GLYNN COUNTY BOARD OF COMMISSIONERS
Information Technology Department
1725 Reynolds Street, Suite 301 Brunswick, GA 31520
912-554-7149

MEMORANDUM

A Golden Past.
A Shining Future.

To: **Board of Commissioners**

Via: **Finance Committee**

From: **John Catron, Director Information Technology**

Subject: **Harris Govern Web Portal (eGovern)**

Date: **April 4, 2016**

Statement of Issue:

The County currently uses an online tax payment system. Convenience Pay, the current online tax payment system has several limitations and does not allow the public to see if their bill has been paid or to view other bills online. Another limitation of the existing payment system is the public cannot pay for multiple properties in one transaction. The current online tax payment system is a manual operation meaning that staff must create the bill file and upload it to the internet.   The staff must also manually enter any payments that were made online into the Govern System.

The County uses Harris MS Govern from Harris Computer Systems for CAMA (Computer Assisted Mass Appraisal) and Tax Collection. In an effort to provide better access to information on the County's website, we would like to purchase the MS Govern Web Portal (eGovern). The MS Govern portal will make it possible to present online tax bills in an integrated system and will eliminate additional time and errors for the staff in the Tax Office in presenting and collecting tax bills. The public will have the ability to pay multiple properties in one transaction using the portal along with Invoice Cloud integration. (Invoice Cloud is the mechanism for the merchant payment account where funds are deposited in the bank. The public would be able to go online to check the payment status on bills, which will reduce the call volume and foot traffic to the Tax Office. The eGovern portal would allow email reminders to be setup for the public.

The eGovern portal would allow publishing of additional data, e.g. sales history, from the Govern system for the public to view. The eGovern portal is an e-Government services application that contains a set of modules that provide citizens and professionals public access via the Internet in order to apply, query, request and view information.   The ability to make online transactions regarding real property tax, tax assessment, personal property and special assessment information brings a new level of efficiency to managing and presenting information.

IT requests approval of the contract with MS Govern for this proposal with a cost of $93,000. The contract includes the modules required to provide citizens with on-line access and information to help manage and pay their taxes. Included are the implementation costs for set-up, design and support. The quote is for

$93,000 with support cost of around $10,000 each year. Support costs will begin in FY17/18. The funds are budgeted in IT's FY16 Capital Budget.

Cost:

PROPOSED GOVERN SOFTWARE MODULES

GOVERN SOFTWARE MODULES		
Module	**Quantity**	**Price**
eAccess	1	$10,000
ePay	1	$7,500
eAppeal / eRequest	1	$7,500
Scheduler	1	$15,000
Harris Payment Gateway - Standard eCommerce Interface	1	$4,500
Total Software & License Costs		**$44,500**

IMPLEMENTATION SERVICES

PROFESSIONAL SERVICES	
Implementation Services	**Hours**
Project Management	32
Software Installation and Database Configuration	16
Project Scope Analysis and Documentation	16
Business Process Gap Analysis and Requirements Assessment	32
Fit Analysis Report	12
Subscriber Configuration	24
Business Rules Configuration	24
Train the Trainer Training	8
Application Administration Training	24
Acceptance Testing & Corrections	16
Go-Live Support	8
Post Go-Live Support	8
TOTAL SERVICES COSTS	**$38,500**

ADDITIONAL MAINTENANCE

SUPPORT & MAINTENANCE COSTS	
Year 1 - Support & Maintenance	$8,900
Year 2 - Support & Maintenance	$9,345
Year 3 - Support & Maintenance	$9,812
Year 4 - Support & Maintenance	$10,303
Year 5 - Support & Maintenance	$10,818

PROPOSAL SUMMARY	
Description	**Costs**
Proposed Govern Software Modules	$44,500
Professional Services	$38,500
SUB-TOTAL COSTS	**$83,000**
Estimated Travel Expenses	$10,000
TOTAL COSTS	**$93,000**

Alternatives:

1) Approve the proposal with Harris Computer Systems for eGovern and the issuance of a Purchase Order to Harris Computer Systems for the eGovern system for $93,000.
2) Do nothing and continue with the current system.

Recommendation:

3) Staff recommends Alternative 1.

Funding Source:
This was approved for $93,000 in the Capital budget for Information Technology in FY 2016

Recommended Motion for the Finance Committee:

I move to recommend that the Board of Commissioners authorize the Chairman to sign the Harris Computer Systems proposal for eGovern and the issuance of a purchase order to Harris Computer Systems for the eGovern system for $93,000 with funding to be provided by the FY16 Information Technology Capital Budget.

Recommended Motion for the Board of Commissioners:

I move to authorize the Chairman to sign Harris Computer Systems proposal for eGovern and the issuance of a purchase order to Harris Computer Systems for the eGovern system for $93,000 with funding to be provided by the FY16 Information Technology Budget.

HARRIS
GOVERN

eGovern Proposal ("Proposal", "Response")

Prepared For

GLYNN COUNTY, GA

1725 Reynolds Street, 3rd Floor
Brunswick, GA 31520-6406

January 4, 2016

U. S. Headquarters
424 S. Woods Mill Rd, Suite 310
St. Louis, Missouri 63017

Canadian Headquarters
1600 René-Levesque West, Suite 620
Montréal, QC H3H 1P9

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January 4, 2016

Kathy Maranville
Site Administrator
1725 Reynolds Street, 3rd Floor
Brunswick, GA 31520-6406

Hi Kathy,

Harris Govern, a division of Harris Computer Systems (hereinafter "Harris Govern"), is pleased to submit this Proposal (hereinafter "the Proposal") to the Glynn County (hereinafter "the County"). Harris Govern is providing the County with eGovern and the associated professional services to meet the County's vision to extend its services to the web based on the Scope of Work outlined in Section 1 and the Project constraints and Assumptions outlined in Section 2.5 of this Proposal.

The scope of the project and responsibilities have been outlined in Section 1 of this Proposal so the County is aware of all deliverables from both the County's team and the Harris Govern's Team.

As part of its Proposal, Harris Govern is including details and costs from its partner, Invoice Cloud.

GOVERN – A REVENUE CENTER?
With an integrated environment for your data and a combination of Govern's ability to link to external databases and the eGovern Suite, you will help turn your Govern Software into a Revenue Center. YES, generate revenues by enabling data to the web so **Subscriber** (Professionals like real estate agents, real estate lawyers, family lawyers, banks, etc.) will have access to a single view of all parcel-related data. The **Subscriber** functionality turns Govern from a Cost Center into a **REVENUE Center** for Glynn County. As part of this project, we will enable the Subscriber capability so you could turn Govern into a REVENUE Center.

CITIZENS PUBLIC SELF SERVICE PORTAL
eGovern Suite helps you transform the way you do business today. Through the Web Portal capability, taxpayers could access any data you make available and publish to the web thus minimizing impact on your staff by reducing the number of telephone calls and office visits. eGovern Suite is about:
- Giving taxpayers back one of their most valuable resource – their time
- Improving taxpayers' Experience
- Providing better taxpayer communication
- Increasing Government transparency
- Reducing taxpayers footprint and telephone calls
- Collecting revenues faster

GOVERN – REDUCES FOOTPRINTS & CALLS?
Definitely Govern can help reduce taxpayers' telephone calls and office visits and help **minimize** the impact on your staff ALL by allowing you to publish to the web, through eGovern, as much data as you see is important to help you reduce calls and visits.

Through the Web Portal capability, taxpayers could access any data you make available and publish to the web.

The real-time integration between Govern and Invoice Cloud allows us to provide functionality no other vendor on the market can. This integration was a significant time and resources investment for our 2 companies, and provides superior functionality for Glynn County's staff and online bill payers. Our convenience fees are slightly higher than the field. The way our 425 clients see it is that the value brought to the table from the deeply integrated solution more than makes up for the slight difference in service fees. Here are a few examples of functionality only available with the Invoice Cloud/Harris Govern integration (this is a partial list):

- Taxpayers always see the correct amount to pay online, Invoice Cloud pulls that data from Govern in real-time – Why does it matter to have real-time integration?
  - No more hassling with Taxpayers double paying, paying the incorrect amount, or paying late and not having the interest added on to the balance due up the minute when they are paying those bills.
  - Payment data collected in Invoice Cloud will be sent to Govern in real-time, so Govern is always up to the minute with what residents truly owe vs. what they paid. This instantaneous update makes life easier for staff members looking up customer information in Govern and eliminates any potential double payments.
- See 24 months of bill history through single sign on integration with eGovern – Why does it matter?
  - Ability to see images online through Invoice Cloud eliminates many 3rd party calls asking for information about the current or past bill
- Account linking: Harris Govern system ties together all data for a single customer within the County, bringing up all accounts when payer authenticates to eGovern – Why does it matter?
  - Invoice Cloud lets payer pay all outstanding balances with a single transaction, across different bill types.
- 3 e-bill reminders and 24 total event based reminders that are driven towards regular taxpayer communication – Why does it matter?
  - Without a real-time integration, it is impossible to send 3 e-bill, because you won't know balances and who to send 2nd and 3rd reminder to. 3 e-bill reminders is a crucial tool for driving more online payment collections.
  - E-mail notices like 'late fee notice' or 'ACH reject notice' cut down on staff work and calls to the office.

This is only a partial list of why Invoice Cloud/Harris Govern in conjunction will far and away provide the best solution for Glynn County's staff and payers. Much of the functionality described in the rest of this document is only available with the Invoice Cloud/Harris Govern integration.

Should you have any questions concerning our Proposal, please do not hesitate to contact me.

Thank you for your consideration.

Respectfully,

Richard Beaini
Vice President, Major Accounts
Telephone: (855) 574-9261 Ext. 76250
E-Mail: rbeaini@harriscomputer.com

1.0   SCOPE OF WORK

Harris Govern Scope of Work is defined as follows. Pricing has been provided to implement the eGovern portal and enable integration with the Harris Payment Gateway ("HPG") eCommerce provider, Invoice Cloud. Services include:

- Install eGovern.
- Configure eGovern connectivity to the existing Govern test and production databases.
- Enable integration with the Harris Payment Gateway provider, Invoice Cloud.
- Enable scheduling, through the Govern Scheduler, tax bills' details to Invoice Cloud.
- Enable and configure the eAppeal module.
- Unit test the configuration before acceptance testing.
- With County staff, perform acceptance testing of the configuration against the Fit Analysis and correct deficiencies.
- Train County staff on:
    - How to deploy & install eGovern.
    - Administrative functionality:
        - eGovern Administration.
- Assist the County in preparing for go-live.
- Assist the County with go-live.
- ***Enable the Subscriber model within eGovern.***

The costs for the following items have not been included in the scope of this Proposal:

- Integrate eGovern with another eCommerce Vendor has not been provided in this Proposal.
- Integrate eGovern with GIS has not been provided in this Proposal.

County Scope of Work is defined as follows:

- Acquire any required hardware.
- Configure acquired or existing hardware as needed to function with County network.
- Install/configure required software, operating systems, etc.
- Participate in hands-on training and learn how to deploy & install eGovern.
- Learn how to perform future release deployments.
- Work with Harris Govern staff to establish connectivity to the existing Govern existing Database.
- Work hand-in-hand with Harris Govern staff to identify changes required to standard eGovern reports.
- Adjust any standard reports that have been included with eGovern to meet Glynn County-specific needs.
- Setup any new reports required to publish data to taxpayers.
- Setup any new search groups that might be required.
- Attend all training sessions.
- Take the lead on acceptance testing the application, functionality, searches, and more.
- Prepare for Go-Live.
- Go-Live.

2.0   GOVERN COST PROPOSAL

2.1   PROPOSED GOVERN SOFTWARE MODULES

GOVERN SOFTWARE MODULES		
Module	**Quantity**	**Price**
eAccess	1	$10,000
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2.2   IMPLEMENTATION SERVICES

PROFESSIONAL SERVICES	
Implementation Services	**Hours**
Project Management	32
Software Installation and Database Configuration	16
Project Scope Analysis and Documentation	16
Business Process Gap Analysis and Requirements Assessment	32
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TOTAL SERVICES COSTS	**$38,500**

2.3   ADDITIONAL MAINTENANCE

SUPPORT & MAINTENANCE COSTS	
Year 1 - Support & Maintenance	$8,900
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2.4   SUMMARY OF ALL COSTS

PROPOSAL SUMMARY	
Description	**Costs**
Proposed Govern Software Modules	$44,500
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2.5   PROJECT CONSTRAINTS AND ASSUMPTIONS

In its Proposal, Harris Govern has made the following assumptions:

GENERAL ASSUMPTIONS

1. Harris Govern services will be provided as outlined in this Proposal. For further required services beyond the proposed ones, the County will have access to such services by following the scope change process or by assigning such services to County staff.

2. The standard working day is 8 hours, Monday to Friday with the exception of Glynn County's public holidays.

3. Glynn County needs to provide workspace for the Harris Govern resources during their on-site assignments.

HARDWARE, DATABASE, OPERATING SYSTEMS, DESKTOPS AND NETWORKING ASSUMPTIONS

4. All Hardware (Desktops, Servers, Scanners, Field Mobile Units, etc) and Network components are supplied by the County and are properly operational prior to the start of the first project activity.

5. During the project implementation, Glynn County is responsible for providing the following:
    A. System administration and housekeeping on hardware, operating systems and network for the new systems.
    B. All database services diagnosis, performance and resolution related to the Govern Software during the project implementation.
    C. All database maintenance tasks as these include but not limited to, tasks associated with the creation, modification and problem resolution of table, view, index, space, and security within the different databases.
    D. Setup servers with recommended operating systems and backup software.
    E. Ongoing day-to-day operational requirements like backups, patches, reboots, etc.

6. Harris Govern assumes that prior to the start of every project activity; the Govern Software environment will be operational for each of those activities as set by Harris Govern.

SOFTWARE ASSUMPTIONS

7. Based on factors such as parcels, population, users, transactions, proposed modules, etc., Harris Govern has priced its software.

8. It is assumed that the County is already licensed for the Miscelanneous Billing module to handle the subscriber processing.

9. The County is responsible for providing any third party software (Operating System, RDBMS, WEB software, Microsoft Office Product, Full version of Crystal Report, etc.) that might be required to run any type of environment unless otherwise stated elsewhere our Proposal.

10. The County must follow the Harris Govern's recommended environments (operating system version, patches, RDBMS, hardware (servers and client) configuration, etc) to run the Govern Software.

IMPLEMENTATION SERVICES ASSUMPTIONS

11. This Proposal is based on the assumption that Harris Govern will perform the services outlined in Section 1 of this Proposal. Any further Professional Services days required must follow a scope change at then current Harris Govern prices.

12. eGovern provides standard reports and any adjustments or setup of new reports will be done by the County. If additional Harris Govern assistance is required, then a scope change needs to be initiated.

13. Based on the knowledge transfer, the County's resources will perform additional setup that might be required and enable additional searches as needed. If additional Harris Govern assistance is required, then a scope change needs to be initiated.

TRAINING ASSUMPTIONS

14. Harris Govern has priced the end user and administrative training sessions.

15. It is assumed that a maximum of 8 to 10 users will attend all training sessions.

16. The training facility should be equipped for the right number of training attendees plus an additional workstation for the instructor with proper access to training database.

17. The training facility needs to have LCD Projector, Flip Chart, White Board and appropriate markers.

18. Harris Govern and the County project team will define training resource requirements (trainers, facilities, bookings, calendar, etc) in preparation for any end user and other County resource training.

19. All County users must have a good working knowledge of the Microsoft Windows operating environment prior to taking any Harris Govern training course.

TIMELINE ASSUMPTIONS

20. County staff must accept deliverables within ten (10) working days of a written request from the Harris Govern Project Manager unless acceptance of such deliverables is driven by the project plan or agreed to by both the County and Harris Govern.

21. County staff must provide project related information and documentation within two (2) working days of a written request from the Harris Govern Project Manager.

22. We are provisioning a 6 to 9 months implementation timeline based on participation of County resources. Anything beyond such timeframes and due to County delays, will require a scope change additional services.

DATA CONVERSION ASSUMPTIONS

23. No Data Conversion will be provided as part of this project.

RESOURCES ASSUMPTIONS

24. It is expected that the County will assign a resource to act as the County's Project Manager in order to help manage the delivery of the services.

25. Glynn County must provide the following resources based on the tasks identified in the project plan and / or as agreed to by both Project Managers:
    A. Business experts.
    B. Business Managers which should be available to provide support to the project and project team and make the appropriate decisions in a timely manner especially during the Fit Analysis and Acceptance Testing sessions.
    C. IT resources (database administrator, desktop and network resource, etc) will be requested when required.
    D. Testers especially during the acceptance testing process but the business experts that participated in the Fit Analysis would perform the testing due to their gained knowledge of the application and their intimate knowledge of the business process that was defined during the Fit Analysis session.

    The above County resources could be the same County staff performing the above functions.

26. Based on the Project Plan and for any potential delays imposed by County, Harris Govern might request additional County resources to help progress with the project according to the set schedule.

EXPENSES ASSUMPTIONS

27. Harris Govern is provisioning for on-site trips to be made by Harris Govern staff to Glynn County for the duration of the project based on the proposed Professional Services days. If additional days are required due to the County's request or due to delays imposed by the County, then expenses for additional trips might be required and a scope change might be initiated by the Harris Govern's Project Manager.

28. The assumed flight costs for all the above trips are based on a 3-week advance booking notice.

GO LIVE ASSUMPTIONS

29. Harris Govern and the County will support the Go Live plan. During Go Live, the County project team will handle user calls and Harris Govern will provide diagnosis and resolution of any application related errors. Harris Govern will have appropriate resources, as defined by Harris Govern, on-site during the Go Live cut over period.

30. Glynn County needs to develop the operational procedures relative to its environment.

BILLING AND PAYMENTS ASSUMPTIONS

31. Billing for Software will occur when we receive the County's purchase order.

32. Billing for services will occur as implementation services are provided.

33. Billing for expenses will occur as trips are made by the Harris Govern resources.

3.0   INVOICE CLOUD COST PROPOSAL

3.1   PRICING OPTION 1 - SAME PRICING AS ALL OTHER INVOICE CLOUD CUSTOMERS IN GA

Glynn County, GA: Convenience Fee Model	
Account Access	Fee
Monthly Access Fee for Branded Customer and Biller Portal -- includes **UNLIMITED** administrative users: The monthly access fee covers maintenance, support, and full access to the Invoice Cloud service for Glynn County and its customers	$100.00*
Paperless	
Paperless Billing Fees – fee per paperless bill, per bill cycle - **ONLY WHEN PAPER IS SUPPRESSED AND A PAPER INVOICE IS NOT MAILED.**	$0.40 (**IF ADDED IN FUTURE WHEN LAW CHANGES; NOT APPLICABLE TODAY)
Integration, Initial Deployment, and Training	
Integration, deployment, and training *Note, includes integration with Govern*	**$0.00**
Electronic Payment Fees—Includes Web, Mobile, Over the Counter	
E-Check/ACH	$0.95 per transaction
Credit/Debit Cards: Visa, MasterCard, Discover, AMEX	2.95% (min $1.95)
Other Merchant Services Fees	
Credit Card Chargeback Fee	$20.00 per chargeback
ACH Reject Fee	$15.00 per reject

PRICING OPTION 1 – OPTIONAL SERVICES

IVR (automated phone payments)	
Per transaction, in addition to Credit Card or ACH Fees	Credit Card or ACH Fees + $0.95
Kiosk	
Per transaction, in addition to Credit Card or ACH Fees	Credit Card or ACH Fees + $1.00
Monthly maintenance fee:	$1,000 for 1 Kiosk; $1,500 for 2 Kiosks
Installation/up-front costs	$0.00

*Will be waived permanently if Glynn County completes all Invoice Cloud paperwork by 5/1/15.

Note: To payers who complain about the very slight difference between 2.5% and 2.95%, here is what I would say: you now have the option to pay with an e-check for $.95, which is a fraction of the cost to pay with a credit card. Taking someone with a $400 tax bill, their previous option was to pay a $10.00 (2.5%) convenience fee. There isn't another online option today. **Now they have 2 options: pay $11.80 convenience fee using a credit/debit card OR pay $.95 to use an e-check.** For almost all our customers, Invoice Cloud has slightly increased the convenience fee. In all 360+ of our customers who are live, online

payment volume has increased significantly. This tells us that a slight increase in the transaction fee is not a material difference to the payer. The service fee went up, AND more people used the online payments sytem.

3.2   PRICING OPTION 2

Glynn County, GA: Convenience Fee Model	
Account Access	Fee
Monthly Access Fee for Branded Customer and Biller Portal -- includes **UNLIMITED** administrative users: The monthly access fee covers maintenance, support, and full access to the Invoice Cloud service for Glynn County and its customers	$300.00
Paperless	
Paperless Billing Fees – fee per paperless bill, per bill cycle - **ONLY WHEN PAPER IS SUPPRESSED AND A PAPER INVOICE IS NOT MAILED.**	$0.40 (**IF ADDED IN FUTURE WHEN LAW CHANGES; NOT APPLICABLE TODAY)
Integration, Initial Deployment, and Training	
Integration, deployment, and training *Note, includes integration with Govern*	**$0.00**
Electronic Payment Fees—Includes Web, Mobile, Over the Counter	
E-Check/ACH	$3.95 per transaction
Credit/Debit Cards: Visa, MasterCard, Discover, AMEX	2.75% (min $2.95)
Other Merchant Services Fees	
Credit Card Chargeback Fee	$20.00 per chargeback
ACH Reject Fee	$15.00 per reject

PRICING OPTION 2 – OPTIONAL SERVICES

IVR (automated phone payments)	
Per transaction, in addition to Credit Card or ACH Fees	Credit Card or ACH Fees + $0.95
Kiosk	
Per transaction, in addition to Credit Card or ACH Fees	Credit Card or ACH Fees + $1.00
Monthly maintenance fee:	$1,000 for 1 Kiosk; $1,500 for 2 Kiosks
Installation/up-front costs	$0.00

4.0   EGOVERN DETAILS

The eGovernment suite of solutions provides citizens public access via the Internet in order to query and view information with regards to licenses, permits, inspections, real property tax, mass appraisal, utility billing, personal property, special assessment and eDocuments such as images and other scanned documents through user-defined search screens.

The ultimate objective of this environment is to enhance services to the community through effective communications to taxpayers. County personnel are provided a solid working environment to better maintain and support taxpayers effectively, economically, instantly and securely.

eAccess
Govern's eAccess provides access to eGovernment information, such as property and billing information and to the eGovern modules such as ePay, eAppeal, eRequest, etc.

Citizens and local business professionals can log in using their account ID and password that can be automatically generated or created by the user, as determined by the County.

The County has the flexibility to customize the eAccess by adding their own logos and messages; changing the background and foreground colors; naming and organizing the menus and menu options; adding search styles and groups; and by granting and restricting access to menu options. The County can provide different levels of access to different type of users.

For example, property information can be made available only to users with an eAccess account. You can add a search style that is available to subscribers only; so that regular users can view information on their own properties; whereas, subscribers can view information on all properties.

The County determines how much data can be accessed, by defining the type of search that can be performed such as name, property or account ID. The taxpayer performs the search and passes to a secure SSL connection to view the account information, including interest and penalty charges, outstanding balance calculations and amounts owed by installment. This is the same information available at the County's offices.

Other services, such as the eComplain can be made available to all users, including anonymous users or to users without an account.

The County can also define a number of subscription plans and charge by profession, by access or by subscription period.

ePay
Designed for State and Local government, Govern's ePay solution increases the efficiency of bill payment and collection. It provides the client, or taxpayer, with a secure, fast and convenient method of paying bills, while providing the County with a fast and effective method of tracking payments and maintaining up-to-the-minute account information.

Govern's ePay solution can be integrated with any Govern Software subsystem and used to calculate and process any type of bill or fee, such as, real property tax, special assessment fees, permit and license fees or utility bills, to name but just a few.

The taxpayer can then make a payment by credit card, electronic check, or both. As with an Automatic Teller Machine (ATM) payment, this is processed in real time and the account is updated immediately. The account summary displays the updated balance, for both the taxpayer and the County, as soon as the

payment is finalized. Late charges are instantly calculated. If a call is made to the County's offices, your personnel will immediately see the new updated balance.

Govern's ePay module stamps PAID for the particular transaction and deposits the amount in the County's bank account.

Govern's ePay module is designed to increase the efficiency of processing economic transactions. It provides a fast and effective method of tracking payments, facilitates data analysis and is a cost-effective way to serve the needs of taxpayers and property owners.

eRequest

Multiple services could be provided to your constituents using this eGovern module:

eRequest

eRequest provides taxpayers with direct communication with your staff through Request For Service or Request For Information.

Taxpayers can login at any time, from anywhere that an Internet connection can be established. The eRequest, with all its activity steps and associated fees, is summarized upon login in. If a filing fee is required, it is then immediately collected and processed via the ePay module but NOT necessarily all requests would have fees assicated with them as the County can decide which request would have associated fees and which ones would have no fees.

Fully integrated with Govern Software, eComplain shares all the functionality and key benefits of the standard Complaints module.

eComplain

Citizens or businesses can login at any time, from anywhere that an Internet connection can be established. The eComplain, with all its activity steps and associated fees, is summarized upon login in. If a filing fee is required, it is then immediately collected and processed via the ePay module.

Fully integrated with Govern Software, eComplain shares all the functionality and key benefits of the standard Complaints module.

eAppeal

Taxpayers can login at any time, from anywhere that an Internet connection can be established. The appeal procedures, with all the activity steps and associated fees, are summarized upon login in. If a filing fee is required, it is then immediately collected and processed via the Govern eAppeal module but NOT necessarily all appeals would have fees assicated with them as the County can decide which appeals would have associated fees and which ones would have no fees.

Fully integrated with Govern Software, the eAppeal solution shares all the functionality and key benefits of the standard module.

5.0   INVOICE CLOUD DETAILS

5.1   Invoice Cloud Experience
- 425+ customers in 37 states
- Focus on municipal tax and utility market
- Management with deep experience
  - Secure Payments, Gateways
  - Billing Software and Integration
- Tightly integrated with eGovern, allowing for functionality that no other company can provide to Harris Govern clients.

5.2   Invoice Cloud Company Vision
- Provide the same online experience customers have come to expect when making payments to Fortune 100 companies (AT&T, Verizon, Visa, AMEX), and take that to the next level
- Provide this service to utilities and municipal governments
- Achieve industry best online payment and e-billing adoption
- Improved functionality and 'ease of use' for the payers
- Decrease effort and manual processes for the staff through improved management capabilities plus automated customer communications system (24 e-mail templates)
- Secret Sauce: Tight integration with Govern, customized for each biller's needs. Because no other EBPP company has a real time data integration with Govern, Invoice Cloud is the only company who can provide much of the functionality outlined in this proposal.

5.3   The Invoice Cloud Platform
Invoice Cloud is tightly integrated with Govern. Your staff and payers would receive the following benefits from implementing the Invoice Cloud upgrade:
- **Single sign on (SSO) and real time data** exchange between Govern and Invoice Cloud—Invoice Cloud was chosen by Harris Govern as the best solution for their customers. No other EBPP (electronic bill presentment and payment) provider can provide this functionality to Harris Govern customers.
- **Real-Time (patent pending) data pump** *ensures double payments do not occur, and there are never lost payments.* Seamlessly moves data between Invoice Cloud and Govern in real time; including payment, paperless, and auto-pay data. Other data can be moved via the data-pump in real time if needed.
- **Extensive <u>customer portal</u> to view and/or pay bills:**
  - View *24 months of billing and payment history* (no registration required)
  - Store bank account and/or credit card information on the Invoice Cloud secure site for future payments, scheduled payments, or auto-pay
  - Sign up for auto-pay, schedule a single payment, or create their own 'budget' payment schedule
  - Payers can view payment history online, even if their payments were made in cash at the window because we synchronize with Harris Govern's billing software. **Improves ability to provide services 24/7 for the customer**
- **Improve communications with payers by offering a comprehensive, automated e-mail reminder system with 24 e-mail templates:**
  - Invoice Cloud provides 24 e-mail templates branded as the biller, each sent to their payers based on certain events. Here are a few examples:

- 3 e-mail reminders per bill (crucial for driving e-adoption—online payments and paperless); once a payment is made once, payer will get an e-mail reminder next bill run even if not signed up for paperless.
- Payment confirmation receipt
- Auto-Pay/Scheduled payment reminder
- Credit Card expiration notification (if the credit card on file is expiring)
- ACH Reject notification

- **Extensive Web and Mobile payment options—all self-serve between Invoice Cloud and your payers:**
  - 'One-time pay'—no registration required: *this is CRITICAL for driving online payment adoption*
  - Schedule a single payment
  - Auto-pay
  - Account linking: pay multiple bills at once for multiple properties, plus manage all accounts through one interface
- **Accept payments in any manner--online, over the counter, mobile, IVR--through a single provider**
  - Using Invoice Cloud will give you a single source of reconciliation on the back end for all invoice and payment types
  - Go to one location to see a real time log of all payments made so far for the day
- **Significantly improve e-adoption rates to decrease administrative burden= cost savings**
- **Offer a comprehensive, self-service paperless program**
  - Invoice Cloud expects to enroll an additional 20% of payers in paperless during the first 2 years on our platform
- **MOBILE: 40% of Invoice Cloud's payments are through mobile devices (smartphones and tablets)**
  - Responsive design provides 'app-like' experience without requiring the download of an app.
- **Access to extensive administrative features:**
  - Extensive reconciliation reporting
  - E-mail an exact copy of the bill anytime
  - See e-mail history for all payers, with data and time stamps
  - Easy to search for and locate any payment, regardless of where it was made (counter, web, IVR)
- **Kiosks**
  - Invoice Cloud has an integrated Kiosk solution that will accept cash, check, and debit/credit cards
- Kiosk is already fully integrated to Invoice Cloud, and provides a real-time data feed back to *Govern*.

5.4   County Staff

County Customer Service Representatives (CSR) have access to features like:

- Blocking ACH and/or Credit Card Payments
- Updating an email address for a Customer
- Entering a courtesy email address for a Customer or Landlord
- Sending an invoice notification for a bill that a Customer says he/she didn't receive

- Setting up auto-pay for a Customer at Customer's request
- Setting up paperless for a Customer at Customer's request
- Reviewing payment and/or email history
- Updating phone number for a Customer at Customer's request
- Issuing a credit on an over payment

5.5   Biller Portal-- Data Management

In the Data Management area the biller can search for invoices (all or outstanding only) by customer and many other criteria. In addition, reports can be generated for any data required including auto-pay registrations, paperless, EFT/ACH rejects, payment history and view scheduled payments, just to name a few. Reports are date and invoice type driven. Reports can be exported to Excel if desired.

5.6   Biller Portal – E-Mail Portal Customization

In the Portal Customization area, the biller uses a word processor type editor to easily and rapidly modify email notification templates. The customer portal and email images can be modified by the biller at any time.

5.7   Search Customers

The Invoice Cloud Biller Portal gives your CRM's immediate access to all real-time data of all activity. The Invoice Cloud Data Pump keeps the Portal and your Govern software updated, making sure that all payments received by Invoice Cloud are hitting your accounts in real-time. The Data Pump history above shows the time the payment was made and the time Govern software acknowledged it received it.

This allows the CSR to view the customer's profile, including:

- Any stored payment account information (truncated, staff cannot get full credit card or bank account numbers)
- Paperless settings
- Auto-pay settings
- E-mail address on file and all e-mail history (including click through status)
- All payment history
- Linked accounts if any

5.8   Viewing of Customer Profile

The CSR can view all payment and billing history for that payer. Clicking on the green money symbol gives additional detail about the payment and how it was made. Clicking on the 'credit cards' tab will display the card data on file that the customer used to pay with (middle 8 digits hashed out for security purposes).

6.0   TECHNICAL DETAILS

6.1   Required Programs

All software must be running the latest recommended patches from the respective provider of such software.   We request you confirm with our Support staff on compatibility prior to any future upgrades.
- Web Server – Windows Server 2012 or Higher with Microsoft   Internet Information Service (IIS 7.5) and .NET 4.x Framework Installed.
- Network – 1GB for Server-To-Server communication and 100MB/1GB for Workstation access.
- NET 4.X Framework Installed (X denotes the latest Harris certified version).

6.2   Sample Network Configuration
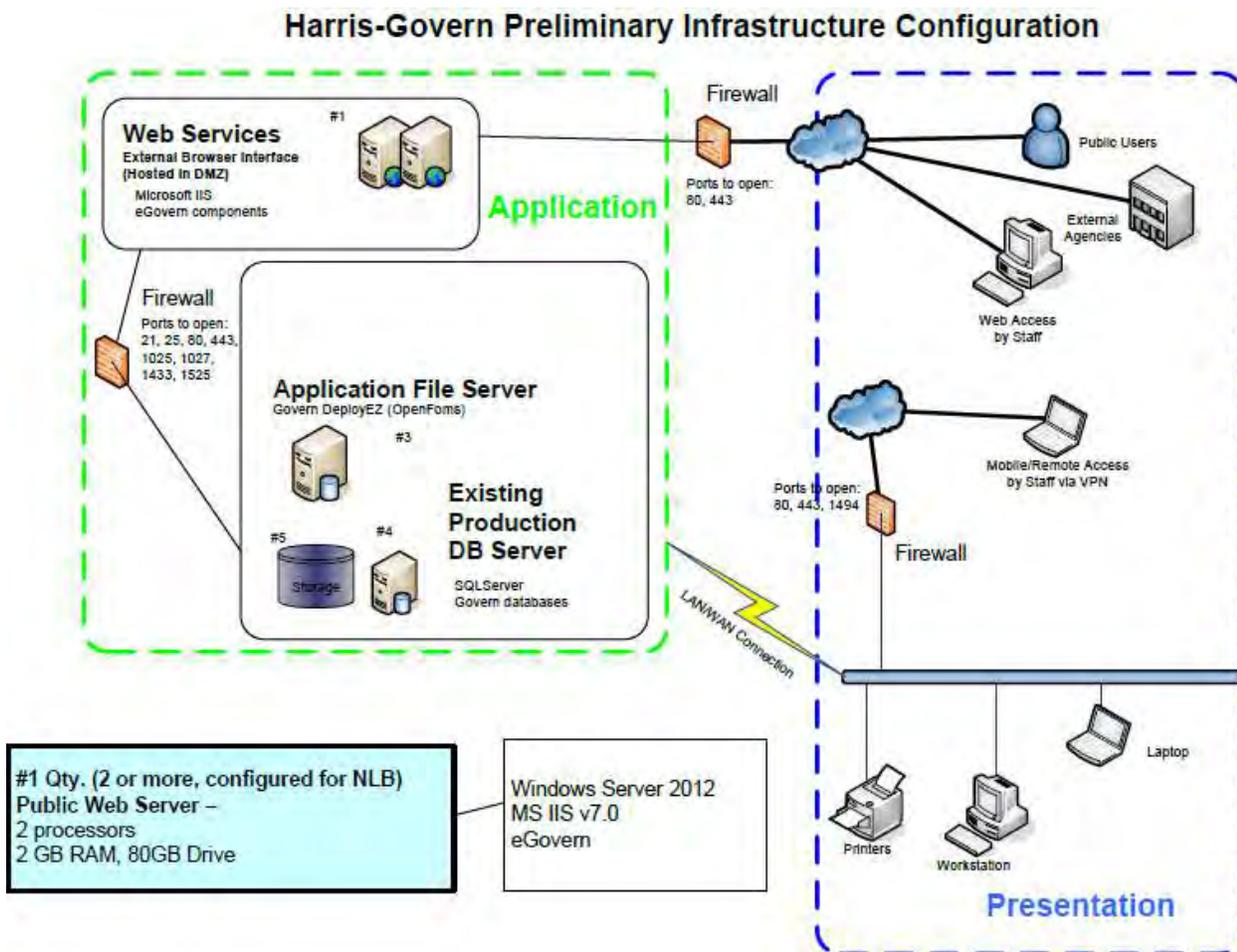
7.0   TERMS AND CONDITIONS

7.1   Invoicing and Payment Terms

The County will promptly review Harris Govern invoices and will notify Harris Govern of any objection in writing within five (5) working days of the Harris Govern's invoice receipt. All Harris Govern invoices must be paid within thirty (30) calendar days of the date of Harris Govern's invoice. Any undisputed invoices might carry interest charges. Upon execution of the contract, one hundred percent of the License cost will be invoiced.

7.2   Proposal Validity

This Proposal is valid for ninety (90) days from the date appearing on the cover page.

7.3   Currency

All prices used in this proposal are in US dollars.

7.4   Taxes

Applicable taxes, if any, are not included in the prices listed in this Proposal and are considered extra.

7.5   Existing Agreements

The terms and conditions stipulated in the License Agreement entered into between N. Harris Computer Corporation's predecessor, Systems Design, Inc. and County of Glynn, Georgia dated June 18, 2001 (the "License Agreement") as well as the Support Service Agreement entered into between N. Harris Computer Corporation's predecessor, Systems Design, Inc. and County of Glynn, Georgia dated June 18, 2001 (the "the Maintenance and Support Agreement") are still in full effect and remain in force and shall apply to the eGovern software modules set out in Section 2.1 of this eGovern Proposal (the "Modules") and related services set out in this eGovern Proposal (the "Professional Services") such that for the purpose of the License Agreement the Modules shall be deemed "Programs", and for the purposes of the Maintenance and Support Agreement the Professional Services shall be deemed "Services", this eGovern Proposal shall be deemed "Proposal"; and the pricing set out herein shall be deemed the "Detail Price Proposal". In the event of a conflict or inconsistency between the terms and conditions of this eGovern Proposal and the terms and conditions of the License Agreement or the Maintenance and Support Agreement, the terms and conditions of this eGovern Proposal shall govern and control. The County acknowledges and agrees that Invoice Cloud is a third party software product and/or service and all Invoice Cloud products and services shall be licensed or provided to County by Invoice Cloud, Inc. and subject to the terms and conditions of a separate agreement to be entered into directly between County and [Invoice Cloud full legal name]. Harris Govern makes no warranties, express or implied, with respect to Invoice Cloud, including without limitation, their merchantability or fitness for a particular purpose and Harris Govern accepts no liability of any kind whatsoever with respect to [Invoice Cloud products and services] or any other third party products and services.

7.6   Compliance with Laws

Harris Govern agrees that the Modules and the Professional Services shall be capable of complying with applicable state and federal law. Actual compliance of the Modules and Professional Services with applicable state and federal law are dependent on the use of proper configuration settings, database maintenance tasks, use of appropriate backup software and security and other County set up [obligations set out in this eGovern Proposal] which shall be the sole responsibility of County, including but not limited

to, ensuring that Modules are not configured to impose requirements or fees upon end users in connection with activities (including without limitation, submitting requests, complaints or appeals) where such fees or other requirements are impermissible under state or federal law.

8.0   APPROVAL

Approval of this Proposal and its contents could be made via e-mail and by issuing a Purchase Order. By accepting this document, changes to its contents will require a scope change to be initiated by both Project Managers.

Glynn County, GA	**Harris Govern**
Purchase Order Number	
Signature	Signature
	Richard Beaini
Name	Name
	Vice President, Major Accounts
Title	Title
	January 4, 2016
Date	Date