reporting &amp; Transparency</b> Unlimited Users	Reporting Dashboards Stories Community Feedback Surveys Transparency Portal Strategic Initiatives
<b>Procurement Suite</b> Unlimited Users	Solicitation Development Supplier Engagement Evaluations & Awards Contract Management
<b>Professional Services</b>	
<b>Software Implementation</b>	Initiation, Best Practices, Configuration, Validation, Deployment, and Project Completion of the above solutions (this includes a review and functional build of your Chart of Accounts into OpenGov).
<b>Post-Deployment Training &amp; Support</b>	
<b>OpenGov University</b> (Unlimited Users)	<b>OGU On-Demand:</b> Video-based online learning courses <b>OGU Live:</b> a combination of virtual training sessions and in-person training events* <b>Help Center:</b> a written article knowledgebase
<b>Customer Success Manager</b>	Dedicated human resource to support your journey as an OpenGov user with training, adoption, best practices, and general assistance throughout the OpenGov partnership

OpenGov Proposal for Mission Springs Water District				
Subscription Year	Months	Software	Professional Services	Annual Total
November 1, 2024 - June 30, 2025	8	\$26,906.47	\$71,200.00	\$98,106.47
July 1, 2025 - June 30, 2026	12	\$45,888.15	\$0.00	\$45,888.15
July 1, 2026 - June 30, 2027	12	\$48,182.56	\$0.00	\$48,182.56

Products & Services	Description
<b>Budgeting &amp; Planning Suite</b> Unlimited Users	<p><b>Operating Budget:</b> Liberate your budgeting from disparate spreadsheets with a unified process that seamlessly ties spending to desired outcomes.</p> <p><b>Workforce Planning:</b> Simplify planning for your most complex and important cost with scenario analysis, advanced calculations, and integrated budget requests.</p> <p><b>Capital Planning:</b> Forecast long-term capital expenditures, manage proposals, track performance, and easily keep the public informed of progress.</p> <p><b>Online Budget Book:</b> Publish a fully interactive, easily digestible online budget book that makes future publications vastly more repeatable.</p>
<b>Reporting &amp; Transparency</b> Unlimited Users	<p><b>Analysis &amp; Dashboards:</b> Present complex information that the public, elected officials, departments, and administration can understand with at-a-glance insights and interactive dashboards.</p> <p><b>Stories:</b> Communicate and track strategic initiatives effortlessly with a simple drag-and-drop web page builder and customizable themes that make it easy for board members and residents to digest key narratives.</p> <p><b>Community Feedback Surveys:</b> Solicit citizen feedback, run public meetings, virtual council chambers, and budget simulations using robust forms, surveys, reports, and tools for curated feedback and compliant voting.</p> <p><b>Performance Measures:</b> Sharpen your focus on outcomes by establishing and tracking relevant KPIs to keep stakeholders updated</p>

	on spending, initiatives, and operations.
<b>Procurement Suite</b> Unlimited Users	<b>Solicitation Development:</b> RFx & Bid Management, Workflow Automation, Template & Scope Library  <b>Supplier Engagement:</b> Supplier Self-Service, Guided Bidding, Social Engagement  <b>Evaluations &amp; Awards:</b> Multi-Phased Evaluations, Line Item Awarding, Lowest Responsive  <b>Contract Management:</b> Spend Tracking, Searchable Repository, Contract Development
<b>Software Implementation</b>	Deployment of the Software Services, including project management, implementation, configuration, testing, report development, interface development, and go-live.
<b>OpenGov Support</b>	Every OpenGov customer has the benefit of OpenGov Standard Support. Standard Support provides a host of options, from a 24/7 Help Center with documentation and case access to live business day phone support.
<b>OpenGov University (OGU)</b>	Training from OpenGov experts, self-paced learning modules, training workshops, and live training events.