RESOLUTION 2025-232

RESOLUTION OF THE TOWNSHIP COMMITTEE OF THE TOWNSHIP OF CHATHAM, COUNTY OF MORRIS, STATE OF NEW JERSEY AUTHORIZING THE EXECUTION OF AN AGREEMENT WITH GOGOV, INC. FOR CITIZEN NOTIFICATIONS AND ALERTS

WHEREAS, the Township of Chatham ("**Township**") has identified a need to retain software services that will provide the Township with the ability to manage citizen requests and send electronic notifications; and

WHEREAS, GOGov, Inc. ("**GOGov**"), has agreed to provide the software services that will provide for additional communication between the Township and residents, which includes citizen notifications and alerts, and sending of SMS and voice messages (collectively, the "**Services**"); and

WHEREAS, in furtherance of the foregoing, GOGov provided the Township with an order form setting forth the material terms and conditions upon which GOGov proposes to provide the Services to the Township for an initial period of one (1) year in an amount not to exceed Three Thousand Nine Hundred Dollars ($3,900.00) (the "**Agreement**", which is attached hereto as Exhibit A); and

WHEREAS, the Township desires to accept the terms of the Agreement and authorize GOGov to provide the Services to the Township at an annual cost of Three Thousand Nine Hundred Dollars ($3,900); and

WHEREAS, the Township desires to authorize the execution of the Agreement, the final form of which shall be reviewed and approved by the Township Administrator and Township Attorney, and executed by the Mayor.

NOW, THEREFORE, BE IT RESOLVED, by the Township Committee of the Township of Chatham that authorization is given as follows:

1. The recitals set forth above are incorporated by reference as if set forth at length herein.

2. The Mayor is hereby authorized and directed to execute the Agreement. The Clerk is hereby authorized and directed to attest to the signature of the Mayor on the Agreement and to deliver same to the GOGov.

3. The Mayor, Chief Financial Officer and Clerk are hereby authorized and directed to take any and all action and execute and deliver any and all documents, certificates, agreements or instruments necessary to effectuate the transactions contemplated by this Resolution and the Agreement.

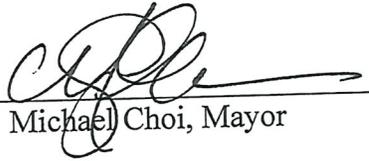4.   This Resolution shall take effect immediately.

Adopted: December 16, 2025
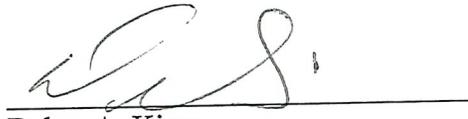
Attest:

TOWNSHIP OF CHATHAM IN
THE COUNTY OF MORRIS
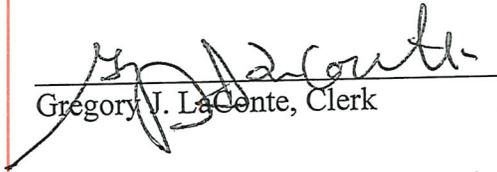
By _____
Michael Choi, Mayor

_____
Gregory J. LaConte, Clerk

CERTIFICATION OF THE AVAILABILITY OF FUNDS

I hereby certify that upon adoption of the 2026 Budget, sufficient funds will be available to carry out the purpose of this Resolution in account 6-01-20-140-020.

_____
Debra A. King
Chief Financial Officer

Township of Chatham, NJ

Citizen Notifications & Alerts

December 16, 2025

Prepared By:

Samantha Lockel

(631) 861-5815

Samantha.lockel@gogovapps.com

Prepared For:

Ziad Sheddy

Township Administrator

zshehady@chathamtownship.org

Subscriptions & Services

Description	Amount
GONotify Citizen Notifications & Alerts (Notify) – Unlimited Subscription	**$3,900** /year
Services: $0	**Annually: $3,900**

Order Details

Primary Contact			
Contact Name:		**Phone:**	
Title:		**Email:**	

Billing Information			
Contact Name:		**Phone:**	
PO #: (Optional)		**Email:**	

Contract Term Information	
Initial Subscription Period:	12 months starting:1/1/26

Terms & Conditions

The following terms are the latest version of the GOGov Master Terms & Conditions that is maintained and updated. No part of these terms may be modified other than the "Special Terms & Exceptions" section.

1. **Ownership & License:** GOGov, Inc. (dba "GOGov") owns all intellectual property in the software products listed in the Subscription and Services section (collectively "Software" or "Subscription Services") in the Order Form. Customer shall not modify, adapt, translate, rent, lease or otherwise attempt to discover the Software source code. The following terms and conditions (this "Agreement") will be effective as of the date of last signature of the Order Form ("Effective Date") and will be governed by the laws in force in the State of New York.

2. **Software License.** The Software subscription and the accompanying files, software updates, lists and documentation are licensed, not sold, to you. You may use the Software if you maintain your annual subscription.

3. **Continued Services**

3.1 *Hosting.* GOGov agrees to maintain Customer data in a secure datacenter and is committed to providing 99.5% uptime and availability. GOGov will perform nightly backups of your hosted data to an alternate physical location.

3.2 *Ownership of Data.* All hosted data specific to Customer is owned by the Customer. Within thirty (30) calendar days following termination of this Agreement, the Customer can request and GOGov will provide a complete copy of Customer's data without additional charge through a downloadable zip file provided the customer is current on payments.

4. **Payment Terms & Fees**

4.1 *Subscription Term and Termination.* The initial Subscription Term of this Agreement begins on Effective Date (last signature) and will continue to the end of the Initial Subscription Period listed in the Order Form. At the end of the initial Subscription Term, Customer's subscription and this Agreement will renew for an additional twelve (12) month term and for subsequent twelve (12) month periods thereafter. Quotes for budgeting purposes will be sent 6 months prior to subscription renewal. Invoices are sent approximately 60 days prior to subscription renewal. To cancel this agreement, Customer should submit written notice to GOGov at Billing@GOGovApps.com not less than sixty (60) calendar days prior to the end of the then-current Term. GOGov reserves the right to increase the annual fees by 7% on the anniversary date of each annual term.

4.2 *Payment Terms.* Initial payment is due at the beginning of the subscription term. Each subsequent annual billing will be due on the anniversary date of the initial term. Payment Terms are **NET 30** Days from the invoice date.

4.3 *Taxes & Obligations.* Customer agrees to pay the amounts specified in the Order, which are non-cancelable and non-refundable, based on services purchased, not usage. Fees do not include any applicable taxes (e.g. sales, VAT, or withholding). For non-tax-exempt customers, Customer is responsible for paying all Taxes associated with its purchases hereunder and may be invoiced separately by GOGov.

4.4 *Convenience Fees.* For GOGov products that manage credit card processing, GOGov will add a Convenience Fee of $3.00 plus 3% per transaction to offset the costs of online processing.

4.5 *Voice & SMS.* For customers using Voice and SMS services only. Customer must purchase a minimum of 10,000 credits per year to keep the Voice & SMS subscription active. Credits are non-refundable but will carry forward as long as the subscription remains active. Each SMS message uses 1-credt for each segment (160 characters) sent or received. Voice services use 1-credit per minute of outbound or inbound calls, except for calls to Alaska (907 area code) which cost 7-credits per minute (credit costs are subject to change). Upon cancellation of the Voice & SMS subscription any unused credits are forfeit and the leased Phone Number will be released and no longer available. Customer must abide by all federal and state laws and regulations for SMS & Voice calling usage including following a proper opt-in process (gogovapps.com/terms#sms).

5. **Limitation of Liability.** GOGov will, at all times during the Agreement, maintain appropriate insurance coverage. In no event will GOGov's cumulative liability for any general, incidental, special, compensatory, or punitive damages whatsoever suffered by Customer or any other person or entity exceed 50% of the annual contract value at the point in time when the circumstances came about to such claim(s) of liability, even if GOGov or its agents have been advised of the possibility of such damages.

6. **Updating of Terms.** Upon each renewal of this Agreement, the latest Master Terms & Conditions that GOGov has published within the software ninety (90) days prior to the renewal date shall replace these terms. Any Special Terms & Exceptions listed in the original document shall carryover to the renewal terms. We reserve the right to change our Master Terms & Conditions at any time. If the changes are material, GOGov will advise the Customer by email or posting a notice on the site before changes go into effect. If the Customer does not agree to the new terms, Customer may contact Support@GOGovApps.com to have objections considered.

7. **Other Provisions**

7.1 *Other Public Agency Orders.* Other public agencies may utilize the terms and conditions established by this Agreement if agreeable to all parties. Customer does not accept any responsibility or involvement in the purchase orders or contracts issues by other public agencies.

7.2 *Alternate Terms Disclaimed.* The parties expressly disclaim any alternate terms and conditions accompanying drafts and/or purchase orders issued by Customer.

8. **Special Terms & Exceptions.**

GOGov will provide the following as part of this agreement:

●Branded App for Apple & Android

●GOGov designer to assist with the graphics

●Ability for agency to add "applets" - native & non-native

●Native applets include People, Places & Phone Numbers

●Non-Native Applets - any web page that the agency wants to feature, we just need the URL

GOGov will not increase the annual fee for the first two annual terms (Years 1 and 2),. On the start of the third annual term, GOGov reserves the right to increase the annual fees by 7% on the anniversary date of each annual term moving forward.

This Order Form is entered into between Customer and GOGov. Customer accepts and agrees to adhere to the Terms and Conditions with this order form, will be referenced as the "Agreement." This Agreement between Customer and GOGov, which Customer hereby acknowledges and accepts, constitutes the entire agreement between GOGov and Customer governing the Services referenced above. Customer represents that its signatory below has the authority to bind Customer to the terms of this Agreement.

GOGov, Inc.	**Township of Chatham, NJ**
Sign:	**Sign:**
Name: Daryl Blowes	**Name:**
Title: CEO	**Title:**
Date:	**Date:**

Additional Customer Signatures (Optional)

Sign:	**Sign:**
Name:	**Name:**
Title:	**Title:**
Date:	**Date:**

GOGov

Citizen Notifications

550+ customers
2m+ citizens engaged
7m+ issues resolved
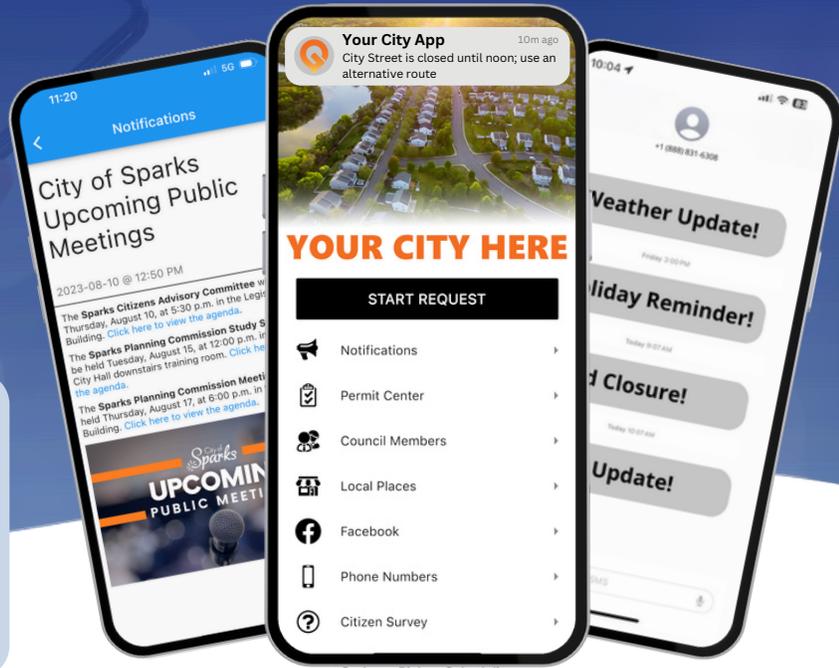
Benefits for Citizen Notifications

Send Targeted Content

Setup subscription groups for relevant content or geo-target specific alerts.

Branded Mobile App

Provide your citizens with a mobile front door to government services.

Multi-Channel Communication

Mobile app, Email, SMS/texting, voice and social media.

All of Your Communication In One Spot

✓ Event Updates
✓ Road Closures
✓ Job Openings

✓ Election Information
✓ Holiday Reminders
✓ Facility Closures

✓ Weather Updates
✓ Meeting Information
✓ And More...

Get Started Today!

Citizen Benefits

Branded Mobile App
One place to access all notifications and important information directly from your local municipality.

Subscription Lists
Citizens can subscribe to the types of notifications that they want to receive.

Direct Notifications
Citizens rest assured that they won't miss important communications because they are delivered directly to their phones.

Manager Benefits

Efficient Communication
Quickly share important updates to residents for improved responsiveness across multiple communcation channels.

Enhanced Citizen Engagement
Engage residents more effectively by providing timely and relevant information.

Streamlined Operations
Foster community involvement with timely notifications and updates.

Staff Benefits

Message Editor
Create detailed and stylish communications with our user-friendly editor by including pictures, formatting and links.

Multi-Channel
Push content to all important channels such as email, mobile push notifications, SMS/texting, voice and social media with just a few clicks.

Direct Communication
Set up subscription groups that allow citizens to subscribe to content. Or use geo-targeting to send important alerts to specific locations.

Support & Training

All-Inclusive Training & Support
We provide unlimited access to a dedicated trainer as well as unlimited access to our support team via phone, web and email.
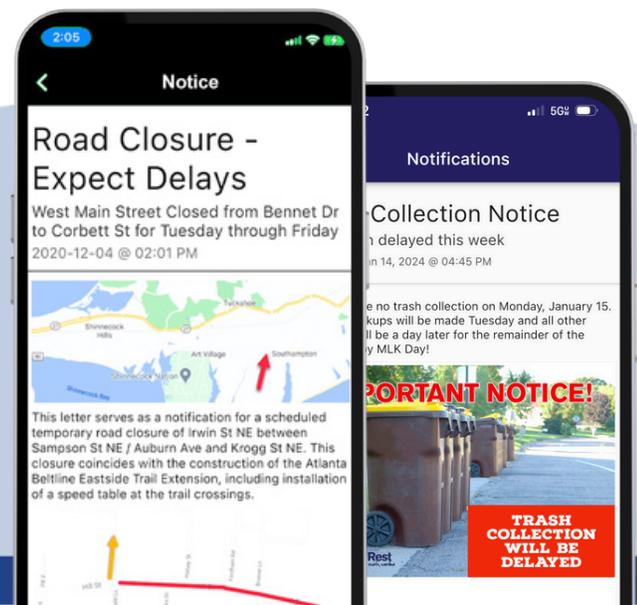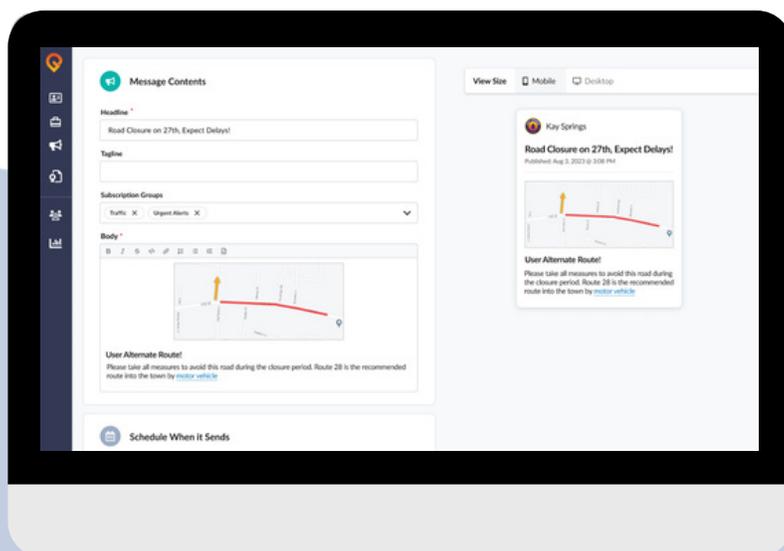
Ongoing Training & Support
Continuous assistance to adapt to changes, train new staff, and maintain performance.
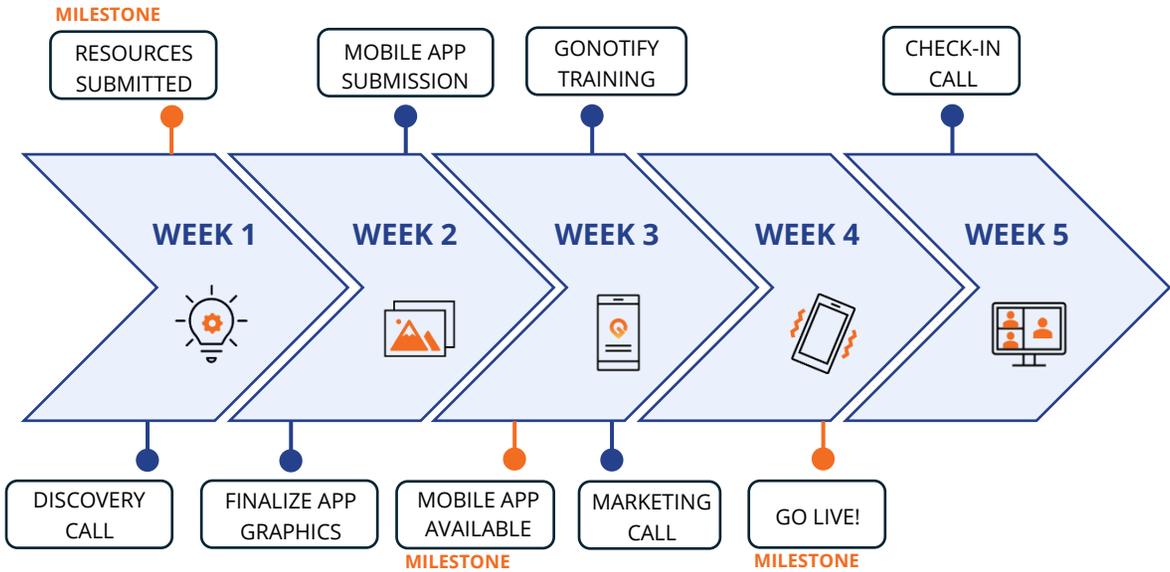
Performance & Reliability
Dependable products with world-class infrastructure for uninterrupted service availability.

Marketing Support Included
Benefit from GOGov's continuous marketing support to keep your community engaged with the app.

GONOTIFY – SAMPLE IMPLEMENTATION PLAN

MILESTONE

RESOURCES SUBMITTED

MOBILE APP SUBMISSION

GONOTIFY TRAINING

CHECK-IN CALL

WEEK 1

WEEK 2

WEEK 3

WEEK 4

WEEK 5

DISCOVERY CALL

FINALIZE APP GRAPHICS

MOBILE APP AVAILABLE
MILESTONE

MARKETING CALL

GO LIVE!
MILESTONE

PROJECT CONTACTS

CUSTOMER PROJECT TEAM

POWER USER(S)
Administrators who oversee and manage system

EXECUTIVE SPONSOR
Primary customer contact to spearhead project internally

IMPLEMENTATION TEAM

CUSTOMER SUCCESS REPRESENTATIVE
Configures system and trains users

CUSTOMER SUCCESS COORDINATOR
Works with customer to keep project on track

CUSTOMER SUCCESS MANAGER
Oversees customer success department and manages customer accounts

MARKETING TEAM
Provides marketing strategies and materials to let residents know about mobile app

POST-IMPLEMENTATION TEAM

CUSTOMER SUCCESS COORDINATOR
Stays in contact with all customers to ensure satisfaction and address any needs

CUSTOMER SUCCESS REPRESENTATIVES
Provide additional training and make any system adjustments needed

CUSTOMER SUCCESS MANAGER
Oversees customer success department and manages customer accounts

SUPPORT TEAM
Team of representatives who provide continuous support and help customers troubleshoot

Email us at support@gogovapps.com
Or call us at (925) 456-4926

PRODUCT TEAM
Reviews customer feedback to improve customer experience and develops product

TRAINING SCHEDULE

GOGOV HOMEWORK

CUSTOMER HOMEWORK

DISCOVERY CALL

- Identify project goals and chat through requirements for system set-up and branded mobile app

- Establish a project timeline and Go Live date, and schedule all training sessions

30 minutes

- Send kickoff summary, SharePoint access and training invites
- Introduce customer to marketing team
- Create customer site
- Add all power users to system with administrative permissions
- Set-up departments
- Work with customer on mobile graphics

- Complete spreadsheet for system users
- Send over app graphics
- Make decision on app name
- Complete app authorization letter
- Complete spreadsheet for applets

GONOTIFY TRAINING

- Review system and mobile app set-up, and make any adjustments as needed

- Chat through end-to-end process for sending out notifications

- Discuss maintaining the mobile app and managing employees

60 minutes

- Make additional adjustments to the system as needed
- Prepare promotional kit for mobile app

- Add in any additional applets
- Create subscription groups

MARKETING CALL

- Review different strategies and best practices for promoting mobile app to residents

- Walk through prepared materials to assist in marketing efforts

30 minutes

- Send promotional kit and materials to customer

- Review marketing materials and begin app promotion

GO LIVE!

- Begin sending out citizen notifications

Milestone

- Schedule check-in call

- Contact project manager and marketing team with any questions or changes needed

TRAINING SCHEDULE

GOGOV HOMEWORK

CUSTOMER HOMEWORK

QGOGov

CHECK-IN CALL		GOGOV HOMEWORK	CUSTOMER HOMEWORK
• Answer any questions		• Schedule any additional training	
• Review recent notifications to ensure you're utilizing the system to its full potential	**60 minutes**	• Send customer support team contact information	
• Onboard additional departments to send notifications			
• Schedule any additional employee training			