

Town of Marbletown

Ulster County

Proposal for Municipity™ Integrated Parcel Management SaaS

April 25, 2023

Valid for 3 months



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COMMUNITY
DEVELOPMENT
SOLUTIONS

Formerly General Code CMS LLC

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CUSTOMER NEEDS AND REQUIREMENTS

In an effort to enhance and improve their legacy process, the City of Anytown is wishing to utilize Municipity 5 and its offerings to increase efficiencies – not only for the City team via the Desktop & Mobile tools, but also adding an easy-to-use online system for the constituency through Municipity Connect. Details of the project are listed below:

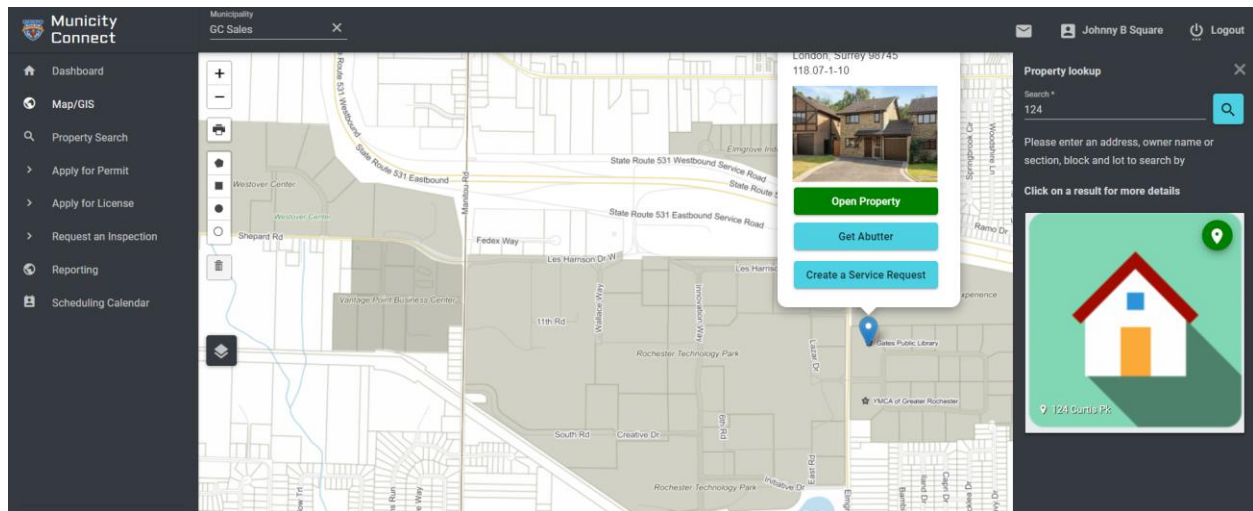
- Summation of the key project data:
 - Which programs of work apply to this situation based on the need's assessment
 - Municipity Connect (*specific POW to Connect listed below*)
 - Application Submit/Pay
 - **Optional:** Inspection Requests
 - How many departments are involved and which ones?
 - Building Department
 - How many different software programs will integrations be needed for?
 - [TBD] Payment Processor – *Please note that payment processor pricing is contingent upon the Town of Marbletown selecting a payment processor from the following list of pre-configured integrations, (please note, this requires the Town of Marbletown to have an existing contract with one of the following payment processing companies):*
 - VPS
 - Link2gov/FIS
 - Paymentus
 - ACI
 - Point and Pay
 - Forte
 - InterwareDev (EB2Go) [**preferred partner*]
 - Stripe
 - i3 Merchant Solutions

If the Town would like Municipity 5 to integrate with a payment processor not on this list, pricing will be subject to change pending scoping by the Municipity 5 development team.

MUNICIPITY CONNECT IMPLEMENTATION

MUNICIPITY CONNECT:

Municipity Connect module makes available to the public via the Internet information relating to the parcels, permits, inspections, complaints, variances, planning projects, etc. Optionally, web users can submit applications for a new permit, lodge a complaint or request an inspection.



Municipity Connect – Parcel Selection

Some Features of Municipity Connect:

- View all Parcel Information through a web browser (content determined by the municipality).
- Apply for Permits On-Line.*
- Upload documents.
- Pay fees.
- Track status of an application through the review process.
- View status of permits (inspection progress).
- File a complaint.
- Request an inspection.
- Apply for a license.
- Apply for a registration.
- Apply a title search.
- User specific dashboard.

** Note: check and credit card fees may apply. If interested in utilizing this feature, ICC Community Development Solutions will provide an additional proposal.*

MUNICIPITY CONNECT PROGRAMS OF WORK

Programs of Work	Description	Processes Within Program of Work
Application Submit/Pay	Allows the Public to submit application request, check the status of the application, and pay fees related to the application ¹ . They can also track the status of their permit and its related Inspections and once all work and inspections are completed apply for a certificate.	<ul style="list-style-type: none"> • Public application submittal • Online Fee Payments¹ • Public Tracking application approval tasks • Public ability to print documents • Public View Inspection Status • Public Apply for Certificates • Internal Dashboards to track and approve submitted applications and payments • Base Documents that can be sent to the Public

PROGRAMS OF WORK NOT INCLUDED IN THE PROJECT*

**POW not included can be added at a later date via Municipality Change Order form.*

Inspection Requests	The Public can track inspections they need to complete and request time slots to schedule inspections once they are ready. The municipality can then review all requests and confirm times.	<ul style="list-style-type: none"> • Public Inspection Time Slot Requests • Internal ability to set timeslots based off inspection types or departments • Internal ability to block off particular days • Internal Dashboards and other tools to track inspection requests • Base Documents that can be
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¹ Requires that the Municipality have a contract with an Integrated Payment Processor. These Contracts and any associated fees are the sole responsibility of the customer. Please contact Sales rep for most recent list of integrated processors or to request a quote to build an integration

		sent to the Public
Issue/Complaint Reporting	The Public can submit issues with descriptions and images for the Municipality to review and determine next steps.	<ul style="list-style-type: none"> • Public Issue Submittals • Internal Dashboards to review Submittals and convert them to Work Orders or Complaints for follow-up • Base Documents that can be sent to the Public
Vacancy and Landlord/Rental Registration Submit/Pay	The public can submit Registration requests for new vacancy registration or register new rental properties. They can also complete fee payments for new and existing registrations. ¹	<ul style="list-style-type: none"> • Public can submit registration forms for Newly Vacant Properties or New Rental Properties • For Rental Properties the Public can identify Tenants • Pay Fees for new Registrations or complete payments on existing items¹ • Public can track the status of Tasks or Inspections related to their registrations • Internal Dashboards to track new submittals and payments • Base Documents that can be sent to the Public
License Application Submit/Pay	The public can submit requests for new licenses, provide documentation and pay fees related to these new requests or renewal fees once they have been created by the municipality. ¹ The Public can print or reprint copies of their license.	<ul style="list-style-type: none"> • Public submittal of New License Requests • Public can print License Documents • Online Fee Pay¹ • Base Documents that can be sent to the Public



ANNUAL SERVICE AND SUPPORT

The annual service and support agreement provides the Town of Marbletown's with service and support on the Muncity System. This includes advice for procedural questions, configuration updates, regular software updates and software fixes for problems encountered.

As part of this purchase, the Town of Marbletown agrees to allow remote access to its desktop systems with a minimum of broadband Internet connection. High-speed Internet connectivity is preferred. Support will be provided utilizing software such as GoToMeeting or GoToAssist.

Security and Compliance

Muncity inherits best practices of security policies, architecture, and operations processes of its underlying platform, which is continuously audited, meets requirements for numerous compliance programs, and benefits from accredited certifications. Periodic Trustwave vulnerability scans ensure PCI compliance of financial platforms. All sites are certificate secured, and web traffic is protected by SSL encryption.

Prevention and Detection

Automated assessments improve the security and compliance of Muncity applications. Servers are hardened based on recommendations from industry standard CIS security benchmarks, known vulnerabilities and exposures, runtime behavior analysis, and security best practices. Network traffic is actively monitored for security risks, immediate notifications are provided in case of suspected malicious or unauthorized behavior.

Storage and Recovery

Customer data is secured in a private network, and databases backed up and stored remotely in multiple regions. Data access is secured by IAM best practices.

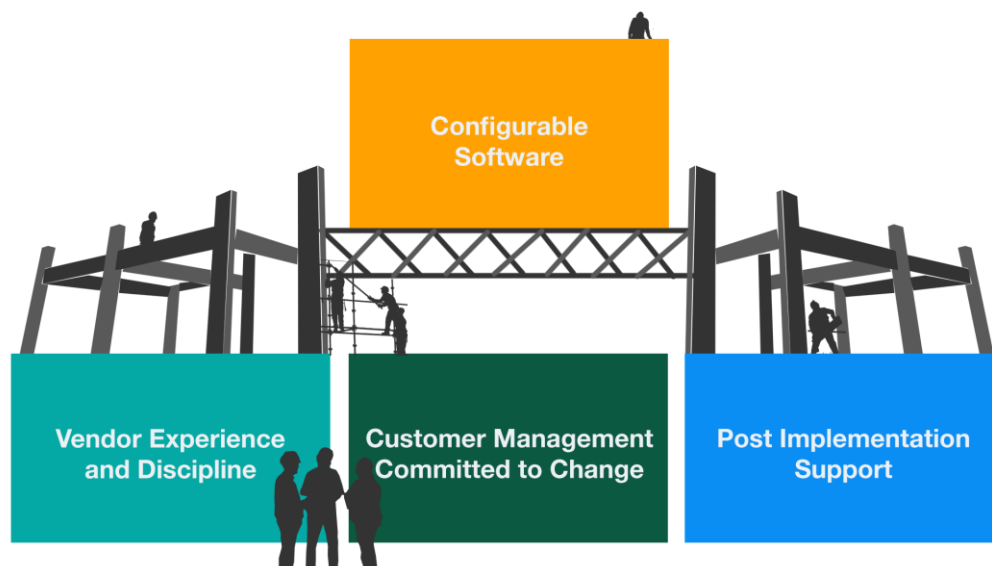
The Importance of the Customer's Involvement in successful implementation

It is imperative that there be buy in from all parties involved within the project in order for it to be successful. Please review the following considerations:

- Commitment from Management for Change and managing resistance
- Senior Project Manager assignment from Customer – single point of contact
- Supervisors' role in learning and becoming inside expert to support users
- Clarity relating to desired integrations and their functionality
- Access to all relevant data for incorporation early in the process
- Commitment to schedules and timelines

MUNICIPALITY IMPLEMENTATION & TRAINING PROCESS

The process of implementing a new software solution within the framework of a busy, often-under-resourced local government operation is often overlooked when jurisdictions consider purchasing a software solution. Successful deployments while being completed in a few months' time often take 18 to 24 months before the new application is seen as comfortable and adopted as "the way we do it." ICC Community Development Solutions' implementation methodology follows a very specific phased approach to implementation and training that has proven to be very successful. Its success is based on a sound structure that supports the process by having clarity on what will make the implementation successful:

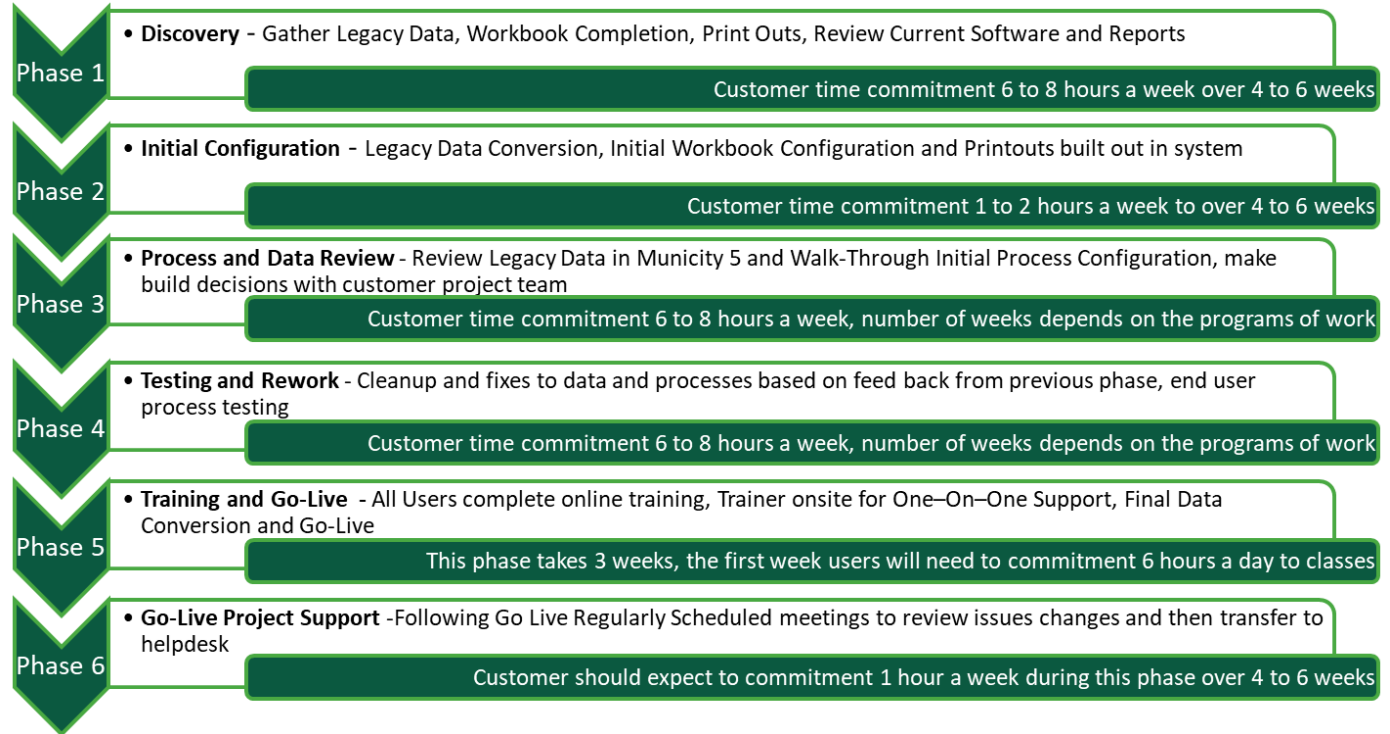


Configure-able Software

Municipality 5 has been built over time based on needs and requirements that have been asked for by our customers. Essentially, it has been built based on customer direction. Part of that evolutionary development has required that it be very flexible in its design to allow that while all building and code enforcement departments issue permits, conduct inspections, manage complaints and so much more, every department we work with operates under different rules and procedures. So, the software and its construction of work processes, form types, information fields, etc. have to allow a great deal of flexibility. This should not be confused with the concept of customization. The ability to configure the software in a flexible way should not need to include new programming/development of the software to achieve the implementation. There is a separate process for software customizations that may come later but aren't done routinely as part of an implementation.

Foundation for a successful implementation -Vendor experience and discipline

Our discipline for implementation follows a very well-organized phased approach led by skilled project managers, technicians, and trainers. The chart below illustrates the process and the discipline followed to move through the implementation as thoroughly and efficiently as possible. It is based on gaining knowledge as rapidly as possible about the way your operation works, the details around your processes and constituent interface and your data sources and structures required to build out the software solution for your organization.

SAMPLE IMPLEMENTATION TIMELINE

Additional annual service and support program details are described in Appendix B.

Customer management commitment to change and time/resource commitment

Leadership commitment and involvement in the implementation of a new software implementation is critical to successful implementation. Vendor's can only do so much to address resistance to change which is a natural part of the implementation process. Leadership reinforcement throughout the process is required to ensure that the decisions made to move to a new platform, while creating short-term pain will lead to longer-term productivity. Leadership also must commit to the amount of time that will be involved in migrating to the new platform –part these commitments include being responsible for the County (or other source) GIS shape files to be imported into the Muncity 5 database. Software users must be reassured that while there will be discomfort and some disruption for them, it is a necessary part of the change process and will eventually become easier once the learning curves are surpassed.

Post-implementation support

A strong helpdesk setup for customer support should be a must for any software vendor. After training and go-live our customers are migrated to our helpdesk for their ongoing support. Our staff tracks all incoming calls or contacts in our CRM system and the cases are tracked through resolution of the issues. The period after go live is that time when new users and managers will be working to reinforce the new way of doing things which often-times means having access to experts who can answer questions or help make needed adjustments to the system or its output.

Project Planning

Upon conclusion of the contract negotiation the process opens with our discovery process. This involves the initial phase 1 plan and schedule. While the project plan at this early phase is created as a general outline as

each phase is completed the next phase has a specific plan created based on what took place in the most recently completed phase. The project teams from both sides of the team iron out the specific plans and agreed to time frames. In each of these phases there can be tasks and/or time/resource commitments that must be agreed to by both sides. Once those items are agreed-upon then the planned phase commences. ICC Community Development Solutions builds in discount incentives for completion and/or time commitments met by the customer in most of the phases of the process.

ICC Project Manager determines if customer requirements for deliverables and deadlines are met at the completion of each phase for discounts to apply. See the Authorization and Agreement section for your specific available discounts.

INVESTMENT DETAIL & OPTIONS

Prices noted for setup, configuration, training, and other services are valid for 3 months from the date of this proposal.

MUNICIPALITY CONNECT Annual SaaS Subscription				
Municipality Connect Web-hosted Subscription	Users	Year 1	Year 2 ^①	Year 3 ^①
Annual Connect Subscription	unlimited	\$1,500	\$1,545	\$1,591
Annual Maintenance for Integrations: TBD Payment Processor ^②	n/a	\$800	\$824	\$849
Municipality Connect Total Annual SaaS		\$2,300	\$2,369	\$2,440
Implementation and Training				
Municipality Connect Implementation [one-time set-up for building database, process configuration, & training]	Building	- Application Submit/Pay	\$7,000	
Municipality Connect Training (Remote Training Only; 1-day, training materials to be provided for future use)			\$1,400	
Integrations: [TBD] Payment Processor Set-up and Configuration ^②			\$700	-
Municipality Connect Total Services		\$9,100		
Total Yearly Cost				
		\$11,400	\$2,369	\$2,440
Note – does not include additional integrations with 3rd party applications or additional Data Migrations				

^① After the first year ICC Community Development Solutions may raise the annual support contract by 3% or by the previous year's annual Cost of Living Adjustment (COLA) as calculated by the US Social Security Administration, whichever is greater. ICC Community Development Solutions will provide the Municipality with notice of any proposed increase no later than ninety (90) days prior to the anniversary date of the Contract. The absence of such notice shall be construed as ICC Community Development Solutions' intent to maintain the annual support contract at the prior years' amount.

^② Please note that payment processor pricing is contingent upon the Town of Marbletown selecting a payment processor from the following list of pre-configured integrations, (please note, this requires the Town of Marbletown to have an existing contract with one of the following payment processing companies):

- VPS
- Link2gov/FIS
- Paymentus
- ACI
- Point and Pay
- Forte
- InterwareDev (EB2Go) [*preferred partner]
- Stripe

○ **i3 Merchant Solutions**

If the Town would like Muncity 5 to integrate with a payment processor not on this list, pricing will be subject to change pending scoping by the Muncity 5 development team.

The base Muncity subscription license charges support the following:

- Annual Software subscription – this is the actual cost of the software license itself and is an annual recurring expense.
- Hosting – This covers the cost of providing the software in the Cloud and is an annual recurring expense.
- System access – The Muncity subscription pricing includes unlimited user access. There may be normal added expenses for adding users or departments to the system for set up and training but there is no additional charge for adding users (Does not include Mobile access which is user license based).
- Server Storage – Standard Muncity databases are able to house up to 10 Gb of data. Databases that exceed this limit will need to upgrade to an Individual RDS Server Instance for an associated cost. Additional information and pricing for this option are available upon request.
- Media Storage – Standard implementation includes 100 Gb of storage space for Documents and Pictures. Additional Storage can be purchased in 100 Gb increments for \$250 per year.
- Scope of Data Migration does not include –
 - Transfer of Existing Multimedia, (photos, videos, documents, etc.), this is subject to additional scope and charge
 - Cleaning of any corrupted or duplicate data
 - Integration of legacy data into workflow or reports.
 - Logs of data changes
 - Migration of any data into the workflow (i.e., pending or completed signoffs, fee steps, document issuance, inspections).
- ICC Community Development Solutions/Helpdesk – ICC Community Development Solutions provides Helpdesk support to users and admin managers on a daily basis. This covers the extensive ongoing support that the customer receives while on subscription.

1. Adjustments to Performance Schedule; Delays.

Adjustments to Schedule. Upon the mutual consent of the Municipality and ICC Community Development Solutions, the “Performance Schedule” may be changed or extended as provided under “Delays” below.

Delays. Client must notify ICC Community Development Solutions, in writing, immediately upon learning or otherwise becoming aware, of any difficulties that may delay the delivery of services or deliverables within each Phase of the Implementation timeline. Such notification must identify the reason for the delay, as well as the anticipated period of delay. Any delay on the part of the customer that extends 10 working days beyond the target date for completion of any phase will result in a project restart and additional charges will be identified as part of a change order provided to the customer. This clause shall not apply in case of force majeure. Additionally, an incentive is applied should the Municipality meet the agreed upon deadlines as outlined in the Performance schedule.

AUTHORIZATION & AGREEMENT

The **Town of Marbletown, New York** hereby agrees to the procedures outlined above, to ICC Community Development Solutions' Terms and Conditions which are available at <http://icc-cds.com/terms-conditions>, and authorizes ICC Community Development Solutions to proceed with the project.

OPTIONAL COMPONENTS

Please check any optional component to be included with this authorization

☐ **Optional Contingency Fund for Scope Changes (20% of Services)**

\$1,820

We recommend the Municipality consider establishing a Contingency fund to cover any unanticipated scope changes that may occur throughout the project. This will protect the project from delays as a quick email approval could keep a scope change from added delays of waiting for an approval to proceed. This fund creates a pre-approved pool of funds for changes, which will be communicated and approved via Scope Change document, highlighting changes before additional work is implemented. If the funding is not used it will be returned to the Municipality.

*If this option is **not selected**, any changes or additions to the project will be subject to the traditional Change Order process highlighted in Appendix E, where the Municipality will receive a quote for changes that will need to run through an additional approval process, delays included.*

PAYMENT SCHEDULE

SUBSCRIPTION

- 100% of the First-Year subscription price shall be invoiced upon site license activation – payable within 30 days
- 100% of the Subsequent years' subscription price shall be invoiced at the 1-year anniversary of license activation

SERVICES – SETUP, IMPLEMENTATION, TRAINING & TRAVEL (\$9,100)

Phase 1: \$455 (5%) of the total services price shall be invoiced after Phase 1 - Discovery Completion

Phase 2: \$1,820 (20%) of the total services price shall be invoiced after Phase 2 - Initial Configuration

Phase 3: \$2,275 (25%) of the total services price shall be invoiced after Phase 3 – Process and Data Review

Phase 4: \$1,820 (20%) of the total services price shall be invoiced after Phase 4 – Testing and Reworking

Phase 5: \$1,820 (20%) of the total services price shall be invoiced after Phase 5 – Training and Go-live

Phase 6: \$910 (10%) of the total services price shall be invoiced after Phase 6, 20 Days after Go-live

ICC Community Development Solutions Project Manager determines if customer requirements for deliverables and deadlines are met at the completion of each phase for discounts to apply.

Estimated Muncity Base Solution (First Year Costs):	<u>\$ 11,400</u>
Optional Component(s), if offered and selected:	<u>+ \$ 1,820*</u>
Estimated Total Investment:	<u>\$</u>

*Contingency fund is for pre-approval of funds. These funds will not be invoiced unless they are needed and agreed upon after change order review

TOWN OF MARBLETOWN, ULSTER COUNTY, NEW YORK

By: _____ In the Presence of: _____

Title: _____ Title: _____

Date: _____ Date: _____

ICC COMMUNITY DEVELOPMENT SOLUTIONS, LLC

By: _____ In the Presence of: _____

Title: _____ Title: _____

Date: _____ Date: _____

1. **Sign the Proposal**
2. **Fax or email the Authorization & Agreement Section only to: ICCCDS@generalcode.com • fax (585) 328-8189**
3. **Mail the signed Proposal to ICC Community Development Solutions at: 781 Elmgrove Road • Rochester, NY 14624**

Upon request ICC Community Development Solutions can sign and mail a copy of this agreement back to the Municipality for its records.

APPENDIX A - MUNICIPALITY™ MINIMUM SPECIFICATIONS

Recommended:

Workstations:

Processor	Minimum Intel i5 or equivalent processor and is less than 5 years old
Operating System	Windows 10 (32 or 64 bit) – 64 bit preferred
Optimal Browser	Google Chrome latest version or other Chromium based browser
Hard Drives	10 GB of free disk space for software and temporary files (SSD Preferred) Should also be less than 5 years old
RAM	Minimum 8 GB
Monitor	Minimum 23" monitor recommended for optimal viewing
Internet Access	Program is web-based. Support is handled online. Stable Internet access and ability to access via GoToAssist required on all workstations

Mobile Device (if applicable):

General	Android, iOS, Windows enabled device Mobile can be used in offline mode Camera recommended for taking photos in the field
Screen Size	Minimum 8" Screen
Storage	Minimum 64GB
Network	Minimum 4G Wireless Connection

Preferred:

Workstations:

Processor	Intel i7 or equivalent processor and is less than 3 years old
Operating System	Windows 10 or newer – 64 bit
Optimal Browser	Google Chrome latest version or other Chromium based browser
Hard Drives	25 GB of free disk space for software and temporary files (SSD Preferred), should also be less than 5 years old
RAM	16 GB
Monitor	At least one 23" monitor for optimal viewing, 2 monitors preferred
Internet Access	Program is web-based. Support is handled online. Stable Internet access and ability to access via GoToAssist required on all workstations. Connections should be wired.

Mobile Device (if applicable):

General	Android, iOS, Windows enabled device Mobile can be used in offline mode Camera recommended for taking photos in the field
Screen Size	Minimum 10-inch screen
Storage	128 GB
Network	5G Wireless Connection

Network Recommendations:

General	<p>There is a confirmed interference with some antiviruses that check every network call before allowing it to be sent through the browser</p> <p>Broadband Internet Connection with a minimum bandwidth speed test range of 2 mbps preferred.</p> <p>Allow all of the Muncity domains in your firewalls/router/antivirus:</p> <ul style="list-style-type: none"> *.Muncity5.com/* *.MuncityMedia.com/* *.MuncityReports.com/* <p>Once whitelisted please ensure that the URLs are resolving to the following IP's</p> <ul style="list-style-type: none"> *.Muncity5.com/* : 107.23.104.209 *.MuncityMedia.com/* : 107.23.71.163 *.MuncityReports.com/* : 107.23.154.244 <p>Ensure Port 9030 and 9057 is Open</p>
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Recommended Bandwidth/Speeds:

Number of Users	Base Download Speed	Preferred Download Speed	Base Upload Speed
1 – 6	150 mbps	250 mbps	20 mbps
6 – 20	100 mbps	150 mbps	25 mbps
21 – 40	100 mbps	200 mbps	30 mbps
41 – 60	150 mbps	250 mbps	35 mbps
61 – 80	200 mbps	300 mbps	40 mbps
80+	300 mbps	350 mbps	50 mbps

Remote Access:

The client agrees to allow remote access to its desktop systems with a minimum of broadband Internet connection. High-speed Internet connectivity is preferred. Support will be provided utilizing software such as GoToMeeting, GoToAssist or WebEx.

APPENDIX B - GENERAL MUNICIPALITY SERVICE LEVEL AGREEMENT

Municipity Support is renewable on an annual basis and was created to deliver critical program updates and provide ongoing technical support for your Municipity System. With Municipity Support you will always be confident that you are receiving the very best performance and quality possible.) Technical support also covers basic updates to Entity Types, templates, fee calculations, reports, printouts as well as creation of new user accounts.

Contacting ICC COMMUNITY DEVELOPMENT SOLUTIONS' Support Team

- Call our toll-free number (855-436-5500)
- email at municipitysupport@generalcode.com

Service Level Agreement

- Technical support requests not immediately addressed will be acknowledged within 8 business hours with the majority of response times within 2 hours
- ICC Community Development Solutions' Help Desk Technician may need to remotely access your system to diagnose an issue.
 - In these situations, ICC Community Development Solutions will use RescueAssist, WebEx, or your remote service tool, to create a remote connection with you so they can observe and diagnose an issue
- Technical Support is provided between the hours of 8:00 AM - 5:00 PM EST, Monday through Friday
- In situations that require additional research or work by the technician, we will let you know what still needs to be done, along with a timeframe for getting back to you
- Every Issue reported to the ICC Community Development Solutions Help Desk will have a Case Number Assigned for your reference

Included with Municipity Support

- Simple Updates/Additions to Entity types and Templates
 - Entity types are items such as Permit Types, Fee Types License types etc.
 - Templates are configured mappings of items such as fees, inspections and task to parent items such as Permits and Licenses
- Simple Updates/Additions to Printouts
- Creation of Simple New Reports
- Creation of New User Accounts
- Creation of New Groups and Fields on Entities
- Remote troubleshooting and repair to the extent of our ability of any errors generated by Municipity
- Remote troubleshooting and repair to the extent of our ability any Municipity technical issues
- Escalation to Municipity Engineers for any software issue that we cannot immediately resolve
- Access to all major and minor updates provided by Municipity per the request of the customer
- Assistance in activating/configuring minor software updates provide by Municipity
- Access to TIPS and FAQs on the ICC Community Development Solutions' website
- User group meetings and webinars
- Access to Municipity's knowledgebase
- Answers to Basic Procedural questions

- Automatic Scheduled Bulk updates to parcel data
 - Customer must be using a software that Municipality has currently integrated with, please contact your sales rep for the most updated list
 - Customer must own their Assessment data or have arranged access to the data with the entity that does have ownership
- Periodic Bulk Updates to Parcel
 - If not using an integrated software customer must send the data to the ICC Community Development Solutions' Helpdesk when changes are needed
 - Data needs to be sent in either excel format or some other text delimited format
 - Data should be sent in the same format each time
- Ordinance code updates at the customer's request (*if integration is purchased*)
 - If Ordinance Codes are not available through General Code's eCode Product they must be provided in a text delimited or excel file
 - The file must separate the Code Number, Short Description and Long description

Excluded from Municipality Support

- New user or refresher training (on-site or remote)
- Training related new features/modules released as part of a software updates
- Data Conversions from Third Party Systems
- Addition of custom features or functionality to the software
- Support or troubleshooting of third-party software
- Faults or problems caused by unauthorized access to configuration information or changes to components by the user or a third party.
- Problems or faults caused by use of the product outside its normal operating conditions.
- Support of Customer Hardware/Infrastructure that is used in conjuncture with Municipality
- Creation of Complex New Reports
 - ICC Community Development Solutions will be responsible for determining if a request is Major or Minor based on the number of hours required to make the requested change
 - Complex reports refer to but is not limited to Reports that require unique data formatting, process changes, pulling data from multiple child objects, and multiple data groupings
 - Reports that require development changes in-order to create
- Complex Updates/Additions to Entity Types/Templates or Processes
 - This refers to significant new or updated changes of Entity Types/Templates.
 - ICC Community Development Solutions will be responsible for determining if a request is Major or Minor based on the number of hours required to make the requested change
 - This includes any requests that require development changes in order to enact
- Complex Updates/Additions to Printouts
 - This refers to significant new or updated changes of Print Outs
 - ICC Community Development Solutions will be responsible for determining if a request is Major or Minor based on the number of hours required to make the requested change
 - This includes any requests that require development changes in order to enact
- Assistance in activating/configuring complex updates provide by Municipality
 - This refers to major updates such as entirely new functionality/modules released by Municipality Developers

- ICC Community Development Solutions and Muncity developers will be responsible for determining if an update is complex or simple based on the number of hours required to activate and configure the update
- If you have questions regarding whether a change is complex or simple please contact our Muncity Support
- Automatic Ordinance codes updates unless a separate integration is purchased

Method of Support:

ICC Community Development Solutions provides its Help Desk support remotely via the internet utilizing web browser tools such as GoToAssist. The customer agrees to provide remote internet access to their client workstation(s) as needed. Broadband internet connectivity at the customer site is preferred, but a minimum of a 56kb modem is required.

Customer's Obligation:

In order to participate in the Muncity Support program, the Customer is required:

- To issue a purchase order for or complete payment on an invoice for the annual Muncity Support.
- To have Internet access on all workstations where the Muncity client is installed and be willing to allow our Support Technicians remote access to the Customer's Muncity system via GoToAssist or other acceptable remote access tool.
- To designate an IT contact and to provide the name, phone number and e-mail address.
- To describe technical issues completely in order to provide ICC Community Development Solutions' Help Desk staff sufficient information to be able to diagnose and reproduce the problem, including any identified error codes.
- To have our preferred browser installed

ABOUT ICC COMMUNITY DEVELOPMENT SOLUTIONS

Serving the needs of local government for over 55 years, General Code, LLC has provided a variety of products and services to more than 3,000 clients throughout the United States, including the Muncity™ Integrated Parcel Management Suite. Our staff has developed, implemented, and maintained many projects for various local governments, ranging from small towns and villages to major cities and counties.

On November 16, 2017, it was announced that General Code, LLC became a wholly owned subsidiary of the International Code Council (ICC). The decision to bring these complementary organizations together was based on the desire to deliver a broader set of digital solutions for ICC members.

“This acquisition of General Code will provide a perfect complement to our product and service portfolio,” said Code Council Chief Executive Officer Dominic Sims, CBO. “We are strategically aligned with similar missions and goals, focused on safety and serving our members and customers.”

TEAM STRUCTURE

ICC Community Development Solutions will provide a Project Manager as a single point of contact for the Muncity project. This will ensure consistency across the projects, and direct access for question resolution, project status updates, change order requests and issue escalation. In addition, ICC Community Development Solutions will assign various specialists across the duration of the project based on expertise needed and schedule.

During Consultation and Project Planning, the ICC Community Development Solutions team will discuss process needs, system requirements, make technical recommendations and answer questions. Finally, the Project Manager will work with the Municipality Project Manager and Team to set schedules, identify users and security and set a tentative timeline for the Implementation.

Training of IT staff and End-Users will be performed by ICC Community Development Solutions’ Installer/Trainer(s). These individuals will work with groups of end-users to train them on various aspects of the Muncity system.