OpenGov

OpenGov Inc.
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United States

Order Form Number:	Q-15362	**Prepared By:**	David Bar-Or
Created On:	06/15/2026	**Email:**	dbaror@opengov.com
Order Form Expiration:	06/30/2026	**Contract Term:**	60 Months
Subscription Start Date:	07/01/2026		
Subscription End Date:	06/30/2031		

Customer Information:

Customer:	Lake Havasu City, AZ	**Contact Name:**	Jonathan Baskette
Bill To/Ship To:	2330 McCulloch Blvd. North Lake Havasu City, Arizona 86403 United States	**Email:** **Phone:**	baskettej@lhcaz.gov (928) 855-2116

Order Details:

Billing Frequency:	Prepaid
Payment Terms:	Net 30 Days

SOFTWARE SERVICES:

Product Name	Start Date	End Date	Annual Fee
Asset Management Base Bundle	07/01/2026	06/30/2027	$13,988.79
Asset Management Expert Services: Accelerate	07/01/2026	06/30/2027	$0.00
Facilities Domain	07/01/2026	06/30/2027	$10,791.37
Parks & Recreation Domain	07/01/2026	06/30/2027	$9,992.06
Signal Domain	07/01/2026	06/30/2027	$9,135.47
Transportation Domain	07/01/2026	06/30/2027	$10,791.37
Walkability Domain	07/01/2026	06/30/2027	$9,135.47

Wastewater Collection	07/01/2026	06/30/2027	$9,992.06
Wastewater Treatment Domain	07/01/2026	06/30/2027	$11,191.03
Water Distribution Domain	07/01/2026	06/30/2027	$10,791.37
Water Treatment Domain	07/01/2026	06/30/2027	$11,191.03
Asset Management Base Bundle	07/01/2027	06/30/2028	$14,798.74
Asset Management Expert Services: Accelerate	07/01/2027	06/30/2028	$25,000.00
Facilities Domain	07/01/2027	06/30/2028	$11,416.19
Parks & Recreation Domain	07/01/2027	06/30/2028	$10,570.60
Signal Domain	07/01/2027	06/30/2028	$9,664.41
Transportation Domain	07/01/2027	06/30/2028	$11,416.19
Walkability Domain	07/01/2027	06/30/2028	$9,664.41
Wastewater Collection	07/01/2027	06/30/2028	$10,570.60
Wastewater Treatment Domain	07/01/2027	06/30/2028	$11,838.99
Water Distribution Domain	07/01/2027	06/30/2028	$11,416.19
Water Treatment Domain	07/01/2027	06/30/2028	$11,838.99
Asset Management Base Bundle	07/01/2028	06/30/2029	$22,539.95
Asset Management Expert Services: Accelerate	07/01/2028	06/30/2029	$26,250.00
Facilities Domain	07/01/2028	06/30/2029	$17,388.00
Parks & Recreation Domain	07/01/2028	06/30/2029	$16,100.08

Signal Domain	07/01/2028	06/30/2029	$14,719.86
Transportation Domain	07/01/2028	06/30/2029	$17,388.00
Walkability Domain	07/01/2028	06/30/2029	$14,719.86
Wastewater Collection	07/01/2028	06/30/2029	$16,100.08
Wastewater Treatment Domain	07/01/2028	06/30/2029	$18,031.96
Water Distribution Domain	07/01/2028	06/30/2029	$17,388.00
Water Treatment Domain	07/01/2028	06/30/2029	$18,031.96
Asset Management Base Bundle	07/01/2029	06/30/2030	$23,666.95
Asset Management Expert Services: Accelerate	07/01/2029	06/30/2030	$27,562.50
Facilities Domain	07/01/2029	06/30/2030	$18,257.40
Parks & Recreation Domain	07/01/2029	06/30/2030	$16,905.08
Signal Domain	07/01/2029	06/30/2030	$15,455.86
Transportation Domain	07/01/2029	06/30/2030	$18,257.40
Walkability Domain	07/01/2029	06/30/2030	$15,455.86
Wastewater Collection	07/01/2029	06/30/2030	$16,905.08
Wastewater Treatment Domain	07/01/2029	06/30/2030	$18,933.56
Water Distribution Domain	07/01/2029	06/30/2030	$18,257.40
Water Treatment Domain	07/01/2029	06/30/2030	$18,933.56
Asset Management Base Bundle	07/01/2030	06/30/2031	$24,850.30

Asset Management Expert Services: Accelerate	07/01/2030	06/30/2031	$28,940.62
Facilities Domain	07/01/2030	06/30/2031	$19,170.27
Parks & Recreation Domain	07/01/2030	06/30/2031	$17,750.33
Signal Domain	07/01/2030	06/30/2031	$16,228.65
Transportation Domain	07/01/2030	06/30/2031	$19,170.27
Walkability Domain	07/01/2030	06/30/2031	$16,228.65
Wastewater Collection	07/01/2030	06/30/2031	$17,750.33
Wastewater Treatment Domain	07/01/2030	06/30/2031	$19,880.24
Water Distribution Domain	07/01/2030	06/30/2031	$19,170.27
Water Treatment Domain	07/01/2030	06/30/2031	$19,880.24

PROFESSIONAL SERVICES:

Product Name	Start Date	Description	Fee
Professional Services Deployment - Fixed Fee	07/01/2026	Custom Deployment from OpenGov Professional Services team. Scope-dependent.	$193,000.00
Professional Services Deployment - Fixed Fee	07/01/2027	Custom Deployment from OpenGov Professional Services team. Scope-dependent.	$51,000.00

Professional Services Total: $244,000.00

Travel and Expense (Billed as incurred and not to exceed): $15,600.00

Customer Billing/Service Periods:

Period:	**Total:**
07/01/2026	$300,000.02
07/01/2027	$189,195.31
07/01/2028	$198,657.75
07/01/2029	$208,590.65

07/01/2030	$219,020.17

Order Form Legal Terms:

This Order Form incorporates the OpenGov Master Services Agreement ("MSA") attached here or available at https://opengov.com/terms-of-service/master-services-agreement/. The "Agreement" between OpenGov and the entity identified above ("Customer") consists of the Order Form, MSA, and, if Professional Services are purchased, the Statement of Work. Unless otherwise specified above, fees for the Software Services and Professional Services shall be due and payable, in advance, 30 days from receipt of the invoice. By signing this Agreement, Customer acknowledges that it has been reviewed, and agrees to be legally bound by the Agreement. Each party's acceptance of this Agreement is conditional upon the other's acceptance of the Agreement to the exclusion of all other terms.

Lake Havasu City, AZ:

Signature: _____

Name: _____

Title: _____

Date: _____

OpenGov, Inc.

Signature: _____

Name: _____

Title: _____

Date: _____

Statement of Work

Lake Havasu City, AZ

Creation Date: 05/12/2026
SoW Expiration Date: 06/30/2026
Document Number: PS-11491.2
Created by: Brittany Worthy

Table of Contents

OpenGov Statement of Work

1. Project Scope and Understanding

This Statement of Work ("SOW") outlines the Professional Services OpenGov will provide to Lake Havasu City, AZ ("Customer") under the applicable Order Form. Professional Services or technical requirements not listed in this SOW are out of scope.

2. Exhibits

The following exhibits are incorporated by reference and are part of this SOW:

2.1. Exhibit 1: Implementation Activities

2.1.1. Enterprise Asset Management (EAM)

3. OpenGov Responsibilities

OpenGov will provide a framework for planning, communication, progress tracking, and coordination for activities in Exhibit 1. In collaboration with Customer, OpenGov will develop and maintain the Project Plan. The "Project Plan" is a detailed, living document that defines how the project will be executed, including tasks, timelines, milestones, and team assignments. OpenGov will monitor progress against the Project Plan, coordinate adjustments to tasks and schedules as needed, and conduct status meetings as agreed to by the parties. OpenGov will provide weekly status reports, a Project Charter, and a RAID register (Risks, Actions, Issues, and Decisions). The "Project Charter" is a high-level document outlining the project's purpose, goals, key stakeholders, success criteria, and major milestones.

4. Customer Responsibilities

The Customer will appoint a primary point of contact ("Customer's Project Manager"). This person will coordinate gathering binding authorizations from appropriate resources, any other internal resources, assign subject matter experts ("SMEs"), and oversee implementation. Responsibilities include attending status meetings, making timely decisions, providing requested information, escalating issues internally, and collaborating on the Project Plan and Change Order process, if applicable.

Customer acknowledges that the success of this project is contingent on its full participation. Customer must provide data within ten (10) business days of a request, maintain consistent data formats and access throughout the project, and allocate the necessary Customer resources and time to support deliverables and meet agreed-upon timelines.

Any failure by Customer to meet its responsibilities under this SOW (each, a "Customer Delay") will automatically suspend the affected obligations of OpenGov for the duration of the Customer Delay and for a reasonable restart period

thereafter. All affected milestones, delivery dates, and service-level commitments will be extended on a day-for-day basis (or as otherwise reasonably necessary) to account for the Customer Delay, and may result in an adjustment of the fees if OpenGov incurs additional time, materials, or other costs as a result. Under no circumstances will any consequence of a Customer Delay constitute a breach by OpenGov of this SOW or of the Agreement, nor will OpenGov be liable for any failure to meet a performance obligation that is caused, in whole or in part, by a Customer Delay.

5. Project Delivery

OpenGov will perform services under this SOW remotely and provide up to five (5) onsite trips to be defined during implementation for project-related activities. Customer will provide a suitable workspace, including a conference room with attendee capacity, non-public Wi-Fi, and AV equipment. Travel expenses are estimated not to exceed $15,600. OpenGov may use a combination of OpenGov personnel and OpenGov-trained implementation partners to deliver the services described in this SOW.

6. Estimated Schedule

The estimated duration of this work is twelve (12) months. The specific timeline, including order of delivery of the product(s), will be determined during the project planning activities in the Initiate Phase. Services are estimated to begin within two (2) weeks and no later than four (4) weeks from contract signature. OpenGov reserves the right to adjust the schedule based on the availability of Customer or OpenGov resources, and the timeliness of deliverables provided by the Customer.

7. Acceptance Procedure

OpenGov will submit completed deliverables to the Customer's Project Manager for review. Within ten (10) business days of receipt, the Customer's Project Manager will either provide written acceptance or a list of requested revisions. In the event there are requested revisions, the subsequent review period for acceptance will follow the same timeline until final acceptance. If Customer does not respond within this period, the deliverable will be deemed accepted. Once a deliverable is accepted, any requested changes will require a paid Change Order.

Acceptance milestones and review timelines will be tracked in the Project Plan. Both parties acknowledge that delays in task completion or unresolved issues may impact the project timeline. If OpenGov determines in good faith that Customer is not fulfilling its responsibilities under this SOW, OpenGov may place services on

hold following a minimum of five (5) business days' written notice. The notice will specify the actions needed to progress the project. During the hold period, OpenGov may reallocate resources without penalty and will not be responsible for resulting delays.

8. Modifications

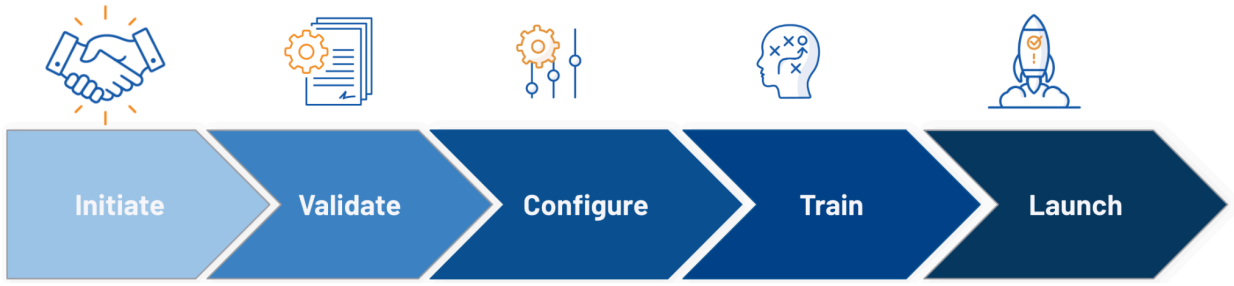
The fees and estimated timeline are based on the scope and assumptions in this SOW. If either party determines that a change to the scope is necessary, the parties will collaborate to define the required modification, which may result in fee adjustments based on OpenGov's standard rates. All modifications must be documented in a written Change Order and signed by both parties ("Change Order"). Examples of changes include revisions to the project timeline, deliverables, or resource allocation.

9. Communication and Escalation Procedure

OpenGov and Customer agree to maintain regular communication in alignment with the Project Plan to ensure progress, resolve questions promptly, and minimize risk. Both parties will raise any issues or concerns in a timely manner. If challenges are not resolved through standard project discussions, Customer and OpenGov Project Managers will escalate to their respective executive leadership teams to jointly determine a resolution and align on a path to successful implementation.

Exhibit 1: Implementation Activities

OpenGov Implementation Methodology Overview



Every OpenGov implementation follows a five-phase hybrid methodology designed to ensure a structured and collaborative deployment. The phases are:

1. Initiate – OpenGov provisions access and performs initial system setup.
2. Validate – OpenGov works with the Customer to confirm requirements and review initial configurations.
3. Configure – OpenGov completes system configuration as outlined in this SOW.
4. Train – OpenGov provides training to system administrators and/or end users, as applicable.
5. Launch – OpenGov provides post-go-live support and transitions the Customer to OpenGov's Customer Success Team.

Each implementation is structured around these phases. Deliverables, sign-offs, and completion criteria are aligned to the relevant phase.

Enterprise Asset Management

Use Cases Build for Enterprise Asset Management:

- Transportation
- Walkability
- Signals
- Parks and Rec
- Facilities
- Water Distribution
- Water Treatment
- Wastewater Treatment
- Wastewater Collection / Sanitary Sewer

Initiate

OpenGov will:

- Setup a hosted sandbox and a hosted production OpenGov Asset Management environment, if one does not already exist
- Conduct one (1) remote session to review customer assets (see asset section below), source data, GIS capabilities, Esri authentication, and single sign on identity provider (if applicable).

OpenGov Assumptions:

- OpenGov assumes that the customer is responsible for performing quality control measures on its data in EAM.

Completion Criteria:

- The project kicked off with an initial project timeline delivered.

Validate

OpenGov will:

- Provide two (2) three-day (3-day) onsite validation workshops to increase our understanding of Customer business and functional goals. Through workshops and interviews, OpenGov will identify best fit scenarios for OpenGov Asset Management and provide a brief including any challenges as well as recommendations for OpenGov Asset Management best practices relevant to Customer implementation.
- Provide a template file to be utilized by Customer staff to populate resources, libraries, and users/roles data that OpenGov will import into OpenGov Enterprise Asset Management.
- Provide up to two (2) remote sessions for Customer technical GIS staff to configure Esri Feature Services for the bidirectional GIS integration and authentication.

Completion Criteria:

- Completion of validation workshop.

Configure

Configurations

OpenGov will:

- Provide configuration services, including:
    - Up to ten (10) custom fields and up to two (2) custom layouts per asset type listed in the Assets section below
    - Up to thirty (30) custom fields and up to ten (10) custom layouts to be utilized in any of the shared areas of the system, such as Tasks
    - Up to twenty (20) automations
    - Up to twenty (20) preventative maintenance plans

- Provide up to nine (9) sessions of configuration review to ensure configurations resulting from the validation workshop effectively support all workflows and processes discussed, and to reinforce such configurations with customer stakeholders to adequately prepare to train-the-trainer training.

OpenGov Assumptions:

- Implementation of any custom modification developed by OpenGov; your internal staff; or any third-party is not included in the scope of this project unless specifically listed above.

Data Services

OpenGov will:

- Provide one sandbox and one production data load service through standard import/export functionality. OpenGov will provide template documents for data population. Once populated by Customer staff, OpenGov will load the data into Customer sandbox or production OpenGov Asset Management environment. Data loads may include data such as:
    - Parent level asset records
    - Asset location (spatial x/y) attributes
    - Parent level resource (Labor, Equipment Material, Vendor) records
    - Resource Rate (Labor, Equipment, Material) records
    - Standard system libraries

- Provide service for Customer historical data listed below:
    - Lucity data related to: assets, work history, total cost history, condition inspection history, request history, attachments, and Labor and labor rates, Equipment and equipment rates, Materials and quantity on hand, up to 250k records, and up to fifty-seven (57) asset types.
    - For the custom data conversion service(s) listed above, OpenGov will provide:
        - A review of the historical data along with recommendations for OpenGov Asset Management best fit.
        - A field map workshop, which will identify where and how historical data will appear within OpenGov Asset Management
        - A test conversion service to facilitate data conversion validation and testing
        - One revision of the field map used for the test conversion service
        - A production conversion service utilizing the final, approved field map
    - All data must be accessible to OpenGov from a SQL DB, SQL View, Access DB or Comma Delimited Files.
    - Exclusions:
        - Child records and associated child-level attributes.

OpenGov Assumptions:

- OpenGov assumes that the customer is responsible for performing quality control measures on its data in EAM.

- Data conversion services from other software system(s) or sources (including Navigator databases) are not included in the scope of this project unless specifically listed above.

Integrations

Paver Street

OpenGov will:

- Provide a uni-directional (one-way) flat file integration service between EAM and Paver Street. The integration includes the following data points:
    - Integration points:
        - Incoming from Paver Street to EAM
            - Street maintenance Assets
    - A sync using a unique ID
        - If ID exists; information will be updated
        - If ID does not exist; OpenGov will create a record or produce an error message

Assumptions:

- The integration will include up to 12 fields per integrated data point
- Runtime interval for the sync is customer configurable but can occur no more frequently than hourly
- Customer staff will be responsible for populating required values utilized to support integration
- All data must be accessible to the OpenGov service from a flat file (.csv or .txt)
- Customer will be responsible for configuring automated exports/imports from Paver Street
- OpenGov will install an agent (software executable) on the customer's server where the Paver Street export resides or import will be processed by Paver Street
- Customers server must have access to the internet

Northstar Utility Billing

OpenGov will:

- Provide the following standard, bi-directional (two-way) flat file integration service of water meter billing and work data between Northstar Utility Billing and OpenGov.
    - The standard integration includes the following:
        - Integration points:
            - Incoming from Northstar to EAM
                - Utility Billing Service Orders as Tasks
            - Outgoing from EAM to Northstar
                - Completed Tasks are exported from OpenGov and must be imported into Northstar by the user or a scheduled process, if possible.

Assumptions:

- The integration includes up to twelve (12) fields in the same OpenGov table.
- OpenGov will provide an error logging capability to easily identify potential integration issues.

- OpenGov will provide a customer-configurable time interval to manage integration frequency.
- All data must be accessible via flat-file format (.txt, .csv)
- Customer will be responsible for configuring automated exports from Northstar
- OpenGov will install an agent (software executable) on the customer's server where the Northstar export resides to upload data to OpenGov.
- Customers server must have access to the internet

ZoHo Service Desk

OpenGov will:

- Provide a bi-directional (two-way) flat file integration service between EAM and ZoHo Service Desk. The integration includes the following data points:
    - Integration points:
        - Incoming from ZoHo Service Desk to EAM
            - Help desk tickets imported as EAM Tasks
        - Outgoing from EAM to ZoHo Service Desk
            - Completed task records
        - A sync using a unique ID
            - If ID exists; information will be updated
            - If ID does not exist; OpenGov will create a record or produce an error message

Assumptions:

- The integration will include up to 12 fields per integrated data point
- Runtime interval for the sync is customer configurable but can occur no more frequently than hourly
- Customer staff will be responsible for populating required values utilized to support integration
- All data must be accessible to the OpenGov service from a flat file (.csv or .txt)
- Customer will be responsible for configuring automated exports/imports from ZoHo Service Desk
- OpenGov will install an agent (software executable) on the customer's server where the ZoHo Service Desk export resides or import will be processed by ZoHo Service Desk
- Customers server must have access to the internet

RTA

OpenGov will:

- Provide a uni-directional (one-way) flat file integration service between RTA and OpenGov. The integration includes:
    - A one-way integration of data from the source system to OpenGov
    - Up to 12 fields in the same OpenGov recordset (IE: Equipment table and Equipment's Fuel Log table)
    - A sync using a unique ID
        - If ID exists; information will be updated
        - If ID does not exist; OpenGov will create a record or produce an error message

- A customer-configurable runtime interval for the sync

Assumptions:

- The integration will include up to 12 fields (in the same OpenGov recordset)
- Customer staff will be responsible for populating required values utilized to support integration.
- All data must be accessible to the OpenGov service from a flat file (.csv or .txt)
- Customer will be responsible for configuring automated exports from RTA
- OpenGov will install an agent (software executable) on the customer's server where the RTA export resides to upload data to OpenGov.
- Customers server must have access to the internet

Assets

OpenGov will:

- Provide installation and training on the following asset types:
  - Transportation (8)
    - Bridge; Light Fixture; Pavement; Sign; Guardrail; Marking; Pavement Area; Support
  - Walkability (7)
    - ADA Ramp; Pavement Area: Sign; Tree; Light Fixture; Sidewalk; Support
  - Signals (8)
    - Preemption; Signal Cabinet; Signal Head; Traffic Camera; Signalized Intersection; Signal Controller; Signal Monitor; Traffic Detector
  - Parks and Recreation (10)
    - Athletic Space; Fence; Park; Park Structure; Playground Equipment; Bench; Landscape Area; Park Amenity; Playground; Tree
  - Facilities (25)
    - Facility; Other Site Construction; Selective Building Demolition; Site Improvement; Site Preparation; Facility Floor; Basement Construction; Conveying; Exterior Enclosures; Facility Electrical; Facility Equipment; Fire Protection; Foundations; Furnishings; HVAC; Interior Construction; Interior Finishes; Plumbing; Roofing; Site Electrical Utilities; Site Mechanical Utilities; Spaces; Special Construction; Stairs; Superstructure
  - Water Distribution (9)
    - Water Backflow; Water Facility; Water Hydrant; Water Lateral; Water Main; Water Meter; Water Pump; Water Valve; Water Storage Tank
  - Water Treatment Plant (34)
    - Water Treatment Plant; Water Treatment Plant Blowers; Water Treatment Plant Compressors; Water Treatment Plant Electrical Generator; Water Treatment Plant Facility; Water Treatment Plant HVAC Equipment; Water Treatment Plant Instrumentation; Water Treatment Plant Motors; Water Treatment Plant Processes; Water Treatment Plant Pump; Water Treatment Plant Screens; Water Treatment Plant Structure; Water Treatment Plant UV; Water

Treatment Plant Valves; Water Treatment Plant Floor; Basement Construction; Conveying; Exterior Enclosures; Facility Electrical; Facility Equipment; Fire Protection; Foundations; Furnishings; Interior Construction; Interior Finishes; Plumbing; Roofing; Site Mechanical Issues; Special Construction; Stairs; Superstructure; Selective Building Demolition; Site Preparation; Site Improvement; Other Site Construction

- Wastewater Treatment Plant (36)
  - Wastewater Treatment Plant Blowers; Wastewater Treatment Plant Compressors; Wastewater Treatment Plant Conveyors; Wastewater Treatment Plant Electrical Generator; Wastewater Treatment Plant Facility; Wastewater Treatment Plant HVAC Equipment; Wastewater Treatment Plant Instrumentation; Wastewater Treatment Plant Motors; Wastewater Treatment Plant Presses; Wastewater Treatment Plant Processes; Wastewater Treatment Plant Pump; Wastewater Treatment Plant Screens; Wastewater Treatment Plant Structure; Wastewater Treatment Plant UV; Wastewater Treatment Plant Valves; Wastewater Treatment Plants; Wastewater Treatment Plant Floor; Basement Construction; Conveying; Exterior Enclosures; Facility Electrical; Facility Equipment; Fire Protection; Foundations; Furnishings; Interior Construction; Interior Finishes; Plumbing; Roofing; Site Mechanical Issues; Special Construction; Stairs; Superstructure; Selective Building Demolition; Site Preparation; Site Improvement; Other Site Construction
- Wastewater Collection / Sanitary Sewer (7)
  - Sewer Cleanout; Sewer Facility; Sewer Force Main; Sewer Lateral; Sewer Main; Sewer Manhole; Sewer Pump
- Up to five (5) Custom Asset Type(s) to be determined during Validation Workshop.

Completion Criteria:

- Customer sign-off on ability to login and access to the sandbox.

Train

Foundational Training

- Provide remote train-the-trainer training, up to two (2) hours, on overall system navigation and functionality to help familiarize Customer staff with the software environment and its common functions. Training topics include:
  - Dashboards
  - Standard KPI/ROI Gadgets
  - Logins/Permission
  - Layers
  - Filters
  - Maps
  - Grids

- System Navigation
- Views (List & Detail)
- Standard Reports
- Attachments
- Requests, Work, Assets, Resources, Reports, and Administrator Tabs

OpenGov assumptions:

- OpenGov assumes that the customer is responsible for testing its workflows, automations, integrations, and configurations within the EAM and will update the configurations as part of its testing and training activities.

Train the Trainer Training Event

- Provide up to two (2) three-day (3-day) onsite"train-the-trainer" training events to be determined during the validation phase. The training agenda will be defined and agreed upon by both OpenGov and Customer project manager. To avoid redundancy, and to utilize service time efficiently, training may cover a subset of the assets listed in the Asset section of the scope. Topics may include any of the following:
  - Request Management:
    - Requests
    - Requesters
    - Task Creation from Requests
    - Issue library (including settings such as Applies to Asset and Non-Location)
    - OpenGov recommended best practices for Request and Requester Management
  - Work Management:
    - Create Task(s) (Asset/Non-Asset)
    - Assignments (Add, Edit, Remove)
    - Task Menu Actions
    - Related Work Items
    - Create Work Order
    - Associate Task to Work Order
    - Repeat Work Orders
    - Work Order Menu Actions
    - Enter Resources
    - Timesheets
    - Activity library (including settings such as Applies to Asset, Inspection, Key Dates, Cost, and Productivity)
    - OpenGov recommended best practices for Work Management
  - Asset Management:
    - Asset Details
    - Preventative Maintenance Plans
    - Inspections
    - Linked assets (if applicable)
    - Container/Component Relationships (if applicable)
    - OpenGov recommended best practices for Asset Management
  - Resource Management:

        - Resource Details
        - Labor/Equipment Rates
        - Material Management (Stock, Usage, Adjustments)
        - Vendor Price Quotes
        - OpenGov recommended best practices for Resource Management
    - OpenGov Mobile:
        - Overall system functionality (Navigation, Interface, Maps, Attachments, Sorting)
        - Work Management
            - Create and Update Tasks (Asset/Non-Asset)
            - Assign Tasks
            - Enter Resources
            - Inspections
        - Asset Management
            - Create and Update Assets
        - Request Management
            - View and Update Requests
            - View Requester information
            - Create Task from Request
        - OpenGov recommended best practices for mobile device use
    - Administrator:
        - Administrator:
            - User Administration, Role Administration, Asset Administration, Record Filter Administration, Import/Export, Scheduled Process Log, Error Log
        - Settings:
            - System Settings, Map Administration, Geocode Settings, GIS Integration settings, Asset Color Manager
        - Manager:
            - Layout Manager, Library Manager, Preventative Maintenance, Asset Condition Manager, Notification Manager, Structure Manager, Automation Manager

End User Training Event

- Provide a three-day (3-day) onsite "End User" training event. The training agenda will be defined and agreed upon by both OpenGov and Customer project manager. To avoid redundancy, and to utilize service time efficiently, training may cover a subset of the assets listed in the Asset section of the scope. Topics may include any of the following:
    - Request Management:
        - Requests
        - Requesters
        - Task Creation from Requests
        - Issue library (including settings such as Applies to Asset and Non-Location)

        - OpenGov recommended best practices for Request and Requester Management
    - Work Management:
        - Create Task(s) (Asset/Non-Asset)
        - Assignments (Add, Edit, Remove)
        - Task Menu Actions
        - Related Work Items
        - Create Work Order
        - Associate Task to Work Order
        - Repeat Work Orders
        - Work Order Menu Actions
        - Enter Resources
        - Timesheets
        - Activity library (including settings such as Applies to Asset, Inspection, Key Dates, Cost, and Productivity)
        - OpenGov recommended best practices for Work Management
    - Asset Management:
        - Asset Details
        - Preventative Maintenance Plans
        - Inspections
        - Linked assets (if applicable)
        - Container/Component Relationships (if applicable)
        - OpenGov recommended best practices for Asset Management
    - Resource Management:
        - Resource Details
        - Labor/Equipment Rates
        - Material Management (Stock, Usage, Adjustments)
        - Vendor Price Quotes
        - OpenGov recommended best practices for Resource Management
    - OpenGov Mobile:
        - Overall system functionality (Navigation, Interface, Maps, Attachments, Sorting)
        - Work Management
            - Create and Update Tasks (Asset/Non-Asset)
            - Assign Tasks
            - Enter Resources
            - Inspections
        - Asset Management
            - Create and Update Assets
        - Request Management
            - View and Update Requests
            - View Requester information
            - Create Task from Request
        - OpenGov recommended best practices for mobile device use
    - Administrator:
        - Administrator:

        - User Administration, Role Administration, Asset Administration, Record Filter Administration, Import/Export, Scheduled Process Log, Error Log
    - Settings:
        - System Settings, Map Administration, Geocode Settings, GIS Integration settings, Asset Color Manager
    - Manager:
        - Layout Manager, Library Manager, Preventative Maintenance, Asset Condition Manager, Notification Manager, Structure Manager, Automation Manager

Core Training:

- Provide remote train-the-trainer training, up to two (2) sessions on OpenGov Asset Builder. Training topics include:
    - OpenGov Asset Management Administrator
        - Structure Manager
        - Library Manager
        - Layout Manager
        - User/Role Configurations
    - OpenGov recommended best practices for expanding the system's use and/or building assets
- Provide Preventative Maintenance Plans remote train-the-trainer training, up to four (4) sessions. Training topics include:
    - Preventative Maintenance
    - OpenGov recommended best practices for proactive asset management
- Provide Advanced Inspections, Asset Condition Manager, and Asset Risk remote train-the-trainer training, up to six (6) sessions. Training topics include:
    - Performance Management
        - Prediction Groups
        - Minimum Condition Groups
        - Activities and Impacts
        - Criticality Factor
        - Install/Replaced Dates
    - Business Risk Exposure
        - Risk
        - Consequence of Failure
        - Probability of Failure
    - OpenGov recommended best practices for Asset Risk Functionality , advanced inspections and condition management
- Provide Internal Request remote train-the-trainer training, up to four (4) sessions. Training topics include:
    - Internal Requests
        - Users

        - Views
        - Issue Library settings and management
    - OpenGov recommended best practices for advanced request management
- Provide Advanced Material Management and Material Planning remote train-the-trainer training, up to three (3) sessions. Training topics include:
    - Material Locations
    - Material Transfers
    - Material Orders
    - Settings:
        - Vendor Price Quotes
        - Re-order points
    - Material Planning
        - Status Default
        - Workflow Setup
        - Notifications
    - OpenGov recommended best practices for advanced material management and Material Planning.
- Provide remote train-the-trainer training, up to six (6) sessions on OpenGov Asset Management Reporting functionality. Training topics include:
    - Security/Roles
    - Report Designer
        - Report Types, Report Styling, Filtering\Parameters, Basic Formulas, Grouping/Sorting
    - Report Viewer
    - Reporting best practices and solution tips/tricks.
- Provide OpenGov Enterprise Asset Management API Training remote train-the-trainer, up to two (2) sessions. Training topics include:
    - API
    - Webhooks
    - Scheduled Import/Export
    - OpenGov recommended best practices for utilizing the OpenGov Enterprise Asset Management API Training

Completion Criteria

- Core Training and train-the-trainer has been conducted.

Launch

OpenGov will:

- Provide remote, up to twenty-four (24) hours, web conferences, of working sessions to answer any questions following solution acceptance.

Completion Criteria:

- Go Live Support has been conducted.

Statement of Work

Expert Services

Lake Havasu City, AZ

Creation Date: 04/08/2026
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Created by: Brittany Worthy

Introduction

This Statement of Work (SOW) outlines the terms and scope of OpenGov Expert Services to be provided by OpenGov to Lake Havasu City, AZ (the "Customer") pursuant to the applicable Order Form. The objective of this SOW is to define the engagement framework and responsibilities of both parties to ensure the successful execution of the expert services.

1. Scope of Services

1. Service Overview:
   - 1.1. Expert services for the operation, monitoring, and optimization of OpenGov Enterprise Asset Management (EAM).
   - 1.2. Access to OpenGov Professional Services resources for post-implementation activities (e.g.training, consulting, configuration, or staff augmentation).
   - 1.3. Optimize is the premium expert services level offering a more comprehensive volume of service packages.
   - 1.4. OpenGov will perform the work under this SOW remotely unless on-site activities are explicitly selected in the annual plan.
   - 1.5. If on-site activities are selected, the Customer is responsible for paying travel expenses as incurred on a quarterly basis. If applicable, the not to exceed amount for the quoted expenses will be included on the Project Charter.
   - 1.6. OpenGov will use personnel and resources located across the United States, and may also include OpenGov-trained implementation partners to support the delivery of services.
2. Key Activities:
   - 2.1. Annual planning session within the first 30 days of the contract year to define the activities to be completed that year and resources allocated to those activities.
   - 2.2. The Project Charter is defined as the annual plan of activities, tasks, assignments, timeline, and milestones to be performed by OpenGov and Customer within the contract year.
   - 2.3. Creation of a Project Charter between OpenGov and Customer outlining the agreed upon expert services for that year. Once the Project Charter timeline is mutually agreed upon, any changes will require a Change Order per Section 6.
3. Timeline
   - 3.1. Expert Services are delivered annually per the Order Form, with a contract year potentially shorter than twelve months if specified on the Order Form.
4. OpenGov Responsibilities
   - 4.1. Assign qualified personnel to perform the agreed upon activities.
   - 4.2. Ensure timely and professional execution of deliverables as outlined in the Project Charter.

4.3. Maintain clear and regular communication with the Customer as needed for planning and execution of agreed upon activities.

4.4. In the event of requested changes to the Project Charter, a change order will be drafted and sent to Customer for signature.

5. Customer Responsibilities

5.1. Assist OpenGov in coordinating and attend the annual planning session within the first 30 days of a new subscription term.

5.2. Provide access to the relevant personnel, systems, and data per activities defined in the Project Charter.

5.3. Review and approve deliverables within a timely manner as outlined in the Project Charter.

5.4. Designate a point of contact for ongoing communication and decision-making.

5.5. Submit a change order request if changes to the Project Charter are needed.

6. Change Order Process

6.1. Any change to the scope as outlined in the Project Charter must be agreed to in writing by both Customer and OpenGov, and documented via a Change Order.

6.2. Verbal agreement is not binding on OpenGov or Customer.

6.3. A Change Order is defined as work that is added to or deleted from the original scope of this SOW.