



Staff Report to the Weber County Commission

Weber County Planning Division

Synopsis

Basic Information

Request: To consider and take action on approving a contract with GovOS for short-term rental monitoring and enforcement.

Agenda Date: Tuesday, January 23, 2024

Applicant: Weber County Planning Division

Report Author: Bill Cobabe
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Applicable Ordinances

§ 108-11 – Short-term Rentals

Summary and Background

The proposed contract is between Weber County and GovOS. After a request for bids on third-party monitoring and enforcement of the County's short-term rental ordinance, Granicus was the low bidder. On December 20, 2022, the County Commission approved a proposed contract with Granicus. However, due to continued issues working with Granicus, the County terminated the contract. Since GovOS was the next-lowest bidder, the procurement process allows for a contract to be signed with GovOS without going through the noticing process as long as they are willing to honor the original pricing as submitted. GovOS has provided that assurance and obligation. County Staff has continued to work with GovOS to set appropriate terms and conditions on the contract in fulfillment of the County's requirements as set forth in Section 108-11 of the Code. The contract is included in this report as Attachment A.

Recommendation

County Staff is recommending approval of the attached contract.

Attachments

A. Proposed Contract

Short-Term Rental Solution

Weber County, UT

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

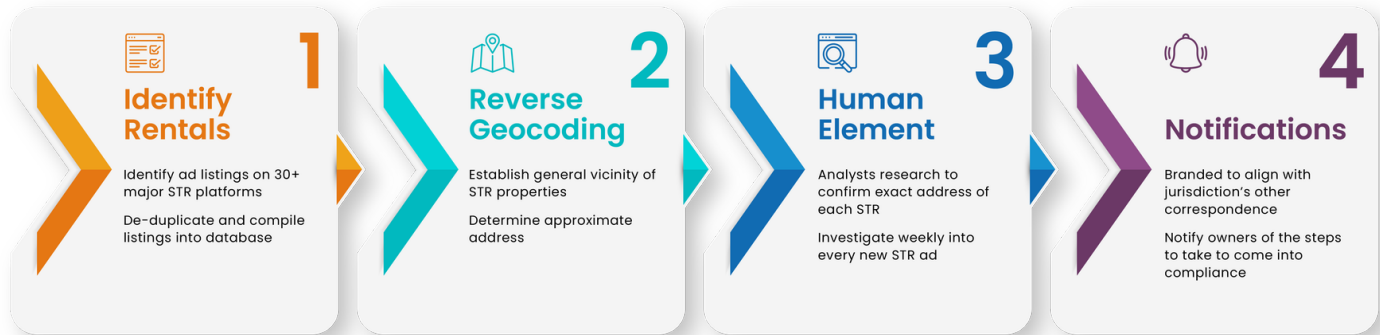
GovOS customers have access to truly superior customer service. From the first day of the project, our team works closely with yours to set you up for success, and help you achieve your goals no matter how lofty.

From quick wins to complete digital transformation, the GovOS platform fits your department. We look forward to working with you, Bill Cobabe and Weber County, UT, 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 relevant STR addresses and significantly increase compliance rates beginning year one. 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 Weber County, UT to analyze the financial trends and patterns of your short-term rental market and transient occupancy tax revenue. This interpretable data will help the Weber County, UT 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

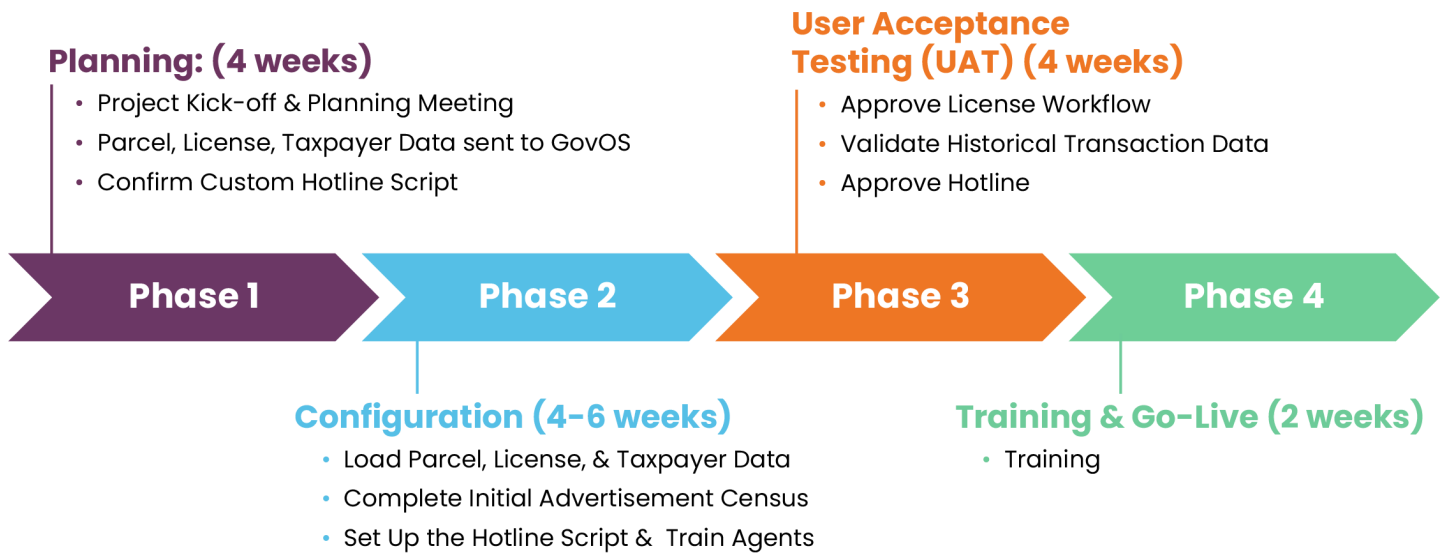
- GovOS's solution and property matching team accurately matches up to 98% of STR ads to properties
- Data refresh occurs twice a week helping ensure actionable and up to date listings
- Ability to develop fully customizable compliance statuses for Weber County, UT
- Fully customizable Notification templates 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.



All Available Modules



Short-Term Rental Discovery

- The GovOS STR system will discover all available Weber County, UT short-term rental ad listings posted on 20+ nationwide sites. We will also monitor customer selected sites if purchased/provided



Short-Term Rental Identification

- GovOS STR will maintain a Weber County, UT 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 Weber County, UT staff with unlimited licenses.



Ad Listing and Property Reconciliation

- The system and our expert review team will analyze all Weber County, UT ad listings, which are not in the Weber County, UT 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 Weber County, UT users with readily available short-term rental owner/manager contact data and compliance status.
- Weber County, UT 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 Weber County, UT 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:

- A designated Customer Success Manager to help you achieve your objectives and an Account Manager to support your overall goals and ongoing investment in GovOS.
- Access to Client Technical Support Representative 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.*

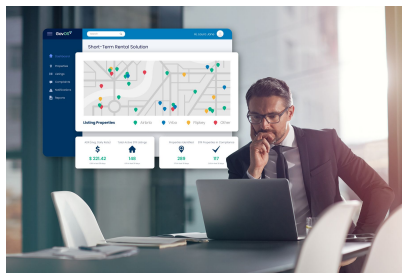


GovOS Partner Program

The GovOS Partner Program empowers local governments with access to strategic partnerships not available through any other technology provider. Rooted in the commitment to foster relationships that unite government agencies, businesses, and citizens, the GovOS partner ecosystem enriches community-building while offering technology that maximizes revenues and efficiency for our clients. GovOS not only provides technology but also delivers a complete ecosystem for business compliance.

Short-Term Rental Partners

GovOS leads the way in addressing the challenges tied to the STR industry. Teaming up with selected partners, this alliance is a fusion of industry-leading expertise that offers comprehensive solutions. At its core is GovOS. The alliance forms a distinct niche: embracing technology innovation, best practices, and community well-being. These unique partnerships set GovOS apart in the STR sector as we stand alone with our exclusive STR industry partnerships.



Ordinance Consultation

The GovOS Ordinance Consultation is a resource facilitated by our Government Affairs Consultant. With a 24-year background in local government—encompassing areas such as planning, zoning, housing and building development, and business license management—our consultant provides three hours of consultation to GovOS clients. The goal of the consultation is to help communities improve or craft ordinances that are fair, efficient, and enforceable.

Short-Term Rental Owner/Operator Education

Rent Responsibly is an impactful community-building and education platform for local STR alliances. GovOS and Rent Responsibly join together to drive higher compliance rates through education and responsible renting practices. During the first 90 days from the go-live date with GovOS, Rent Responsibly will help drive higher compliance rates by opening multi-channel communication options with STR owners, executing compliance campaigns, and providing good neighbor education.



Community Preservation

NoiseAware is a pioneer in privacy-conscious noise-monitoring technology. The NoiseAware technology works alongside the GovOS STR Hotline, promoting community well-being by addressing noise concerns. Our exclusive partner pricing includes a 25% discount on indoor and outdoor noise monitoring sensors and services specifically designed to protect community quality of life and drive higher compliance adoption.



Health, Safety & Welfare

Breezeway provides STR safety inspections to bolster guest safety and code compliance. The ability for GovOS clients to utilize the Breezeway inspection resources in tandem with licensing software is an exclusive offering no other technology company provides. Breezeway provides unique partner pricing to STR owners located in GovOS client locations.



Other Partners in the GovOS Ecosystem

The GovOS Partner Program is committed to building resilient communities and delivering innovative solutions. Through strategic collaborations, our alliance provides a space for local governments to exchange best practices, drive operational efficiency, and foster a more connected government through innovation.

The GovOS Partner Program is Proud to Collaborate with Organizations Across the Nation





Project Pricing

The solution is a package of the below service applications.

Weber County, UT - Short-Term Rental Price Quote

Products	QTY
<p>Audit Assessment Module</p> <p>Maintain Audit Record, Task, Report, Support Staff using the Module, Support Business Users Filing the Audit Assessment</p>	1
<p>STR Compliance</p> <p>Ongoing compliance identification and monitoring for short term rental properties.</p>	1
<p>STR Core</p> <p>Web based training for jurisdiction staff (up to 6 hours).</p> <p>Unlimited, ongoing web and phone support are provided to all administrative staff as part of monthly hosting and support.</p> <p>Unlimited user logins for admins.</p> <p>Software hosting and license fees.</p> <p>Service and IT infrastructure, including 24/7/365 maintenance and support.</p> <p>Daily backups managed by our expert IT team.</p> <p>Enhancements released to all equivalent GovOS versions.</p>	1
<p>STR Hotline</p> <p>Ongoing support of the 24/7 bilingual short term rental complaint hotline, hotline script & online complaint form.</p>	1
<p>STR Identification</p> <p>Ongoing monitoring of new short term rental listings and properties, and an unlimited number of notification templates for compliance outreach.</p>	1



<p>STR Registration</p> <p>Automated renewals.</p> <p>Automated registration task reminders to business owners and/or operators.</p> <p>Access to the admin functionality in the system, including but not limited to reports, reconciliation, notifications, approvals, cashiering, etc.</p>	<p>1</p>
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Annual Total: \$\$35,500.00



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 this proposal being signed, pricing is good until January 31, 2024.

Subscription Start Date will be the date you sign this proposal. Once signed, this proposal and the Terms of Use (referenced below) shall collectively be referred to as 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.

The 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 ninety (90) 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.

Other than as indicated below, all standard Terms of Use associated with the subscription(s) provided pursuant to this proposal can be found at <https://govos.com/business-licensing-and-tax/terms-of-use/>, and are hereby incorporated into the Agreement:

- Section 12. Indemnification – For purposes of the Agreement and any amendments thereto, Section 12 of the Terms of Use shall be replaced with the following: **12. Indemnification.** To the extent permitted by law, each party agrees to indemnify and hold the other party (and its officers, employees, and agents) harmless, including costs and attorneys’ fees, from any claim or demand made by any third party due to or arising out of (a) the indemnifying party’s violation of these TOU, (b) the indemnifying party’s violation of applicable laws or regulations, or (c) the indemnifying party’s negligent or intentional acts or omissions. Each indemnified party reserves the right, at the indemnifying party’s expense, to assume the exclusive defense and control of any



matter for which the indemnifying party is required to indemnify the other party, and the indemnifying party agrees to cooperate with the indemnified party's defense of these claims. Each indemnifying party agrees not to settle any matter without the prior written consent of the indemnified party. Each party will use reasonable efforts to notify the other party of any such claim, action or proceeding upon becoming aware of it.

- Section 15. Notice – Customer shall provide notice to GovOS under the Terms of Use by sending the same via certified mail to its address indicated in the Terms of Use.

Section 16. Modification to Terms – Section 16 is hereby removed from the Terms of Use for purposes of the Agreement and amendments thereto.



Customer Acceptance

Customer Signature

Signature of Authorized
Representative

Title

Date

GovOS Signature

Signature of Authorized GovOS
Representative

Title

Date