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# Short-Term Rental Solution

**Dewey Beach, DE**

**Prepared for:**

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## Who is GovOS?

### Digital Transformation for Government

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

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

### Why GovOS?

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

### Advantages of GovOS

#### Peace of Mind

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

#### Ease of Use

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

#### Configuration Options

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

#### World-class Service

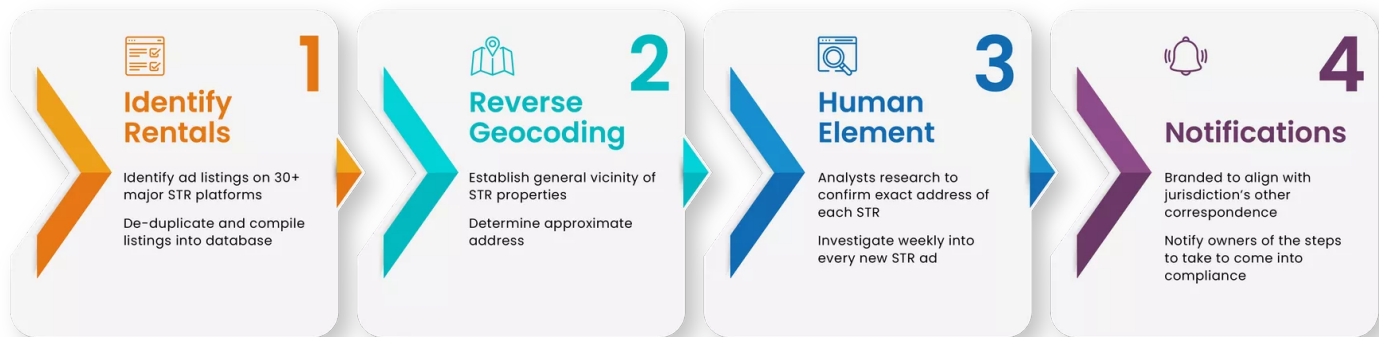
GovOS customers have access to truly superior customer service. From the first day of the project, our team works closely with yours to set you up for success, and help you achieve your goals no matter how lofty.

**From quick wins to complete digital transformation, the GovOS platform fits your department. We look forward to working with you, Kate Banaszak and Dewey Beach, DE and discovering how GovOS can help you better serve your constituents.**



## Short-Term Rental Overview

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



### Key Features & Functionality

- Rental Advertisement / Property Identification Database
- Non-compliant Property Report
- Property Owner Notifications & Targeted Outreach
- Registration of properties for owners in convenient portal
- Easy remittance of tax payments to you

### Solution Highlights

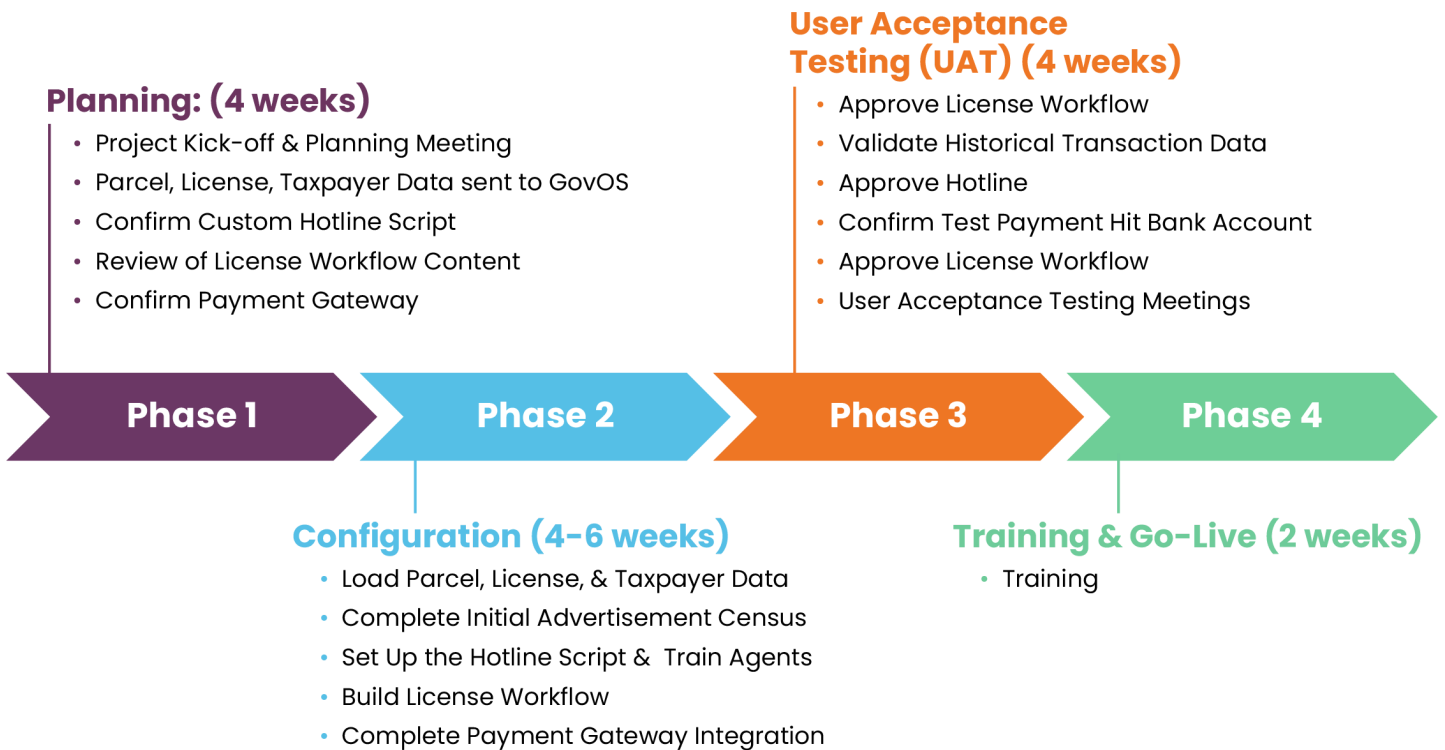
- Fully automated solution accurately matching 98% of short-term rental ads to properties
- Data refresh occurs twice a week ensuring actionable and up to date listings
- Ability to develop fully customizable compliance statuses for Dewey Beach, DE
- Fully customizable Notification templates and instructions for owners



## Implementation Overview

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

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



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



## Deliverables



### Short-Term Rental Discovery

- The GovOS STR system will discover all available Dewey Beach, DE short-term rental ad listings posted on all 30+ sites.



### Short Term Rental Identification

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



### Ad Listing and Property Reconciliation

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



### Data Reporting

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



### Notifications

- Simple integrated notification system with complete data integration via “smart fields”
- The notification module enables Dewey Beach, DE to easily create batch notifications



### US-Based Complaint Hotline

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



### Online Registration Systems

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



### Payment Integration

- Integration with a GovOS partnered payment gateway



## Comprehensive Support for All Users

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

### Support for You & Your Agency

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

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

## What's Included

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

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



### Business User Support

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

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



### 24/7 Complaint Hotline

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

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



## Maintenance, Modifications, and Training Features

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

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

- Modifying Business Center Messages, Frequently Asked Questions and NotificationTemplates.
- Adding or removing admin users from platform.
- Quarterly Parcel Data Updates to maintain accurate owner information.
- Feature enhancements released to all clients.
- Ongoing Review of Short-Term Rental Compliance Activity and help bringing non-compliant properties into compliance.

### **Training options include, but are not limited to:**

- Onsite or virtual training sessions to get your staff fully comfortable with administering the Application (Travel Expenses to be billed as incurred).
- Solutioning Sessions to help with System Technical Questions. This will help you to overcome questions such as "how do I handle this scenario?". Modifications may come out of these meetings.
- Assistance with Procedural Questions.
- Creation of training material and collateral to give your team takeaway guides.

*\*Requests for Custom modifications may incur an additional cost.*



## Project Pricing

The solution is a package of the below service applications.

Dewey Beach, DE - Short-Term Rental Price Quote		
<b>Short-Term Rental Solution - STR Max</b>		
<b>Identification</b>	<ul style="list-style-type: none"><li>Initial Census, including reconciliation by our expert team</li><li>Vacation Rental Census Monitoring &amp; Discovery</li></ul>	Included
<b>Compliance</b>	<ul style="list-style-type: none"><li>Maintain compliance data via GovOSonline system</li><li>Vacation Rental Ongoing Compliance monitoring</li></ul>	\$14,027.49
<b>Hotline</b>	<ul style="list-style-type: none"><li>24/7 Bilingual Complaint hotline with dashboard integration</li></ul>	\$6,334.39
<b>Registration</b>	<ul style="list-style-type: none"><li>Online Registration/Permitting system</li></ul>	\$9,819.06
<b>Tax Filing</b>	<ul style="list-style-type: none"><li>Complete online tax remittance system for STR businesses in your jurisdiction</li></ul>	\$9,819.06
<b>Yearly Recurring</b>		<b>\$40,000.00</b>



# Customer Acceptance

Contact Information	
Organization Name	
Street Address	
City, State, Zip	
Primary Contact Name	
Primary Contact Email	
Billing Details	
Billing Details	
Billing Contact Name	
Billing Contact Email	
Billing Contact Phone	
Invoice Delivery Method	<input type="checkbox"/> Email/Electronic (default) <input type="checkbox"/> Mail
Preferred Payment Method	<input type="checkbox"/> Check <input type="checkbox"/> Credit Card <input type="checkbox"/> ACH

- Without a signed Agreement, pricing is good until March 31st.
- Subscription Start Date will be the date you sign the Agreement
- Subscription fees are pre-paid annually
- Invoice Date is the Subscription Start or Renewal Date. All invoices are due Net thirty (30) days of the Invoice Date.
- This Agreement will automatically renew for additional one-year terms (each a "Renewal Term") unless either you or we notify the other of an intent not to renew at least thirty (30) days prior to the expiration of the then current term.
- Pricing for Renewal Terms will include a seven percent (7%) increase from the prior term.
- All standard Terms of Use can be found at <https://govos.com/business-licensing-and-tax/terms-of-use/> and are hereby incorporated into this order.



## Customer Acceptance

### Customer Signature

\_\_\_\_\_  
Signature of Authorized City  
Representative

\_\_\_\_\_  
Title

\_\_\_\_\_  
Date

### GovOS Signature

\_\_\_\_\_  
Signature of Authorized GovOS  
Representative

\_\_\_\_\_  
Title

\_\_\_\_\_  
Date