



# Proposal with Service Order

Prepared for:

**City of Sheboygan**



**Primary Contact:**

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**Proposal Valid Through:**

August 1, 2023

**HeyGov Inc.**

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# Overview of Services

HeyGov is a digital cloud-based software platform with a payment portal. However it's more than just that. It's a suite of government tools to help municipalities reduce their workload. It saves time for municipal staff by moving your systems online. A large benefit with a HeyGov solution is how it connects various people, departments and citizens onto one digital platform.

When your citizens and local businesses fill out for their forms, licenses and other applications, their submitted information can more easily flow throughout your entire organization. The HeyGov solution means that your "paperwork" will now be digital.

You also get use of HeyGov's payment portal and start collecting credit card payments. Municipal fees and payments can be collected online, in person, and remotely.

The forms, licenses, and applications that are built with HeyGov can be embedded within your website. Payments can also be collected from each form, and also from within your website.

Additionally, your staff and department heads benefit by receiving our White Glove Concierge Service for on-boarding. This means you receive "Done With You Service" by working side-by-side with the HeyGov team.

## Benefits of Using HeyGov

Your department heads and administrative staff can be administrative users in HeyGov. They can manage all the below from within the Admin dashboard (<https://app.heygov.com>)

- **Department Management:** Add and manage the various departments
- **User Management:** Manage user roles of staff members in their respective department
- **License & Form Management:** Create, edit & manage all forms using a drop & drag editor.
- **Workflow Management:** Each form, license or application can have a custom workflow added.
- **Bank Account Management:** Manage which bank account is used for each department.
- **Payment Logic:** Set the various fees (e.g. non-resident fees, deposit fees, late fees, etc.)
- **Licensing & Forms Portal:** View all license and form applications (e.g. draft, in progress, to completed, expired, etc.)
- **Payment Portal:** View all bills generated, paid, overdue
- **Citizens Portal:** View a list of all personnel who have filled out forms, applications, made payments or submitted 311 issues.
- **311 Issue Tracker:** View and manage all reported issues & questions submitted by residents.

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## Description of the HeyGov Modules

“HeyGov” is a digital cloud-based software platform with a payment portal that offers various capabilities and services as described below. It's built to help municipalities reduce their workload and save time by moving their systems online. A large benefit with a HeyGov solution is how it connects various people, departments and citizens onto one digital platform. At a basic level, HeyGov provides tools to draft, edit, and manage documents. The forms, licenses, and applications that are built with HeyGov can be embedded within your website. The forms can be tied to your payment system, allowing for seamless payments to be collected with each form and facilitating your bookkeeping.

### HeyLicense

HeyGov digitizes and implements a transfer and flow process of your paperwork. With the HeyLicense Module, you can receive, and process any type of municipal form, license, application, or other document such as dog licenses, building permits, operators licenses, boat launch permits, and land use applications. When your citizens and local businesses fill out for their forms, licenses and other documents, their submitted information can more easily flow throughout your entire organization. The HeyGov solution means that your “paperwork” will now be digital. Information flows and routes efficiently through your organization will custom-built workflow rules.

### HeyGov Pay

You also get use of HeyGov’s payment portal and start collecting credit card payments through the HeyGov Pay Module. Municipal fees and payments can be collected online, in person, and remotely. Collected payments can reconcile directly with your Utility Billing or Accounting software for easy reconciliation.

### HeyReserve

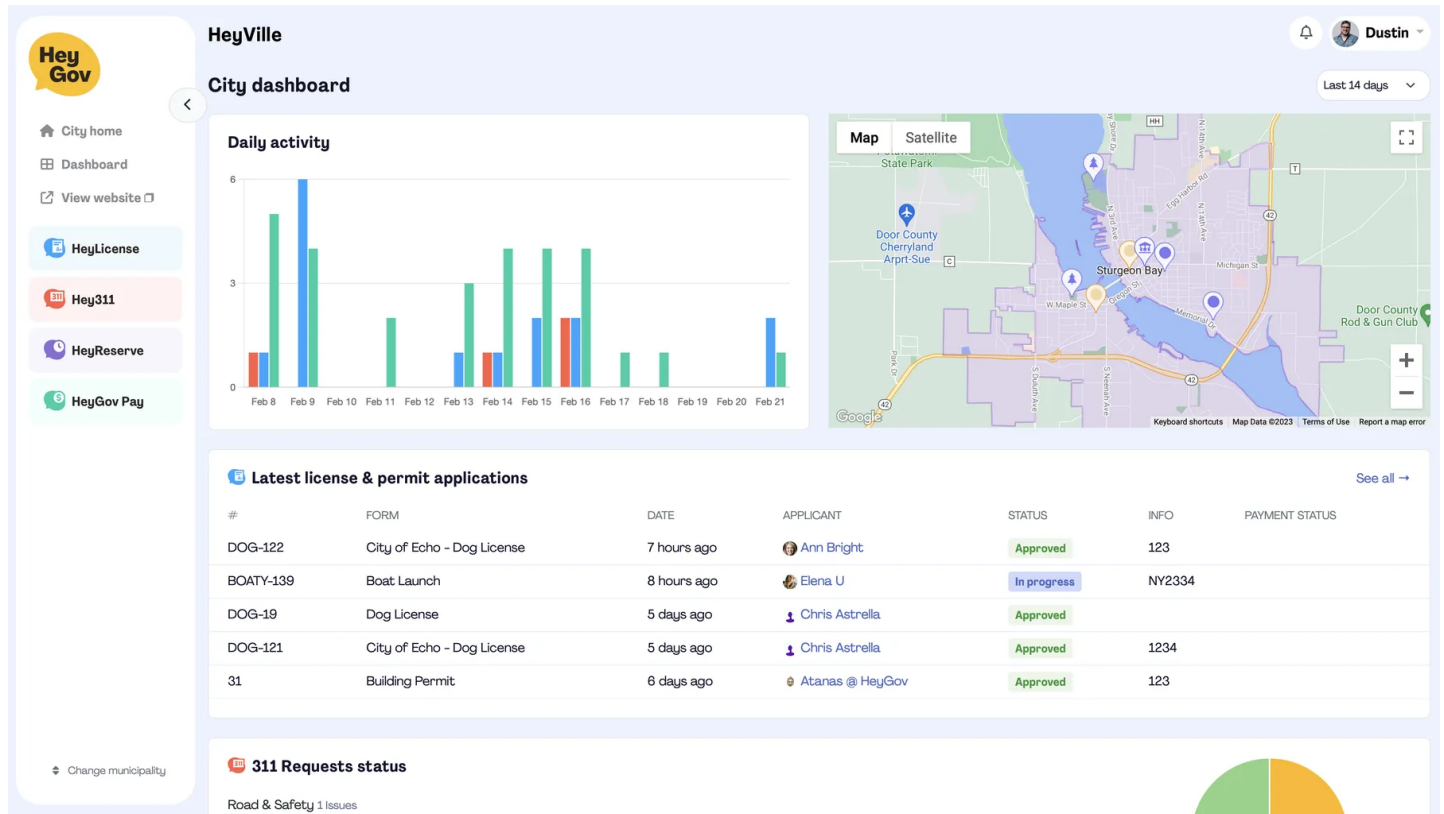
Should you wish to make your city more accessible for community or personal activities and profitable, HeyReserve Module allows your constituents and/or visitors to book city amenities such as park shelters and pavilions. Constituents and/or visitors are also able to review town rules, policies, pay fees and more.

### Hey311

Hey311 enhance communication between citizens and your city. The platform provides a user-friendly interface for citizens to submit service requests and report non-emergency issues to the city. Your city can manage and respond to these requests efficiently, ensuring that all requests are tracked, assigned, and resolved in a timely manner.

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# Dashboard Overview



## Front End (for your citizens & businesses)

On the front end, your citizens can access your new HeyGov services in several different ways. Firstly, you can have a widget that is embedded on your website.

Secondly, each form, license or applications that is created within HeyGov can be embedded within the pages on your website. Your citizens and businesses can access these forms directly from your site. They can fill them out and make a payment, all online.

Thirdly, they can access your municipality's service of HeyGov by logging into the HeyGov portal at <https://app.heygov.com>.

Fourthly, HeyGov provides you with an iOS and Android app. It can be downloaded directly from the App Store and Android Play Store, respectively.

And finally, your residents interact with a submitted issue or form via email. They receive an email confirmation after submission. When there are updates, they can simply reply to that email. The thread of their conversation is attached to the issue or form with HeyGov.

## Service Order

Client Name	City of Sheboygan	Billing Contact	Ruth Jones-Partrick
Billing Address	828 Center Avenue	Phone	920-459-3370
City, State, Zip	Sheboygan, WI53081	Email	ruth.jones-partrick@sheboyganwi.gov
Prepared by	Meagan Myrick	Date	05 / 30 / 2023
Valid through	August 1, 2023	Term	1 year
Bill date	August 1, 2023	Effective Date	August 1, 2023

## Set up and Annual Subscription

Subscription Level	List Price
<p>HeyGov Package of Two Modules with Setup Fee</p> <p>(1) HeyLicense Up to 30 online fillable forms for Licensing and Permitting with Workflow Routing. Includes Payment Module.</p> <p>(2) HeyReserve Up to 35 facility listings with availability calendar and reservation forms. Includes Payment Module.</p>	<p><b>One-time Setup &amp; Training fee: \$5,000</b></p> <p><b>Annual Subscription: \$15,000</b></p> <p><b>First Year Total: \$20,000</b></p>

The End User Licence Agreement (EULA) between Client and HeyGov, Inc, are incorporated by reference in this Service Order.

The person signing below represents that he or she is authorized to sign this Service Order on behalf of Client and that Client accepts this Service Order subject to the terms in the EULA.

<https://heygov.com/end-user-license-agreement>

## Signatures

**HeyGov, Inc.**

**City of Sheboygan**

Name: Meagan Myrick

Name: Ruth Jones-Partrick

Title: Client Specialist

Title: Systems Analyst

Date:

Date:

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# Onboarding Statement of Work

## Objective.

Your organization works with the HeyGov team to take advantage of the set up and subscription service. You will work together to implement the purchases modules. This engagement also includes software training in accordance with the pricing in this document.

## Scope of Work.

Work will include creation of your municipal forms, licenses and applications as specified in the **Service Order** under **Modules Selected**.

## Deliverables.

- HeyGov will deliver the selected modules as specified in the **Service Order** under **Modules Selected** with fully implemented variables as provided by Client.
- Live training of the modules

## Tasks and Responsibilities.

Our ability to provide a successful onboarding experience for our clients is a shared responsibility. It is important that both parties provide timely responses to any inquiries and questions related to Onboarding.

Task	Responsibility
Provide Forms Assessment Collection Form for Completion	HeyGov
Completion of the Forms Assessment Collection Form	<b>City of Sheboygan</b>
Host Review of Collected Forms with Client	HeyGov
Responses to additional follow ups for collection of provided data variables	<b>City of Sheboygan</b>
Delivery of Completed Modules	HeyGov
Host and Attendance of Training	<b>City of Sheboygan</b>
Provide Live Training to Client	HeyGov