



**PREPARED FOR**

Hernando County ("Subscriber")

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**PREPARED BY**

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**Dude Solutions is now Brightly. Same world-class software, new look and feel.**

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Q-267799

This SOW has been defined to leverage Brightly's experience, while optimizing the use of resources, thereby maximizing cost efficiencies on behalf of Client.

Based on our current understanding of the complexity and scope of this effort and the expected involvement of the Brightly team resources, the current estimated Fixed Price for this engagement is shown in the Investment table. This estimated cost breakdown is as follows:

**Service Term: 36 months (08/01/2022 - 07/31/2025)**

Services			
Services Invoice - Year 1			
Item	Start Date	End Date	Investment
SmartGov - Enterprise	8/1/2022	7/31/2023	25,548.60 USD
SmartGov API	8/1/2022	7/31/2023	1,481.25 USD
SmartGov Connector Active Directory	8/1/2022	7/31/2023	697.00 USD
SmartGov Connector BlueBeam	8/1/2022	7/31/2023	697.00 USD
SmartGov Connector Custom	8/1/2022	7/31/2023	1,393.45 USD
SmartGov Connector Merchant	8/1/2022	7/31/2023	697.00 USD
<b>Subscription</b>			<b>30,514.29 USD</b>

**Year 1 Total:**

The Services invoice for Year 1 will be issued upon acceptance of the Order Form. Subsequent Services Invoices will be sent annually.

\*3 months included at no charge on the first invoice.

Professional Services		
Item	Pricing Based On	Investment
SmartGov Custom Implementation	One-Time	0.00 USD
Fees Configuration (Pages)	7 Pages	3,531.15 USD
		<b>Subtotal: 105,623.19 USD</b>



Professional Services		
General Config	Population	2,375.00 USD
Project Management	One-Time	13,058.99 USD
Workflow template customization (package of 10)	10 Package(s)	33,250.00 USD
Map Connector Configuration	Population	1,187.50 USD
Parcel Connector Configuration	Population	2,968.75 USD
Portal Configuration	Population	1,187.50 USD
Active Directory Connector Configuration	Population	1,781.25 USD
Blue Beam Connector Configuration	Population	1,425.00 USD
Custom Connector Configuration	Population	11,400.00 USD
SmartGov Training - Premium	One-Time	5,504.30 USD
Custom Reports	6 Report(s)	2,850.00 USD
Existing Merchant Connector Configuration	Population	1,425.00 USD
Data Migration	One-Time	23,156.25 USD
4 hour virtual consulting session	1 Session(s)	522.50 USD
		<b>: Subtotal: 105,623.19 USD</b>
<b>Total Year 1 Services &amp; Professional Services</b>		<b>136,137.48 USD</b>

Sourcewell/NJPA purchasing contract

- <https://www.sourcewell-mn.gov/cooperative-purchasing/090320-sdi#tab-contract-documents>  
(<https://www.sourcewell-mn.gov/cooperative-purchasing/090320-sdi#tab-contract-documents>).
- Contract #090320-SDI
- Expiration date: 11/2/2024



- 21% discount on Services cost and 5% on Professional Services cost

\*4 Hour Virtual Consulting for training in Exago Custom Report Builder

\*\*Custom Connector for custom Financial Extract to Central Square FinancePlus.

The above level of effort and associated pricing is based on the SMARTGOV package selected by Hernando County and is subject to change based on defined client requirements that may be discovered during project delivery. Any identified project scope or requirements changes will be addressed via DSI Change Control Authorization ("CCA") process.



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**Remaining Services Invoices**

Year 2	Annual period beginning	Investment
SmartGov - Enterprise	8/1/2023	34,916.42 USD
SmartGov API	8/1/2023	2,024.37 USD
SmartGov Connector Active Directory	8/1/2023	952.56 USD
SmartGov Connector BlueBeam	8/1/2023	952.56 USD
SmartGov Connector Custom	8/1/2023	1,904.39 USD
SmartGov Connector Merchant	8/1/2023	952.56 USD
<b>Total:</b>		<b>41,702.87 USD</b>
Year 3	Annual period beginning	Investment
SmartGov - Enterprise	8/1/2024	35,789.33 USD
SmartGov API	8/1/2024	2,074.98 USD
SmartGov Connector Active Directory	8/1/2024	976.38 USD
SmartGov Connector BlueBeam	8/1/2024	976.38 USD
SmartGov Connector Custom	8/1/2024	1,952.00 USD
SmartGov Connector Merchant	8/1/2024	976.38 USD
<b>Total:</b>		<b>42,745.44 USD</b>



## Introduction

Brightly Software, Inc. ("Company") is pleased to submit this Statement of Work ("SOW") to Hernando County for SmartGov Professional Services. SmartGov streamlines permitting, planning/zoning, inspections, code enforcement, and business licensing, providing efficiency for your jurisdiction and enhanced customer service for your citizens. The package Hernando County has chosen for implementation of SmartGov will be implemented using proven processes and methodologies managed by an experienced project manager dedicated to delivering a successful project.

Company looks forward to the opportunity to deliver these services and the ever-lasting development of a strong business partnership.

## Custom Implementation and Features

The Custom Implementation leverages best practices but includes wide flexibility in Company assisted customization. It is based on our pre-configured settings to streamline your setup but allows full access to modify your final configuration.

With Custom, you get access to the Full Software and your features include:

Feature	Custom
All Modules (Permitting, Licensing, Code Enforcement, Recurring Inspections)	Included
Public Portal	Included
Custom Fee Codes (across all modules)	Included
Custom Fields (across all modules)	Unlimited
Departments associated with Templates and Inspection Types (e.g., Building Safety and Construction, Planning and Zoning, etc.)	Unlimited
156 Standard Reports and Output Documents	Included
Custom Reports and Output Documents	Unlimited (\$380/report)
Pre-configured Inspection Types (109 across all modules)	Included
Pre-configured Submittal Types (140 across all modules)	Included
Pre-configured Workflow Steps (152 across all modules)	Included
Additional Inspection Types	Unlimited (\$2,850/package of 10)



Feature	Custom
Additional Submittal Types	Unlimited (\$2,850/package of 10)
Additional Workflow Steps	Unlimited (\$2,850/package of 10)
Mobile App (Android and iOS)	Included
Pre-configured Templates and Workflow (77 templates across all modules)	Included
Additional Templates and Workflow	Unlimited (\$2,850/package of 10)
Case number formatting	Customized
Users	Unlimited

With Custom you will get access to the following Services:

Service	Custom
Project Management	Per Agreement
Public Portal Configuration	Self-service or Per Agreement
Custom Code References	Included
Custom Condition Setup	Unlimited
Custom Field Configuration	Unlimited
Department Customization	Included
Fee/ Financial Setup	Per Agreement
Jurisdiction Specific Settings (Time zone, Holidays, etc.)	Included
Inspection Types Additions	Per Agreement
Template and Workflow Customization	Per Agreement
Template and Workflow Additions	Per Agreement
User Setup and Security	Included



Please talk with your account representative to determine timing for your Custom Implementation.

## **Planning, Initial Set Up & System Level Configuration**

As part of the General Configuration Brightly will:

- Create your database with our defaults
- Load your users with Company standard permissions (provided in Company input sheet)
- Load your Code References/Violation types (provided in Company input sheet)
- Load up to 20 additional custom attributes/details (not associated with fees)
- Load your logo
- Provide access to 156 reports/output documents (see list)
- Provide ongoing access to our Virtual Classroom Training classes

## **Workflow Template Customization**

CD-WT10 Company will add up to 100 custom process templates across all modules (Permits/Licensing/Code Enforcement/Recurring Inspections) until your product readiness date or 12 months after purchase whichever comes first.

## **Financial Setup and Fees Pages**

Based on your fee schedule Company will:

- Setup your fee code calculations
- Load your FMS/GL Codes (provided in Company input sheet)
- Load your Valuation table (provided in Company input sheet or ICC table)
- Setup your fixture costs (if needed)
- Load your custom attributes / details as required for your fee calculations

## **Public Portal Configuration Setup**

The Company will customize your Portal by:

- Linking your logo
- Exposing all permits/business licenses that you want your citizens to have access to
- Will advise on best practices and load your custom verbiage into the available fields
- Provide the access URL to add link to any needed jurisdiction web pages





## **Parcel Connector Setup**

Company will configure EITHER a Delimited Parcel Job OR ARCGIS Parcel Job on behalf of the customer

- Delimited File – A delimited file may be uploaded to the job at runtime or may be made available to the job via FTP using anonymous access or a username and password. The delimited file option supports a single address for each individual parcel.
- Parcel Layer – A parcel layer must be accessible by URL through an ESRI REST service. A secondary address-only layer may also be provided for parcels that have more than one address. The layer(s) must be publicly accessible and may be secured with a username and password.

The configured parcel job will be available for the customer to run on-demand. If using the ARCGIS option or a delimited file that is accessible via FTP, the job may also be scheduled to run on a consistent basis (e.g., daily, weekly, monthly, etc.).

## **Map (GIS) Connector Setup**

The Company will connect to your supported ESRI Map Service secured by a publicly trusted certificate issued by a Certificate Authority.

The clients Map Service must be publicly accessible and require no user authentication of any kind. The Map Service must include a parcel layer with a designated field having parcel numbers that exactly match those provided in the Parcel Connector source data (this layer may be the same as that provided for the Parcel Connector if no authentication is required for access). Support for Feature, Tiled, and Web Map Services is not included.

Custom base maps are not supported. Base maps from the ESRI base map library will be available for use.

## **Active Directory Connector Configuration**

The Company will provide the necessary URLs and claims to enable authentication in SmartGov through your ADFS or Azure AD OpenID via oath 2.0. The Company is only compatible with ADFS 4.0 (Windows Server 2016) and ADFS version 5 (Windows Server 2019 or newer) for mobile using OAuth authentication protocols and PKCE flow. Client will provide any necessary configuration changes to their ADFS or Azure AD instance to utilize the URLs and claims the Company provides.

## **Merchant Service Connector Setup**

Once technical requirements are met by the merchant vendor (Invoice Cloud), the Company will setup our connector to your merchant vendor (Invoice Cloud).



The client will need to provide the relevant linking information for the Company to complete the setup. These will often include connection URLs, Login IDs, and Transaction Keys.

The Company cannot get this information on the client's behalf due to security and privacy concerns.

## Digital Markup Tool Setup

The Company will setup our connector to Bluebeam.

Company will provide training on how to check documents in and out but will not provide training on other Bluebeam software components.

This does NOT include a subscription to Bluebeam or training on how to use the Bluebeam software and this must be purchased separately from that vendor.

- ***Bluebeam Studio Prime is the only edition of Studio that is compatible with the SmartGov integration.***
- ***The SmartGov integration is compatible with all 3 Revu editions***

## Custom Financial Connector Setup

The Company will customize the configuration of the export to match your financial system input needs. These customizations could include:

- Additional data fields
- Altered order of column information
- Alternate delimiter or fixed width formatting

## Data Migration

Standard data migration from legacy system. This includes:

### Base

- Parcels
- Ownership
- Addresses
- Contacts
- Phone
- Email

### Permitting

- Basic Permit Info



- Parcel
- Contacts (Contractors will be listed on Contacts)
- Inspections
- Fees as Notes
- Notes

Licensing/BTRs = current occurrence and history

- License Info
- Contacts
- Parcels
- Inspections
- Fees as Notes
- Notes

Recurring Inspections = current occurrence and history

- License Info
- Contacts
- Parcels
- Inspections
- Fees as Notes
- Notes

Documents and photos

## Custom Reports

The Company will build a report that has been designed and scoped by the client and provided as a PDF or Word that represents a version of the final output of the report.

We will do a maximum of 2 revisions. Any additional revisions will require the purchase of an additional custom report.

## Virtual Consulting Session

The Company will deliver virtual consulting sessions up-to 4 hours. This time can be used for multiple efforts including usage audit, training or customization assistance but must be used as a single session.

## Unused Professional Services

Any unused order for Professional Services will not expire until the completion of implementation. Completion of Implementation is indicated by completed training, 30 day post-implementation support and a warm hand off to Brightly Support team.



## **Change Control Authorization Process**

Any changes to the defined scope will require a signed Change Order by the client. This Change Order will outline the additional work required and costs associated with the change. It will also include estimated changes to your launch schedule that must also be approved.



## Appendix

### Parcel Configuration Setup

Parcel source data (delimited file or parcel layer) must include the following fields, at a minimum:

- Parcel Number
- Primary Situs Address
- Primary Situs City
- Primary Situs State
- Primary Situs Zip Code
- Owner Name
- Owner Street Address
- Owner City populated for USA addresses only
- Owner State populated for USA addresses only
- Owner Zip Code populated for USA addresses only
- International Indicator with a value of "Y" for any owner address outside of the USA
- International line including the full regional equivalent of the city, state and zip code for any owner address outside of the USA

Inclusion of the following additional fields is recommended:

- Parcel center point latitude in decimal degrees
- Parcel center point longitude in decimal degrees

If using a secondary address layer with the ARCGIS Parcel job, the address layer must contain the following fields:

- Parcel Number
- Secondary Situs Address
- Secondary Situs City
- Secondary Situs Zip Code

Inclusion of the following additional fields is recommended for the secondary address layer:

- Address point latitude in decimal degrees
- Address point longitude in decimal degrees

### Map (GIS) Connector Setup

The following base maps are currently included (subject to change):

- Imagery
- Imagery Hybrid
- Streets
- Topographic
- Navigation
- Streets (Night)
- Terrain with Labels
- Light Gray Canvas



- Dark Gray Canvas
- Oceans
- National Geographic Style Map
- Open Street Map
- Charted Territory Map
- Community Map
- Navigation (Dark Mode)
- Newspaper Map
- Human Geography Map
- Human Geography Dark Map
- Modern Antique Map
- Mid-Century Map
- Nova Map
- Colored Pencil Map
- Firefly Imagery Hybrid
- USA Topo Maps

## Active Directory Connector Configuration

To enable your system we will need:

- A discovery URL
- Client ID
- Client Secret
- The following ADFS Claims:
  - Subject Identifier
  - E-mail Address
  - Given Name
  - Surname
- Optional ADFS Claims Include:
  - Display Name
  - Phone Number

ADFS authentication may be configured for one or both of the following SmartGov areas of service:

Back Office and Mobile app (Inspections and Code Enforcement on Android or IOS)

- Jurisdiction Staff

Public Portal

- Citizens

The ADFS integration requires PKCE compliance for use with the Mobile app. ADFS authentication settings are shared between the Back Office and Mobile app configuration. If your ADFS installation is not PKCE compliant and Jurisdiction Staff is using the Mobile app, you will not be able to utilize the ADFS Integration with SmartGov Back Office or SmartGov Mobile.



## Blue Beam Connector Configuration

Bluebeam Software is comprised of a document management component, known as Studio, and a client-side application, Revu. Each component has three (3) editions with various features.

Bluebeam Studio is the repository for Bluebeam Projects and Sessions. Only one license/subscription is required for each jurisdiction. It is available in the following editions:

- Bluebeam Studio Prime (**Compatible with SmartGov**) – Cloud-based (allows third party integrations with the Bluebeam Studio API), additional Bluebeam cost
- Bluebeam Studio (**Not Compatible with SmartGov**) – Cloud-based, included with the Bluebeam Revu user license at no additional Bluebeam cost
- Bluebeam Studio Enterprise (**Not Compatible with SmartGov**) – On-Premises

Bluebeam Revu is the client-side software that provides the tools necessary to review and mark up documents. This software must be installed on each client computer that will be used to perform review and mark up tasks. Revu is available in the following editions:

- Revu Standard (**Compatible with SmartGov**) – Standard tool set
- Revu CAD (**Compatible with SmartGov**) – Includes all of the standard tools, along with plugins for 2D and 3D PDF creation
- Revu eXtreme (**Compatible with SmartGov**) – Includes all of the standard tools and CAD plugins, with additional features like Optical Character Recognition (OCR) and batch processes.

The Revu user license includes access to Bluebeam Studio, but Bluebeam Studio is not sufficient for integration with SmartGov. Each SmartGov user that will be checking projects in and out of Bluebeam or performing review and mark up tasks must also be a member of the Bluebeam Studio Prime account.



### **Order Form terms**

- By accepting this Order Form, and notwithstanding anything to the contrary in any other purchasing agreement, Subscriber agrees to pay all relevant Fees for the full Services Term defined above.
- The "Effective Date" of the Agreement between Subscriber and Company is the date Subscriber accepts this Order Form.
- This Order Form and its Services are governed by the terms of the Brightly Software, Inc. Master Subscription Agreement found at <http://brightlysoftware.com/terms> (<http://brightlysoftware.com/terms>) ("Terms"), unless Subscriber has a separate written agreement executed by Brightly Software, Inc. ("Company") for the Services, in which case the separate written agreement will govern. Acceptance is expressly limited to these Terms. Any additional or different terms proposed by Subscriber (including, without limitation, any terms contained in any Subscriber purchase order) are objected to and rejected and will be deemed a material alteration hereof.
- To the extent professional services are included in the Professional Services section of this Order Form, the Professional Services Addendum found at <http://brightlysoftware.com/terms> (<http://brightlysoftware.com/terms>) is expressly incorporated into the Terms by reference.
- During the Term, Company shall, as part of Subscriber's Subscription Fees, provide telephone and email support ("Support Services") during the hours of 8:00 AM and 6:00 PM EST, (8:00 am – 8:00 pm EST for Community Development Services) Monday through Friday ("Business Hours"), excluding Company Holidays.
- Unless otherwise specified on this Order Form, Company maintains the right to increase Subscription Fees within the Services Term by an amount not to exceed the greater of 6% or the applicable CPI and other applicable fees and charges every 12 months. Any additional or renewal Service Terms will be charged at the then-current rate.
- Acceptance of this Order Form on behalf of a company or legal entity represents that you have authority to bind such entity and its affiliates to the order, terms and conditions herein. If you do not have such authority, or you do not agree with the Terms set forth herein, you must not accept this Order Form and may not use the Service.
- Proposal expires in sixty (60) days.
- Subscriber shall use reasonable efforts to obtain appropriation in the full amount required under this Order Form annually. If the Subscriber fails to appropriate funds sufficient to maintain the Service(s) described in this Order Form, then the Subscriber may terminate the Service(s) at no additional cost or penalty by giving prior written notice documenting such non-appropriation. Subscriber shall use reasonable efforts to provide at least thirty (30) days prior written notice of non-appropriation. Subscriber agrees non-appropriation is not a substitute for termination for convenience, and further agrees Service(s) terminated for non-appropriation may not be replaced with functionally similar products or services prior to the expiration of the Services Term set forth in this Order Form. Subscriber will not be entitled to a refund or offset of previously paid, but unused Fees.

### **Special Terms**

- Payment terms are Net45 days





**Additional information**

- Prices shown above do not include any taxes that may apply. Any such taxes are the responsibility of Subscriber. This is not an invoice. For customers based in the United States, any applicable taxes will be determined based on the laws and regulations of the taxing authority(ies) governing the "Ship To" location provided by Subscriber. Tax exemption certifications can be sent to [accountsreceivable@brightlysoftware.com](mailto:accountsreceivable@brightlysoftware.com) (<mailto:accountsreceivable@brightlysoftware.com>).
- Billing frequency other than annual is subject to additional processing fees.
- Please reference Q-267799 on any applicable purchase order and email to [accountsreceivable@brightlysoftware.com](mailto:accountsreceivable@brightlysoftware.com) (<mailto:accountsreceivable@brightlysoftware.com>).
- Brightly Software, Inc. maintains the necessary liability coverage for its products and professional services. Proof of insurance can be provided upon request.



Q-267799

**Accepted by: Hernando  
County**

Printed Name

Signed Name

Title

Date

**Accepted by: Brightly  
Software**

Kevin Kemmerer

Printed Name

DocuSigned by:  
*Kevin Kemmerer*  
E513DBC002D2419...  
Signed Name

CEO

Title

7/12/2022 | 11:27:40 AM EDT

Date

APPROVED AS TO FORM  
AND LEGAL SUFFICIENCY  
BY *[Signature]*  
County Attorney's Office