

VILLAGE OF LONG GROVE

RESOLUTION 2021-R-_____

**RESOLUTION APPROVING THE SERVICE ORDER
PROPOSAL FROM CLEARGOV, INC.**

WHEREAS, the Board of Trustees (the “***Village Board***”) of the Village of Long Grove (the “***Village***”) has determined that it is necessary and appropriate to upgrade the Village’s financial and performance management software (the “***Financial Software***”); and

WHEREAS, the Village staff has explored various options and features for Financial Software to best serve the needs of the Village; and

WHEREAS, the Village has received a Service Order for the Financial Software from ClearGov, Inc. (“***ClearGov***”) as set forth in Exhibit A to this Resolution (the “***Proposal***”); and

WHEREAS, the Village Board has reviewed the Proposal and determined that approving the Proposal is in the best interests of the Village and its residents;

NOW, THEREFORE, BE IT RESOLVED by the President and Board of Trustees of the Village of Long Grove, Lake County, Illinois, as follows:

SECTION ONE. **Recitals.** The foregoing recitals are incorporated herein as the findings of the President and Board of Trustees.

SECTION TWO. **Approval of Proposal; Authorizations.**

A. The Village Board hereby determines that Financial Software presented by ClearGov is appropriate for the Village and hereby approves ClearGov’s Proposal in substantially the form attached hereto as Exhibit A, subject to the terms of this Resolution.

B. The Village Board authorizes and directs the Village Manager to execute the Proposal on behalf of the Village subject to the review of the Village Manager (in consultation with

the Village Attorney) of any related contract documents. In addition, the Village Board authorizes and directs the Village Manager (in consultation with the Village Attorney) to execute on behalf of the Village such contract documents that are necessary and reasonable for the acquisition and maintenance of the Financial Software in accordance with the Proposal.

SECTION THREE. **Effective Date.** This Resolution shall be in full force and effect immediately upon its passage and approval in the manner provided by law.

PASSED this ___ day of April, 2021.

AYES: ()

NAYS: ()

ABSENT: ()

APPROVED this ___ day of April, 2021.

Village President

ATTEST:

Village Clerk

EXHIBIT A
ClearGov's Proposal



2 Mill & Main; Suite 630; Maynard, MA 01754

Service Order

Created by	Michael Lanza
Contact Phone	(617) 816-7726
Contact Email	mlanza@cleargov.om

Order Date	Mar 26, 2021
Order valid if signed by	Apr 30, 2021

Customer Information			
Customer	Village of Long Grove	Contact	Anne Kritzmire
Address	3110 Old McHenry Road	Title	Trustee
City, St, Zip	Long Grove, IL 60047	Email	anne.kritzmire@longgroveil.gov
Phone	847.634.9440	Billing Contact	
		Title	
		Email	
		PO # (If any)	

To be clear, you will be billed as follows...		
Billing Date(s)	Amount(s)	Notes
Jun 1, 2021	\$ 14,938.13	Setup Fee; 11 Month Pro-Rata Subscription Fee
May 1, 2022	\$ 13,252.50	Annual Subscription Fee
May 1, 2023	\$ 13,252.50	Annual Subscription Fee
May 1, 2024	\$ 13,252.50	Annual Subscription Fee

Additional subscription years and/or renewals will be billed annually in accordance with pricing and terms set forth herein.

ClearGov will provide your Services according to this schedule...			
Period	Start Date	End Date	Description
Setup	Jun 1, 2021	Jun 1, 2021	ClearGov Setup Services
Pro-Rata	Jun 1, 2021	Apr 30, 2022	ClearGov Subscription Services
Initial	May 1, 2022	Apr 30, 2025	ClearGov Subscription Services

The Services you will receive and the Fees for those Services are...		
Set up Services	Tier/Rate	Service Fees
ClearGov Setup: Includes activation, onboarding and training for ClearGov solutions.	Tier 1	\$ 3,600.00
ClearGov Setup Bundle Discount: Discount for bundled solutions.	Tier 1	\$ (810.00)
Total ClearGov Setup Service Fee - Billed ONE-TIME		\$ 2,790.00
Subscription Services	Tier	Service Fees
ClearGov Operational Budgeting - Civic Edition	Tier 1	\$ 8,300.00
ClearGov Digital Budget Book - Civic Edition	Tier 1	\$ 4,700.00
ClearGov Transparency - Civic Edition	Tier 1	\$ 4,100.00
ClearGov Budget Cycle Management Bundle Discount: Discount for bundled solutions.	Tier 1	\$ (3,847.50)
Total ClearGov Subscription Service Fee - Billed ANNUALLY IN ADVANCE		\$ 13,252.50

Billing Terms and Conditions		
Valid Until	Apr 30, 2021	Pricing set forth herein is valid only if ClearGov Service Order is executed on or before this date.
Payment	Net 30	All invoices are due Net 30 days from the date of invoice.
Rate Increase	3% per annum	After the Initial Service Period, the Annual Subscription Service Fee shall automatically increase by this amount.

General Terms & Conditions	
Cancellation Option	This ClearGov Service Order is subject to the approval of the Village Board (the "Board") as set forth herein. In the event that the Board does not approve this Service Order at its April 27, 2021 meeting, Customer shall have the option to terminate this Service Order immediately by providing written notice. In the event that Customer exercises this option, Customer shall have no payment obligation under this Service Order.

Customer Satisfaction Guarantee	During the first thirty (30) days of the Service, Customer shall have the option to terminate the Service, by providing written notice. In the event that Customer exercises this customer satisfaction guarantee option, such termination shall become effective immediately and Customer shall be eligible for a full refund of the applicable Service Fees.
Financial Data Onboarding and Deliverables	Subject to Customer's approval, ClearGov will format, onboard and categorize Customer's revenue and expense data based on files provided by Customer (the " Deliverables "). ClearGov will make commercially reasonable efforts to complete the onboarding process in a timely fashion, provided that Customer submits the Deliverables and responds to review and approval requests by ClearGov in a similarly timely fashion. Any delay by Customer in meeting these deliverable requirements may result in a delayed data onboarding process. Any such delay shall not affect or change the Service Period(s) as set forth in this Service Order. Customer shall be solely responsible for inputting applicable text narrative, custom graphics, performance metrics, capital requests and personnel data and other such information for budget books, projects, dashboards, etc.
Taxes	The Service Fees and Billing amounts set forth above in this ClearGov Service Order DO NOT include applicable taxes. In accordance with the laws of the applicable state, in the event that sales, use or other taxes apply to this transaction, ClearGov shall include such taxes on applicable invoices and Customer is solely responsible for such taxes, unless documentation is provided to ClearGov demonstrating Customer's exemption from such taxes.
Term & Termination	Subject to the termination rights and obligations set forth in the ClearGov Service Agreement, this ClearGov Service Order commences upon the Order Date set forth herein and shall continue until the completion of the Service Period(s) for the Service(s) set forth herein. Each Service shall commence upon the Start Date set forth herein and shall continue until the completion of the applicable Service Period.
Auto-Renewal	After the Initial Period, the Service Period for any ClearGov Annual Subscription Services shall automatically renew for successive annual periods (each an " Annual Term "), unless either Party provides written notice of its desire not to renew at least sixty (60) days prior to the end of the then current Annual Term.
Agreement	This ClearGov Service Order shall become binding upon execution by both Parties. The signature herein affirms your commitment to pay for the Service(s) ordered in accordance with the terms set forth in this ClearGov Service Order and also acknowledges that you have read and agree to the terms and conditions set forth in the ClearGov Service Agreement found at the following URL: http://www.ClearGov.com/terms-and-conditions . This Service Order incorporates by reference the terms of such ClearGov Service Agreement.

Customer	
Signature	
Name	Anne Kritzmire
Title	Trustee

ClearGov, Inc.	
Signature	
Name	Bryan A. Burdick
Title	President

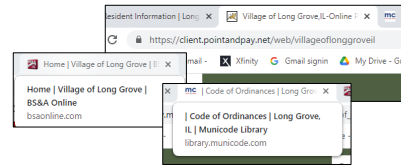
Please e-mail signed Service Order to Orders@ClearGov.com or Fax to (774) 759-3045

ClearGov Discussion

1. Philosophy and history of outsourcing village services
2. Current integration (or not) between website and financial systems
3. Introducing ClearGov for financial information: Budget building, online presentation and functionality, benefits and time/cost savings
4. Additional opportunities to use ClearGov for department dashboards in addition to Finance – Public Safety, Capital Projects, Communications, Building Permits
5. Cost and potential timeline

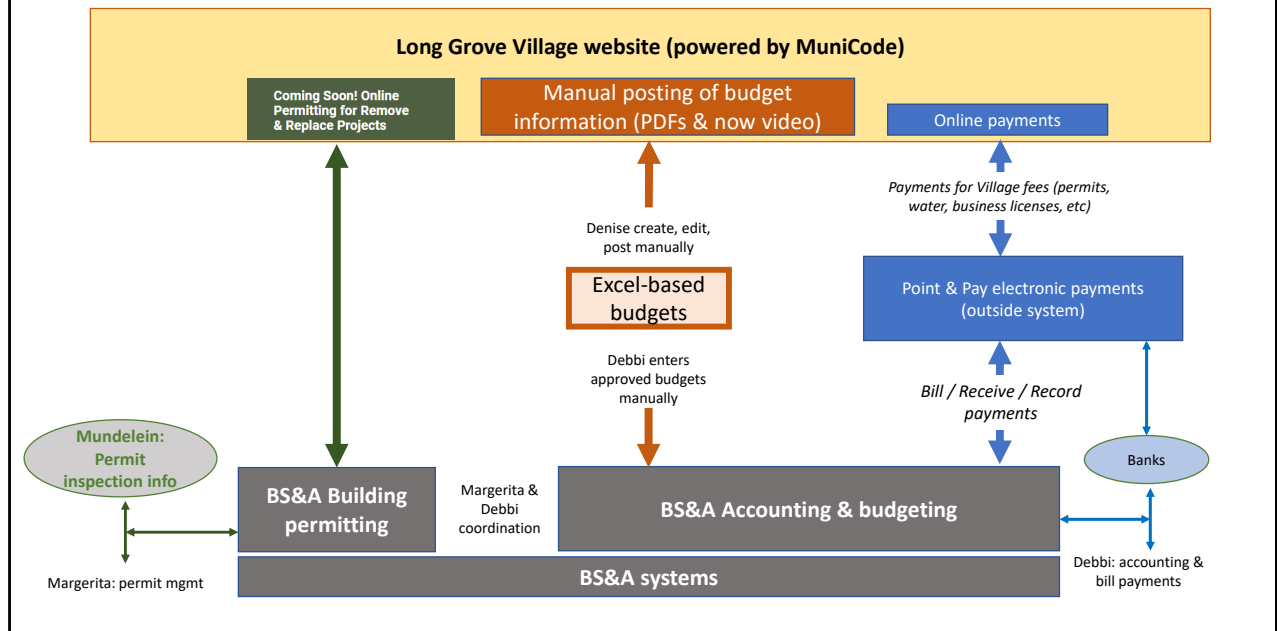
Village outsourcing and technology

- Philosophically, we have determined we want Long Grove to have “small” and flexible village government to deliver services and information
- Consequently, we maintain a small staff of permanent employees and outsource many services. This allows us to be flexible and to access depth and expertise offered by other firms and municipalities.
- Examples include
 - Village attorney and engineer
 - Public safety / policing
 - Permit inspections
 - Accountant
 - Village newsletter & resident communications
 - Public works maintenance (snow & mow)
- Similarly, our village website includes and links to a variety of content and tools, maintained by us and our website partner Municode
 - Content we create and maintain or attach, like New Resident Information and Village Board agendas and minutes (and currently village budget info)
 - Resident communications archives (Bridge & e-News) and sign-up tools
 - Village Code of Ordinances – links up to a MuniCode website maintained for Long Grove as a paid service, which also offers notification subscriptions
 - Permit information – reference information and online tools for certain permit requests. This links up to our actual BS&A permitting system
 - Online payments – links up to a Point&Pay website for online credit card and ECH payments



Point here is that adding ClearGov is completely aligned with current practices, both in generic outsourcing and in how certain content on the website is handled

Website & Financial System integration (existing)



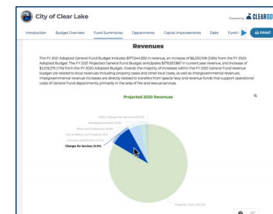
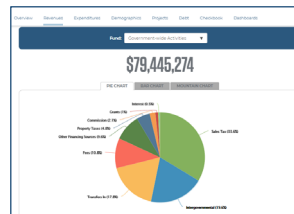
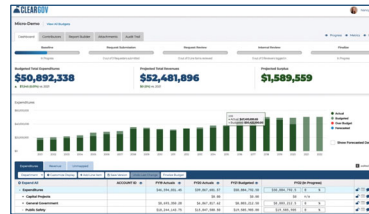
Currently there are 2 key areas of “automatic” integration – though both of them require some level of manual intervention by Debbi Smith, Margerita Romanello, or both.

- 1) Point&Pay electronic payments for permits, water, business & liquor licenses, or vehicle stickers.
- 2) Online permit applications for certain projects – through BS&A online and Margerita, the permit request is processed and an amount due is created.

Our actual budget information – for transparency and Village meeting purposes and for input into the accounting system once the budget is adopted – is manually created in Excel, manually uploaded to the website, and manually typed into the accounting system

Adding ClearGov for Financial Information

- We propose adding 3 modules from ClearGov that will help us create, maintain, and communicate village financial budgets
- **Operational budgeting:** tools that take in information directly from BS&A accounting and help staff build and change budgets and then enter directly back to the accounting system
- **Digital budget book:** a cloud-based web area that presents budget detail, graphs, and trends. Allows user to drill down for custom experience.
- **Transparency** module: once budget is built and adopted, we can present monthly or quarterly updates of actual vs. budget, in text and charts

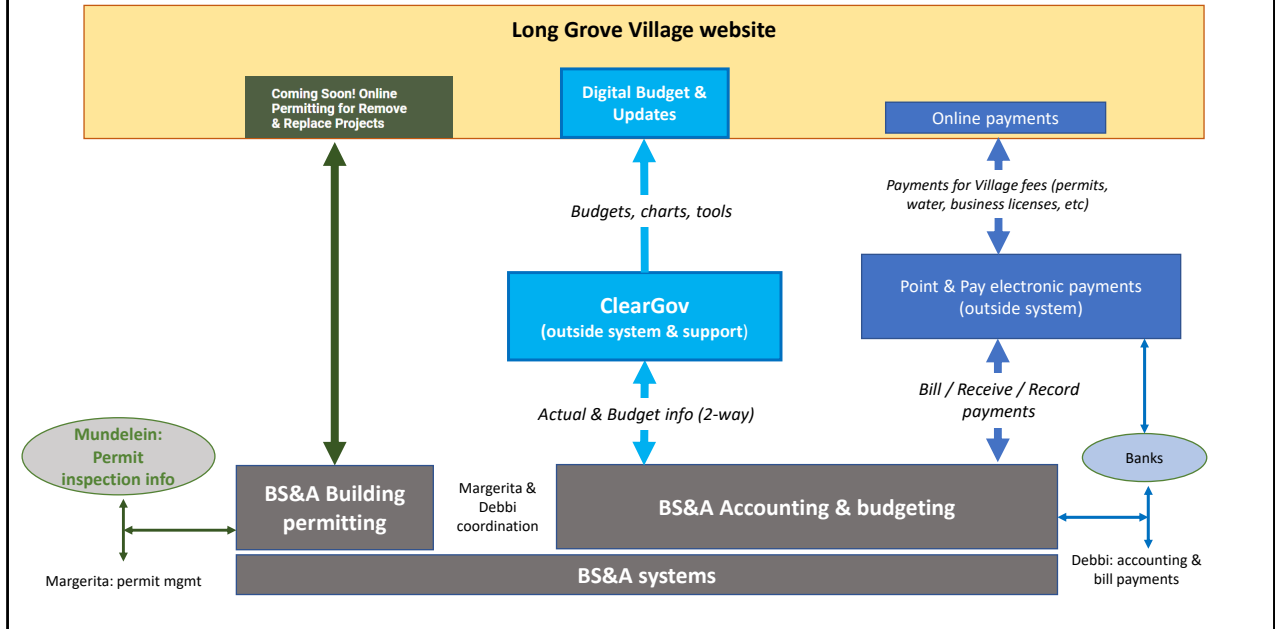


Digital budget book = “official” budgets

Transparency = regular monthly or quarterly updates of actual vs. budget

Both enable user to drill down, customize experience (pie, bar, mountain charts, etc)

Adding ClearGov for financial information



Adding ClearGov for financial information will

- Offer a budget-building tool that is fed electronically from our accounting system
- Create visual trends and charts for feedback as we build the budget
- Electronically connect to our website (actually it's a link from our website to a ClearGov area dedicated to Long Grove – similar to our ordinances or Point&Pay)
- Automatically enter the new budget into the accounting system once it's approved

Adding ClearGov for Financial Information

Benefits of ClearGov: efficiency & service

- **Increased external transparency:** easily identified and understandable information, automated updates, user-driven experience, increased civic participation. Alignment with GFOA criteria.
- **Increased internal transparency:** Efficient and transparent collaboration between budget team, notes and attachments archived and in one place, reduce and eliminate gaps in information as staff and board turns over
- **Reduction in errors:** automated input, avoids Excel formula errors, synergy with existing accounting system
- **More efficient and effective budget building and cashflow reporting & forecasting:** utilization (actual vs. budget) by category is automatically measured with multi-year trends; potentially enabling lower general fund reserves in future years

Benefits of ClearGov: Time & \$ savings

- **Staff time** building budget: **over 75 hours so far**, largely in updating, error correction, trend analysis, version control
- **Trustee time** building budget: **over 50 hours so far**, in manual review, updating, public presentations
- **Accountant time:** **over 10 hours** to build and manual budget input for each budget update
- **Monthly updates staff time:** currently only reports with PDF posted as meeting materials – would take **1-3 hours per month** to create, check, and post graphics

Overall savings: estimate over 125 hours per year

- At \$100/hr, \$12,500 savings
- At \$200/hr, \$25,000 savings

As the budget is one the most important ways to represent the Village's priorities, I believe it is a worthwhile investment in a budget archive and the "spirit of transparency and disclosure"; a tool to offer meaningful budget information (and misc data) that **anyone** should be able to follow (internal or external) which clearly defines links from important Village policies and vision to the budget.

1. Increased external transparency

- Alignment with GFOA criteria. (My final budget paper will illustrate why the missing criteria are important)
- Many of the GFOA criteria are provided by ClearGov without Village input
- Potential increased civic participation, with easily identified and understandable information with clear links between community values, policies and the budget. This is what we want!

2. Automated analysis and presentations for multiple audiences

- Utilization of fund categories is automatically measured, actual and budgeted over multiple years, increasing proper allocation of funds
- Percentage and \$ changes for each category
- Meaningful and easily interpreted graphics that are generated within each presentation.

3. Increased internal transparency

- Archival tool-attach relevant documents to fund categories
- Notes can be written and included within each fund category
- More efficient and transparent collaborative budget process. Detailed chronology of changes/inputs to the document
- More efficient communication between budget team, working off of one document, instead of multiple updated excel documents (additional reduction in potential errors)
- Ability to include rationale for each years projections, special circumstances-archived in one place

- Internal transparency reduces/eliminates gaps in information during emergencies/employment transitions
- Smarter and more efficient budget projections with the use of archived data (\$ savings thru reduced employee input and more effective use of budget \$).

1.Reduction in errors

- Software highlights significant changes that are potentially errors
- Increased automated input from previous budgets/years, also reducing possible errors
- Avoidance of formula errors in Excel

2.Synergy with BS&A

- Actuals and history easily downloaded into the ClearGov software.
- New budgets easily uploaded into BS&A

3.Utilization of transparency module to analyze data

- Building department, LC Sheriff, economic development, communications, (website, newsletter, social media) and creation of data dashboards. *Need to assess quality and difficulty of integration of non-budget data into the transparency module. Time and quality effective?

4.Clarity decisions about website upgrade

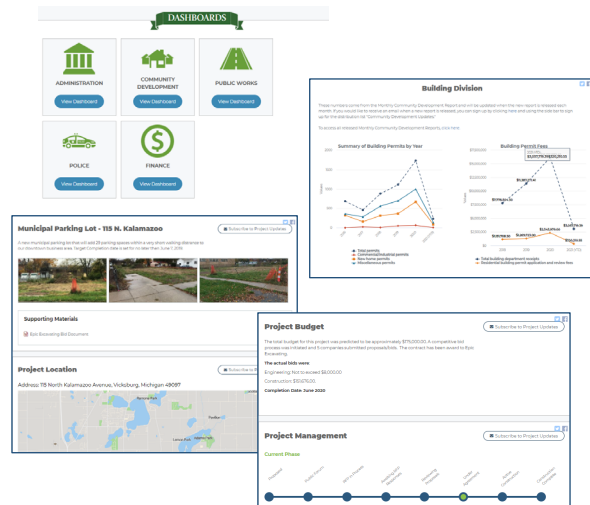
- Website: Customized package \$4000. one-time fee, plus \$600. Annually. **Assess after implementing ClearGov.** May create dynamic site we are looking for, without website customization.

Adding Department Dashboards thru ClearGov

The **Transparency** module also **supports department dashboards**. We would collaborate to design, then regularly push Excel data for the ClearGov support team to update as requested and needed. Updates can be shared to social media if desired.

Benefits: Professional consistent look and feel, with graphics, text, video, etc. **ADA compliant** and accessible from our website, with **outsourced help included**

- **Public Safety:** present monthly Sheriff’s report data to create actionable information
- **Capital Projects:** Rationale, maps, progress, related documents for capital projects (such as North Krueger Road repaving).
- **Communications:** Single dashboard showing subscriptions and engagement metrics for e-newsletters, website areas, and social media
- **Building Permits:** Trends and tracking number, type, and revenue from various permits.

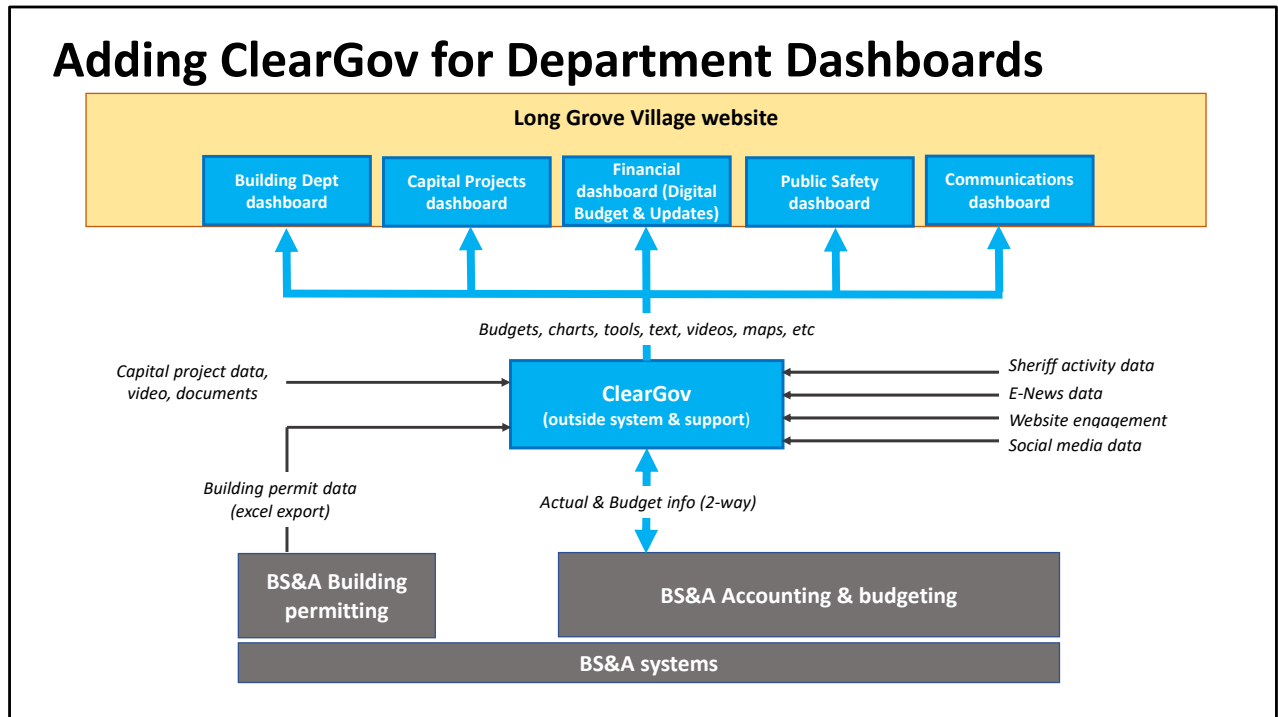


These are our ideas for department dashboards – not set in stone.

Note that we just learned Sheriff’s data CAN be received in Excel

Capital projects dashboard would be a big improvement on content and civic engagement

Adding ClearGov for Department Dashboards



Department dashboards will need to be designed – ie, we need to collaborate and agree on “what success looks like”

No limit on # of dashboards. We use tools to build each dashboard – can include text, charts, video, attachments, etc as desired

Only limit is capital projects – limit is 5, which should be just fine for our needs at the current time

Cost and potential timeline

One-time setup fee:	\$3,600	Decision:	13 or 27 Apr
• Discount for bundle	(810)	Kickoff:	May
Net setup fee	\$2,790	• Financial data export, mapping = 3 weeks	
		• Village review and approval = about 1 week	
Annual subscription fees:		Digital budget book launch:	June
• Operational budgeting	\$8,300		
• Digital budget book	\$4,700	Department dashboards: sequence TBD; will likely take a few months depending on staff availability for design collaboration	
• Transparency	\$4,100	• Capital projects: North Krueger Rd, RPC path	
• Discount for bundle	(3,847)	• Sheriff activity data	
Net annual fee	\$13,253	• Communications	
		• Building permits	

Proposal says it's good until April 30th, with April 27th board approval

They are getting more demand so setup date may start later. Might be ok with our timing for Denise finishing school and hiring village manager

30 days full money-back

Annual fees aligned with our fiscal year May 1st start, so first year will be pro-rated

Initial service period is until April 30, 2025. (3 full years + 11 months first year). After that, rates automatically increase 3% per year.