



Dale County Commission

Commission Meeting Minutes - July 23, 2019

The Dale County Commission convened in a regular session Tuesday, July 23, 2019. The following members were present: Chairman Mark Blankenship; District One Commissioner Chris Carroll; District Two Commissioner Steve McKinnon; District Three Commissioner Charles W. Gary; and District Four Commissioner Frankie Wilson.

Chairman Blankenship called the meeting to order at 10:45am. Commissioner Gary opened with the Pledge of Allegiance. Commissioner Carroll followed with prayer.

APPROVED – AGENDA

Commissioner McKinnon made a motion to approve the agenda with adding the employment of Clinton Buggs.

Commissioner Carroll seconded the motion, all voted aye. Motion carried.

APPROVED – MEMORANDUM OF WARRANTS

Commissioner Carroll made a motion to approve the following Memorandum of Warrants:

- Accounts Payable Check Numbers 84033-84145.
- Payroll Check Numbers: 154586-154591.
- Direct Deposit Check Numbers: 31587-31728.

Commissioner McKinnon seconded the motion, all voted aye. Motion carried.

APPROVED – JULY 9, 2019 MINUTES

Commissioner Wilson made a motion to approve the Minutes of the Commission Meeting on July 9, 2019.

Commissioner Gary seconded the motion, all voted aye. Motion carried.

APPROVED – EMPLOYEE TRAVEL

Commissioner Gary made a motion to approve the of the following:

Drew Meacham – HEC-RAS Modeling Seminar, Birmingham, AL -
August 14, 2019 - \$519.00.

Eleanor Outlaw, Darrell Cook, Lisa Carnal, and David Rodgers – AAAO
Summer Conference – August 4-9, 2019 - \$6,735.00.

Commissioner McKinnon seconded the motion, all voted aye. Motion carried.

APPROVED – PERSONNEL

Commissioner McKinnon made a motion to approve the hiring of the following:

Ben Copping – Laborer IV - \$10.50/hour

Clinton Buggs – Part-time Deputy Sheriff X - \$13.52/hour.

Commissioner Wilson seconded the motion, all voted aye. Motion carried.

APPROVED – CHANGE – SAFETY MANUAL

Commissioner McKinnon made a motion to approve the changes to Dale County's Safety Manual – Policy to Prohibit the Use of Tobacco Products.
See Exhibit 1.

Commissioner Carroll seconded the motion, all voted aye. Motion carried.

APPROVED – CAPITAL EXPENDITURE– ANNEX & CREEL RICHARDSON BLDGS

Commissioner Gary made a motion to approve expenditures in the amount of \$49,155.00 from the Capital Expenditure Fund 116, for the roofing of the Annex and Creel Richardson buildings by Dunlop Mfg.. See Exhibit 2.

Commissioner McKinnon seconded the motion, all voted aye. Motion carried.

APPROVED – REJECT HERBICIDE SHED BIDS – ROAD & BRIDGE

Commissioner McKinnon made a motion to reject the bids for the herbicide shed.

Commissioner Carroll seconded the motion, all voted aye. Motion carried.

APPROVED – HERBICIDE SHED – ROAD & BRIDGE

Commissioner Carroll made a motion to approve the County Engineer to negotiate an “enclosed metal herbicide building” kit.

Commissioner McKinnon seconded the motion, all voted aye. Motion carried.

APPROVED – SOFTWARE AGREEMENTS – REVENUE & REAPPRAISAL

Commissioner Gary made a motion to approve the software agreements with Ingenuity. See Exhibit 3.

Commissioner Wilson seconded the motion, all voted aye. Motion carried.

ANNOUNCEMENT – NEXT REGULAR MEETING

Chairman Blankenship announced that the next regular meeting of the Dale County Commission will be Tuesday, August 13, 2019 at 10:00am.

ADJOURNMENT: CONFIRMATORY STATEMENT

Commission Gary made a motion to adjourn the meeting. Commissioner Wilson seconded the motion. All voted aye. Motion carried.

It is hereby ordered the foregoing documents, resolutions, etc., be duly confirmed and entered into the minutes of the Dale County Commission as its official actions.



Mark Blankenship, Commission Chairman

Dunlop Manufacturing, Inc.
Dunlop Roofing & Consulting, LLC



PO Box 1103
Madison, Georgia 30650
706-342-0055 Office
770-266-5706 Fax
dunloproofing@aol.com

Proposal And Contract:

To: Mr. Eugene Evans Made this: 26th Day of: June 2019

Building Owner: Dale County Commission

Phone: 334-733-9584

Address: 202 Hwy. 123, Suite C, Ozark, AL 36360

Property Address: Same

Roof Area:	City Annex Building:	5,304 sq. ft.
	Sherrifs Office Bldg.	5,798 sq. ft. 27,545.00

Type System: Mechanically Attached White TPO Roof System to meet FM Global

PRICE: Dunlop Roofing, LLC agrees to furnish all materials, equipment, and labor for
aforedescribed work (unless otherwise stated) for the sum of:

City Annex Bldg.:	\$26,110.00
Sherrifs Office:	\$27,545.00

Special Offer: \$4,500.00 discount if both roof sections can be installed at the same time.

Note 1: Install the proper separator board over the Built-Up Roof and 2 layers of EPS Insulation over the metal roof panels.

Note 2: Install a 60 TPO Roof System: White

Note 3: Install all new TPO equipment flashings, perimeter flashings and wall

flashings

Note 4: Install new metal at all perimeters and walls.

Note 5. Premium 20 year warranty and annual inspection program.

Terms: Initial payment of (50%) due upon delivery of materials and the commencement of work. A (50%) payment shall be due 30 days after completion and a 5% discount can be taken. A finance charge of 1.5% per month (18% per annum) will be charged on all past due accounts. All collection fees, attorneys fees, court cost, lien cost, or any expense involved in the collection of these charges will be borne by the building owner. A lien will be filed on all jobs where payment is past due or where protection of the lien rights may be required.

Subject to the terms and conditions stipulated herein, Dunlop Roofing, LLC agrees to perform the Contract work listed below and described by the following scope of work.

Scope of Work:

1. Prepare existing roof for installation of new roofing system, to include:
 - a. See notes above.
2. Provide and install a Mechanically Attached White TPO Roof System (.060 inches in thickness reinforced)
3. Flash all pipes, pitch pockets, and other penetrations in according with Dunlop Roofing specifications.
4. Install new metal at all perimeters to terminate and secure new TPO Roof Flashings as per manufacturers specifications.
5. Dunlop Roofing, LLC to provide all dumpsters necessary to complete roofing project.
6. Dunlop Roofing to provide crain service for lifting materials and equipment to the roof.
7. Install treated wood nailers and sleepers where necessary.
8. Provide Building Owner with a standard 20 year Warranty and a 20 year annual inspection program.

Insurance. Dunlop Roofing, LLC is covered by Workman's Compensation Insurance, Public Liability and Automobile Liability Insurance. Dunlop Roofing, LLC will furnish certificates of insurance to the owner's representative before the commencement of the project. This proposal when signed by both parties immediately becomes a contract, but if not accepted under the conditions herein stated and with 120 days from the date hereof, ceases thereafter, unless otherwise agreed to in writing by Roof Contractor.

This contract is based on estimates that may include physical and electronic evaluations of the roof. This contract is not based on any hidden or latent conditions that may exist with the roof assembly, exterior walls, equipment or deck substrate. Any additional cost that are incurred due to these conditions will be documented and invoiced at our normal hourly rates plus materials. The Owner or Owner's Representative will be notified immediately of any hidden conditions and a written change order will be submitted.

This contract is not subject to cancellation. Oral or other arrangements not appearing on this contract will not be recognized.

In Witness WhereOf, Dunlop Roofing, LLC and Purchaser have executed this contract.

Date: _____

Date: _____

Purchaser Accepted By:

Contractor's Acceptance:

Building Owner/ Authorized Representative

Dunlop Roofing Officer

Ingenuity

MASTER AGREEMENT

This Master Agreement (the "Agreement") is made this 1st day of August 2019, by and between Ingenuity, Inc., an Alabama corporation, ("Ingenuity") and the Dale County Commission ("Dale County").

A. Ingenuity is a professional services firm that provides a broad range of business and technology services.

B. Dale County desires to retain Ingenuity to provide certain products and/or services as described in a Statement of Work ("SOW"), which upon execution by duly authorized representatives of both Ingenuity and Dale County shall be attached hereto and shall become subject to and part of this Agreement.

NOW THEREFORE, for and in consideration of the mutual representations, warranties, covenants and agreements set forth below, the parties agree as follows:

1. **SERVICES.** Ingenuity shall perform for Dale County the services (the "Services") described and agreed to in a SOW. In the event of any conflict between the terms of a SOW and this Agreement, the SOW shall control. As required for Ingenuity to perform the Services, Dale County shall provide Ingenuity the necessary access to Dale County's facilities and all relevant Dale County information.

2. **TERM.** The initial term of this Agreement shall be for thirty-eight (38) months beginning as of the date of this Agreement. At the expiration of the initial term, this Agreement shall be renewed automatically for successive one-year terms unless notice of its intention not to renew is given in writing sixty (60) days prior to expiration of the term by the party seeking to terminate. The term of this Agreement shall be automatically extended as necessary to include the term of all SOWs and the payments related to all SOWs.

3. PAYMENT FOR SERVICES.

(a) **Payment.** Dale County shall pay Ingenuity as set forth in all applicable SOWs.

(b) **Travel and Other Expenses.** All expenses incurred by Ingenuity related to providing Services to Dale County hereunder shall be paid by Ingenuity unless otherwise agreed upon in writing by both parties.

(c) **Terms of Payment.** Ingenuity shall submit invoices to Dale County as agreed upon in the applicable SOW and Dale County shall pay Ingenuity for the Services performed within thirty (30) days after the date of Ingenuity's invoice. Dale County shall pay interest at the rate of twelve percent (12%) per annum compounded monthly on any balance not paid within thirty (30) days of the due date.

4. **CONFIDENTIALITY.** In connection with this Agreement, each party may disclose certain confidential or proprietary information ("Information") to the other party. Each party will treat all Information as confidential and not disclose it to any third party. The parties agree to protect the Information by using the same degree of care, but no less than a reasonable degree of care, as the other party uses to protect its own similar confidential information. This obligation of confidentiality and care shall extend for two (2) years following the termination of this Agreement. Each party's duty of confidentiality shall not extend to information that (i) is already known to or has been developed independently by such party without reference to the other party's Confidential Information, (ii) is received from a third party who has the right to hold and disclose it, (iii) is released in writing from confidentiality protection by the other party, or (iv) is in the public domain, except if as a result of a breach of this Agreement. Notwithstanding the foregoing, Dale County shall incur no liability and will not breach this Agreement by disclosing any documents, records, or information pursuant to Sections 36-12-40 or 36-12-41 of the Code of Alabama 1975, as amended.

5. WARRANTIES.

(a) Ingenuity Warranty. Ingenuity shall perform the Services in a professional and workmanlike manner.

(b) WARRANTY EXCLUSION. THIS AGREEMENT PROVIDES FOR SERVICES AND UNLESS OTHERWISE SPECIFIED IN A SOW IS NOT A SALE OF GOODS. NO EMPLOYEE, AGENT, OR REPRESENTATIVE OF INGENUITY HAS ANY RIGHT TO MAKE ANY WARRANTY OR PROMISE ON INGENUITY'S BEHALF WITH RESPECT TO THE SERVICES.

6. OWNERSHIP OF SOFTWARE AND PROCESSES. Ingenuity's software and processes, including but not limited to Ingenuity's methodology, procedures, strategies, trade secrets, know how, ideas and expertise, used by Ingenuity in providing Services, are not included in any deliverable. Ingenuity retains all right, title and interest in and to such software and processes, including all intellectual property rights pertaining thereto including (1) all ideas, designs, concepts, techniques, inventions, discoveries, and improvements, regardless of patentability, but including patents, patent applications, trade secrets, and know-how; (2) all works of authorship regardless of copyright ability but including copyrights and any moral rights recognized by law; and (3) all other similar rights. Dale County shall not provide (and shall not allow any of its employees, contractors, agencies, affiliates, or subdivisions to provide) any of Ingenuity's software or processes, any related object or source code, or any related documentation to any other person or entity.

7. INSURANCE. Ingenuity will secure and maintain reasonably adequate worker's compensation insurance in accordance with the law of the work site. Ingenuity will also maintain comprehensive general liability and property damage insurance in accordance with generally accepted industry standards.

8. LIMITATION OF LIABILITY. IN NO EVENT SHALL EITHER PARTY BE LIABLE FOR SPECIAL, CONSEQUENTIAL, EXEMPLARY OR INCIDENTAL DAMAGES INCLUDING, WITHOUT LIMITATION, LOSS OF PROFIT OR GOODWILL, SUFFERED BY THE OTHER PARTY OR ITS CUSTOMERS, WHETHER OR NOT THE POSSIBILITY OF SUCH DAMAGES HAS BEEN DISCLOSED OR IS REASONABLY FORESEEABLE. EXCEPT IN CONNECTION WITH DALECOUNTY'S OBLIGATION TO PAY INGENUITY FOR THE SERVICES, IN THE EVENT EITHER PARTY SHALL BE LIABLE TO THE OTHER PARTY FOR ANY MATTER RELATING TO OR ARISING IN CONNECTION WITH THIS AGREEMENT, WHETHER BASED ON AN ACTION OR CLAIM IN CONTRACT, EQUITY, NEGLIGENCE, INTENDED CONDUCT, TORT OR OTHERWISE, THE AMOUNT OF DAMAGES RECOVERABLE AGAINST THE OTHER PARTY FOR ALL EVENTS, ACTS OR OMISSIONS SHALL NOT EXCEED IN THE AGGREGATE THE AMOUNT ACTUALLY PAID BY DALE COUNTY FOR INGENUITY SERVICES UNDER THE APPLICABLE STATEMENT OF WORK.

9. INDEPENDENT CONTRACTORS. Ingenuity's relationship with Dale County shall be that of an independent contractor and not that of an employee of Dale County or any affiliate. Each party shall be solely responsible for wages, salaries and other amounts due to its respective employees or subcontractors. Each party shall be responsible for all reports and obligations respecting its employees concerning social security, income tax, unemployment insurance, workers' compensation and security matters. Neither party shall have the authority to enter into contracts that bind the other party or create obligations on the part of the other party without the prior written authorization of such other party. Ingenuity does not undertake to perform any obligation of Dale County, whether regulatory or contractual, or to assume any responsibility for Dale County's business or operations. Ingenuity has the sole right and obligation to supervise, manage, contract, direct, procure, perform or cause to be performed all Services.

10. TERMINATION. Either party may terminate this Agreement in the event of a material breach by the other party of any representation, warranty, condition or covenant of this Agreement that is not cured as listed below. The non-breaching party shall give the breaching party thirty (30) business days prior written notice with an opportunity to cure the breach within such thirty (30) business day period. In the event that the breaching party fails to cure the breach within the thirty (30) business day period, the non-breaching party shall have the right to terminate this Agreement.

11. NONSOLICITATION. Each party agrees that during the term of this Agreement and for a period of twelve (12) months thereafter, neither it nor any person or entity affiliated with it will directly or indirectly

employ or otherwise engage in any capacity any person who is or has been an employee of the other party at any time during the term of this Agreement, nor will a party or any affiliate solicit or encourage any such person to leave the employ of the other party for any reason.

12. DISPUTE RESOLUTION. All disputes involving this Agreement that the parties are unable to solve between themselves shall be submitted to a mediator appointed and operating under the Uniform Arbitration Act and the procedural rules of the American Arbitration Association. Such mediator shall include only persons with experience in the areas of technology and professional services. The parties shall choose a mutually agreeable mediator and the mediation shall be held in Shelby County, Alabama. The mediator shall determine how the costs of mediation shall be shared between the parties. If a mutually acceptable conclusion cannot be reached, and legal action is necessary, the non-prevailing party in such proceedings shall pay to the prevailing party all costs and expenses, including, without limitation, reasonable attorneys' fees and expenses, incurred therein by such prevailing party.

13. MISCELLANEOUS.

(a) This Agreement and any executed SOWs constitute the entire agreement of the parties hereto with respect to the matters contemplated hereby, and no other agreement, statement or promise, made by any party hereto, that is not contained herein shall be binding or valid. Except as otherwise expressly provided in this Agreement, this Agreement may not be amended, modified, altered or supplemented other than by means of a written instrument duly executed and delivered on behalf of Ingenuity and Dale County. The parties agree that the terms and conditions included in each party's standard printed forms, including any purchase order or other instrument covering the subject matter of this Agreement, which purport to amend, alter, modify, change, or supplement all or any part of this Agreement shall be of no force and effect.

(b) Except for the disclosure of any records, documents, or information by Dale County pursuant to Sections 36-12-40 or 36-12-41 of the Code of Alabama 1975, as amended, each of the parties acknowledges and agrees that the other party would be damaged irreparably in the event any of the provisions of Sections 4 or 11 are not performed in accordance with their specific terms or otherwise are breached. Accordingly, each of the parties agrees that the other party shall be entitled to an injunction or injunctions to prevent breaches of the provisions of this Agreement and to enforce specifically this Agreement and the terms and provisions hereof in any action instituted in any state court in the State of Alabama or federal district court in Alabama, in addition to any other remedy to which they may be entitled, at law or in equity.

(c) Any notice required or permitted to be given under this Agreement, including, without limitation, all requests for approval or consent, shall be personally delivered or sent by registered or certified first class U.S. Mail, return receipt requested, by a recognized overnight courier service, by hand delivery, or by confirmed facsimile transmission and shall be deemed given upon receipt. All such notices shall be delivered to the following addresses, which may be changed at any time upon written notice to the other party:

Ingenuity, Inc.
8137 Helena Road, Suite 200
Pelham, AL 35124
Attention: President

Dale County Commission
202 South AL-123
Ozark, AL 36360
Attention: Chairman

(d) The waiver by any party hereto of any breach of any term, covenant or condition herein contained shall not be deemed to be a waiver of such term, covenant or condition or any subsequent breach of the same or any other term, covenant or condition herein contained. Any waiver of a term, covenant or condition in this Agreement shall be valid only if in writing.

(e) In the event of any action or proceeding at law or in equity between Dale County and Ingenuity to enforce or interpret any provision of this Agreement or to protect or establish any right or remedy of either party hereunder, the party not prevailing in such action or proceeding shall pay to the prevailing party all costs and expenses, including, without limitation, reasonable attorneys' fees and expenses, incurred

therein by such prevailing party and if such prevailing party shall recover judgment in any such action or proceeding, such costs, expenses and attorneys' fees shall be included in and as part of such judgment.

(f) The language in all parts of this Agreement shall in all cases be construed as a whole according to its fair meaning and not strictly for or against either party. The parties acknowledge that each party and its counsel have reviewed this Agreement and participated in its drafting and therefore that any rule of construction to the effect that ambiguities are to be resolved against the drafting party shall not be applied in the construction or interpretation of this Agreement.

(g) In the event that either party is unable to perform any of its obligations under the Agreement or to enjoy any of its benefits because of, or if loss of the product is caused by, natural disaster, actions or decrees of governmental bodies or communications line failures not the fault of the affected party ("Force Majeure Event"), the party who has been so affected immediately shall give notice to the other party and shall do everything possible to resume performance. Upon receipt of such notice, the Agreement shall be immediately suspended. Delays in delivery due to a Force Majeure Event shall automatically extend the delivery date(s) for the period equal to the duration of such Force Majeure Events; any warranty period affected by a Force Majeure Event shall likewise be extended for a period equal to the duration of such Force Majeure Event.


(h) In the event that any provision of this Agreement, or the application of any such provision to any person or set of circumstances, shall be determined to be invalid, unlawful, void or unenforceable to any extent, the remainder of this Agreement, and the application of such provision to persons or circumstances other than those as to which it is determined to be invalid, unlawful, void or unenforceable, shall not be impaired or otherwise affected and shall continue to be valid and enforceable to the fullest extent permitted by law.

(i) This Agreement shall be interpreted and construed under and pursuant to the laws of the State of Alabama without regard to its rules on conflicts of laws.

(j) Ingenuity shall have the right to prepare and distribute a news release announcing Dale County as a customer of Ingenuity. Dale County has the right to approve any related news release prior to its distribution, and Dale County agrees to cooperate with Ingenuity in providing an appropriate quotation for an approved release. Ingenuity may reference Dale County's name and use Dale County's logo in Ingenuity's sales calls and in lists of Ingenuity's customers. This provision shall survive the termination of this Agreement.

(k) This Agreement may be executed in one or more counterparts, each of which shall be deemed an original but all of which together shall constitute one and the same instrument.

IN WITNESS WHEREOF, the parties have entered into this Agreement as of the day and year first above written.

Dale County Commission
Signature: 
By: Mark Blankenship
Title: Chairman

Ingenuity, Inc.
Signature: _____
By: Rick A. Hayes
Title: President

Ingenuity

Statement of Work – 01 Registration and Licensing

This Statement of Work ("SOW") dated August 1, 2019 references and is incorporated within the Master Agreement ("Agreement") dated June 1, 2019 between the Dale County Commission ("Dale County") and Ingenuity, Inc. ("Ingenuity").

Services: Ingenuity will customize, implement, maintain and support a Registration and Licensing Application (the "Application") for the Dale County Revenue Commissioner's Office ("Dale Revenue"). The Application will include functionality for processing the initial registration and registration renewals for automobiles and boats. The Application will also include integrated functionality for customers to renew their automobile and boat registrations online. Ingenuity will also maintain a website and the related functionality needed for automobile dealerships and/or Dale County customers to electronically submit to Dale Revenue information and documents pertaining to the purchase of a vehicle (referred to cumulatively as "EasyTag"). All of these Services are further described in Attachment 1 - Scope Document.

To strengthen integration of credit and debit card payments with the Application, Dale County will initially utilize the services of GovtPortal, LLC ("GovtPortal") related to the processing of credit and debit card payments associated with transactions completed using the Application. The GovtPortal fees are listed in Attachment 2 - GovtPortal Application. If Dale County elects to change payment processors, which is Dale County's option throughout the term of this SOW, it will provide Ingenuity at least ninety (90) days written notice of such change.

Price: Dale Revenue will pay Ingenuity \$28,500 per year (the "Annual Fee") for each applicable fiscal year (October 1st through September 30th). The Annual Fee will be due on October 15th of each year. Ingenuity and Dale County agree that at any time after September 30, 2022 Ingenuity can raise the Annual Fee related to this SOW, but also agree that the Annual Fee will not be increased by more than 10% in any year.

Dale Revenue will pay Ingenuity an additional fee of \$10,000 (the "Implementation Fee") to cover the initial services and expenses including the initial database conversion, system implementation, training, testing and related travel. The Implementation Fee will be due within thirty (30) days after the execution of this SOW. If Dale Revenue elects to use a payment processor not currently integrated with the Application and approved by Ingenuity, Dale Revenue will pay an additional one-time integration and testing fee, and additional monthly fees apply. Dale Revenue customers who elect to utilize the EasyTag service will pay an additional convenience fee directly to Ingenuity.

Start Date: 09/01/2019 - the Application will be implemented as soon as possible following all of the necessary initial services including user testing. The target date for implementation is the first business day of October 2019.

End Date: 09/30/2022 - the End Date will be automatically extended in one (1) year increments unless either party provides the other party written notice of termination at least sixty (60) days prior to the original End Date or an extended End Date as be applicable.

Payment Schedule: Ingenuity will invoice Dale County for all applicable services and fees. Dale County will pay all Ingenuity invoices in accordance with the terms of the Agreement.

Dale County
Representative: Dale County Revenue Commissioner

Dale County Commission

Signature: 

By: Mark Blankenship

Title: Chairman

Ingenuity, Inc.

Signature: _____

By: Rick A. Hayes

Title: President

Ingenuity

Statement of Work – 02 Property Tax Administration

This Statement of Work (“SOW”) dated August 1, 2019 references and is incorporated within the Master Agreement (“Agreement”) dated June 1, 2019 between the Dale County Commission (“Dale County”) and Ingenuity, Inc. (“Ingenuity”).

Services: Ingenuity will customize, provide, implement, maintain and support a Property Tax Administration Application (the “Application”) for the Dale County Revenue Commissioner’s Office (“Dale Revenue”). The Application will include functionality for the mapping and appraisal of real property, as well as functionality for the assessment and collection of real and business personal property taxes and registration of manufactured homes in Dale County. Integrated online services including online payments and property information searches will also be made available by Ingenuity to Dale Revenue customers. These Services are further described in Attachment 1 - Scope Document.

To strengthen integration of credit and debit card payments with the Application, Dale Revenue will initially utilize the services of GovtPortal, LLC (“GovtPortal”) related to the processing of credit and debit card payments associated with transactions completed using the Application. The GovtPortal fees are listed in Attachment 2 - GovtPortal Application. If Dale Revenue elects to change payment processors, which is Dale Revenue’s option throughout the term of this SOW, it will provide Ingenuity at least ninety (90) days written notice of such change.

Price: Dale Revenue will pay Ingenuity \$34,560 for the Mapping/Appraisal module and related Services and an additional \$10,800 for the Assessment/Collection module and related Services (collectively the “Annual Fees”) for each applicable year of Services following the implementation of the Application (September 1st through August 31st based on the current schedule). The Annual Fees will be due on October 15th of each year. Ingenuity and Dale County agree that at any time after September 30, 2022 Ingenuity can raise the Annual Fees related to this SOW, but also agree that the Annual Fees will not be increased by more than 10% in any year.

Dale Revenue will pay Ingenuity an additional fee of \$143,730 (the “Implementation Fee”) to cover the initial services and expenses including the initial database conversion, system implementation, training, testing and related travel. One-third of this fee (\$47,910) will be due on October 15th of each of the first three (3) years of this SOW (2019, 2020, and 2021). If Dale Revenue elects to use a payment processor not currently integrated with the Application and approved by Ingenuity, Dale Revenue will pay an additional one-time integration and testing fee, and additional monthly fees may apply. Dale Revenue customers who choose to take advantage of additional online services provided by Ingenuity may be charged additional convenience fees payable directly to Ingenuity.

Start Date: 8/01/2019 - the Application will be implemented as soon as possible following all of the necessary initial services including user testing. The target date for implementation is the first business day of August 2019.

End Date: 7/31/2022 - the End Date will be automatically extended in one (1) year increments unless either party provides the other party written notice of termination at least sixty (60) days prior to the original End Date or an extended End Date as be applicable.

Payment Schedule: Ingenuity will invoice Dale County for all applicable services and fees. Dale County will pay all Ingenuity invoices in accordance with the terms of the Agreement.

Dale County
Representative: Dale County Revenue Commissioner

Dale County Commission

Signature: _____

By: Mark Blankenship

Title: Chairman

Ingenuity, Inc.

Signature: _____

By: Rick A. Hayes

Title: President

Ingenuity

Statement of Work – 01 Attachment 1 - Scope Document

Licensing and Registration Application

For

Dale County

August
~~June~~ **2019**

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1 Overview

This document describes the project scope related to the customization, implementation and provision of a Licensing and Registration Application (the "Application") by Ingenuity, Inc. ("Ingenuity") for the Dale County Commission and the Dale County Revenue Commissioner's Office (cumulatively referred to herein as "Dale County"), as well as Ingenuity's ongoing maintenance and support related to the Application. It also presents Ingenuity's project approach, requirements and assumptions.

Ingenuity will provide a License and Registration Application for Dale County with:

- Features to allow the initial registration, registration renewals, and updating of registrations for automobiles and manufactured homes
- Features to enable the registration of disability parking placards
- Integrated Alabama Title System (ALTS) functionality
- Integrated ALVerify and OIVS functionality
- Integrated Daily MVTrip file upload processes
- Integrated document scanning and e-signature capabilities
- Functionality for the online registration, transfer, and renewal of automobile registrations
- Functionality to capture registration and renewal-related payment information and provide relevant reports and data exports
- Features to print selected forms provided by Dale County, including facilitation of an outsourced renewal notice process
- Administrative functionality such as reporting, transaction management and data maintenance

The Application will take advantage of web-based technologies.

2 Approach

Ingenuity will work with Dale County in a collaborative manner to achieve the objectives of this initiative based on the requirements presented in the Functional Requirements Section below.

The Ingenuity approach for customizing and implementing the Application will include the following phases:

- Requirements and Planning

- Customization
- Implementation
- Testing/Training
- Production

2.1 Requirements and Planning Phase

During the Requirements and Planning Phase, Ingenuity will conduct the following activities:

- Conduct project kickoff
- Develop project schedule
- Validate all of the requirements for the project including:
 - Reports
 - Data migration
 - Technical infrastructure (server/network layout, etc.)
 - Security
 - Test data

Key deliverables of the Requirements and Planning Phase are:

- Project Schedule
- Infrastructure Plan that defines the infrastructure (e.g., hardware, network, host and third-party integration points) that is recommended for the production environment
- Specifications that describe the process and design for using existing Dale County data in the new Application environment

2.2 Customization Phase

Because of the differences in policies and procedures among Alabama counties, the Application must be customized for Dale County prior to Implementation. During the Customization Phase, Ingenuity will:

- Develop, test, and implement a custom import routine tailored to data made available from Dale County's legacy system.
- Research all applicable local legislation pertaining to License and Registration in Dale County.
- Develop, test, and implement any required new functionality or modifications to the Application to comply with applicable local legislation.

- Load Dale County specific tax rates and fees to the Application. Applicable rates include, but are not limited to: Sales Tax, Use Tax, Ad Valorem Tax, Transaction Fees, Issuance Fees, Local Fees, and Copy Fees.
- Meet with accounting staff to discuss all monthly reports and how each fee/tax is distributed.
- Create and test all required distribution reports and supplemental reports using Dale County specific recipient information.
- Develop and test any local reports used by Dale County Accounting staff.
- Request Dale County credentials from the Alabama Department of Revenue. Set up and test communication with State of Alabama web services using these credentials.
- Customize all generated forms with Dale County data. These forms include, but are not limited to: Motor Vehicle Receipts, Manufactured Home Receipts, Credit Card Receipts, and Renewal Notices.
- Customize the verbiage on the Dale County Online Renewal site to include Dale County contact information and disclosure of rates/fees.
- Meet with Dale County Operations to discuss employee-specific roles/permissions in the Application.
 - Develop, test, and implement any custom role/permission based on Dale County's specifications.
- Meet with Dale County Operations to discuss License and Registration workflow. Develop, test, and implement any custom workflow based on Dale County's specifications.
- Meet with Dale County IT to discuss IT Infrastructure. Develop, test, and implement any new interfaces required to be compatible with existing or newly procured hardware.
- Meet with Dale County Accounting to discuss bank reconciliation and perform a review of all applicable bank statements. Develop, test, and implement any required changes to the Application's Bank Reconciliation tools to conform to Dale County accounts.

Because many of the items completed during the Customization Phase described above require new development or modification of existing processes to conform to Dale County specifications, special attention should be paid to these customizations during User Acceptance Testing (UAT) conducted during the Test/Training Phase.

2.3 Implementation Phase

During the Implementation Phase, Ingenuity will:

- Assist Dale County with preparation of the production environment
- Test data import routines
- Review test plan, describing the overall testing approach and the test data to be used
- Implement the Application in test mode in the production environment

2.4 Testing/Training Phase

Following completion of the implementation activities, Ingenuity will conduct formal system testing of the software. The testing will consist of the following:

- **Functional Testing:** Functional validation testing, which includes validation of the user interface (UI) forms, will be conducted for all components of the Application.
- **Performance Testing:** Performance testing will be conducted to demonstrate that the Application meets or exceeds reasonable performance metrics for these types of applications.
- **Data Load Testing:** Testing will be conducted to ensure that any of Dale County's data that is brought into the Application is successfully loaded.
- **User Acceptance Testing (UAT) -** The primary objective of UAT is for Dale County to validate that the application is working as described in the Functional Requirements. Dale County's approval of UAT will include the formal acceptance of the Application.

Concurrent with these testing activities, Ingenuity will conduct onsite classroom training for all supervisors and clerks.

During the Testing Phase, Dale County will continue to use its current production systems.

2.5 Production Phase

Upon completion of the Testing Phase, the project will move to the Production Phase.

Ingenuity and Dale County will develop a production checklist that will determine the exact steps that will be taken to put the Application into production.

2.6 Additional Services

In addition to the tasks and deliverables outlined in the five project phases above, Ingenuity will provide the following services:

- Project management
- Coordination and establishment of processes to facilitate outsourcing of the creation and mailing of renewal notices
- Ongoing maintenance and support
 - These services shall include support calls and Application maintenance, as well as periodic data updates based on new requirements from the State of Alabama

3 Functional Requirements

The Application will have four primary components:

1. An intuitive and web-based interface, providing the following features and functionality:
 - Allow creation, renewal and updating of automobile and manufactured home registrations
 - Integrated credit card processing using encrypted card swipes
 - Access to all features and components should be controlled with a permission hierarchy
 - Detailed reports showing all fees and taxes collected, including what day/user collected the fees to facilitate deposit and bank reconciliation
2. An Administrative console, including features to:
 - View and update transaction details
 - Create and manage users, roles, and privileges
 - Run reports
 - Perform other miscellaneous administrative tasks necessary for the normal operation of the Application
 - View and modify any registrations with incomplete assessment information. The primary use for this feature is to allow Dale County personnel to verify and correct registrations prior to renewal notice generation.
3. The Ingenuity Online Renewal and Payment system will allow customers to renew automobile and manufactured home registrations online.

4. The Ingenuity Online Registration/Transfer system ("EasyTag") that will allow Dale County residents and/or Alabama dealerships to submit relevant documents and information to facilitate new registration and registration transfer over the Internet.

3.1 Internal Online Features

The following features will be provided for Dale County:

3.1.1 Registration of Automobiles

These activities include but are not limited to the following transaction types:

- New Registration
- Renewal
- Exchange/Upgrade/Swap
- Transfer
- Replacement
- Commitment to Purchase
- Taxes Only
- Title Only

3.1.2 Manufactured Home Registrations

These activities include but are not limited to the following transaction types:

- New Registration
- Renewal
- Replacement
- Sales Tax Only
- Title Only

3.1.3 Payment for Transactions

- Cash, check, credit, and debit card transactions will be accepted.

3.2 Online Renewals

The Ingenuity Online Renewal system allows for Dale County customers to renew their automobile and manufactured home registrations online.

Using the Online Renewal website, Dale County customers will:

- Enter Renewal Information

- Select which registration(s) to renew
- Enter Payment Information via a third-party provider utilizing SSL (Secure Sockets Layer)
- View and Print Payment Receipt

The following assumptions apply to the online renewal features:

- Vehicle renewals will be authorized using either a special code provided to customers through a link included with the renewal reminder emails and on renewal postcards mailed to customers or by using the customer's driver's license number in lieu of the special code
- Any necessary certifications will be determined during the Requirements Phase and may include certifications for insurance or other conditions
- Dale County will provide a location for the Application production server to operate and high-speed Internet access to this server to allow for online transactions

Once a customer has completed payment for an online renewal, no further transaction processing is required by Dale County. Because the online renewal system is integrated into the Application, the registration must simply be printed and mailed to the customer with the applicable tag/decal included.

The integrated Online Renewal system also contains an administrative console for Dale County personnel to manage online renewals. This console allows for the review, updating, and printing of all online renewal registration receipts. In addition to the administrative console, Ingenuity has created several reports that Dale County personnel may use to further manage and streamline the online renewal fulfillment process.

3.3 Online New Registrations/Transfers ("EasyTag")

The Ingenuity EasyTag system provides the capability for automobile dealerships and/or Dale County customers to electronically submit information and documents pertaining to the purchase of a vehicle to Dale County. With the EasyTag system, Dale County personnel may complete initial vehicle registrations and registration transfers for these customers over the Internet.

Using EasyTag, a customer or dealership would perform the following steps:

- Enter a valid Alabama title application number and customer name
- Verify automobile information (via link to ALTS)
- Input/Verify driver's license, insurance, and current registration information

- Provide copies of all relevant/required documentation (including: Bill of Sale, Title Application, Dealers Affidavit, Proof of Residency)

Once the data has been input by the customer or dealership, Dale County can review and process the transaction using the Application's online renewal management console.

After the registration transaction has been successfully completed by Dale County, the EasyTag system will:

- Provide automated feedback to the customer via text message and email to prompt the customer to pay the applicable fees and taxes
- Accept payment from the customer online via a third-party provider utilizing SSL
- Update the Application to show that the transaction has been completed/paid and enter the transaction into a queue for Dale County to perform final fulfillment, including mailing applicable receipts, decals, and/or metal plate.

3.4 Ingenuity Integrated Queuing and Customer Flow Management – In2Q

With the deployment of the Ingenuity Integrated Queuing and Customer Flow Management System (In2Q), Ingenuity is capable of assisting Dale County meet the needs of its customers in an innovative and efficient way. With In2Q, Dale County team members can:

1. Record when a customer enters the line
2. Gather information about that customer's transaction to help direct them to the correct window at the appropriate time
3. Pre-verify information such as Driver's License number and expiration date, Insurance, MLI suspension status, etc.
 - Alternatively, a self-service kiosk is available for these functions

Administrative functions of In2Q include:

- Showing management and relevant team members current wait times and allow for real-time adjustments to maximize efficiency
- Viewing all of the data collected regarding wait times, clerk performance, and other measurable metrics via management reports to aide in identifying issues and formulate plans for corrective actions

In addition to the in-office management of In2Q, Dale County can also elect to show real-time wait times and the number of people currently in line on the Dale

County website. Dale County would utilize monitors in the lobby areas to show a "Now Serving" queue at each location.

3.5 Reporting and Other Features

3.5.1 Reports

The following will be provided for Dale County:

- Reports mandated by the Alabama Department of Revenue (ADOR) in support of registration fees, Ad Valorem and Sales taxes collected and remitted, and related supporting details as required by ADOR/Examiners Office
- A detailed month-end reconciliation process including creation of all mandated reports and corresponding remittance checks.
- Various administrative reports to assist Dale County in daily activities, including but not limited to:
 - End-of-Day Deposit Reports
 - Transaction Summary Reports
 - Online Renewal Reports
 - End-of-Month Distribution and Remittance Reports
 - User Performance Reports

In addition to these reports, the Application allows for Dale County and Ingenuity to create additional local reports to facilitate internal reconciliation processes and other administrative tasks.

3.5.2 Data Maintenance

Ingenuity will provide the following maintenance functionality and support services for Dale County:

- The import of VINVAL, MLI Suspension and similar external source files needed to maintain the Application
- Loading of any new tag types, tax rates, or other information on an as-needed basis.
- Administrative-level capabilities for performing activities such as updates to new vehicle types, processing of 'non-standard' transactions, and adjustment to completed transactions

4 Roles and Responsibilities

4.1 Dale County

The deliverables presented in this Project Scope Document are based on the following assumptions:

- Dale County will be responsible for providing and implementing the production hardware and software that the base Application will run on and utilize, as well as the workstation computers, scanners and printers.
- Dale County will be responsible for the maintenance and upkeep of the network, switches, routers, and other communications equipment. It is recommended that Dale County have a network audit performed prior to implementation to identify any equipment in need of replacement or repair.
- Dale County will work with Ingenuity to deploy the recommended production environment configuration.
- Dale County will identify and provide Subject Matter Expert (SME), application users, and the required documentation as necessary during the project.
- Dale County will provide a representative responsible for coordinating resources and support for this project.
- Dale County will be responsible for providing test data for the application on a timely basis.
- Dale County will be responsible for PCI Compliance related to credit card payments. Ingenuity and GovtPortal will assist Dale County in the preparation of responses to any Compliance Self-Assessment Questionnaires and will provide any quarterly server scans required by the ongoing compliance verification process.
- Related to the Application implementation, Dale County will provide all information (including record layouts and data dictionary information regarding database records and Indicator values) needed by Ingenuity from Dale County's current application(s) in a format to be defined by Ingenuity.
- Dale County will provide resolution to Ingenuity-initiated project issues within three (3) business days of receipt.
- Dale County and Ingenuity will publish a joint press release about the new system and will encourage the media to publicize the new online services and encourage citizens to sign up for email reminders via the County website or by emailing the license office.

- Dale County and Ingenuity will promote the use of online services using notifications on the online renewal web site as well as the motor vehicle receipts and renewal notices if applicable. Other mutually agreed up methods of advertisement and/or promotion of online services may also be used.
- Dale County will provide any Ingenuity personnel working onsite in Dale County with the necessary work facilities, tools, workspace, work materials, print facilities and any special software, hardware and system access to perform tasks associated with the project. These requirements will include the equipment and facilities needed to perform the onsite classroom training sessions.

Any changes to the requirements detailed in this proposal will be addressed through a formal change control process.

4.2 Ingenuity

- Ingenuity will be responsible for the overall project management and implementation of the Application.
- Ingenuity will host the Application which Dale County will access using a SaaS (Software As a Service) model
- Ingenuity will host the online renewal site and will maintain the server used for online renewals at no additional cost to Dale County.
- Ingenuity will conduct testing of the application using a combination of Microsoft Internet Explorer and Microsoft Windows (currently IE 11.0).

5 Change Control

Due to the importance of completing this project in an effective and efficient manner, Ingenuity and Dale County agree that it is critical that the entire effort be closely managed. Therefore, the following change procedures will be followed in regards to any change control issue that arises during this project:

- The Dale County Representative will submit to Ingenuity a written description of any Dale County desired change to the project's scope, effort or schedule.
- Ingenuity will respond to any Dale County change request within three (3) business days with a written response that explains the effect of the requested change.

Ingenuity

Statement of Work – 02 Attachment 1 - Scope Document

Property Tax Administration

For

Dale County

August
~~June~~ **2019**

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1 Overview

This document describes the project scope related to the customization, implementation and provision of a Property Tax Management Application (the "Application") by Ingenuity, Inc. ("Ingenuity") for the Dale County Commission and the Dale County Revenue Commissioner's Office (cumulatively referred to herein as "Dale County"), as well as Ingenuity's ongoing maintenance and support related to the Application. It also presents Ingenuity's project approach, requirements and assumptions.

Ingenuity will provide a Property Tax Administration Application for Dale County with:

- Features to manage information relating to real and personal property in Dale County utilizing Computer Assisted Mass Appraisal ("CAMA") for purposes of the equitable assessment, taxation and collection of real and personal property tax according to the laws and rules of the State of Alabama and Dale County
- Features to allow the initial registration and registration renewals for manufactured homes
- Integrated document scanning and e-signature capabilities
- Functionality for the online querying and payment of property taxes, business personal property taxes, and manufactured home registrations
- Features to print selected forms provided by Dale County, including facilitation of an outsourced payment notice process
- Administrative functionality such as reporting, transaction management and data maintenance

The Application will take advantage of web-based technologies.

2 Approach

Ingenuity will work with Dale County in a collaborative manner to achieve the objectives of the Property Tax Management Application Initiative based on the requirements presented in the Functional Requirements Section below.

The Ingenuity approach for customizing and implementing the Application will include the following phases:

- Requirements and Planning
- Customization
- Implementation

- Testing/Training
- Production

2.1 Requirements and Planning Phase

During the Requirements and Planning Phase, Ingenuity will conduct the following activities:

- Conduct project kickoff
- Develop project schedule
- Validate all of the requirements for the project including:
 - Reports
 - Data migration
 - Technical infrastructure (server/network layout, etc.)
 - Security
 - Test data

Key deliverables of the Requirements and Planning Phase are:

- Project Schedule
- Infrastructure Plan that defines the infrastructure (e.g., hardware, network, host and third-party integration points) that is recommended for the production environment
- Specifications that describe the process and design for using existing Dale County data in the new Application environment

2.2 Customization Phase

Because of the differences in policies and procedures pertaining to Property Tax Administration among Alabama counties, the Application must be customized for Dale County prior to implementation. During the Customization Phase, Ingenuity will:

- Develop, test, and implement a custom import routine tailored to data made available from Dale County's legacy system.
- Develop, test, and implement any required new functionality or modifications to the Application to comply with applicable local legislation.
- Load Dale County specific tax rates and fees to the Application. Applicable rates include, but are not limited to: Ad Valorem Tax, Transaction Fees, Issuance Fees, Local Fees, and Copy Fees.

- Meet with accounting staff to discuss all monthly reports and how each fee/tax is distributed.
- Create and test all required distribution reports and supplemental reports using Dale County specific recipient information.
- Develop and test any local reports used by Dale County accounting staff.
- Customize all generated forms with Dale County data. These forms include, but are not limited to: Property Record Cards, Manufactured Home Receipts, Credit Card Receipts, and Payment Due Notices.
- Customize the verbiage on the Dale County Online Renewal site to include Dale County contact information and disclosure of rates/fees.
- Meet with Dale County Operations to discuss employee-specific roles/permissions in the Application. Develop, test, and implement any custom role/permission based on Dale County's specifications.
- Meet with Dale County Operations to discuss current workflow. Develop, test, and implement any custom workflow based on Dale County's specifications.
- Meet with Dale County IT to discuss IT Infrastructure. Develop, test, and implement any new interfaces required to be compatible with existing or newly-procured hardware.
- Meet with Dale County accounting staff to discuss Bank Reconciliation and perform a review of all applicable bank statements. Develop, test, and implement any required changes to the Application's Bank Reconciliation tools to conform to Dale County accounts.

Because many of the items completed during the Customization Phase described above require new development or modification of existing processes to conform to Dale County specifications, special attention should be paid to these customizations during User Acceptance Testing (UAT) of each module conducted during the Test/Training Phase.

2.3 Implementation Phase

During the Implementation Phase, Ingenuity will:

- Assist Dale County with preparation of the production environment
- Test data import routines
- Review test plan, describing the overall testing approach and the test data to be used
- Implement the module in test mode in the production environment

2.4 Testing/Training Phase

Following completion of the implementation activities, Ingenuity will conduct formal system testing of the software. The testing will consist of the following:

- **Functional Testing:** Functional validation testing, which includes validation of the user interface (UI) forms, will be conducted for all components of the module being tested.
- **Performance Testing:** Performance testing will be conducted to demonstrate that the module being tested meets or exceeds reasonable performance metrics for these types of applications.
- **Data Load Testing:** Testing will be conducted to ensure that any of Dale County's data that is brought into the module being tested is successfully loaded.
- **User Acceptance Testing (UAT) -** The primary objective of UAT is for Dale County to validate that the module being tested is working as described in the Functional Requirements. Dale County's approval of UAT for each module will include the formal acceptance of that module of the Application.

Concurrent with these testing activities, Ingenuity will conduct onsite classroom training for all supervisors and clerks.

During the Testing/Training Phase, Dale County will continue to use its current production systems.

2.5 Production Phase

Upon completion of the Testing/Training Phase, the Application will move to the Production Phase.

Ingenuity and Dale County will develop a production checklist that will determine the exact steps that will be taken to put the Application into production.

2.6 Additional Services

In addition to the tasks and deliverables outlined in the five project phases above, Ingenuity will provide the following services:

- Project management
- Coordination and establishment of processes to facilitate outsourcing of the creation and mailing of payment notices
- Ongoing maintenance and support

- o These services shall include support calls and Application maintenance, as well as periodic data updates based on new requirements from the State of Alabama

3 Functional Requirements

The Application will have three primary components:

1. An intuitive and web-based interface, providing features for Dale County to:
 - Allow creation and updating of parcel records
 - Allow creation and updating of business personal property records
 - Allow creation, renewal and updating of manufactured home registrations
 - Supply error reporting and search capabilities
2. An Administrative console, including features to:
 - View and update transaction details
 - Create and manage users, roles, and privileges
 - Run reports
 - Perform other miscellaneous administrative tasks necessary for the normal operation of the Application
3. The Ingenuity Online Payment system which allows customers to view and pay property taxes due and renew manufactured home registrations via Ingenuity's integrated solution.

3.1 Internal Online Features

The following features will be provided for Dale County:

3.1.1 Property Tax Management

- Creation and modification of parcel records based on legal instruments provided by Probate Court or information from taxpayers
- Management of all assessment-related information for each parcel and land record in the county
- Import/Export information to/from Dale County's current GIS provider
- Import/Export information to/from Apex Sketching Software (current version 6.0)
- Provide ability for Dale County personnel to manage tables for use in data-driven calculations. These tables include (but are not limited to):

tax rates, depth factor charts, current use schedules, land value schedules, and Improvement construction units.

- View/Compare property tax records from multiple years, including ability to perform "What If" analysis for future years and changes
- Mass-Update values for land, improvement, and parcel records based on variables such as: neighborhood/valuation zone, land use, building class, improvement type, lot size or area, or frontage.
- Provide tools for the appraisal of land using any of the three approaches to value as defined by the Alabama Department of Revenue.
- Capture sales data from user input and use this data to assist in the preparation of the Dale County Sales Study
- Manage inventory for business personal property and perform the appraisal of this property based on the rules and regulations contained in the Alabama Business Personal Property Appraisal Manual
- Interface with the OPPAL system for business personal property renditions submitted online
- Meet all minimum specifications for property tax software as outlined in Addendum E of the Alabama Department of Revenue's "Property Tax Plan for Equalization" (revised March, 2014)

3.1.2 Manufactured Home Registrations

These activities include but are not limited to the following transaction types:

- New Registration
- Renewal
- Replacement
- Sales Tax Only
- Title Only

3.1.3 Payment for Transactions

- Cash, check, credit, and debit card transactions will be accepted.

3.2 Online Payments

The Ingenuity Online Payment system allows for Dale County customers to pay property tax or renew their manufactured home registrations online.

Using the Online Renewal website, Dale County customers will:

- Enter Property/Manufactured Home Information

- Select which registration(s) to renew or tax bills to pay
- Enter Payment Information via a third-party provider utilizing SSL (Secure Sockets Layer)
- View and Print Payment Receipt

The following assumptions apply to the online renewal features:

- Renewals/Payments will be authorized using either a special code provided to customers through a link included with the reminder emails and on notice postcards mailed to customers
- For manufactured home renewals, customers may also use their driver's license number in lieu of the special code
- Dale County will provide a location for the Application production server to operate and high-speed Internet access to this server to allow for online transactions

Once a customer has completed payment for an online transaction, no further transaction processing is required by Dale County. Because the online payment system is integrated into the Application, the registration or receipt must simply be printed and mailed to the customer with the applicable decal included.

The integrated Online Payment system also contains an administrative console for Dale County personnel to manage online transactions. This console allows for the review, updating, and printing of all online transaction receipts. In addition to the administrative console, Ingenuity has created several reports that Dale County personnel may use to further manage and streamline the online transaction fulfillment process.

3.3 Reporting and Other Features

3.3.1 Reports

The following will be provided for Dale County:

- Reports mandated by the Alabama Department of Revenue (ADOR) in support of fees and taxes collected and remitted, and related supporting details as required by ADOR/Examiners Office
- Various administrative reports to assist Dale County in daily activities, including but not limited to:
 - End-of-Day Deposit Reports
 - Transaction Summary Reports
 - Online Renewal Reports

- End-of-Month Distribution, Cashbook, and Remittance Reports
- User Performance Reports

In addition to these reports, the Application allows for Dale County and Ingenuity to create additional local reports to facilitate internal reconciliation processes and other administrative tasks.

3.3.2 Data Maintenance

Ingenuity will provide the following maintenance functionality and support services for Dale County:

- The import of external source files needed to maintain the Application
- Loading of any new tax rates or other information on an as-needed basis.
- Creation/Management of all remittance reports to support tax/fee distributions

4 Roles and Responsibilities

4.1 Dale County

The deliverables presented in this Project Scope Document are based on the following assumptions:

- Dale County will be responsible for providing and implementing the production hardware and software that the base Application will run on and utilize, as well as the work station computers, scanners and printers. Dale County will also be responsible for the maintenance and support of this hardware and software including any related expenses.
- For online transactions, the external server must have a live connection back to the production server.
- Dale County will work with Ingenuity to deploy the recommended production environment configuration.
- Dale County will identify and provide Subject Matter Expert (SME), application users, and the required documentation as necessary during the project.
- Dale County will provide a representative responsible for coordinating resources and support for this project.
- Dale County will be responsible for providing test data for the application on a timely basis.

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- Dale County will be responsible for PCI Compliance related to credit card payments. Ingenuity and GovtPortal will assist Dale County in the preparation of responses to any Compliance Self-Assessment Questionnaires and will provide any quarterly server scans required by the ongoing compliance verification process.
- Related to the Application implementation, Dale County will provide all information (including record layouts and data dictionary information regarding database records and indicator values) needed by Ingenuity from Dale County's current application(s) in a format to be defined by Ingenuity.
- Provide to Ingenuity all applicable local legislation pertaining to property tax administration in Dale County.
- Dale County will provide resolution to Ingenuity-initiated project issues within three (3) business days of receipt.
- Dale County and Ingenuity will publish a joint press release about the new system and will encourage the media to publicize the new online services and encourage citizens to sign up for email reminders via the County website or by emailing the license office.
- Dale County and Ingenuity will promote the use of online services using notifications on the online renewal web site. Other mutually agreed up methods of advertisement and/or promotion of online services may also be used.
- Dale County will provide any Ingenuity personnel working onsite in Dale County with the necessary work facilities, tools, workspace, work materials, print facilities and any special software, hardware and system access to perform tasks associated with the project. These requirements will include the equipment and facilities needed to perform the onsite classroom training sessions.

Any changes to the requirements detailed in this proposal will be addressed through a formal change control process.

4.2 Ingenuity

- Ingenuity will be responsible for the overall project management and implementation of the Application.
- Ingenuity will assist Dale County in its selection and implementation of the appropriate server hardware and software that the base Application will utilize.

- Ingenuity will host the online payment site and will maintain the server used for online payments at no additional cost to Dale County.
- Ingenuity will conduct testing of the application using a combination of Microsoft Internet Explorer and Microsoft Windows (currently IE 11.0).

5 Change Control

Due to the importance of completing this project in an effective and efficient manner, Ingenuity and Dale County agree that it is critical that the entire effort be closely managed. Therefore, the following change procedures will be followed in regard to any change control issue that arises during this project:

- The Dale County Representative will submit to Ingenuity a written description of any Dale County desired change to the project's scope, effort or schedule.
- Ingenuity will respond to any Dale County change request within three (3) business days with a written response that explains the effect of the requested change.