TOWN OF PINETOP-LAKESIDE

RESOLUTION NO. 23-1667

A RESOLUTION OF THE MAYOR AND TOWN COUNCIL OF THE TOWN OF PINETOP-LAKESIDE, ARIZONA, AUTHORIZING THE PURCHASE OF SHORT-TERM RENTAL MONITORING SOFTWARE FROM GOVOS, INC., IN AN AMOUNT NOT TO EXCEED $29,000.00; AND AUTHORIZING THE TOWN MANAGER TO EXECUTE ALL DOCUMENTS NECESSARY TO COMPLETE THIS TRANSACTION.

WHEREAS, the Town of Pinetop-Lakeside (Town) Town Council approved Ordinance 23-461 requiring Short-Term Rentals to acquire an STR License,

WHEREAS, the FY 2022/23 contingency budget has available funds for special projects not specifically outlined within the FY 2022/23 budget, and

WHEREAS, the Town's Plan to regulate Short-Term Rental Licensing is imperative to the life, health, and safety of the Town of Pinetop-Lakeside; and

WHEREAS, Town staff has received quotes from two vendors, GovOS, Inc. (Exhibit A), and Granicus (Exhibit B) for Professional Service Contracts for the purchase of Short-Term Rental Monitoring Software, and

WHEREAS, the quote received from GovOS, Inc. was the lowest quote received for Short-Term Rental Monitoring Software, and the GovOS, Inc. proposal meets the Town's needs; and

NOW, THEREFORE, BE IT RESOLVED, that the Mayor and Town Council of the Town of Pinetop-Lakeside, Arizona, approve the purchase of Short-Term Rental Monitoring Software from the GovOS, Inc., in an amount not to exceed $29,000.00 and authorize the Town Manager to execute all documents necessary to complete this transaction.

PASSED AND ADOPTED by a majority vote of the Mayor and Town Council of the Town of Pinetop-Lakeside in an open meeting on this 6th day of April 2023.

TOWN OF PINETOP-LAKESIDE

Stephanie Irwin
Stephanie Irwin
Mayor

ATTEST:

Kristi Salskov
Kristi Salskov
Town Clerk

APPROVED AS TO FORM:

William Sims
William J. Sims, III
Town Attorney

EXHIBIT A

GovOS, Inc.

Short-Term Rental Solution

Pinetop-Lakeside, AZ

Prepared for:

Jeremiah Loyd

Pinetop-Lakeside, AZ
325 W. White Mountain
Pinetop-Lakeside, Arizona, 85929

Submitted by:

Eric Klohr
Account Executive
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GovOS

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Who is GovOS?

Digital Transformation for Government

Building a modern government experience requires software that can be customized to meet the expectations of constituents and the needs of your staff. GovOS is a range of application suites, each designed to help you achieve digital transformation in areas that have historically been tricky to manage.

GovOS offers software solutions to power local government in every step of their digital transformation journey. Our applications perform for any department within any size government. Specializing in employee, business, and citizen engagement, GovOS can help you transform your agency and your community.

Why GovOS?

Governments use GovOS solutions to power online services for 20+ million constituents. As a partner to hundreds of government agencies we serve across the U.S., we're transforming the way people experience local government with best-in-class digital solutions and services that modernize operations and improve constituent access and engagement.

Advantages of GovOS

Peace of Mind

All GovOS digital solutions are cloud-based, adhering to the highest levels of security protocol and delivering secure, reliable and scalable access to information.

Ease of Use

Many of the solutions in the GovOS suite require no technical experience to use or administer. With just a little guidance and setup, customers can be up-and-running quickly.

Configuration Options

You have complete control over your functionality and workflows. From customizing and configuring automation options, you can build ideal, easy-to-use online services for everyone.
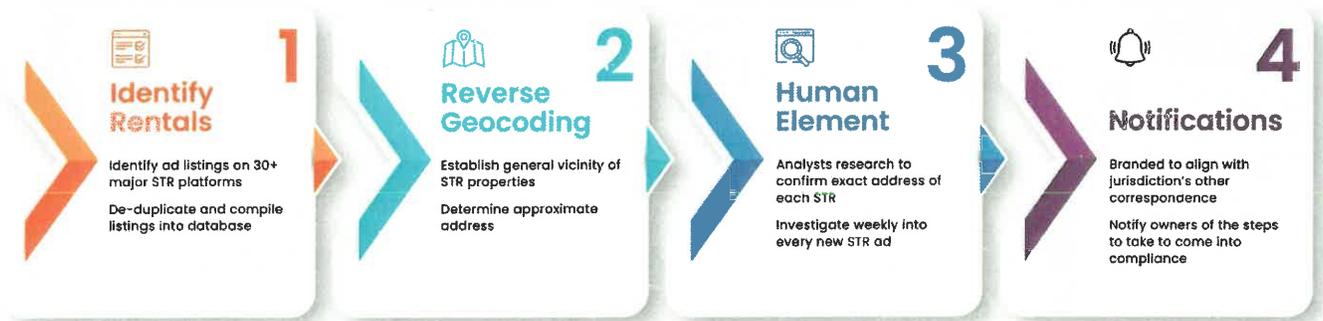
World-class Service

GovOS customers have access to truly superior customer service. From the first day of the project, our team works closely with yours to set you up for success, and help you achieve your goals no matter how lofty.

From quick wins to complete digital transformation, the GovOS platform fits your department. We look forward to working with you, Jeremiah Loyd and Pinetop-Lakeside, AZ, and discovering how GovOS can help you better serve your constituents.

Short-Term Rental Overview

The Short-Term Rental (STR) Solution allows municipalities to identify 98% of short-term rental addresses and receive over 90% of their short-term rental compliance rates. Our system is fast, intuitive, and user friendly for both governments and business users. Additionally, our STR Solution provides governments with powerful one-click reporting tools, allowing Pinetop-Lakeside, AZ to analyze the financial trends and patterns of your short-term rental market and transient occupancy tax revenue. This interpretable data will help the Pinetop-Lakeside, AZ shape future short term industry policies.

1 Identify Rentals

Identify ad listings on 30+ major STR platforms

De-duplicate and compile listings into database

2 Reverse Geocoding

Establish general vicinity of STR properties

Determine approximate address

3 Human Element

Analysts research to confirm exact address of each STR

Investigate weekly into every new STR ad

4 Notifications

Branded to align with jurisdiction's other correspondence

Notify owners of the steps to take to come into compliance

Key Features & Functionality

- Rental Advertisement / Property Identification Database

- Non-compliant Property Report

- Property Owner Notifications & Targeted Outreach

- Registration of properties for owners in convenient portal

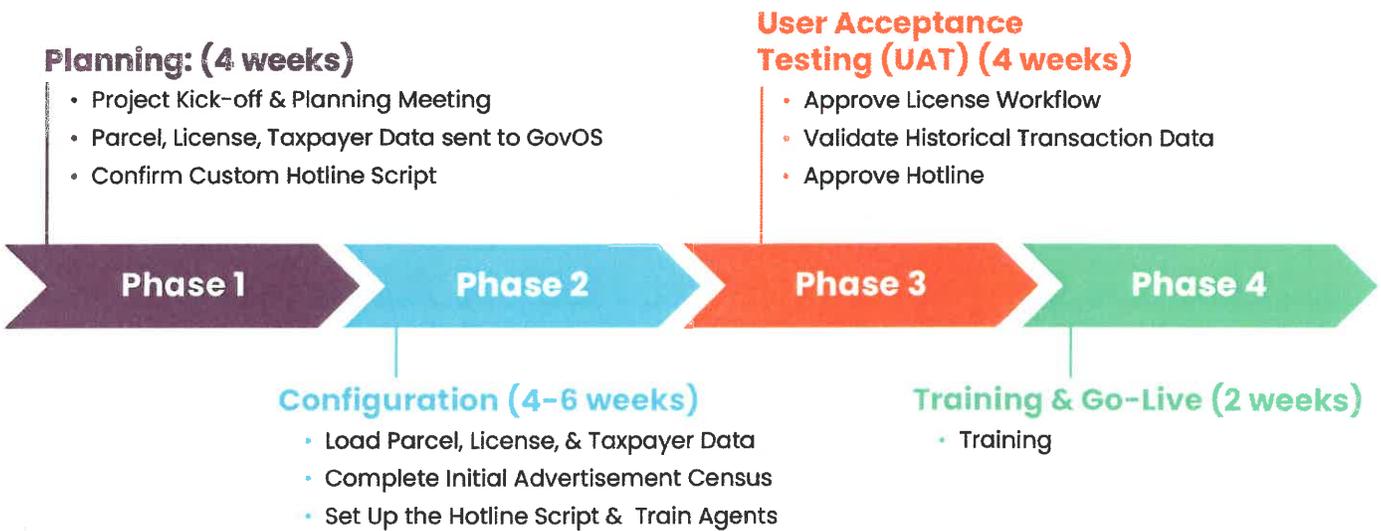- Easy remittance of tax payments to you

Solution Highlights

- Fully automated solution accurately matching 98% of short-term rental ads to properties

- Data refresh occurs twice a week ensuring actionable and up to date listings

- Ability to develop fully customizable compliance statuses for Pinetop-Lakeside, AZ

- Fully customizable Notification templates and instructions for owners

Implementation Overview

Every implementation is different, and each workflow has specific needs. GovOS will begin the implementation by defining goals and understanding what success will look like for your team. Our team will review what configuration options are available and tailor your forms and workflows accordingly.

Here is an example of the general implementation effort for a complete STR solution. Your specific solution will be adapted to the products and features purchased. (12 Weeks)

Planning: (4 weeks)
- Project Kick-off & Planning Meeting
- Parcel, License, Taxpayer Data sent to GovOS
- Confirm Custom Hotline Script

User Acceptance Testing (UAT) (4 weeks)
- Approve License Workflow
- Validate Historical Transaction Data
- Approve Hotline

Phase 1	Phase 2	Phase 3	Phase 4

Configuration (4-6 weeks)
- Load Parcel, License, & Taxpayer Data
- Complete Initial Advertisement Census
- Set Up the Hotline Script & Train Agents

Training & Go-Live (2 weeks)
- Training

One of the benefits of working with GovOS is that we make every effort to take the heavy lifting away from your staff and onto the GovOS implementation team. The GovOS Services Team will be with you every step of the way to iterate on your processes, train your team, and launch the STR Solution. GovOS'sexperience implementing our system will help ensure a smooth setup and launch.

All Available Modules

Short-Term Rental Discovery

- The GovOS STR system will discover all available Pinetop-Lakeside, AZ short-term rental ad listings posted on all 30+ sites.

Short-Term Rental Identification

- GovOS STR will maintain a Pinetop-Lakeside, AZ ad listing and property database in our system of all relevant ad and property data that is discovered.
- All aspects of the system and the database are accessible online by Pinetop-Lakeside, AZ staff with unlimited licenses.

Ad Listing and Property Reconciliation

- The system and our expert review team will analyze all Pinetop-Lakeside, AZ ad listings, which are not in the Pinetop-Lakeside, AZ existing database, connect the ad listings to property record data, and determine compliance & registration status.
- Weekly PDF evidence capture is conducted on non-compliant listings.

Data Reporting

- The GovOS Short-Term Rental system has extensive reporting and filtering functionality to provide Pinetop-Lakeside, AZ users with readily available short-term rental owner/manager contact data and compliance status.
- Pinetop-Lakeside, AZ staff can access the compliance data via our online system can generate weekly reports for the code compliance staff.

Notifications

- Simple integrated notification system with complete data integration via "smart fields"
- The notification module enables Pinetop-Lakeside, AZ to easily create batch notifications

US-Based Complaint Hotline

- 24/7 bilingual complaint hotline and online complaint reporting form
- Centralized online complaint database with dashboard for Code Enforcement & Compliance

Online Registration Systems

- Online property owner/manager task portal for new and renewal licensing
- Licensing process: online forms and uploads with user prompts
- Automated reminder notifications and easily customizable notification templates
- Custom application approval and interdepartmental collaboration
- Custom tax forms with auto calculation fields and penalty & interest
- All reporting and registration data can be exported anytime in CSV format

Payment Integration

- Integration with a GovOS partnered payment gateway

Comprehensive Support for All Users

Everyone who interacts with the GovOS STR Solution has access to our best-in-class support services should they encounter an issue or need further instruction on how to use the system.

Support for You & Your Agency

As part of your subscription, you will have access to application support resources within GovOS. Resources include:

- Assigned Account Manager
- Business Support Team | Available by email and phone 6am – 6pm (MT) Monday – Friday
- Personalized FAQ section in the License/Tax Portal developed for your constituents

What's Included

Support is defined as any questions surrounding how to use a feature within the platform, as well as troubleshooting any issues or bugs.

Details about training, troubleshooting, solution creation for achieving end-to-end goals, modifying the overall workflow of your solution, and high-level accomplishment needs are addressed in the Maintenance, Updates, and Training Features section on the following page.

Business User Support

Businesses that access the STR Solution for registration, tax filing, or other end-user functions are referred to as "Business Users." These users are typically either the property owner or the property management company.

Business Users are supported by a dedicated U.S.-based team whose goal is to assist Business Users in utilizing the STR platform. Our team will help guide Business Users through the process of registration, paying taxes, and assist them if they encounter any issues along the way.

24/7 Complaint Hotline

If you choose to include our 24/7 Bilingual STR Complaint Hotline in your proposed solution, our live operators will be waiting to take calls from your community members and route them appropriately. No more low-priority calls to 911 or law enforcement; instead, agents collect information efficiently to inform property owners so they can respond accordingly.

Please note that we will handle all support types to the extent possible, but it is your agency's responsibility to explain and enforce ordinance requirements to your Business Users and community.

Maintenance, Modifications, and Training Features

As part of your agreement with GovOS, you have access to the GovOS Professional Services Team to perform Maintenance, Modifications, and Training.

Maintenance & Modifications* include, but are not limited to:

- Modifying Business Center Messages, Frequently Asked Questions and NotificationTemplates.

- Adding or removing admin users from platform.

- Quarterly Parcel Data Updates to maintain accurate owner information.

- Feature enhancements released to all clients.

- Ongoing Review of Short-Term Rental Compliance Activity and help bringing non-compliant properties into compliance.

Training options include, but are not limited to:

- Onsite or virtual training sessions to get your staff fully comfortable with administering the Application (Travel Expenses to be billed as incurred).

- Solutioning Sessions to help with System Technical Questions. This will help you to overcome questions such as "how do I handle this scenario?". Modifications may come out of these meetings.

- Assistance with Procedural Questions.

- Creation of training material and collateral to give your team takeaway guides.

Requests for Custom modifications may incur an additional cost.

Project Pricing

The solution is a package of the below service applications.

Pinetop-Lakeside, AZ - Short-Term Rental Price Quote

<div style="background:#3bb273;color:white;padding:8px;font-weight:bold;">Products</div>

STR Compliance
Ongoing compliance identification and monitoring for short term rental properties.

STR Core
Web based training for jurisdiction staff (up to 6 hours).

Unlimited, ongoing web and phone support are provided to all administrative staff as part of monthly hosting and support.

Unlimited user logins for admins.

Software hosting and license fees.

Service and IT infrastructure, including 24/7/365 maintenance and support.

Daily backups managed by our expert IT team.

Enhancements released to all equivalent GovOS versions.

STR Hotline
Ongoing support of the 24/7 bilingual short term rental complaint hotline, hotline script & online complaint form.

STR Identification
Ongoing monitoring of new short term rental listings and properties, and an unlimited number of notification templates for compliance outreach.

STR Registration
Automated renewals.

Automated registration task reminders to business owners and/or operators.

Access to the admin functionality in the system, including but not limited to reports, reconciliation, notifications, approvals, cashiering, etc.

Annual Total: $29000

Customer Acceptance

Contact Information	
Organization Name	
Street Address	
City, State, Zip	
Primary Contact Name	
Primary Contact Email	
Billing Details	
Billing Details	
Billing Contact Name	
Billing Contact Email	
Billing Contact Phone	
Invoice Delivery Method	☐ Email/Electronic (default) ☐ Mail
Preferred Payment Method	☐ Check ☐ Credit Card ☐ ACH

- Without a signed Agreement, pricing is good until May 16, 2023.

- Subscription Start Date will be the date you sign the Agreement

- Subscription fees are pre-paid annually

- Invoice Date is the Subscription Start or Renewal Date. All invoices are due Net thirty (30) days of the Invoice Date.

- This Agreement will automatically renew for additional one-year terms (each a "Renewal Term") unless either you or we notify the other of an intent not to renew at least thirty (30) days prior to the expiration of the then current term.

- Pricing for Renewal Terms will include a seven percent (7%) increase from the prior term.

- All standard Terms of Use can be found at https://govos.com/business-licensing-and-tax/terms-of-use/ and are hereby incorporated into this order.

Customer Acceptance

Customer Signature

_____

Signature of Authorized
Representative

_____

Title

_____

Date

GovOS Signature

_____

Signature of Authorized GovOS
Representative

_____

Title

_____

Date

EXHIBIT B

Granicus

408 Saint Peter Street, Suite 600
Saint Paul, MN 55102
United States

THIS IS NOT AN INVOICE

Order Form
Prepared for
Pinetop-Lakeside, AZ

GRANICUS

Granicus Proposal for Pinetop-Lakeside, AZ

ORDER DETAILS

Prepared By:	Kyle Salonga
Phone:	415.874.1783
Email:	kyle.salonga@granicus.com
Order #:	Q-240289
Prepared On:	11/04/2022
Expires On:	01/01/2023

ORDER TERMS

Currency:	USD
Payment Terms:	Net 30 (Payments for subscriptions are due at the beginning of the period of performance.)
Period of Performance:	This Agreement shall become effective on the date it is awarded and will continue for 12 months. Client will have the option to renew this Agreement for 2 period(s) of 1 year each.

GRANICUS

PRICING SUMMARY

The pricing and terms within this Proposal are specific to the products and volumes contained within this Proposal.

One-Time Fees			
Solution	**Billing Frequency**	**Quantity/Unit**	**One-Time Fee**
Address Identification - Setup and Configuration	Up Front	1 Each	$0.00
Address Identification - Online Training	Up Front	1 Each	$0.00
Compliance Monitoring - Setup and Configuration	Up Front	1 Each	$0.00
Compliance Monitoring - Online Training	Up Front	1 Each	$0.00
		SUBTOTAL:	**$0.00**

New Subscription Fees			
Solution	**Billing Frequency**	**Quantity/Unit**	**Annual Fee**
Address Identification	Annual	1 Each	$24,316.20
Compliance Monitoring	Annual	1 Each	$12,833.55
Esri Integration	Annual	1 Each	$5,000.00
		SUBTOTAL:	**$42,149.75**

Order #: Q-240289
Prepared: 11/04/2022

FUTURE YEAR PRICING

Solution(s)	Period of Performance	
	Year 2	Year 3
Address Identification	$25,045.69	$25,797.06
Compliance Monitoring	$13,218.56	$13,615.11
Esri Integration	$5,150.00	$5,304.50
SUBTOTAL:	$43,414.25	$44,716.67

G GRANICUS

PRODUCT DESCRIPTIONS

Solution	Description
Address Identification	Ongoing monitoring of 60+ Short Term Rental websites including major platforms Airbnb, VRBO, HomeAway, Booking.com, FlipKey, & Expedia. Our machine learning will deduplicate all known Listings into unique Rental Units, where our identification team will provide owner contact information for further enforcement. This product includes:- Ongoing monitoring of all listings in your jurisdiction - Updating listing activity and details every 3-5 days - Screenshot activity of every listing - Deduplication of listings into unique Rental Units - Activity dashboard and map to monitor trends and breakdown of compliance
Compliance Monitoring	Compliance monitoring provides up-to-date information for each identified Rental Unit and its compliance status. We configure your compliance definition specific to your jurisdiction rules and ordinances in order to provide up-to-date compliance status of each identified Rental Unit. Additionally, this product will:- Allow your team to send letters to non-compliant properties 24/7 - Configure letter templates with your branding and letterhead - Add as many letter sequences as you need for escalation - Monitor properties that become compliant after letter enforcement
Esri Integration	One way integration from Esri ArcGIS to Host Compliance for weekly property data (assessor data) syncing.
Address Identification - Setup and Configuration	Setup and configuration of the platform to facilitate the systematic identification of the addresses and owner's contact information for short-term rentals located in a specific local government's jurisdiction. Note: The implementation timeline for Client is dependent on Granicus' receipt of all data from Client required to complete the services, including assessor data and registration files, in the format agreed upon by the parties prior to project kick-off. Any fees associated with the collection or receipt of required data will be borne by Client.
Address Identification - Online Training	Virtual training session with a Granicus professional services trainer.
Compliance Monitoring - Setup and Configuration	Setup and configuration of the system to enable ongoing monitoring of a specific jurisdiction's short-term rentals for compliance with the relevant registration/licensing/permitting requirements.

Solution	Description
Compliance Monitoring - Online Training	Virtual training session with a Granicus professional services trainer.

TERMS & CONDITIONS

- Link to Terms: https://granicus.com/legal/licensing
- This quote is exclusive of applicable state, local, and federal taxes, which, if any, will be included in the invoice. It is the responsibility of Pinetop-Lakeside, AZ to provide applicable exemption certificate(s).
- Any lapse in payment may result in suspension of service and will require the payment of a setup fee to reinstate the subscription.
- Notwithstanding anything to the contrary, Granicus reserves the right to adjust pricing at any renewal in which the volume has changed from the prior term without regard to the prior term's per-unit pricing.

GRANICUS

BILLING INFORMATION

Billing Contact:		Purchase Order Required?	[ ] - No [ ] - Yes
Billing Address:		PO Number: *If PO required*	
Billing Email:		Billing Phone:	

If submitting a Purchase Order, please include the following language:
The pricing, terms, and conditions of quote Q-240289 dated 11/04/2022 are incorporated into this Purchase Order by reference and shall take precedence over any terms and conditions included in this Purchase Order.

AGREEMENT AND ACCEPTANCE

By signing this document, the undersigned certifies they have authority to enter the agreement. The undersigned also understands the services and terms.

Pinetop-Lakeside, AZ	
Signature:	
Name:	
Title:	
Date:	