

Proposed on: 2025-04-30

Pricing Proposal for Collin County Clerk, TX eSubmission

Prepared for:

Stacey Kemp

Collin County Clerk, TX

2300 Bloomdale Rd., Suite 2106

McKinney, Texas, 75071

Submitted by:

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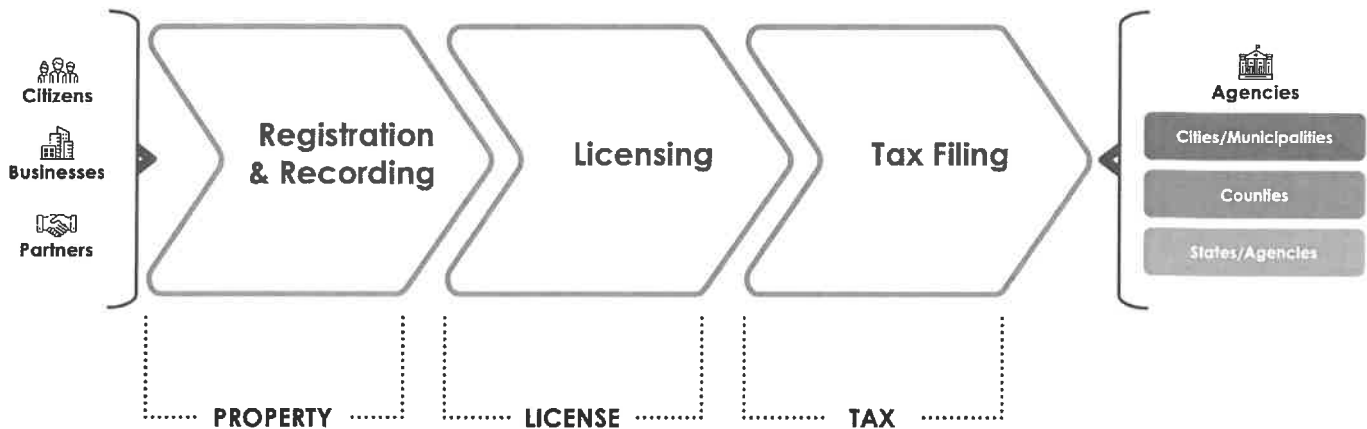


Company Overview

GovOS is a leading provider of transaction and compliance software for state and local governments to streamline property, licensing, and tax interactions with businesses and citizens.

GovOS is a Delaware incorporated organization, headquartered in Austin, Texas, and serves more than 800 government agencies across the United States. With the company's secure suite of cloud-based solutions, governments can maximize revenue, increase compliance, reduce costs, and meet constituent demand for modern, self-service transaction and payment services.

GovOS has been providing information technology products and services to local governments since 2005. Our workforce (over 275 and growing) is located in Austin and throughout the U.S., allowing us to provide our industry-leading service and support to our customers when it is convenient for them. GovOS products have been purposefully designed and built to meet the needs of our public sector customers.



GovOS is backed by experienced professionals who have been serving local government and their unique needs for over 20 years. We know data is important to every one of our customers in the public sector. However, we also understand there is more than just numbers needed to effectively serve your community. Given the depth of our experience in government service and the breadth of the products we offer, GovOS has a holistic view of how local government works best and how one software solution can affect multiple departments and processes. In addition to our best-in-class technology, GovOS also provides workable best practices, exemplary support, and innovative technology so our customers can achieve their goals today and well into the future.



Since our founding, GovOS has continued to grow and expand our suite of products and has already become an industry leader in the government technology space. GovOS is well-positioned to serve and support our customers for years to come as software and needs evolve.

We look forward to working with you, Stacey Kemp and Collin County Clerk, TX, and discovering how GovOS can help you better serve your constituents.

GovOS provides an easy-to-use, cloud-native platform that connects your staff to your community

— increasing process efficiencies, improving compliance rates, and helping you deliver the best possible experience.



Benefits of GovOS Public Records Solution



Proven & Successful Methodology

Successful implementation of projects for 200+ cities/counties in the U.S.
Dedicated support and success teams throughout our partnership.
Custom system configuration to meet your needs.

Comprehensive Solution

End-to-end solution to efficiently process documents in office.
Public access with easy-to-use interface for constituents and business users.
Built-in security features and audits to ensure integrity of data and images.

Full-Service Platform

Functionality

- Streamline office efficiencies with well-designed workflows.
- Cashier, assign recording information, index, capture and verify all documents or filings coming into office.
- Utilize built-in triggers and prompts to reduce errors and ensure required information is captured.
- Easily accept eRecordings from core vendors or through built-in eSubmission option.
- Utilize built-in automated and manual redaction tools to protect PII.
- Ensure quality of images with built-in image enhancement tools.
- Full Optical Character Recognition (OCR) of all documents to offer full text-based searches over and above the standard keyed index data searches.

Financials

- Reconciliation tools allow counties to easily balance day-end and month-end financials.
- Robust reporting tools to manage office

Native Cloud Platform

- Industry-leading security and protection, SOC2
- "Always-on" system availability
- Scalability to support unlimited growth

Best-In-Class Solution

- Built from the ground up to solely focus on property, vitals and marriage licenses
- Feature-rich, highly configurable solution meeting needs of small or large counties
- Focus on ease of use for both internal staff, constituents, and business users

Cloud Architecture

- Geographically separated cloud data centers
- Frequent sprint driven development cycles, on an eight-week basis
- Rapid deployment of new features or newly released state mandates with reduced turnaround time

Self-Service Design

- 24/7/365 support for constituents using the public-facing



financials and productivity.

- Options to accept all payment types and option to utilize GovOS Pay.

Additional Features

- Robust Property Alert as part of Cloud Search.
- Ability to offer eCertified copies of documents.
- Export tools and automated exports of data/images.
- PDF/A Services and Storage Options

search

- Traditional field-based search tool and Google like search design
- Online forms and request options for users

Office Automation

- Easily navigate solution to complete tasks
- Workflows configured to meet your unique needs
- Permission levels allow offices to manage access and rights



eSubmission

A Simple and Low-Cost Online Recording Option

You can now provide a simpler, cost-effective option for land and property record submitters, while gaining all the efficiencies of online submissions. GovOS eSubmission is a cloud-based application that allows organizations outside of the land records office to directly submit electronic recordings to the county. Using an online portal, filers compile groups of documents, upload images, and submit them for recording. After submission, filers can track the submission's progress and retrieve the processed documents once recorded by the county.

Even better, GovOS eSubmission integrates seamlessly with GovOS Cloud Records and GovOS CountyFusion through our standard eRecording interface.

- **Compliant With Industry Standards:** The online portal was designed using Property Records Industry Association (PRIA) standards.
- **Seamless Setup for Your Title Companies:** The county controls what document types the submitters can use. The submitter must choose the document type from a dropdown list, eliminating unnecessary rejections.
- **Aligned With Your Land Records System:** GovOS eSubmission is an extension of your records management system so all recording requirements and fees automatically stay in sync.

Features and Benefits to Your County



Web-Based

No on-premise hardware needed.
Enjoy the benefit of our easy-to-use
online portal.

Ease of Implementation

Onboarding only takes 6 weeks
from project kick-off. GovOS
handles the heavy lifting.

Best-in-Class Support

GovOS provides live chat for your
submitters should they need technical
assistance while using eSubmission.



Convenient and Affordable

Provide an easy and cost-effective alternative for your filers
without having to sign up with another vendor.



Improved Customer Service

Foster a direct relationship with your filers – allowing your team
to serve your customers directly without delays.



Efficient Accounting

Simplify end-of-day reconciliation and close out with GovOS
reporting and tools.



Digital Innovation

Increase adoption of electronic recordings while reducing
paper submissions – saving your team time and labor.

The screenshot displays the GovOS web interface for document recording. At the top, it shows '1 of 2 Documents' and a 'Next' button. The main section is titled 'Transaction Name: 479 Atlantic St.' and includes tabs for 'Document Details', 'Instruments', 'Pages 31', 'File Size 328KB', 'File Name', and 'File Name: 20230223_Plan 57432.DAT'. Below this, it identifies the 'Document V1 Instrument Type' as 'Deed'. The 'Deed Document Information' section contains fields for 'Number of Parcel IDs' (set to 1), 'Number of Names' (set to 1), 'Consideration Amount' (\$ 0.00), 'Percent Transfer' (0%), 'Transfer Amount' (\$ 0.00), 'Where number and, no deed with', 'Change Reason', and 'Comments'. A confirmation question asks, 'Does this deed change the legal description of the parcel in any such way as: Amalgamation, Combination, Consolidation, Subdivision, Correction?'. At the bottom, there are buttons to 'Add Parcel', 'Add Municipality', 'Add Grantee', and 'Add Grantor'.

Land Recording

Land Records Management That Is
Secure and Streamlined With Self-
Service Access



A land records management system
optimized to unlock the full potential of your
team and process. Elevate your operations,
secure your data integrity, and establish your
team as a leader of excellence in public
service.

Maximized Efficiency

Modern cloud technology
automates and streamlines the
entire land records lifecycle, from
submission to archiving so
customers experience a dramatic
reduction in document processing
time

Enhanced Security

With robust, state-of-the-art
security protocols, users gain
peace of mind as our system
safeguards sensitive information,
significantly reducing the risk of
fraud and unauthorized access.

Empowered Users

By automating routine tasks, presenting
self-service options, and offering an
unparalleled user interface, staff can
redirect their focus to critical objectives,
elevating the level of service and
engagement they provide to the public.

Features

GovOS Land Recording offers streamlined land records management to enhance operational workflows by delivering secure, immediate access to records for staff and constituents.

- **Streamlined Submission Process:** Documents can be submitted electronically with ease, ushering in a new standard of convenience and efficiency.



- **Automated Indexing:** Our cutting-edge automation speeds up the indexing time, slashing costs, and expediting the recording process.
- **Customized Reporting:** Generate financial, administrative, or performance reports tailored to your needs, providing both summaries and detailed insights.

Efficiency, Innovation, and Easy Land Records Management

Discover the advantages of GovOS' records-centric approach to land records, where secure management meets transactional efficiency. Our intuitive platform frees staff from routine tasks by delivering a self-reliant, accessible, and continuously advancing records environment for governments and their customers.



Secure Cloud Records

Unmatched security in the cloud ensures fraud-free record-keeping and access.



User-Friendly Design

Our easy-to-use interface empowers staff to focus on the vital aspects of service delivery.



End-to-End Transaction Workflows

From filing to payment reconciliation, experience streamlined workflows that manage the entire recording lifecycle.



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The screenshot displays the GovOS eSubmission interface. At the top, it shows '1 of 8 Documents' and a 'Next' button. The main section is titled 'Transaction Name: 479 Atlantic St.' and includes a 'Document Details' table with columns for 'Document', 'Status', 'Page', 'File Size', and 'File Name'. Below this, there's a 'Document #1 Instrument Type' dropdown set to 'Deed'. The 'Deed Document Information' section includes fields for 'Number of Parcel IDs', 'Number of Pages', 'Consideration Amount' (\$ 0.00), 'Taxable Amount' (\$ 0.00), 'Percent Taxable' (1%), and 'Exempt Reason'. At the bottom, there's a question: 'Does this deed change the legal description of the parcel in any such way as: Amalgamation, Combination, Cancellation, Subdivision, Correction?' with 'No' and 'Yes' radio buttons. Below this are sections for 'Parcels', 'Municipalities', 'Grantee', and 'Grantor', each with an 'Add' button.



System Support & Maintenance

Customer Support

Everyone who interacts with the GovOS solution has access to our best-in-class support services should they encounter an issue or need assistance with the system. We seek to consistently deliver exceptional support experiences, while removing barriers to our customer's success.

Continuous Support

As part of your subscription, you gain access to our application support resources. Below is a description of three separate support resources available to you.

- **Customer Success Manager (CSM):** Your Customer Success Manager is assigned to help ensure you are achieving software optimization, are connected to product enhancements, and are aware of our newest offerings. Their goal is to help you meet your objectives utilizing our software.
- **Account Manager (AM):** Your Account Manager helps support customers' overall goals and ongoing investment in GovOS. They work closely with the CSM team and provide customers periodic high-level reviews to evaluate ongoing ROI, utilization, and future needs. The AM's key focus is to educate, listen, provide guidance, and address challenges.
- **Client Technical Support (CTS) Team:** Unlike other organizations, GovOS does not put your users through a round-robin call center. Your Client Technical Support team is your primary support to assist you with system and technical concerns. You will always have direct access to call or email the CTS team for the life of your subscription.
- **Support Team:** Our Support Team provides system and website support to users within your jurisdiction. Our Support Team is a separate team within our support division that specializes in understanding system functionality and can be a resource for users as needed regarding website or system functionality. Users can call/email this team during business hours for the life of your subscription.



GovOS' multi-prong support approach is unique to the industry and a key reason customers stay with GovOS. Our proven support practices have allowed us to maintain our high customer satisfaction and retention levels across all GovOS product lines.

What's Included:

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





GovOS Provided Maintenance Services

Industry Leader in Security Standards

Our engineering team maintains our servers 24/7/365 so there is no impact on your IT team. Your staff and property users can trust our 99.99% level of up-time and industry standard for system security.

Our security and compliance features include:

- SOC 2 level security compliance
- Full-time availability of production site, 365 days a year
- Active Firewall and SSL Encryption
- Provide and manage testing and development sites
- Unlimited number of users, including both property and jurisdiction users
- Unexpected outage recovery and emergency response

GovOS utilizes the Microsoft Azure Backup service to provide local and secure offsite backup storage. GovOS retains copies of backups in perpetuity. This ensures a highly secure, reliable, scalable, and low-cost infrastructure platform in the cloud. AWS hosts our applications AND our client data.

Commitment to Innovation – Feature Releases

We are passionate about remaining innovative for our clients to improve efficiency, compliance, and revenue. New features built based on feedback from our clients, and their property owners/managers are released several times throughout the year. We help ensure our client communities are at the forefront of emerging technologies and are well-positioned to anticipate and address the current and future needs of your ecosystem.

Your Software-as-a-Service subscription includes:

- Product releases and engineering support
- New product features releases (users are made aware of new features prior to their release)



- Software engineers who resolve functional issues with existing features

Project Methodology

GovOS utilizes a hybrid project methodology to help ensure a level of agility while driving towards targeted timelines. This approach provides flexibility in how the GovOS team can support or integrate with Collin County Clerk, TX specific project methodology and constraints.

The methodology is founded on the following fundamental concepts:

- **Division of work into parallel tracks.** The project is separated into various tracks to satisfy the unique project area needs. This approach shortens the overall timeline by allowing for simultaneous project execution.
- **Agility.** Certain aspects of the project benefit from an agile approach. The Functional Delivery track is intended to allow the highest value or most complicated aspects of business requirements to be defined, tested, and provided to testing in an iterative manner. The Project Team will manage the workflow for these project components using the Scrum method for new product development and a Kanban model for client-specific product configurations.
- **Subject with matter expert staffing.** We do not designate a single “expert” to perform all tasks. We allocate staff to the project who are knowledgeable in specific areas of execution. Experts in data migration, system configuration, and other related fields will perform such tasks. Collin County Clerk, TX primary point of contact of this project will be the Project Manager, who will be assigned to oversee and administer GovOS resources.
- **Structured Communications and Decision Making.** Engaging Collin County Clerk, TX stakeholders in active communication with the GovOS team is critical to the project’s success. To that purpose, we will collaborate with Collin County Clerk, TX to develop a communications plan that provides timely communication, transparency about project progress, and swift decision-making.

Our goal is to support Collin County Clerk, TX in a smooth transition to the new system.





High Level Implementation Plan

GovOS will begin the implementation by defining goals to understand what success looks like for your team. Our team will review the configuration options available and tailor workflows accordingly. GovOS will make every effort to take the heavy lifting away from your staff. The GovOS Services Team is with you every step of the way to learn your processes, train your team, and launch our solution. Our experienced implementation professionals will create a smooth setup and launch that works for everyone.

Estimated Timeline

We understand that each project schedule and customer is unique with specific needs when implementing a new program. We will work with you and your team to develop a timeline and process that works for all parties involved in the project. As such your timeline may vary based on the final scope determination, your project team availability, contract signing, or other unexpected delays.



Pricing Summary

The solution is a package of the below service applications.

Pricing for Collin County Clerk, TX

eSubmission - annual license	\$0.00
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eSubmission - end-user fee	\$0.00/application for government-to-government (G2G) clients
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eSubmission - end-user fee	\$2.50/application for commercial-to-government (B2G) clients*
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**title companies/lawfirms/HOAs, etc*

***GovOS B2G submission fees may be increased upon request made no more frequently than once per year, which request will not be unreasonably denied or conditioned by County.*

First Year Annual Contract Value: \$0.00

One time Fees: \$0.00

Total Contract Value: \$0.00

Estimated timeline to implement = 4 weeks over a 6-week period

Proposal Terms

General Information

Expiration of Proposal: Without acceptance of this proposal (this "**Proposal**"), pricing provided herein is good until June 30, 2025.

After said date, if not accepted, this Proposal shall be void.

Defined Terms:

- "**Agreement**" means the Existing Contract, amendments thereto, and the TOU (if applicable related to New Services).
- "**Customer**" means the "Customer" identified below.
- "**Effective Date**" means the date this Proposal is signed by Customer.
- "**Existing Contract**" means the "Master Contract" described below.
- "**Existing Services**" means Services provided pursuant to the Existing Contract.
- "**New Services**" means the Additional Solutions described below, which Services are provided to Customer subject to the TOU.
- "**Predecessor**" means GovOS's predecessor-in-interest that is a party to the Existing Contract.
- "**Services**" means the Existing Services and New Services (if applicable).
- "**Term**" shall mean the term that the Existing Services and/or New Services (as applicable) shall be provided to Customer hereunder.
- "**TOU**" means GovOS's standard terms of use, which can be found at www.govos.com/terms-of-use.



Customer Information

Organization Name	Collin County Clerk, TX
Primary Address	2300 Bloomdale Rd., Suite 2106 McKinney, Texas, 75071
Primary Contact Name	Stacey Kemp
Primary Contact Email	skemp@co.collin.tx.us

Existing Contract Information

Title of Master Contract:	For purposes of this Proposal, the term "Existing Contract" shall mean the TOU.
Effective Date of Master Contract:	N/A
Expiration Date of Master Contract:	N/A
Original Parties (if applicable):	N/A * If GovOS is not an original party to the Existing Contract the Customer hereby consents to the assignment of the Existing Agreement from its Predecessor to GovOS and GovOS hereby assumes all rights and obligations of the Predecessor under the Existing Agreement.

Amendment(s) to Existing Contract

[Yes] Automatic Renewal:	Following the initial term, the Agreement will automatically renew for additional one-year periods unless earlier terminated pursuant to the Agreement's express provisions or either Party gives the other Party written notice of non-renewal at least thirty (30) days prior to the expiration of the then-current term. GovOS shall send a renewal notice to Customer between twenty-five (25) and forty (40) days prior to the expiration of the Term.
New Services (provided pursuant to the TOU):	Services provided on the Pricing Summary page.
Term of New Services:	[Applicable] New Services co-terminate with the Existing Agreement. [Not Applicable] The term of the license for New Services shall begin on the



Effective Date and terminate one (1) year thereafter, subject to automatic renewal (if selected above).

Implementation of New
Services:

GovOS and Customer will cooperate to ensure timely and accurate implementation and delivery of the New Services (if any). New Services shall be provided pursuant to a statement of work attached hereto as Exhibit A (if applicable). Customer will be required to provide certain information to allow GovOS to set-up and implement the New Services. This may include Customer's local legal requirements, tax and fee requirements, compliance standards, merchant processing credentials and business notification preferences. Customer acknowledges GovOS's ability to correctly and timely implement forms, templates, workflows and other elements necessary to provide the Services is dependent upon cooperation from Customer. Customer will participate in user acceptance testing as reasonably requested by GovOS. GovOS is not responsible for delays or other consequences resulting from Customer's failure to timely provide accurate information or participate in user acceptance testing. Payment of fees for the New Services will not be reduced, delayed or modified as a result of Customer's failure to meet this obligation.

Hardware:

If, prior to the Effective Date (indicated above), GovOS or its Predecessor provided hardware and/or maintenance services associated with the same to Customer, then following the Effective Date Customer will be solely responsible to maintain an adequate technical environment to utilize the Services including providing and maintaining any necessary hardware and equipment to meet the Services' requirements. Upon request, GovOS will identify hardware requirements and recommend hardware and equipment that meets Services requirements. Additionally, GovOS hereby conveys to Customer title and ownership "as is" and "where is" to any and all hardware and equipment previously provided to Customer under the Existing Agreement. GovOs makes no representations and disclaims any and all warranties with respect to such hardware or equipment.

Financial Terms

Fees:

Fees for the Services during the Term shall be at the rates indicated on the Pricing Summary page (the "**Fees**").

Payment Terms:

- Annual Fees for the initial Term are due upon acceptance of this Proposal. The Fees are pre-paid annually.
- Per document Fees are invoiced on a monthly basis.



- Implementation Fees will be billed upon completion and delivery of the associated Services.

All invoices are due net sixty (60) days of the invoice date, subject to prompt payment laws applicable to transactions with Customer. If there is a conflict between these payment terms and applicable law, then these payment terms will conform with such laws.

Annual Fee Increase

N/A

Late Payments:

Any undisputed amount not paid when due will be subject to finance charges equal to 1.5% of the unpaid balance per month or the highest rate permitted by applicable law, whichever is less, determined and compounded daily from the date due until the date paid.

Collection Costs; Suspension of Services:

Customer shall reimburse GovOS for all reasonable costs incurred by GovOS in collecting any late payments or interest, including attorney fees, court costs, and collection agency fees; and if such failure continues for thirty (30) days or more, GovOS may suspend Customer's and its Authorized Users' access to any portion or all of the Services until such amounts are paid in full.

Miscellaneous Terms

Piggyback:

During the term of this Proposal, including any renewal terms: (1) other public corporations, entities, or agencies directly affiliated with Customer (each, a "**Piggyback Entity**") may request to piggyback on this Proposal to acquire solutions or services offered hereunder on the same terms and conditions set forth in this Proposal; and/or (2) Customer may acquire additional solutions or services offered by GovOS on the same terms and conditions set forth in this Proposal, other than pricing terms, which shall be negotiated in good faith by the parties hereto. If GovOS receives a request to piggyback on this Proposal, GovOS must provide written notice of the request to Customer within five (5) business days of receipt. If GovOS accepts, and Customer approves the request to piggyback, the administration of the services provided to any Piggyback Entity must be governed under a separate agreement between GovOS and such Piggyback Entity. Customer shall have no obligation or liability to GovOS, any Piggyback Entity, or any third party in connection with the administration of services provided to any Piggyback Entity.

Modification of Incorporated Documents:

GovOS reserves the right from time to time to modify the TOU and SLA; however, this Proposal will remain governed by the TOU and SLA in effect as of the Effective Date.



Conflicting Terms:

In the event a provision contained in the TOU and/or SLA conflicts with the terms of the Existing Contract then the Existing Contract shall control. If there is a conflict between this Proposal and the Existing Contract, then this Proposal shall control.

Purchasing Agent
Information:

By signing below, Customer (or Purchasing Agent as Customer's agent, if applicable) and GovOS accept this Proposal and agree that it shall be subject to the TOU and SLA.

Billing Details

Billing Contact Name

Billing Contact Email

Billing Contact Phone

Invoice Delivery Method

Email/Electronic

Preferred Payment Method

Check

Billing Frequency

Annual



Proposal Acceptance

Proposal #: 006VV000006JVW5YAO

By signing below, Customer and GovOS accept this Proposal and agree that it shall be subject to the TOU and SLA.

Customer Signature

Signature of Authorized Representative	Title	Date

GovOS Signature

Signature of Authorized GovOS Representative	Title	Date