

November 8, 2021



Short-Term Rental (“STR”) Inventory, Registration, Compliance and Analytic Services

Jan Brending, City Clerk/Treasurer
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White Salmon, WA 98672

Submitted by:

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Jan Brending, City Clerk/Treasurer
100 N Main Ave, White Salmon, WA 98672
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Dear City of White Salmon Evaluation Team,

Thank you for the opportunity to propose GovOS Tax, our tax software solution. The GovOS online tax software solution provides an intuitive interface for employers and self-employed functions while delivering streamlined occupation tax accounting and enforcement solutions. The outlined objectives from the City of White Salmon align directly with the features of our product and expertise of our team.

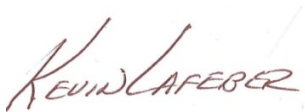
Since our inception, we continue to deliver tax software solutions and support expertise to over eighty clients all over the country, including the cities of Dallas, Eugene, Colorado Springs, and Arvada. Our system was also selected through the competitive RFP processes for the Colorado Department of Revenue and Alaska Municipal League as their remittance system for all taxing jurisdictions in these states.

We pioneered online tax software solutions and have built our product and support to optimize the user experience and staff efficiencies. Our clients enjoy an over 95% paperless remittance and correspondence rate. As a result of the excellent solutions, we deploy and the support we provide city staff and employers and self-employed persons, GovOS tax has a 98% client renewal rate. Our software has delivered almost \$2 billion in online tax and license revenues to our clients throughout the country and more than 200,000 businesses trust our software for their tax and license compliance.

Currently businesses across over eighty municipalities trust the GovOS Tax product suite for their remittances and licensing and we have seamlessly delivered taxes and fees to our jurisdiction clients through automation with our secure merchant processing partners. Throughout the past decade, we have continued to innovate by adding new features by working closely with the end users of our tax system – the taxpayers. For example, in the City of Eugene, we worked closely with major payroll tax providers in the bulk filing features the system offers to make their registration and remittance process as easy as possible. Another example is the new features we worked closely with the City of Colorado Springs to develop for their consolidated taxpayers.

Our expert team and the best practices that we employ in delivering solutions to our clients, would undoubtedly empower the City of White Salmon and our intuitive integrated solutions would present the City's best foot forward to your business community.

Thank You,



Kevin Lafeber



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PROPOSAL SUMMARY

GovOS has experience implementing similar solutions in communities across the country that have sought to accelerate the effectiveness of their tax revenue management system and modernize their processes. As the City evaluates the best solution to improve services to taxpayers and operational efficiency, know that the GovOS Tax solution presents the customer experience and the advanced administrative functionality that the City of White Salmon is seeking.

“GovOS Tax provides a product that will allow us to significantly improve our tax and revenue collection, processing and reporting capabilities. Not only will our internal processes benefit from our move to GovOS Tax, but our taxpayers and business community will also see service improvements. Taxpayers will be able to access their tax filing information and make payments at any time from any internet connected device. We are extremely excited for our new partnership with GovOS”

**- Ezequiel Vasquez, Revenue Manager
City of Arvada, Colorado**

Each GovOS client community has a unique web address, and we have built dynamic tools in the system that allow each jurisdiction to configure their own unique processes that meet their regulatory requirements. These workflows can include applications, document uploads, fees, and approvals. In addition, the system automates and presents tax forms to the businesses to remit and pay online. The administrative staff can utilize our delinquency features, including the Notifications Tool to email or print notices to businesses who are delinquent on tax or registration requirements.

Once a workflow or tax form has been assigned to a business user, the user interfaces with the self-serve portal to complete each step of the assigned material. The automated functionality provided through GovOS technology, coupled with our expert customer support team, will quickly add valuable efficiencies to the City of White Salmon Tax Office.

GovOS's system will be tailored to align with the City's desired aesthetic. The site will include City logo and branding, specific city language, intuitive controls, and easily identifiable aesthetic. This interface will comply with all applicable Americans with Disabilities Act (ADA) accessibility rules. As described, the City of White Salmon GovOS Tax portal will allow taxpayers to register, file returns, and update contact information. Users will have 24/7 access to view real-time information related to their account status, history, and correspond with the Tax Department.

The GovOS Tax product, when combined with our expert staff who have configured similar self-service tax remittance sites throughout the country, is ready to for the City of White Salmon.



SCOPE OF PROJECT

A) STR Registration, Inventory, Analytic, and Compliance Service

1. **Provide an intuitive on-line STR registration/renewal portal with multiple payment options including on-line capability. All related payment solutions should be compatible with the City's finance management software Springbrook Express.**

Taxpayers are automatically presented with any outstanding task every time they login to their Business Center. For tax remittance, taxpayers simply click on the open tax form and complete all required fields and then they can select their payment method. They can choose from e-check (ACH Debit), credit card, or ACH Credit.

2. **Create an inventory of all STRs and their hosts sufficient to verify whether properties on the inventory are compliant with City codes.**

Our GovOS system is compliant with this requirement.

3. **The STR inventory data specified by the City should be able to be verified from an independent platform rather than directly from hosts.**

Our GovOS system is compliant with this requirement.

4. **Provide for a centralized online complaint data base, 24-hour phone line for the public to register complaints, public facing dashboard, and monthly reporting structure to City.**

Online Complaint Database

We utilize the combined team of our Engineering Department and the Amazon Web Service (AWS) team for 24x7x365 server and IT support.

24-Hour Phone Line

We offer a 24/7 Live Operator Complaint Hotline.

Dashboard

The Dashboard Map is a search engine that tells you everything you want to know about every STR in City of White Salmon. It shows the aggregated data that our proprietary programs consolidate from the STR market in and near your city. Each dot represents a clickable STR ad listing. The dot's color represents the ad platform (i.e., Airbnb, Vrbo, etc.) on which the listing is hosted. From the dashboard, a user has a live view of the:

- Total number of STR ads
- Average Daily Pricing for STR listings
- Number of ads in each ad platform
- Number of new listings per month



- Compliance/non-compliance status in the city
- Breakdown of property types and number of bedrooms

Monthly Reporting

Our system pulls from real-time data to offer 23 standard reports that include various custom filters for each jurisdiction to utilize. In addition, each user can save their reports to their own custom report menu, with their own naming nomenclature and filters. We also offer two reports with custom queries that your users can save: 1) The Business Tool which allows you to save queries on business demographics and delinquency and 2) the Form Data Detail report which allows you to save queries about form data such as values for Gross Sales.

- 5. Assist the City in obtaining maximum compliance through development of “best practices” to ensure hosts operating in the City apply for and obtain all required authorizations, including City business and pay all required taxes and fees. Provider will provide solution to assist in the collection of all required taxes (including pursuit of identified delinquent taxes from non-compliant STR properties).**

We ensure increased compliance and enforcement by leveraging our vast experience to accurately identify each STR operating in White Salmon city limits and differentiate those operating outside the City. Our property identification process overcomes challenges other vendors experience solely relying on automation to identify properties rather than providing a personalized and human property identification experience.

We extend this process to match each listed property to the correct property owner(s), which is critical when enforcing City ordinances that impact HOT revenue collection. Contacting the correct property owner in a timely manner result in greater success rates increasing HOT revenue collection, property permit registrations, and enforcing City ordinance compliance. The process is continuously refined through data scraping to identify newly listed STR's and monitor existing properties for tax revenue (compliance/non-compliance), that when coupled with our property owner outreach and 24/7 citizen complaint hotline, ensures White Salmon always has the most accurate and reliable data regarding compliance.

- 6. Provide automated violation reports for code enforcement and fines based upon illegal online listings.**

We offer notification templates that provide a description of a violation (i.e., illegal STR type) and the consequences if a property continues to advertise.

- 7. Provide agreed upon reports, analysis, documentation and online, customized access to STR information management system to review host and host residence data, as required by the City.**

Our GovOS system is compliant with this requirement.



8. Provide a primary point of contact that all City communications can flow through.

Your Account Executive, Chris Christmas will be the primary point of contact for this contract.

9. Participate in meetings and/or calls with City staff on a periodic basis to be determined prior to the commencement of services.

We are available to participate in meetings and/or calls with you as needed.

10. Provide additional related services and technical assistance relating to STRs on a task order, negotiated fee basis as requested by the City.

We are available to offer additional assistance as needed.



B) Reporting

1. Portal to administer other business type licenses (new and renewals).

Included.

2. Additional tracking and monitoring data.

We offer the following reporting capabilities:

Non-Compliant Property Reporting Tool

The Non-Compliant Property Reporting Tool is a code-enforcement command center.

This reporting tool aggregates and sorts non-compliant properties according to non-compliance status twice a week. The report contains all STR property information, violations, links to complaints, links to prior outreach notifications, and action notes.

Bus. Id	Acct. #	Violation	Complaints	Outreach Performed	Date Discovered	Corrective Action Taken
1948	001948	Unlicensed	0	Sent: 12-03-2020, Aspen Registration Letter	11-27-2018 7309926	Add New Note
8016	008016	Unlicensed	0	Sent: 12-03-2020, Aspen Registration Letter	04-13-2018 6025980	Add New Note

List Tracker Feature Report

The Listing Tracker is a reporting tool that leverages the Evidence Capture Tool to discover STR owners that may be actively evading STR compliance. Using machine learning, it can track and record when non-compliant ad listings are removed from a listing site and become active again. Listing Tracker runs every 10 minutes on all non-compliant properties to capture evidence as soon as one of the property's listings becomes active again. A user can filter this report to include notifications previously sent. Our clients find this feature to be beneficial if a property has been sent a "Cease & Desist" letter to stop renting, but the city has evidence to prove that the property owner is still advertising.

ID	Advertiser(Ad) ID	Ad Number	Before Comp Status	After Comp Status	City	State	County	Batch ID	Batch Created	Link Status	Link Date
106276960	7912380		Timeshares	Timeshares	Sedona	AZ	Cochise County	258410	2020-06-30 11:20:07	good	2020-06-30 11:29:52
106377216	7954982		Registration Required	Registration Required	Sedona	AZ	Cochise County	258410	2020-06-30 11:20:07	good	2020-06-30 13:32:27
106377472	8018988		Registration Required	Registration Required	Sedona	AZ	Cochise County	258410	2020-06-30 11:20:07	good	2020-06-30 13:12:36
106377728	8054980		Greater Sedona	Greater Sedona	Sedona	AZ	Cochise County	258410	2020-06-30 11:20:07	good	2020-06-30 13:31:26
106377984	8048816		Registration Required	Registration Required	Sedona	AZ	Cochise County	258410	2020-06-30 11:20:07	good	2020-06-30 13:32:38



3. Nightly Rental Metrics

- a. Daily price
- b. Number of allowable guests advertised (e.g. 1 person, 2 person2,etc.)
- c. Rating (if available)
- d. Next available opening
- e. Delta from today to next available opening
- f. Days booked from today

Included.

4. Frequency

- a. Would want all above available information sampled and stored every day
- b. Ability to download daily data over a given date range at minimum
- c. Ideally would want an API available that would allow us to directly query vendor database

Included.

5. Analysis

- a. Ability to create a KMZ layer (or equivalent) identifying and mapping current STR hosts within the City limits
- b. Ability to track and monitor the volume, trend and impact of STR's operating in our city. The total revenue generated by these rentals may not be possible to directly replicate but understanding their price and volume behavior would approximate their impact and further model impact on city sales taxes over time.

Included.



CUSTOMER REFERENCE FORM

REFERENCE 1	
Customer	La Quinta, CA
Reference name	Tammi Sanchez
Title	Hub Manager
Phone number	760.777.7077
Email address	tsanchez@laquintaca.gov
Contract Amount	\$168,080
Term	3 years, 8 months
Scope of Services	STR, Registration and Compliance

REFERENCE 2	
Customer	Newport, OR
Reference name	Derrick Tokos
Title	Planning Director
Phone number	541.574.0626
Email address	d.tokos@newportoregon.gov
Contract Amount	\$36,100
Term	2 years
Scope of Services	Tax, Compliance and Hotline

REFERENCE 3	
Customer	Corpus Christi, TX
Reference name	Alma Casas
Title	Assistant Director, Finance
Phone number	361.826.3610
Email address	almac@cctexas.com
Contract Amount	\$474,049.80
Term	5 years
Scope of Services	Tax and Compliance



TRAINING AND IMPLEMENTATION APPROACH

Implementation Approach

Each GovOS client community has a unique web address, and we have built dynamic tools in the system that allow each jurisdiction to configure their own unique processes that meet their regulatory requirements. These workflows can include applications, document uploads, fees, and approvals. In addition, the system automates and presents tax forms to the businesses to remit and pay online. The administrative staff can utilize our delinquency features, including the Notifications Tool to email or print notices to businesses who are delinquent on tax or registration requirements.

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Training Approach

Consultation Services:

Once the City of White Salmon Conversion Team confirms that the conversion has succeeded in each step of technical implementation and staff training, they will ensure there is a smooth transition into the new GovOS Tax system. From that point on the City of White Salmon will have unlimited access to the GovOS expert support team and the City's dedicated account manager.

Our entire process, from the kickoff meeting through your compliance review years down the road is managed by your dedicated Account Manager, ensuring that our communication and deliverables are implemented as efficiently as possible. The City can consult their account manager as needed to discuss any issues, customizations, or change orders that may be necessary over time.



Training and Knowledge Transfer

GovOS Tax provides the best client engagement and support in the industry and our clients will attest to this. Your dedicated Account Manager, in partnership with our support team, is assigned to your account at the very first kickoff meeting to ensure a deep relationship and understanding of the City of White Salmon's goals and objectives are established immediately.

Continued training will commence to ensure the City staff can achieve functional requirements such as report generation, query filtering, and notification generation and alteration. We establish access for all users and ensure they are comfortable moving around the system. The support does not stop there!

After the official online training, we are always available to help you set up notifications, or any other item that arises. It is easy for us to jump on a zoom or call and help you with anything you need. The city staff have access to unlimited support from our team during businesses hours. Our support team provides responsive and thorough resolution on all support inquires and training. Additional web-based training and support can be provided as needed. For ongoing technical operations, our system server is supported 24x7x365.

Documentation and Materials

Through the duration of the City's partnership with GovOS, your City of White Salmon Account Management Team will develop and provide the city with documentation of each phase of the project starting with the Kick-Off Meeting. GovOS will provide the city with complete, detailed, and accurate materials that support technical information and user documentation. Documentation and materials are made readily accessible electronically and available to print. As a Software Service, hosted solution, the city will not need to provide any staff or professional services or serve as a System or Security Administrator. Information on the GovOS Security Protocols, including our redundancy and security policies, is provided during kick-off. During your implementation, our conversion team will provide the following documentation to your team.

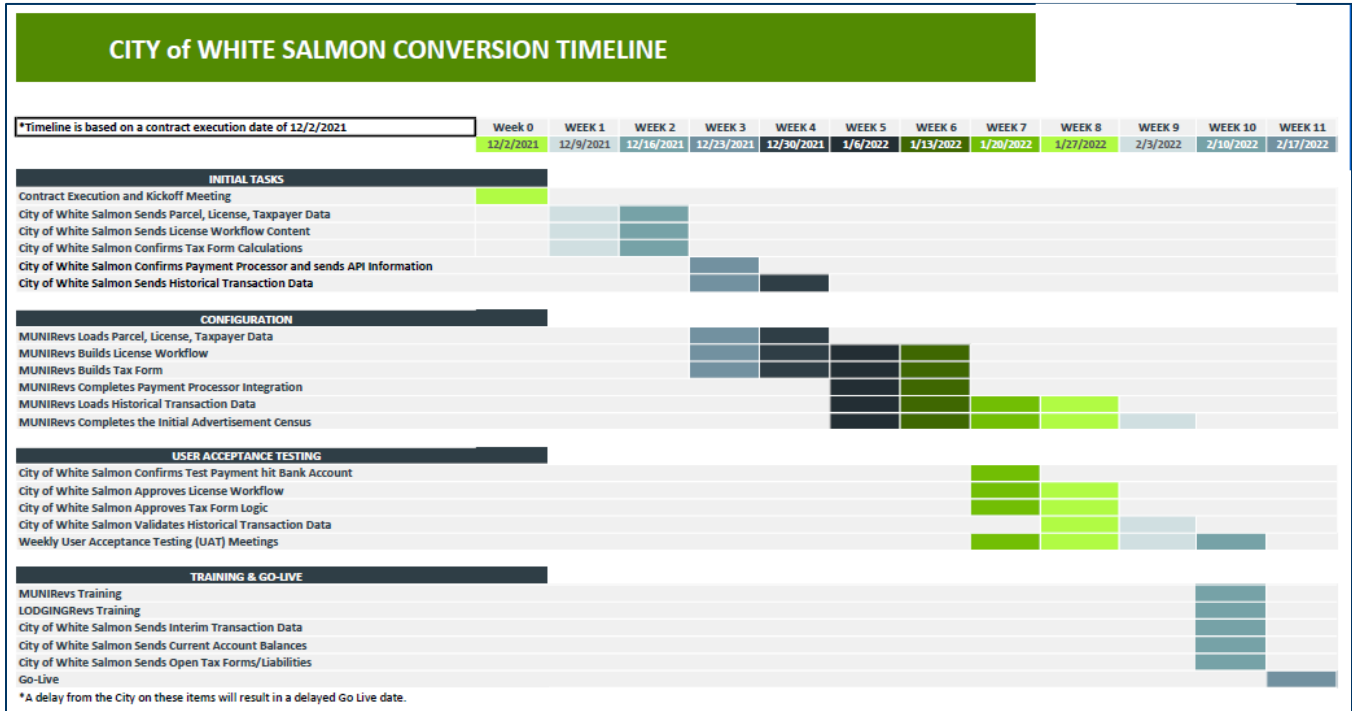
- City of White Salmon Conversion Timeline Example
- GovOS Sample Kickoff Meeting Agenda
- Jurisdiction User Acceptance Testing Sample
- GovOS Sample GIS Integration Agenda
- GovOS Data Format Examples for Historical Data Import
- Delinquency Procedures Sample
- Estimated Assessment Procedures Sample

Software Maintenance and Support Services

The Standard GovOS Tax Contract, along with Terms and Conditions is posted online at URL: <https://kofile.com/govos/tou-license-and-tax/>



PROJECT TIMELINE



“Working with GovOS has been a great partnership for the Town of Vail. The flexibility of their product and ability to customize has streamlined our licensing and tax collections. The GovOS team is responsive and committed to customer satisfaction. From conversion to implementation, and now ongoing support – they have been invaluable in creating a system that works for both our business community and municipal staff. We are excited to implement GovOS STR in the coming weeks; this will allow users to register multiple business licenses, sales tax licenses, short-term rental registrations, and pay sales taxes under a single login. Combining sales tax and short-term rental compliance has been our goal since I began my tenure—with GovOS STR and GovOS Tax we will now be able to provide that singular portal experience at the Town of Vail.

**- Kevin Swain, Finance Director
Mountain Village, Colorado**



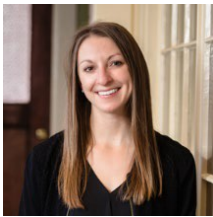
Key Personnel

Chris Christmas, Account Executive

*Chris joined MUNIRevs
(now GovOS) in 2018*

Chris is an accomplished consultative sales professional experienced in creating trust and long-term relationships with public sector entities. Chris is responsible for listening to client needs and providing a thoughtful and honest assessment identifying how our technology and support services will deliver added value to achieve the desired client outcomes. Chris is the point-of-contact for the City of White Salmon and all your needs.

Haleigh Lyon, CPA, Director of Product



*Haleigh joined MUNIRevs
(now GovOS) in 2018*

Haleigh puts her accounting background to work, leveraging her critical attention to detail and effective process management. She understands the conversion process from A to Z and leads the team in implementing solutions to provide clients with the most efficient and accurate compliance product available.

Haleigh guides and manages our community conversion specialists, account managers, and software updates.

Guy Ewing, Director of Engineering



*Guy joined MUNIRevs (now
GovOS) in 2017*

Guy has extensive knowledge of the coding and features built into our software. He leads a team of programmers and software quality assurance (QA) specialists to continually enhance the dynamic platform. The QA team and software engineers work closely with our Director of Product to ensure all engineering and QA resources are efficient.

Guy oversees all software engineering, automations, and cloud computing architecture for all our client's platforms.



Kyra Fosnot, Director of Support



Kyra joined MUNIRevs (now GovOS) in 2013

Kyra has been handling jurisdiction and business owner needs on our support team for the last eight years. She leads the support team in delivering high-quality customer service, responsiveness, and efficient operations. Under Kyra's leadership, the support team continually receives accolades from business owners and jurisdiction staff.

Kyra manages the support teams for GovOS clients.

Orion Olin, Account Manager



Orion joined MUNIRevs (now GovOS) in 2019

Orion holds a degree in Business Administration–Engineering Management and specializes in jurisdiction staff support. His attention to detail ensures ongoing module support exceeds expectations. He works closely with city and county staff in review and training.

Brayden Reese Conversion Specialist, Durango, CO



Brayden joined MUNIRevs (now GovOS) in 2018

Brayden has a BA in Accounting with a minor in Entrepreneurship and Small Business. His ability to plan, implement conversion strategies and deliver on timelines never fails to impress clients. Brayden's expertise lies in initiating the client experience and establishing clear communication and effective deliverables.



ATTACHMENTS

Attachment A: Signature of Entire Proposal and Submittals

Attachment B: Fee Schedule


Attachment C: Case Studies



Attachment A: Signature of Entire Proposal and Submittals

SIGNATURE OF ENTIRE PROPOSAL AND SUBMITTALS

FIRM: GovOS, Inc.

BY:  President
Signature Title

Kevin Lafeber
Print or Type Name

ADDRESS: 8301 N. Capital of Texas Hwy
Street Address and/or P.O. Box Number

<u>Austin</u>	<u>Texas</u>	<u>78731</u>
City	State	Zip Code

PHONE: 214-442-6668 EMAIL: RFP@GovOS.com

RETURN ENTIRE RFP PACKAGE AND ALL DOCUMENTATION AS REQUIRED
BY THIS REQUEST FOR PROPOSAL BY **MONDAY, NOVEMBER 8, 4:00 PM** TO:

Jan Brending, Clerk Treasurer
janb@ci.white-salmon.wa.us



Attachment B: Fee Schedule

Modules	Year 1	Year 2-5
Short-Term Rental Detection, Monitoring and Compliance <ul style="list-style-type: none"> Initial and ongoing short-term rental census monitoring and discovery, and real-time compliance database. Includes reconciliation by our team of experts Non-compliant evidence capture Listing tracker – evidence capture every five minutes on non-compliant properties Notification’s system– unlimited notification templates, targeted and customized notices by compliance status Remittance audit tool and marketplace booking reporting with city data upload capability Online complaint form 	\$24,548	Year 2: \$25,775 Year 3: \$27,064
Registration and Permitting System <ul style="list-style-type: none"> Online registration/permitting system (short-term rentals only) Property owner/manager Business Center, custom workflows, notifications and online payments 	Included	
Value Added Option 24/7/365 Live-Operated Complaint Hotline <ul style="list-style-type: none"> 24/7 US-based bilingual complaint hotline with dashboard integration Custom progressions to relay, respond, and escalate complaints through City admin and property emergency contact Custom script for operator 	Included	
HOT Remittance System <ul style="list-style-type: none"> Automated online hotel occupancy tax remittance and reporting system Remittance audit tool, marketplace booking reporting and unlimited user and staff support 	\$8,083	Year 2: \$8,487 Year 3: \$8,911



Attachment C: Case Studies



City of Dallas, Texas

In 2018, the City of Dallas issued a competitive solicitation for a solution for both Short –Term Rental compliance and Hotel Occupancy Tax Online. The primary goal of the solution was to successfully implement an automated and fully integrated system to assist the City Controller's Office with collection of hotel occupancy taxes from hotels and short-term rentals in the City. The system included the ability for taxpayers to register online, and to provide self-service functions such as tax reporting and payment of the tax.

- **Personnel**

- MUNIRevs Engineering Team:
 - 2 Dedicated Engineers
 - 2 Dedicated Quality Assurance Specialists
- MUNIRevs Conversion Team:
 - Dedicated Project Manager and Conversion Specialist
 - Dedicated Account Manager which is the long-term primary contact for the client as well as participates in the conversion process.
- MUNIRevs Support Team:
 - The entire support team assists with training for any MUNIRevs launch and supports business questions post conversion.
 - The MUNIRevs support team responds to all tickets, including phone calls within three hours for the first response time and the average resolution time of all tickets is no greater than five hours.

- **Scope of Services**

- Discovery and Compliance of short-term rentals from all major listing platforms, including Notifications Module and outreach to bring properties into compliance through online web portal.
- Ability for businesses to self-register in the online web portal.
- Allow businesses to manage accounts and make any necessary changes to accounts.
- Enable businesses to report hotel occupancy tax online.
- Provide multiple forms of payments for immediate and scheduled funds transfer including E-check, Credit Card and ACH Credit.
- Modules included:
 - Account Management
 - Notifications Module
 - Batch Processing (Cashiering)
 - Reconciliation Module
 - Payment Plans
 - Reporting
 - Delinquency Module
 - Business Audit
- Data Integration from MUNIRevs to the City's Enterprise Resource Planning (ERP) system via flat file or Application Program Interface (API).
- Support – The Contractor shall provide support for all Administrative and business users.



- **Dollar Amount of Contract**

- Fee for Module Implementations: \$25,000
- Annual Software as a Subscription Fee: \$96,000

- **Performance Standards**

- The City of Dallas is so pleased with the MUNIRevs solutions. Our system has helped them collect well over \$51 million in a secure, online platform.



City of Eugene, Oregon

In 2019, the Eugene City Council established a new payroll and self-employment tax program to raise additional revenue to fund community safety services. The tax was an entirely new tax and the City was in need of a system to administer all components of the tax.



An additional feature that the City of Eugene required was for the ability for bulk filers, such as payroll service companies, to be able to register many employer accounts quickly. These service providers also needed to be able to remit the tax returns for their clients as quickly as possible.

MUNIREvs was selected as the awardee in a competitive RFP process and was able to demonstrate prior experience through our transaction tax systems. MUNIREvs already handles the Occupation Privilege Taxes (OPT) for several communities in Colorado, including Sheridan and Glendale. For just these two jurisdictions, we process almost \$2 million each year in employment taxes, that are filed online and automatically delivered to the City's bank account like all the other revenues in the system. Since MUNIREvs had experience specifically with employment transactional taxes, we were able to provide unique guidance for this particular tax, including: 1) presenting quarterly vs. annual vs. monthly forms to businesses which provide clear instructions and automatic calculations for each unique filing status of business and 2) the ability to report on the data that is input to calculate the tax for metrics and analysis such as employee counts in a particular month, business area within the City or type of business.

For the City of Eugene, MUNIREvs was pleased to provide an intuitive interface for employers and self-employed persons functions and delivers streamlined payroll and self-employment tax accounting and enforcement solutions. Our solution partnered with the City to automate the registration requirements, as well as the multiple tax forms for the employers and self-employed persons. The MUNIREvs online solutions offer the City the flexible and streamlined functionality to collect on the employer payroll tax as a percentage of total wages paid by the employer and collect on the self-employment tax as a percentage of total annual tax year earnings apportioned to the business or service activities in the City.

- **Personnel**

- MUNIREvs Engineering Team:
 - 4 Dedicated Engineers
 - 2 Dedicated Quality Assurance Specialists
- MUNIREvs Conversion Team:
 - Dedicated Project Manager and Conversion Specialist
 - Dedicated Account Manager which is the long-term primary contact for the client as well as participates in the conversion process.
- MUNIREvs Support Team:
 - The entire support team assists with training for any MUNIREvs launch and supports business questions post conversion.
 - The MUNIREvs support team responds to all tickets, including phone calls within three hours



for the first response time and the average resolution time of all tickets is no greater than five hours.

- **Scope of Services**

- Provide a web-based portal that allow businesses to remit taxes and register businesses through a secure online web portal.
- Provide mechanism for tax professionals payroll service providers and bulk filers to file returns on behalf of their clients.
- Provide multiple forms of payments for immediate and scheduled funds transfer including E-check, Credit Card and ACH Credit.
- Modules included:
 - Account Management
 - Notifications Module
 - Batch Processing (Cashiering)
 - Reconciliation Module
 - Payment Plans
 - Reporting
 - Delinquency Module
 - Business Audit
- Support – The Contractor shall provide support for all Administrative and business users.

- **Dollar Amount of Contract**

- Fee for Module Implementations: \$33,000
- Annual Software as a Subscription Fee: \$113,400

- **Performance Standards**

- The City of Eugene requested a protracted implementation schedule to coincide with the roll out of the new tax program. Their first tax collections will occur in January of 2021, and businesses are registering this month. Some exciting aspects of this implementation that exceeded the City's goals included:
 - We engaged with the major payroll service providers to get their ideas and feedback on the best bulk filing format. As these companies offer national services, they will be pleased to use the MUNIREvs City of Eugene format in other communities throughout the Country. The City appreciated our project management's team outreach to these large filers and the MUNIREvs focus on ensuring the best taxpayer experience possible.
 - Our project management team worked closely with City staff to ensure that each of the City's four tax forms, including prepayment functionality, was fully tested and accepted by the City through our User Acceptance Testing process.