

CityView
U.S. Headquarters
1224 Fern Ridge Parkway, Suite 100, St. Louis, MO 63141
Toll-Free: 1.800.665.5647 | Fax: (314) 275.8776
www.municipalsoftware.com

**Request for Proposals (RFP) for:
Enterprise Permitting &
Land Management Software
RFP#: DODX-180049-GD**

To: City of Gainesville, Florida



Submitted By:



A Division of Harris Computer Systems

Primary contact: Steve Favalaro,
Regional Sales Director

Address: U.S. Headquarters
1224 Fern Ridge Parkway, Suite 100
St. Louis, MO 63141

Telephone: 1.800.665.5647 ext. 67013

Email: SFavalaro@harriscomputer.com

**Closing Date: January 31, 2018
Closing Time: 3:00 PM (EST)**

ORIGINAL

1. Table of Contents

1. TABLE OF CONTENTS	2
TRANSMITTAL LETTER	4
2. TECHNICAL PROPOSAL.....	6
2.1 OVERALL PROJECT	6
2.2 SCOPE OF WORK PROPOSED	8
2.3 CITYVIEW PRODUCT	9
2.4 SUMMARY OF CITYVIEW FEATURES	13
2.5 CITYVIEW IMPLEMENTATION METHODOLOGY AND SERVICES	16
2.5.1 Implementation Roles and Responsibilities	21
2.5.2 City Resources – Estimated Level of Effort.....	29
2.5.3 Major Activities/Tasks/Resources.....	32
2.5.4 Sample Implementation Schedule	33
2.6 CITYVIEW KEY STAFF MEMBERS’ BIOGRAPHIES.....	34
2.6.1 Management Profiles	34
2.6.2 Project Team.....	38
2.7 PROJECT MANAGEMENT PROCESSES.....	46
2.7.1 CityView Project Management Approach.....	46
2.7.2 Sample Status Reporting.....	49
2.7.3 Organizational Change Management	50
2.8 CITYVIEW DATA CONVERSION SERVICES	52
2.9 CITYVIEW PROPOSED TRAINING SERVICES.....	53
2.9.1 CityView System and Training Documentation (Proprietary and Confidential under separate cover).....	57
3. PRICE PROPOSAL (PROPRIETARY AND CONFIDENTIAL UNDER SEPARATE COVER).....	68
3.1 CITYVIEW INVESTMENT – DETAILED COSTS (HOSTED SOFTWARE SUBSCRIPTION SOLUTION)	68
4. QUALIFICATIONS	74
4.1 CITYVIEW PROFILE	74
4.2 CITYVIEW QUALIFICATIONS.....	75
4.3 CITYVIEW REFERENCES	78
4.3.1 What CityView Customers are Saying.....	78
4.3.2 CityView References – Attachment A.....	79
4.4 CITY OF GAINESVILLE’S MINIMUM REQUIREMENTS.....	80
4.4.1 CityView’s Response to the City’s Minimum Requirements.....	80
4.5 CITYVIEW PROPOSED SOLUTION	83
4.5.1 CityView Hosted Software Subscription Solution.....	83
4.5.2 Product Overview (Proprietary and Confidential under separate cover).....	83
4.5.3 Ease of Use.....	84
4.6 CITYVIEW PRODUCT OVERVIEW.....	91
4.6.1 The CityView Platform	91
4.6.2 CityView Configuration Console.....	91
4.6.3 Report Development.....	97
4.6.4 CityView Integration Capabilities.....	104
4.6.5 CityView Business Solutions.....	106
4.6.6 CityView Property Information	108
4.6.7 Microsoft Outlook Add-in.....	114
4.6.8 Microsoft Word Add-in	114
4.6.9 CityView Mobile (Building, Code Enforcement, Planning and Rental Inspections)	115
4.6.10 CityView Portal	116
4.6.11 CityView Electronic Plans Review (Optional, not included).....	117

4.6.12 *Benefits the City of Gainesville can Expect to Realize* 119

4.7 *CITYVIEW TECHNICAL REQUIREMENTS (HOSTED SOLUTION)* 120

 4.7.1 *CityView Hosted Software Subscription Solution* 123

4.8 *CITYVIEW SUPPORT AND MAINTENANCE SERVICES* 125

 4.8.1 *Customer Feedback* 129

5. OTHER INFORMATION AND ATTACHMENTS **130**

 5.1 *ACKNOWLEDGES RECEIPT OF ADDENDUMS* 130

 5.1.1 *Addendum No. 1 Acknowledgement* 130

 5.1.2 *Addendum No. 2 Acknowledgement* 133

 5.1.3 *Addendum No. 3 Acknowledgement* 137

 5.1.4 *Addendum No. 4 Acknowledgement* 149

 5.2 *DRUG-FREE WORKPLACE FORM* 159

 5.3 *CERTIFICATION OF COMPLIANCE WITH LIVING WAGE* 160

 5.4 *PROPOSAL RESPONSE FORM (EXHIBIT E)* 161

 5.5 *EXCEPTIONS* 162

 5.6 *CITYVIEW SAMPLE CONTRACT* 164

 5.6.1 *CityView Sample Software Subscription Agreement (Confidential under separate cover)* 165

 5.6.2 *CityView Sample Insurance Certificate* 185

 5.7 *OPTIONAL SELECTRON – IVR SOFTWARE (PROPRIETARY AND CONFIDENTIAL UNDER SEPARATE COVER)* 186



Transmittal Letter

CityView, a division of Harris Computer Systems
 U.S. Headquarters
 1224 Fern Ridge Parkway, Suite 100
 St. Louis, MO 63141
 Toll-Free: 1.800.665.5647 | Tel: (250) 475.6600 | Fax: (314) 275.8776

January 31, 2018

Ms. G. Dykeman
 Senior Buyer, Procurement Division
 City of Gainesville
 200 East University Avenue, Room 339
 Gainesville, Florida 32601

RE: Request for Proposals (RFP) for Enterprise Permitting & Land Management Software RFP#: DODX-180049-GD

Dear Ms. Dykeman,

Thank you for the opportunity to submit the following CityView proposal for your consideration for an Enterprise Permitting & Land Management Software.

We understand that the purchase of a new solution for the City is a financially significant and time-enduring decision for the City. Our balanced approach to your project provides a clear project plan and a proven approach towards the successful implementation of these services, as well as provides on-going support. CityView is the **most flexible and comprehensive solution** that allows for configuration changes to meet your needs.

Harris Computer Systems provides best of breed software solutions created for Government customers and CityView is Harris's flagship solution for land management processes including amongst others, permitting, planning, code enforcement, and licensing. Other Florida jurisdictions including **Collier County, St. Augustine and Islamorada** are realizing the benefits of CityView, and in fact **Collier County has won several awards** for the achievements in service levels. The **City of Naples** is also currently implementing our hosted solution, which is very similar in scope to the City's.

With the recent recognition in Atlantic Magazine for its forward-thinking in terms of urban development and improving how citizens interact with public officials, it is imperative the City has the solution to continue this success.

Selecting CityView for your Enterprise Permitting & Land Management Software will:

- Continue your goal of turning the City from a "no" to a "yes" environment by further streamlining your services and making more services accessible online
- Provide a simple to use, yet highly flexible browser based system using next generation browser technologies
- Provide a solution that promotes electronic submission methods, reducing data entry
- Offer staff comprehensive reporting and management tools
- Ensure a reliable, transparent, and efficient system to make it easier for your customers to do business with The City
- Give the City the ability to improve communication throughout the development process for internal and external stakeholders
- Ensure the City consistently meets and exceeds development community expectations
- A system that is developed and supported for Land Management departments, and integrated with your various City systems





Transmittal Letter

Having successfully implemented CityView for over 30 years in 250+ jurisdictions, we are confident CityView is the best solution to meet your needs today and well into the future. The pricing offered in this response is valid for 90 days.

Once again, thank you for the opportunity to respond! Steve Favalaro will be your main point of contact regarding this response and if you have any questions please do not hesitate to call:

CityView
Steve Favalaro
Regional Sales Director
Telephone: 1.800.666.5647 ext. 67013
Email: SFavalaro@harriscomputer.com

Sincerely,

A handwritten signature in black ink, appearing to read "Sean Higgins".

Sean Higgins
Executive Vice President, CityView
Harris Computer Systems
Telephone: 1.800.666.5647 ext. 67012
Email: SHiggins@harriscomputer.com

2. Technical Proposal

2.1 Overall Project

CityView will provide the City of Gainesville with an easy to use and efficient system that is fully adaptable to your workflow processes and your staff's needs. CityView provides the means to effectively search and retrieve data, take advantage of best practices workflows with powerful configuration tools, engage citizens through an integrated web portal designed to streamline the application process, integrate GIS and several extensions that leverage the City's investment in other software products.

CityView solutions are proven from over 36 years working successfully with building, engineering, planning, code enforcement, GIS and other departments concerned with land management. These systems are implemented to; replace paper-based and legacy systems with a state of the art, electronic system that automates workflow and eliminates redundant data entry, provides powerful searching and data access along with the ability to report on all of your data, streamlines revenue collection, ensures transparency and accountability, assists users with their daily tasks and improves customer service to citizens and contractors.

"Of all the systems we evaluated, CityView flowed best and looked easiest to use. It looked like it was already ours. As our City grows, new processes are constantly added and CityView's flexible system adapts easily when changes need to be made. We're looking forward to using it for enhancing services to our customers and increasing efficiency within the City."

- Corinne Cowdell, Executive Assistant with [South Jordan City, UT](#), explains how the organization came to select CityView

The CityView Solution

The objective of our enclosed proposal is to provide you with a comprehensive set of information and evidence of our suitability as your solution-provider. When you select CityView you will be assured of a fully integrated system built on modern technologies (HTML5 user interface) that is continuously updated and improved and is backed by a financial stable and forward thinking organization (N. Harris Computer Systems/Constellation Software). CityView brings best practices workflows (Select) and other time-saving integrations such as our CityView Microsoft Outlook and CityView Microsoft Word Add-Ins.

Strengths of the CityView Proposed Solution

- **Increase functionality between departments:** CityView is an **activities-based workflow system** providing users with a consistent path through the system, facilitating the training of new employees, and ensuring that employees and departments are aware when tasks have been assigned to them. Whatever your current business practices are, a suitable workflow of activities and outcomes can be created, making it clear to users which steps are part of a particular process, when those tasks become due, and who is responsible for them. With fully integrated solutions, CityView provides for greater functionality between departments.
- **Increase customer service levels and responsiveness:** CityView provides the City with several solutions that will increase customer service levels and responsiveness. CityView Mobile provides real-time field access to staff, CityView Portal provides up to date and real-time access to information and services to your customers resulting in increased customer services and your customers' satisfaction rating. For example, by implementing CityView Portal, the City of Grove City, OH was able to reduce call volumes by 60%!

- **Increased best practices through process review and re-design:** Our CityView solutions are proven from **more than 36 years** of working successfully to bring efficiencies and positive change to building, engineering, planning, code enforcement, licensing, GIS and other departments concerned with land management, permitting and licensing. These systems are implemented to; replace paper-based and legacy systems with a state of the art, electronic system that automates workflow and data entry, integrates data across multiple systems, provides unparalleled reporting functionality, streamlines revenue collection, ensures accountability, assists users with their daily tasks and improves customer service to citizens and contractors. Our customers are able to leverage their existing investments in third party software such as Financial Management Systems, GIS, Electronic Document Management, Electronic Plans Review, Property Tax and other systems by facilitating data flow between them and CityView.
- **Increased citizen access to information and documentation:** The CityView Portal provides citizens and contractors with the means to self-serve. CityView Web forms have a crisp, modern look-and-feel, and searching is as easy as typing your name! Data entry follows a stepwise, intuitive process so that end user training is not required. The CityView Portal is completely integrated into your CityView solution so there is no need for double entry of data and there is no redundancy.
- **Implement features that allow for greater staff efficiency and return on effort:** Implementing CityView Portal will allow your customers to enter information online resulting in reduced data entry, and check application and inspections statuses resulting in reduced call volumes for City staff. CityView Mobile will reduce staff data entry and potential input errors by allowing field staff to enter inspection data results in real time and directly into the system.
- **Select and implement a system that is intuitive and flexible to insure high utilization:** CityView uses a **single page application** HTML5 architecture to create a fluid user experience. The **highly visual task/activity bar**, at the bottom of the screen, persists to give the user constant access to the workflow that allows them to navigate easily through the business process. Automatic synchronization of the data between all users allows people to leave screens open without the data becoming stale and requiring the user to frequently refresh the page. CityView provides a highly configurable environment and all of the Configuration Tools necessary to maintain and enhance the behavior of the system with minimal need for customization or programming knowledge. Using these tools, designated users can populate the contents of lookup tables, configure workflow, define "custom" database fields, produce letter templates, define business rules, provide scheduling options, and define the parameters for fee calculations.
- **Partner with a company that offers a proven and successful implementation model:** The CityView Implementation approach focuses on refining a comprehensive, fully featured product designed from industry best practices, to align with your business. This is an efficient process with the configuration tools that have become the hallmark of CityView's offering for 36 years. For the City, we are proposing our **Select delivery model**, to deliver an out-of-the-box solution to meet the business needs of the City. The result is a lower implementation timeframe, increased use of best practices, and a system that can grow with you over time. CityView provides you with a Project Team charged with determining the customer's needs, communicating clear expectations, then meeting these expectations. The project team includes a Project Manager, Implementation Specialist and Trainer, an Infrastructure Review Analyst, a Data Conversion and Interface Specialist, and a Quality Assurance Lead. Customer sign off is required at key stages to provide milestones to review progress, confirm objectives, define scope, and detail the activities and timelines for the next step. Sign off involves acceptance of all deliverables and confirmation of the budget and timeline for the next step. This keeps all stakeholders informed throughout the project reducing the risk of delays or scope creep. It also ensures that acceptance testing is an ongoing process and project acceptance is milestone-based and therefore contained.

2.2 Scope of Work Proposed

Proposed Implementation:

CityView proposes our **Select delivery model**, a preconfigured solution that maximizes best practices to deliver a streamlined implementation to the City. The result is lower implementation risks, increased user adoption, and a system that can grow with you over time.

The **implementation approach** involves:

- **Project Planning & Scheduling,**
- **Data workbook completion,**
- **Configuration,**
- **Review & Validation,**
- **Refinement,**
- **End-user, Advanced User and System Administrator Training.**

CityView provides a full Project Management Team charged with capturing your needs, then meeting and exceeding these expectations.

The **project team** includes:

- **Project Sponsor,**
- **Project Manager,**
- **Infrastructure Analyst,**
- **Implementation Specialists & Trainers,**
- **Data Conversion and Interface Specialist,**
- **Quality Assurance Lead.**

Proposed Training:

Training is provided both remotely and on-site at the City.

Our trainers make CityView courses an interesting and engaging experience for all students. Our trainers are chosen for their skill as facilitators, trainers, coaches and computer specialists. They are also our Implementation Specialists and as such they have a wealth of knowledge not only of our software but also of the business processes they have configured in your tailored solution.

We have **two primary training objectives** for the City of Gainesville:

1. **Enablement:** Training the end-users to maximize the use of the functionality developed specifically to help them better complete their day-to-day activities of processing applications, capturing accurate data and finding and disseminating that data and maximizing your return on investment. This is achieved with **End-user** Training and **Go-live Facilitation**.

2. **Empowerment:** Providing advanced users and system administrators with the knowledge to sustain and evolve the data needs and workflows of the CityView system. This is through **System Administrator** Training, **Configuration** Training and CityView **Reporter** Training.

Support:

The following is a summary of our support services and measures:

- **Unlimited** Phone, Web, and Email technical support
- 12/5 support from 8:30 a.m. to 8:30 p.m. EST on regular business days
- **Unlimited** access to CityView Connect (on-line content management & ticketing system)
- **Unlimited** electronic access to newly released documentation
- **Unlimited** access to CityView Connect (on-line content management & ticketing system)
- **Unlimited** electronic access to newly released documentation
- **Unlimited** software upgrades and updates to your licensed software
- **Local and International User forums and conferences.** CityView hosts both local and international conferences and training sessions. These are opportunities for users to talk about their implementation strategies and processes, share innovative ideas and creations, network and troubleshoot. They feature training, product presentations and updates, workshops, open discussion sessions and customer presentations. We hold a Harris-wide User Conference which draws customers from multiple government disciplines from a pool of more than 18,000 customers. In 2018 this conference will be held in **Chicago, IL**.
- **Knowledge Transfer** through scheduled, **free Web training** sessions that we hold periodically throughout the year, focusing on specific functionality, best practices and usability tools and tips.
- Opportunities for **enhanced, tiered level support**, providing environment health checks, user conference attendance, on-call training and configuration options that ensure increased adoption and a system that is current.

2.3 CityView Product


CityView is a product of 36 years of vision, creation, innovation, and experience. Since the first released marketable product in 1986 CityView has retained its position as a market leader, often **the** market leader, in the Local Government land management marketplace. First with a totally integrated mapping and permitting database solution (1986); first to .NET in 2001/2; first with a Web Services API; early adopter of the Windows platform; first to offer database replication for field inspections; early adopter of ArcGIS Server integration; first to integrate with Active Directory; amongst the first to deploy a device-agnostic HTML 5; JQuery-based field solution and; first to release the specific stack of web technologies designed for optimum usability in a browser-agnostic business application with the usability of the best of mobile, desktop and browser environments combined.

The CityView 2018 technology can be summarized as follows:

- Microsoft .NET, Visual Studio.NET, HTML 5 & JQueryMobile, and now a Single Page Application (SPA) built on an HTML 5 framework,
- Multi-Tier, for development, deployment and upgrade ease, as well as scalability,

- Leading edge and cutting edge User Interfaces providing maximum functionality and usability,
- Browser-agnostic and device-agnostic interfaces for maximum reach and accessibility,
- Streamlined deployment for ease of administration and upgradeability,
- Microsoft SQL Server database technology,
- SQL Server Reporting Services (SSRS) reporting technology,
- Enterprise ArcGIS Server integration, employing Java-based and Esri Leaflet viewers,
- Web Services and ODBC connectivity,
- Configurable, fully integrated, workflow-based business applications leveraging core technologies and employing multiple frameworks for interfacing with third party applications.

There are over 210 maintenance-paying Local Government customers using CityView products across 37 U.S. States and 7 Canadian Provinces. Our customers range in size from populations of 6,000 through to large cities and counties of 600,000. 130 of our customers are realizing the efficiencies and benefits of the proposed product and version proposed to the City.



CityView	Products		A Winning Partner
<ul style="list-style-type: none"> ➤ Serving local governments since 1982 ➤ Over 250 successful implementations ➤ Covering 37 States and 7 Provinces across North America 	<ul style="list-style-type: none"> ➤ Property Information ➤ Permits & Inspections ➤ Code Enforcement ➤ Planning ➤ Business Licensing ➤ Animal Licensing ➤ Service Requests ➤ Cashiering 	<ul style="list-style-type: none"> ➤ Rental Housing ➤ Marriage and Death Registration ➤ Parking Management ➤ Cemetery Management ➤ CityView Portal ➤ CityView Mobile ➤ CityView GIS 	<ul style="list-style-type: none"> ➤ Experienced ➤ Innovative ➤ Flexible Software ➤ Committed Staff ➤ Great References ➤ Stable

Our Mandate

It is our goal to provide easily installed, powerful and long-term software solutions that manage the everyday business processes of municipalities. Throughout our 36 year history CityView has focused on needs of Land Management departments for local governments. These solutions are based on our combined years of experience in municipalities and on a product that easily adapts to changing practices. We are committed to providing a variety of comprehensive services for this software, from installation and training to ongoing technical support. We want to be a trusted advisor, coach and supporter. More than just a vendor, we want to be the company to partner with.

Partners

The following details partnerships we have formed to ensure that our customers receive the benefits from the latest technologies and additional functionality to meet your wide range of needs.

Microsoft



As a Microsoft Certified Gold Partner, CityView is able to use the latest in technological advances, including Microsoft's .NET platform to continuously develop and enhance the CityView product line.

In 2002, the CityView Solutions of CityView were selected as a worldwide winner in the fifth annual Microsoft Certified Partner Awards in the Packaged Application category. This was specifically for the product's incorporation of Microsoft technologies for deploying complex business processes to the Web. Nearly 900 applications in nine different categories were reviewed for this award.

Esri



CityView's certified partnership with Esri gives the company access to the latest technology from the leading GIS solution provider. One of the most powerful features of CityView is the ability to access and use an organization's mapping data to its full potential. CityView modules integrate with Esri's ArcGIS suite using ArcGIS Server directly as well as ArcGIS Desktop where Server is not present for consuming, managing and manipulating spatial information, bringing the power of GIS to the front desk. As an **Esri partner for more than 15 years**, CityView is able to provide the innovation of industry-leading mapping to staff and citizens in cities and counties throughout North America.

Selectron Technologies, Inc. (IVR)



Selectron Technologies, Inc. has been partnering with government agencies since 1992 to provide interactive solutions that increase efficiencies, reduce staff workload, and improve service to their customers.

Selectron's expertise in the public sector has led to implementation with over 500 customers spanning a wide spectrum of solutions including:

- Relay Enterprise Platform – a full suite of interactive solutions allowing your customers to engaged with your agency when, where, and how they want
- SelectTXT – allowing contractors to schedule, reschedule, cancel, and request inspection results via an interactive text message conversation

CityView customers benefit by having access to Selectron's latest communication technologies without having to deal with multiple vendors.

Laserfiche




CityView's Professional Development Partnership with Laserfiche stems from the natural symbiosis between the roles they fulfill for Municipalities. A necessary output of customer service in Community Development departments is documents, images and correspondence, the recording and storage of which is critical. The business processes tracked and automated in CityView on behalf of customers generate such documentation and the need to relate document records to applications, permits, cases and licenses. Laserfiche provides a structured and safe method for storing and archiving such records. The integration achieved between the two products is seamless.




Laserfiche is a successful provider of Electronic Document Management, Content Management and Records Management solutions to over 3,500 State and Local Government Customers in North America.

OnBase by Hyland

 **CityView** is part of the OnBase Developers Network (ODN) for Highland software. The specific output of the mutual efforts of CityView and Highland is a seamless integration for the management of document and image records generated by CityView and associated to permit, project and case records in CityView. CityView provides users and organizations an automated method of ensuring their corporate document management system is fully adopted while OnBase provides a central repository for this information that ensures content and records are organized and secure.

OnBase centralizes your important business content in one secure location, and then delivers your relevant information to you when you need it, wherever you are. OnBase is a single enterprise information platform for managing content, processes and cases. OnBase has transformed thousands of organizations worldwide by empowering them to become more agile, efficient and effective.

Bluebeam

 Bluebeam, third party software, intuitive markup and editing tools and straightforward interface are meticulously designed to deliver results instantly. Bluebeam invents, develops, and commercializes PDF software intelligently designed to meet the needs of design, engineering and business professionals. Bluebeam produces high-quality, easy-to-use products that allow professionals to improve communication and collaboration immediately with virtually no learning curve. CityView leverages the PDF markup technology inside of CityView's workflow and plan review processes to deliver cost-effective and comprehensive electronic plans review. **CityView** is an **authorized and certified registered reseller** of Bluebeam products and a Bluebeam Gold Tier Partner.

Invoice Cloud



CityView partners with Invoice Cloud to provide customers with secure, simple, reliable, and mobile payments online. Invoice Cloud improves the speed and volume of collections, while reducing Customer Service workloads by shifting customers to self-service. They provide trusted, secure e-payments and the highest adopting Electronic Bill Presentment with Payment (EBPP) solutions. Invoice Cloud is a high growth company with over 2700 customers in 41 states in the USA.

CityView's partnership with Invoice Cloud results in our customers saving money by going paperless with online secure payments - reduces labor and other costs and increases convenience to customers while improving collections.

2.4 Summary of CityView Features

Application Software – Integrated CityView Modules

CityView Property Information

Comprehensive tracking of land data. Connects to GIS or land management system or stores GIS and county assessor data. Displays summary data for all current and historical permits, projects, businesses and code cases on each property. Provides means to create and manage subdivisions and track parcel genealogy. Tracks all documentation tied to a property.



Included

CityView Permits and Inspections

Permits and inspections management. Data capture, automated workflow generation and tracking, submittals, reviews, inspections, inherent *field inspections* capability with support for *connected, disconnected and slow connection* modes, attachments, generation of correspondence/letters, fees, bonds/deposits/escrows, conditions, reporting, and more.



Included

CityView Planning

Planning and zoning application processing and project management. Data capture, automated workflow generation and tracking, approval tracks, submittals, reviews, hearings scheduling, inspections, inherent *field inspections* capability with support for *connected, disconnected and slow connection* modes, attachments, generation of correspondence/letters, fees, bonds/deposits/escrows, conditions, reporting, and more.



Included

CityView Code Enforcement

Case management. Data capture, automated workflow generation and tracking, **priority-based inspections management**, violations, referrals, hearings scheduling, legal, citations management, **image and document attachment**, generation of correspondence/letters, fees, abatement contract management, reporting, etc.



Included

CityView Rental Housing

Rental property License Issuance, Renewal and Rental Inspections. Data capture, automated workflow generation and tracking, inspections management, inspections checklists, automated batch renewals and inspections reminders, image and document attachment, generation of correspondence/letters, reporting, etc.



Included

CityView Cashiering

Central cashiering module. Streamlines cash receipting from all land management applications, integrates with third party financial systems, manages transaction processing, tracking and batch reconciliation, reporting and more.



Included

Server Software

CityView Server and Manager Software *Included*
 Application Server, Management Server software including centralized management client for administering production, test and development environments, security, software updates, global configuration settings, server activation/deactivation, version summaries, scheduled events settings, Exchange Server and Document Management system integration settings, Payment Gateway settings and more.

Extensions

CityView GIS *Included*
 Seamless integration with Esri ArcGIS Server, in the office, on the Web, in the field. Directly consumes Esri Map Service to enable spatial analysis, measurement, information gathering, permit/project/case/license initiation, buffer selections, spatial queries, property information and related data, layer management and more. CityView can use GIS as “first class” data.

CityView Portal *Included*
 Citizen access portal. Enables citizen/contractor registration, property lookup, permit and project application & document upload, status checking, fee payment, inspection requests, complaint submission, meeting requests and more.

CityView Outlook Add-in *Included*
 Allows data from CityView and Outlook to be easily shared between the two applications with minimal user intervention. Incoming and Outgoing **emails can be attached** to permits/cases/projects/contractors from Outlook. User’s CityView **To-Do lists are displayed in Outlook** and Activities can be added as **appointments** to the Outlook Calendar as well as **Tasks** within Outlook, for pop-up reminders. Linking from these Activities will take the users directly to the specific record in CityView.

CityView Word Add-in *Included*
 The **CityView MS Word Add-in** allows “configuration” users to modify and create letter templates for use within the CityView business processes. This provides a **rich editing** environment that is inherently **user friendly** because it allows users to work in a product that they are already very familiar with: Microsoft Word. Letters generated from the system can be edited on the fly, in Word, and all printed letters print to PDF and are automatically attached to the CityView record, ensuring a complete record in a universally accepted and adopted format. The Word Add-In ships with a pre-defined list of letter tags that can be **dragged-and-dropped** into any letter template. You can also create your own tags and save them to the **tag library**.

CityView Mobile (Building, Code Enforcement, Planning, and Rental Inspections) *Included*
 Field inspections, checklists, corrections & comments, image attachment, automated email notification, bluetooth printer inspection card generation, GIS integration, property lookup, permits lookup, contractor information, hyperlink navigation, device agnostic incl. iphones, iPads, Blackberry Smartphones, Androids, Windows mobile phones.

CityView Configuration Console

Save time and add efficiency by using CityView Configuration Console. Using the tools within CityView Console provides the capability so designated users can populate the contents of lookup tables, configure workflow, define "custom" database fields, produce letter templates, define business rules, provide scheduling options, define the parameters for fee calculations and much more.

Included

CityView Reporter

Powerful ad hoc report writer for the creation of pivot reports, detailed reports, charts and graphs. Allows end-users to create reports, save the specifications for future use, share report specs with their peers, export reports to PDF, Word and Excel. Uses descriptive field names for ease of use, drag and drop functionality for speed and intuitiveness. Provides the capability of slicing and dicing data to assess development information. Reports rendered in Sql Server Reporting Services (SSRS).

Included

CityView Hearings

Meeting and agenda management. Hearings and meetings tracking, agenda generation, attachments, hearings workflow and more.



Included

CityView MS Exchange Extension

Outlook Exchange integration for inspections scheduling, calendaring and inspections load balancing. If your inspectors are heavy Outlook users this is a fantastic tool to check availability in their calendars, look for available timeslots, schedule the time allotted and provide an additional means to help inspectors meet their workload demands.

Included

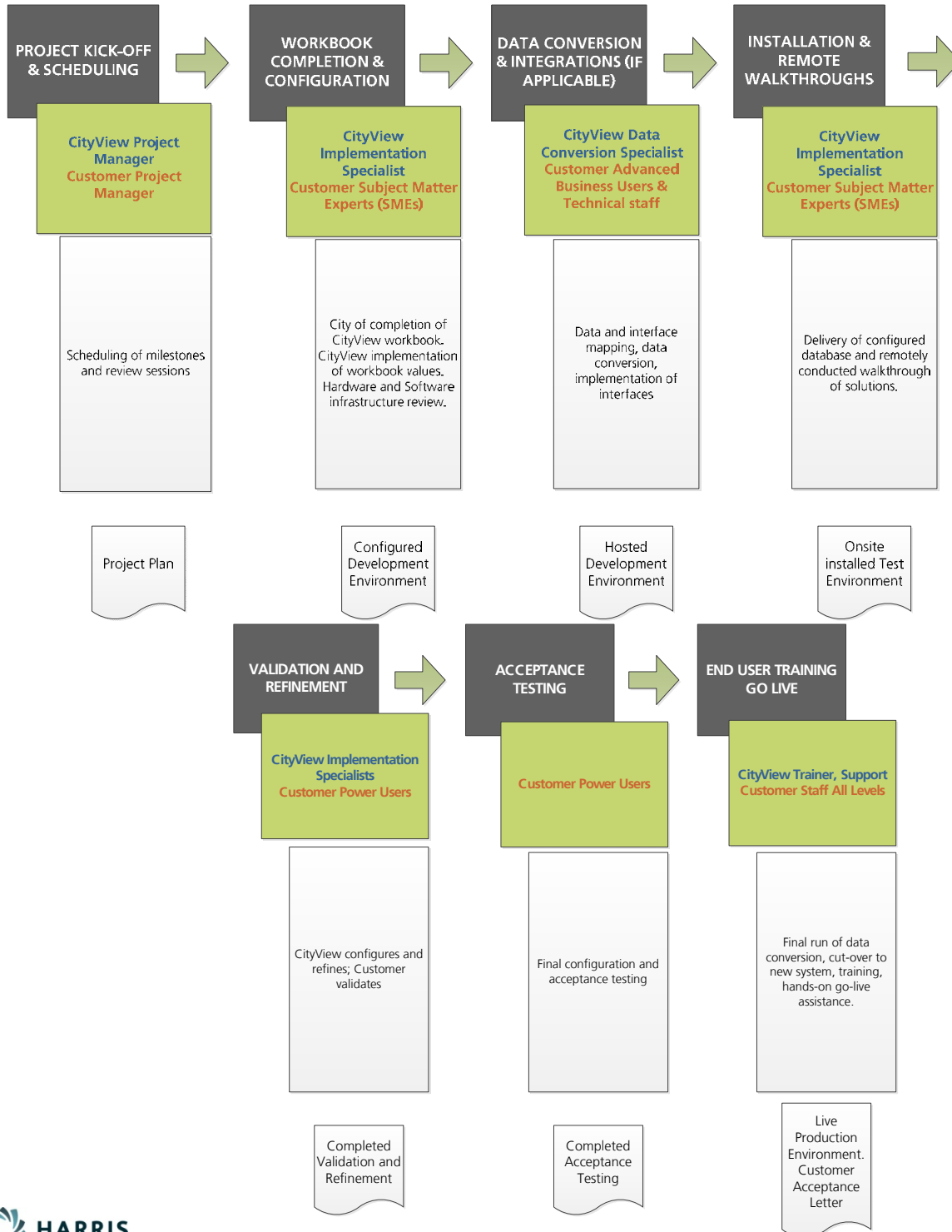
CityView EDMS Integration

Seamless integration with supported EDMSs for document posting and retrieval, template metadata creation. This is a deep integration framework that integrates SharePoint, Laserfiche, Oracle IBPM, HP Trim, and Fortis. This saves time, improves adoption of your Document Management System and increases return on investment from it and improves your records management.

Included

2.5 CityView Implementation Methodology and Services

Below is a summary of the **CityView Select** delivery model, resource requirements and delivered outputs:



Our CityView **Select** delivery model is a preconfigured solution that maximizes best practices to deliver a streamlined implementation.

The CityView Implementation approach focuses on refining a comprehensive, fully featured product designed from industry best practices, to align with your business. This is an efficient process with the configuration tools that have become the hallmark of CityView's offering for 36 years.

CityView provides you with a Project Team charged with determining the customer's needs, communicating clear expectations, then meeting these expectations. The project team includes a Project Manager, Implementation Specialists and Trainers, an Infrastructure Review Analyst, a Data Conversion and Interface Specialist, and a Quality Assurance Lead.

Customer sign off is required at key stages to provide milestones to review progress, confirm objectives, define scope, and detail the activities and timelines for the next step. Sign off involves acceptance of all deliverables and confirmation of the budget and timeline for the next step. This keeps all stakeholders informed throughout the project reducing the risk of delays or scope creep. It also ensures that acceptance testing is an ongoing process and project acceptance is milestone-based and therefore contained.

What follows is a more detailed description of each step in the traditional City-hosted process. (**note: The only difference between the traditional City-hosted process and a CityView hosted process is that the environment will remain hosted through acceptance testing, end user training, and go live.**)

Step 1: Data Collection

Kickoff Activities

The Project Manager reviews all documentation with respect to the implementation in order to prepare the materials for **project kickoff**. This includes confirming the project schedule with the City's Project Manager and documenting this in Microsoft Project.

Remote Infrastructure Review

CityView analyzes the existing infrastructure to identify any potential areas that may result in sub-optimal performance. Our **Infrastructure Review Specialist** verifies remote accessibility, available bandwidth and techstack compatibility and advises the network specialists of the hardware and software prerequisites required to optimize the performance of the system. This review is conducted remotely.

Initial Installation

A trial **installation** is conducted for the purposes of testing the network infrastructure for use of CityView, to provide training for the network administrators on its installation, and ultimately to provide an environment for testing integrations dependent on the customer's other systems. The **development environment** hosted by CityView is still the principal environment for review, validation and refinement, however.

Remote Walkthroughs and Data Collection

CityView provides the City with a **data collection workbook**, as well as guidance on how to complete the workbook. This is accompanied by **walkthroughs/demonstrations** of the pertinent CityView solutions to provide your Subject Matter Experts (SMEs) with an understanding of the workings of each and their customer-alignment configuration points.

The walkthroughs and workbook guidance ensures your Subject Matter Experts:

1. Understand the data needs for configuration and refinement, such as Fees, Letters, Lookups, workflow and batch process parameters
2. Appreciate the design of the solutions and in particular the activities based workflow.

3. Understand how to complete the data mapping assignments.

The above will be combined with on-site collection of custom workflow and business rule definition, if applicable.

Data Mapping

CityView works with the City to understand the requirements for data conversion, the data sources and formats. CityView completes and provides the City with the completed data mapping documents for review and approval.

Customization and Interface Definition (if applicable)

The data collection step is also used to better understand any customization and interface requirements if applicable.

The main deliverable at the end of the Planning and Discovery step is the Scope Document, comprising the **completed customer workbooks** for each module, the Data Mapping for data conversion, the Customization Plan (if applicable) and the Software Interface Plan (if applicable).

Budget Validation

Once all of the data is collected from the City, the CityView Project Manager reviews requirements in accordance with the statement of work and contract documentation and identifies anything that is not accounted for in the scope. The Project Manager also validates any estimates made as part of the proposal, such as:

1. Data conversion requirements
2. List of customizations and interfaces (if applicable)

If budget validation reveals that any estimates provided were insufficient, our Project Manager informs the City of such and prepares appropriate change order requests. The next steps do not commence until sign off on Budget Validation and data collection occurs. This protects both parties against the risk of unclear expectations.

Step 2: Configuration and Data Conversion

Development Environment Created

A **development environment is created** for the City. A Development Environment is a customer-specific CityView environment hosted by CityView but accessed from your computer. Into this development environment, CityView completes the configuration as defined in the Scope.

Data Conversion

Data conversion commences once both parties are comfortable with the output of the data mapping exercise. Our specialists create the scripts that parse, derive, and translate the source data into the ideal format for CityView. To reduce the time and effort associated with this step we require data to be provided in one of the following formats: SQL Server, .mdb, .dbf, or .txt. The **initial data conversion** provides a means for verification of correctness during the review and validation stage of the project. A final iteration is completed immediately prior to go-live.

Data Conversion Assumptions

Data migration estimates are based on the following general assumptions:

1. Data has been cleaned according the suggested guidelines
2. Data mapping has been reviewed and signed off by both parties before proceeding to data conversion.

3. CityView performs one complete data load prior to review and validation testing, one complete refresh prior to End User Training, and one complete refresh at Go-Live. All other fixes are made using targeted scripts. Additional complete refreshes can be performed if mutually agreed through a written change order.
4. Data is provided in one of the required formats: SQL Server, .mdb, .dbf or .txt.

Configuration

CityView configures the CityView solutions with the data collected and signed off from Step 1: Data Collection. A single **development environment is created** and the Implementation Specialist leads the configuration of that environment. This involves the following components:

1. **Letter Template Development** – CityView’s MS Word Add-in is used to create a specified number of letter templates according to electronic samples provided by the City. The City is provided the letter generation tools in order that your SME(s) can create additional letters to meet additional or future requirements.
2. **Fees** - All the fees, including the automated business rules needed for their calculation are configured in your CityView environment.
3. **Activities Workflow** – *CityView Select* workflows are refined with customer specific parameters for assigned to, required dates, email notifications, responsible departments, fees applicable and resource groups. In addition, existing sub-workflows may be removed or added to the main workflow, depending on customer specific requirements. If applicable, CityView provides a stated number of custom-developed additional workflows or equivalently effort-intensive changes to the CityView Select workflows as part of the implementation.
4. **Custom data fields** - Custom data fields to meet your specific data capture needs are defined for each pertinent table where they are required and configured accordingly, along with the business rules to apply these data fields where appropriate.
5. **Lookups** – All lookup table data in the system, as defined during Step 1, is enabled or disabled as appropriate, with additional values populated as required in the Scope.
6. **Security** – users are assigned to the organizational roles that are pre-defined in the products, based on information collected during data collection. Should additional user-level and record level security be required other than as defined in the module organizational roles, additional costs may apply.
7. **Batch Rules and Scheduled Processes** – the CityView Select’s batch rules and scheduled processes are refined according to the City’s process requirements. Additional batch rules and scheduled processes may attract additional cost.

Customizations

Customizations, both those in the scope of work and any agreed to as a result of data collection are undertaken at this point.

Interfaces

Interfaces, both those in the scope of work and any agreed to as a result of data collection are undertaken at this point.

Step 3: Review and Validation

The CityView Project Manager works with the customer to establish the Review and Validation Plan, i.e. to determine when certain review and validation sessions will be given and who should attend.

Remote Review and Validation Sessions

CityView undertakes a **series of three remote review and validation sessions** with your SMEs, for each applicable module being implemented, to work through the validation of the configuration based on the data collection materials and pre-defined test scripts for the CityView workflows.

These sessions start off being led by CityView, but are transitioned to being led by the SME's for each solution. By the final session the SME's have reviewed and validated the bulk of the configured system and are able to:

- Navigate the system through City-specific processes and workflow.
- Generate and test fees.
- View and validate look up tables.
- Generate and test letters and documentations which have been configured.
- Use scenario-based examples to test and validate automated business rules

Review and Validation is conducted against the development environment, hosted by CityView. During the Review and Validation sessions CityView documents any changes, corrections, or deficiencies for further action. Should the City's SME's conduct additional reviews without the CityView Implementation Specialist present, the **customer feedback feature** can be used to communicate immediate feedback and reporting of issues to our implementation specialists and developers.

In-Scope Refinements

In scope corrections from the process of Review and Validation are conducted. If out of scope issues are raised through Review and Validation, these are handled through approved change orders.

Step 4: User Acceptance Testing

User Acceptance Testing

On completion of the third Review and Validation session, the City is provided a period of **2-4 weeks** for additional **User Acceptance Testing** on their own completely installed test system. CityView provides samples of User Acceptance Testing scripts. The CityView Implementation Specialist monitors the customer's feedback and continues to make any in scope corrections. Provided the acceptance criteria have been met, City is asked to formally accept the delivered solution for go-live.

Step 5: End User Training and Go-live

Final Environment

After the **final environment** receives **customer sign off** CityView performs a data conversion in order to establish an environment that can be used for training purposes.

User Training

CityView conducts **on-site training** for all of the front line and advanced users identified in the Training Plan.

Final Conversion Run

Immediately prior to go-live, CityView conducts the final data conversion to bring your data completely up to date.

Go-Live Support

Going live with a new piece of software is a disconcerting time for the front line users of any new software. CityView provides **on-site, go-live assistance** to aid with this process. During this time an Implementation Specialist is on-site to help users acclimate themselves with the new system, answer their questions as they arise, provide over-the-shoulder guidance on usability, provide a direct line to **Support** and other members of the Project Team and complement end-user training. This is probably the single biggest direct contribution to the change management process and it is always received extremely well. We include five (5) days of go-live facilitation in this proposal. CityView can provide additional on-site Go-live Facilitation at additional charge.

During go-live facilitation the CityView project team works with the City to record any known issues. The CityView project team is responsible for the resolution of these known issues. 30 days after Go-Live CityView requests a formal letter of acceptance (the Statement of Completion) that substantiates the product has been delivered and is being used successfully in a live, production environment with the applicable modules, generate fees, record fee payments and generate correspondence associated with all items previously listed. In the case of a partial go-live, a completion statement is requested for that part of the solution that has gone live.

During the first **4-6 weeks after go-live**, the project team begins to familiarize and **transition the project to the Technical Support group**. At the end of 6 weeks the Project Manager arranges a formal hand-off involving the City, the CityView Project Manager and the CityView Support group formalizing the transition of any new defects, bugs and support issues to the Support team. Please refer to section 4.8 for Support details.

2.5.1 Implementation Roles and Responsibilities

Below is a description of the roles and responsibilities of each of the resources in the Project.

Your CityView project team is comprised of:

- **Project Sponsor,**
- **Project Manager,**
- **Implementation Specialist and Trainer,**
- **Infrastructure Analyst,**
- **Data Conversion/Interface Specialist,**
- **Quality Assurance Team**

Your project team is designed to maximize the efficiency of CityView and City resources. The roles and responsibilities defined below have been developed through our significant experience dealing with projects of a similar size and scope. We understand the importance flexibility plays in a successful implementation so we also ensure your CityView team in comprised of individuals who have the experience to perform multiple roles if it helps to streamline communications or expedite the project goals.

Project Sponsor

We follow the practice of assigning a Project Sponsor to our projects. The Project Sponsor has the overriding responsibility for the outcome of the project in terms of project success and fiscal responsibility. The Project Sponsor’s responsibilities include:

- Monitor the progress of the project
- Empower the CityView Project Manager and the core project team to make decisions
- Be the senior decision-maker for anything outside the authority of the Project Manager, as well as a senior executive and mediator for escalated issues
- Support the Project Manager in accomplishing the implementation goals
- Maintain an active relationship with the City.

Project Manager

The Project Manager leads a full team of qualified professionals to manage your implementation and training. He/she is involved in both the facilitation of the project as well as hands-on work in each project stage to ensure that requirements are met and project deliverables are clearly defined. The responsibilities include:

- Be the primary point of contact for the City’s Project Manager
- Ensure successful delivery of City’s tasks
- Participate, where necessary, in gathering of the business process requirements
- In coordination with the City’s Project Manager, create the project schedule and keep this schedule up-to-date throughout the project
- Coordinate the scheduling of tasks for the implementation according to the project schedule
- Manage the CityView project resources
- Provide brief bi-weekly status update to the City’s Project Manager
- In coordination with the City’s Project Manager, co-conduct the project Kick-off meeting
- Review and approve CityView’s data collection scope documents for Sign-off
- Seek sign-off on all CityView deliverables and approval documents from the City’s Project Manager
- In coordination with the City’s Project Manager, manage scope change control
- Assist the City’s Project Manager in defining the training and Go-Live plans
- Support the City in the Go-Live preparation steps
- Hold review & status meetings with City’s resources
- Facilitate and provide timely resolutions to issues and concerns as it relates to CityView resources, project issues, etc.

Infrastructure Analyst & Development Environment Manager

The CityView infrastructure analyst (IA) works with the City to review the City’s hardware and software infrastructure as it pertains to the optimum functioning and performance of CityView. Typically the IA is also our Manager of Support and as such carries responsibilities of managing the customer’s hosted development environment, facilitating updates and installs and troubleshooting issues. Responsibilities include:

- Prepare and distribute the Infrastructure Review Questionnaire to the City, for collection of appropriate information required to analyze hardware and software infrastructure

- Handle any questions and seek clarification on any items in ensuring the information received is complete, for the purpose intended
- Assess the suitability of the infrastructure and deliver the Infrastructure Review report
- Provide guidance on hardware sizing, third party software, Esri map development and configuration, installation guidelines
- Coordinate initiation of the City's hosted Development Environment and manage this throughout the project, including updates and merges
- Together with the City's technical administrator, coordinate installs at the customer site
- Deliver the System Administrator Training

Implementation Specialist and Trainer

The Implementation Specialist (IS) works closely with the City through on-site visits, follow up calls, training, and demonstrations in order to define the scope of the configuration effort. The IS configures your CityView environment and prepares the environment for the on-site activities. Typically the IS's also deliver the end-user training and Go-live assistance. Responsibilities include:

- Provide progress status to the CityView Project Manager
- Perform the data collection and work with the City's Subject Matter Experts (SMEs) to understand and collect the business requirements
- Work with the SMEs in designing the CityView Activities workflows
- Provide best practices recommendation and solutions where applicable
- Compile the data collection documents for the scope document
- Configure the Software based on the scope documents
- Unit test the configuration
- Provide configured system to Application Developer Team Lead and QA Team lead for configuration review and testing
- Provide validation and acceptance testing support
- Work with the City's SMEs to log Validation feedback and correct mis-configuration items
- Provide training to the different City groups as follows:
 - Subject Matter Experts
 - Advanced Users
 - End Users
- Provide electronic copies of training materials where applicable
- Provide electronic copies of training sessions' agendas
- Leverage adult learning methodology and teaching techniques while documenting and escalating any concerns to the implementation Project Managers

Data Conversion & Interface Specialist

Responsible for analysis, design and testing of the interfaces between CityView and any 3rd party applications or databases. Responsible for the data conversion tasks of Organization's data sources. List of responsibilities include:

- Evaluate interfaces functionality requirements
- Provide recommendations on interfacing approaches
- Identify Interfaces issues

- Perform the analysis of the required interfaces
- Evaluate a sample data structure provided by the City to which CityView must create an interface
- Create the design documentation of the required interfaces
- Manage interfaces' design documents and revise according to City's review and comments
- Forward the interfaces' design documents to the CityView Project Manager for review and approval
- Unit test the interfaces to ensure they meet the specifications outlined in the design documentation
- Work closely with the CityView Developers to answer any technical related question that might arise
- Provide training support to the City's Technical Experts regarding the interfaces
- Evaluate sample data structure from which CityView will be converting electronic data
- Setup the production ready cut
- Provide data conversion analysis with the City's Data Conversion Expert
- Provide recommendations on data conversion approaches
- Provide data conversion mapping review and assistance
- Identify conversion issues
- Develop data conversion scripts according to the final mapping documents
- Perform the preliminary cut data conversion
- Unit testing the preliminary cut data conversion
- Modify data conversion scripts based on test results if necessary
- Perform any other agreed on intermediary cuts of data conversion
- Setup the production ready cut and briefly unit test the production ready cut data conversion
- Provide assistance to the City's Data Conversion Expert in loading the preliminary cut of the converted data and test it
- Communicate directly with the City's Data Conversion Expert on any data conversion related issue / question

Quality Assurance Team

The Quality Assurance Team is responsible for testing the quality of your CityView modules and any customizations and interfaces if applicable. They use a combination of automated and manual testing on your environment. Bug Tracker Tools, Unit Testing, and Manual Test Cases are used in a strategic test plan that results in a stable, error free application for delivery. Responsibilities include:

- Maintain QA environments on the same version as the City's Development Environment for parallel testing and troubleshooting
- Log test results, log issues in detail and provide issues logs to Application Development team
- Provide unit testing as detailed within roles above
- Provide advice on timing and readiness of version releases.

We envision the City's project team is comprised of:

- **Executive Sponsor,**
- **Steering Committee,**
- **Project Manager,**
- **Subject Matter Experts (SMEs),**
- **Data Conversion Expert,**
- **Technical Analysts/Experts,**
- **Database Administrator,**
- **Systems and Network Administrators,**
- **Testers (often the same people as the SMEs),**
- **End Users.**

City Executive Sponsor

The Executive Sponsor provides the vision of the project in alignment with the City's corporate short term and long term goals and objectives. The Executive Sponsor's responsibilities include:

- Participate on the project Steering Committee
- Promote the project throughout the City
- Monitor the progress of the project
- Monitor the overall City impact
- Empower the City Project Manager and the core project team to make decisions
- Make timely decisions
- Maintain the authority to set priorities, approve overall scope and settle issues / priorities that significantly affect the project and the City
- Support the Project Managers in accomplishing the project goals
- Provide a vision of the City's goals
- Maintain an active relationship with CityView Management

City Steering Committee

Should the City wish to form a Steering Committee for the project (internal to the City), the Steering committee typically develops the vision for the project in alignment with the City's short term and long term goals and objectives. The Steering committee is suggested to be composed of the City Project Sponsor(s), the City's Executive Sponsor and the City's Business Leads. The Steering committee has the following responsibilities:

- Attend Steering Committee meetings
- Set priorities
- Approve scope and scope changes
- Resolve escalated issues
- Provide strategic guidance to achieve the define project goals
- Promote the project throughout the City
- Commit the required resources to the project and approve new ones when required

- Monitor the project progress
- Monitor the overall City impact
- Approve extensions to project timeline or addition of new City resources to resolve City -side delays
- Empower the City Project Manager and the core project team to make decisions
- Generate timely decisions
- Conduct periodic review of project progress
- Make strategic decisions to manage business and project risks
- Support both Project Managers to accomplish project goals
- Have an active relationship with CityView management

City Project Manager

The City Project Manager is responsible for the overall City deliverables and the day-to-day management of the project. This resource is the primary liaison between the CityView Team, the City's project team and the Steering Committee. Both Project Managers will work together to meet the objectives, address issues, facilitate resolution and participate in active management of the teams. Below is a list of responsibilities to be performed by the City's Project Manager:

- Manage all City resources for project related activities
- Manage the project (budget, timeline, quality, risks, scope, issues, deliverables, etc.) in cooperation with CityView's Project Manager
- Communicate project status to the Steering Committee, the Executive Sponsor and the project team leveraging updates from CityView's status updates
- Participate in the Steering Committee meetings
- Create, maintain, manage and refine the project schedule with all its elements in cooperation with the CityView Project Manager
- Maintain project standards especially Scope & Status reporting
- Prepare, organize and co-conduct with the project kick-off meetings
- Manage the delivery and coordination of City project tasks
- Manage all project deliverables in coordination with CityView's Project Manager
- Manage and streamline the issue management process in conjunction with CityView Project Manager
- Manage project deviations and take necessary corrective actions
- Participate in gathering of the City's business process requirements when required
- Plan, manage and execute the Acceptance Test efforts
- Plan, manage and execute the end user training efforts
- Provide timely reviews and potential sign-offs on all project deliverables approval documents as presented by the CityView Project Manager
- Review and accept project milestones
- Manage the logistical activities of the end user training
 - Training facilities
 - Students booking
 - Scheduling of sessions

- Monitoring and logging the end user attendance
- Capture the end user feedback
- Responsible for internal & project communication
- Provide guidance to project team members
- Lead the Go-Live preparation planning
- Participate heavily in the Go-Live preparation tests
- Must provide Go / No Go Decision throughout the project
- Must be present for Go-Live

City Subject Matter Experts

The Business Experts own the business process within their functional areas since they perform these day-to-day business processes. These people collectively form the knowledge base of the City's business process requirements. Such resources will be involved in the Data Collection, as well as approval of the Scope Documentation and testing and acceptance of the configured system. They will further verify that the new configured system meets the City's business requirements as outlined in the Scope Documentation. They will participate in making decisions regarding the business processes and they will help both Project Managers manage the project scope and all the associated deliverables. Below is a list of responsibilities to be performed by the SMEs

- Attend data collection & validation training sessions
- Participate in appropriate project team meetings
- Work with the CityView IS to provide input into the analysis of the business requirements and review the Scope Documentation
- Work with the CityView IS to validate the configuration through validation testing
- Develop appropriate validation test cases based on business scenarios
- Assist the City's Data Conversion Expert in data conversion validation & acceptance
- Assist in the development of user procedures
- Assist the project team in defining user access levels and privileges
- Assist the project team in the Go-Live support planning
- Provide end user post implementation Go-Live support where applicable
- Assist the City's Project Manager in problem resolution
- Support End User Training and documentation preparation
- Must be present for Go-Live

City Data Conversion Expert

The Data Conversion Expert will be involved with the CityView Data Conversion Specialist in analyzing, mapping, loading and testing the different cuts of data conversion. This resource must possess a strong knowledge of the existing data sources that will be converted from both the user and database ends of the existing systems that need to be converted. This resource will also learn about the database structure and the integrated tables (from data mapping documents provided by CityView) as this knowledge will help them relate to their existing data sources. This resource will also review and finalize the data mapping documents and will test the data once the preliminary cut is completed by CityView. Below is a list of responsibilities to be performed by the City's Data Conversion Expert:

- Act as the primary contact for CityView Data Conversion Specialist

- Acquire knowledge from the CityView Data Conversion Specialist as analysis & mapping is performed
- Understand the database structure through knowledge transfer and documentation provided by CityView
- Provide file layouts, where available, for existing data sources
- Provide data sources in an agreed to format
- During the analysis, provide documentation pertaining to the current systems (existing user manuals, etc.) if available
- Lead the analysis of the existing data sources as they relate to the database
- Finalize and approve the data mapping documents once prepared and delivered by the CityView Data Conversion Specialist
- Test and potentially accept the preliminary data conversion cut and any other subsequent data conversion cuts whether performed by CityView or the City's resources
- In coordination with the Database Administrator, prepare any other database environments that might be required for data cuts
- In coordination with the Database Administrator, prepare the production database for the final cut data load
- Work in conjunction with CityView to identify and possibly resolve conversion issues by directly communicating them to the project team, CityView, users and management
- Participate in the Go-Live preparation planning
- Should be present for Go-Live

City Technical and Advanced (Power) Users

These resources are involved with the CityView resources to learn the report writing tool and system configuration. They *could* assist in these two functions once knowledge transfer is accomplished. Once trained they will have access to the tools to support the end users with any future configuration enhancements to the system. These resources could also work in conjunction with CityView to lead the interfaces (third party integrations) **analysis, definition and acceptance** testing. Below is a list of responsibilities to be performed by the City's Technical Experts:

- Attend required Advanced training sessions (Configuration, CityView Reporter Training)
- Acquire the necessary knowledge from the CityView resources through training sessions and documentation
- Participate in the analysis, design and acceptance testing of all interfaces to 3rd party systems (potentially)
- Should be present for Go-Live
- Other responsibilities depending on the degree of participation encouraged by the City

City Database Administrator

This resource will be responsible for setup and maintenance of the different databases (Testing/ Training and Production) during the initial project step and for any subsequent requirement. Below is a list of responsibilities to be performed by the City's Database Administrator:

- Setup the initial databases in conjunction with CityView resource(s)
- On-going database configuration, monitoring, tuning and troubleshooting of the database environments
- Manage production database growth

- Provide support to the project team during the project implementation as identified in the project schedule
- Manage the performance of the database
- Establish and maintain database security and coordinate with application administration the application security levels
- Include the databases in the normal backup routines and add them to the recovery management plan
- Coordinate activities with City network and workstation administrators
- Manage and execute database installation and upgrade patches
- Participate in user access rights and privileges planning, definition & testing

City Systems & Network Administrators

These resources will be required to provide assistance to the project team on an as needed basis. Below is a list of responsibilities to be performed by the City’s Systems & Network Administrators:

- Prepare servers for initial software setup and configuration
- Provide setup of servers and provide network connectivity
- Setup required peripherals for the different environments
- Setup testing environments as requested by the City’s Project Manager
- Participate in Go-Live preparation tests
- Should be present for Go-Live

City End Users

These resources will be trained on the proposed modules and components. Below is a list of responsibilities to be performed by the City’s End Users:

- Attend and actively participate in the appropriate training sessions provided by CityView
- Understand existing business processes as well as the project scope at a reasonable level of detail
- Have good Windows navigation skills

2.5.2 City Resources – Estimated Level of Effort

Our implementation approach offers significant opportunities for customer contributions and both business users and IT staff can play an integral part in the implementation. We have designed CityView to offer flexibility and independence and therefore our services and support measures are designed for continuous knowledge transfer so that ultimately, customers are empowered. This is a lesson we learned decades ago. Our founders recognized, as ex-local government employees themselves, that legislations and business practices continuously change and a good vendor software needs to offer the tools for customers to effect that change in the software themselves, without reliance on the vendor and without affecting the ability to upgrade the software. That has been the philosophy of our software development since our inception.

On the following page we have specified assumptions of typical City roles involved and their time commitment. Typically, certain people would fulfill several roles so these are not mutually exclusive.

Functional Role	# Employees	Required Involvement (% of time)	Required for:
City Project Manager	1	Periodically throughout project (not a full time position)	<ul style="list-style-type: none"> Planning, progress monitoring (Primary responsibility remains with Vendor Project Manager) - Issue escalation and risk management -Vendor and internal team management -Providing City deliverables within agreed-on timelines -Providing sign-off at required junctures during the project implementation
Business Subject Matter Experts (SMEs)	2-3 per major business area	<ul style="list-style-type: none"> -100% availability during Kickoff/Walkthroughs/Data Collection for own departmental processes -100% availability during Training for own departmental processes -25% availability during Validation 	<ul style="list-style-type: none"> Providing requirements: <ul style="list-style-type: none"> -Lookup values -Activities -Data mapping (may also be IT resource) -Business Rules matrices -Evaluation of processes -Performing validation based on test scenarios and providing feedback -Internal expectations management; Internal Agents for change
Infrastructure Specialist – less with hosted solution	1 (could be same person as other technical roles mentioned below)	<ul style="list-style-type: none"> -20% during Infrastructure Review (few hours only required) -20% during deployment preparation 	<ul style="list-style-type: none"> -Infrastructure review -Validation of SW/HW requirements -Set-up and test-runs prior to deployment <p>(dependent upon solution chosen: On-premise or hosted)</p>
DBA/ Data Architect	1 (could be same person as other technical roles mentioned below and above)	<ul style="list-style-type: none"> 30% during remote data collection and validation 30% around Go-live 	<ul style="list-style-type: none"> -Data mapping legacy systems to CityView -Data extraction <p>(NOTE: no assumption is made re efforts for data cleaning as this is very customer-specific)</p>
Network & Security Administrator	1 (could be same person as other technical roles mentioned below and above)	<ul style="list-style-type: none"> 10% post validation/ pre-deployment 30% around Go-live 	<ul style="list-style-type: none"> -Access rights -Security/firewall issues -Ensuring software and Infrastructure configuration for go-live is in place -Testing correct configuration and deployment to each user -Conducting performance tests -Managing any 3rd parties who may be required during the Go-Live period (e.g. IVR; other vendors) -Backup plans in case of no-go or issues <p>(depending on solution option: On-premise or hosted)</p>
Other System Specialists	1	10% during interface development (minimal time required)	<ul style="list-style-type: none"> -Other systems (financial, assessor...)

System Administrator	1 (could be same person as other technical roles mentioned below and above)	100% during Sys Admin training (8 hours) 10% of FTE (dependent on number of users) ongoing	-Sys Admin training -User maintenance, upgrades (depending on solution option: On-premise or hosted)
Designated Support Contacts	2	Ad hoc basis	-Dealing with and qualifying issues -Implementing patches
End Users	Dependent on # users	100% availability during End User Training and Go-Live facilitation for own departmental processes	End-User training
Report / Letter Specialist	2	100% availability during CityView Reporter Training and Configuration training	Training and on-going business support

2.5.3 Major Activities/Tasks/Resources

Major Activities/Tasks	Resources	Lead	Deliverables
Project Kickoff	CityView	CityView Project Manager	Project Plan
Infrastructure Review	CityView	CityView Infrastructure Specialist	Infrastructure Review Document
Initial Installation	Team	CityView Project Manager	Host-site or Customer-site Installed Initial Environment (depending on solution chosen: On-premise or hosted)
Workbook Completion & Data Collection	Team	City Project Manager & CityView Project Manager	Completed workbook, fee schedule, letter templates, user security matrix, portal processes, workflow parameters. On-site collection of custom workflows definition & business rules if applicable
Data Mapping	Team	CityView Data Conversion Specialist	Completed data mapping documents
Customization & Interface Definition (where applicable)	Team	CityView Project Manager	Customization Plan and Software Interface Plan (where applicable)
Configuration	CityView	CityView Implementation Specialist	Configured, CityView-hosted development environment, ready for installation and remote walkthrough.
Data conversion, customization and Interfaces (if applicable)	CityView	CityView Project Manager	Converted property and historical data, customizations and implemented interfaces (if applicable) in CityView-hosted development environment.
Remote Review & Validation Sessions	Team	CityView Implementation Specialist City Subject Matter Experts	Review sessions (CityView) and Validation Feedback (City) in CityView Connect feedback tool
In-scope Refinements	CityView	CityView Implementation Specialist	Completed refinements in Development Environment
User Acceptance Testing	City	City Project Manager	Completed user acceptance testing and notice to go-live
End-User Training	Team	CityView Implementation Specialist	Completed training
Go-Live	Team	CityView Project Manager	Live production environment

2.5.4 Sample Implementation Schedule

A standard/typical project schedule follows below. Please note this is a draft plan and a final plan will be discussed and accepted by both CityView and the City as an initial stage of the implementation.

ID	Task Name	Duration	Work	Start	Finish	Resource Names
1	CityView Modules (PY, PI, PL, CE, RH, CA)	259 days	2,067 hrs	Mon 4/2/18	Thu 3/28/19	
2	Contract Signature	0 days	0 hrs	Mon 4/2/18	Mon 4/2/18	CityView,Client
3	Kickoff Activities (Project Management Offsite)	5 days	42 hrs	Tue 4/3/18	Mon 4/9/18	
4	Confirm Deliverables & Payment Milestones	4 hrs	8 hrs	Tue 4/3/18	Tue 4/3/18	CityView,Client
5	Confirm project staffing	4 hrs	8 hrs	Tue 4/3/18	Tue 4/3/18	CityView,Client
6	Provide copy of database to be analyzed	0.5 days	4 hrs	Wed 4/4/18	Wed 4/4/18	Client
7	Pre-data collection preparation (offsite)	2.75 days	22 hrs	Wed 4/4/18	Mon 4/9/18	Client
8	Infrastructure Review	8.08 days	24 hrs	Wed 4/4/18	Mon 4/16/18	
9	Complete IT Infrastructure survey	5 days	8 hrs	Wed 4/4/18	Tue 4/10/18	Client[20%]
10	Analyze IT Infrastructure Review - Remote	3.08 days	16 hrs	Wed 4/11/18	Mon 4/16/18	CityView[65%]
11	<u>Deliver IT Infrastructure Review</u>	0 days	0 hrs	Mon 4/16/18	Mon 4/16/18	CityView
12	Data Collection, Data Mapping, and Workbook Sessions (Remote)	32.5 days	260 hrs	Mon 4/16/18	Wed 5/30/18	
13	Property Information	0.5 days	4 hrs	Mon 4/16/18	Mon 4/16/18	CityView
14	Permits and Inspections, incl Letters	0.75 days	6 hrs	Mon 4/16/18	Tue 4/17/18	CityView
15	Planning, incl Letters	0.75 days	6 hrs	Tue 4/17/18	Wed 4/18/18	CityView
16	Code Enforcement, incl Letters	0.75 days	6 hrs	Wed 4/18/18	Wed 4/18/18	CityView
17	Rental Housing, incl Letters	0.75 days	6 hrs	Wed 4/18/18	Thu 4/19/18	CityView
18	Cashiering, incl Letters	0.5 days	4 hrs	Thu 4/19/18	Fri 4/20/18	CityView
19	Mobile and Portal Configuration	14 days	112 hrs	Fri 4/20/18	Thu 5/10/18	CityView
20	Supported - EDMS, MS Exchange, and IVR Interface Configuration	4.5 days	36 hrs	Thu 5/10/18	Wed 5/16/18	CityView
21	Data Mapping/Interfaces - remote	10 days	80 hrs	Wed 5/16/18	Wed 5/30/18	CityView
22	Data Collection - Customization & Workflow (Onsite)	5 days	40 hrs	Mon 6/4/18	Mon 6/11/18	
23	Permits and Inspections	2 days	16 hrs	Mon 6/4/18	Wed 6/6/18	CityView
24	Planning	2 days	16 hrs	Wed 6/6/18	Fri 6/8/18	CityView
25	Code Enforcement	1 day	8 hrs	Fri 6/8/18	Mon 6/11/18	CityView
26	Data Collection - Customization & Workflow (Offsite)	1.5 days	12 hrs	Mon 6/11/18	Wed 6/13/18	
27	Permits and Inspections	0.5 days	4 hrs	Mon 6/11/18	Tue 6/12/18	CityView
28	Planning	0.5 days	4 hrs	Tue 6/12/18	Tue 6/12/18	CityView
29	Code Enforcement	0.5 days	4 hrs	Tue 6/12/18	Wed 6/13/18	CityView
30	Data Conversion	24.62 days	128 hrs	Wed 6/13/18	Tue 7/17/18	
31	Property, P&I, PL, CE, RH Conversion	24.62 days	128 hrs	Wed 6/13/18	Tue 7/17/18	CityView[65%]
32	OffSite Configuration	58.46 days	304 hrs	Tue 7/17/18	Mon 10/8/18	
33	Property Information	1.54 days	8 hrs	Tue 7/17/18	Thu 7/19/18	CityView[65%]
34	Permits and Inspections	13.65 days	71 hrs	Thu 7/19/18	Tue 8/7/18	CityView[65%]
35	Planning	14.42 days	75 hrs	Tue 8/7/18	Tue 8/28/18	CityView[65%]
36	Code Enforcement	9.23 days	48 hrs	Tue 8/28/18	Mon 9/10/18	CityView[65%]
37	Rental Housing	6.92 days	36 hrs	Mon 9/10/18	Wed 9/19/18	CityView[65%]
38	Cashiering	1.35 days	7 hrs	Wed 9/19/18	Thu 9/20/18	CityView[65%]
39	QA Configured Environment	11.35 days	59 hrs	Thu 9/20/18	Mon 10/8/18	CityView[65%]
40	<u>Environment Configuration Complete</u>	0 days	0 hrs	Mon 10/8/18	Mon 10/8/18	CityView
41	Interface, Customization/Non-standard Configuration	118.27 days	615 hrs	Wed 5/30/18	Mon 11/12/18	
42	Interface, Customization/Non-standard Configuration	88.85 days	462 hrs	Wed 5/30/18	Tue 10/2/18	CityView[65%]
43	QA on Interface Design and Implementation	29.42 days	153 hrs	Tue 10/2/18	Mon 11/12/18	CityView[65%]
44	Out of the Box - Review/Validate/Refine and Acceptance Testing	53.85 days	336 hrs	Mon 11/12/18	Fri 1/25/19	
45	OCTB Refinement Activities	18.08 days	94 hrs	Mon 11/12/18	Thu 12/6/18	CityView[65%]
46	Customization Review / Refinement Activities	8.08 days	42 hrs	Thu 12/6/18	Wed 12/19/18	Client[65%]
47	Any additional letters are configured, etc.	7.69 days	40 hrs	Wed 12/19/18	Fri 12/28/18	Client[65%]
48	Client Acceptance Testing	20 days	160 hrs	Fri 12/28/18	Fri 1/25/19	CityView
49	<u>Acceptance and Client Sign-Off - Final Environment</u>	0 days	0 hrs	Fri 1/25/19	Fri 1/25/19	CityView,Client
50	End User Training and Go-Live (Onsite)	44.25 days	306 hrs	Fri 1/25/19	Thu 3/28/19	
51	Environment refresh and go live preparations	3 days	24 hrs	Fri 1/25/19	Wed 1/30/19	CityView
52	Conduct End User Training (includes Mobile Training)	19.5 days	156 hrs	Mon 2/4/19	Mon 3/4/19	CityView
53	Client places final data extraction on FTP site	1 day	8 hrs	Mon 3/4/19	Tue 3/5/19	Client
54	Final data conversion and go live preparations	1 day	8 hrs	Tue 3/5/19	Wed 3/6/19	CityView
55	GoLive Facilitation (Onsite)	5 days	40 hrs	Mon 3/11/19	Mon 3/18/19	CityView
56	Report Writer and Configuration Training (Onsite)	7 days	56 hrs	Mon 3/18/19	Wed 3/27/19	CityView
57	Portal Training (remote)	0.75 days	6 hrs	Wed 3/27/19	Wed 3/27/19	CityView
58	SysAdmin Training (remote)	1 day	8 hrs	Wed 3/27/19	Thu 3/28/19	CityView

2.6 CityView Key Staff Members' Biographies

CityView staff is experienced and **knowledgeable in your business**, and **committed to** success in **our business**. Your CityView team will not only have appreciable experience with the way Local Government Development Departments do business but will also come with best practices and ideas that come from implementing projects across all of North America. Please find on the following pages resumes of our management team and qualifications of key staff that will be assigned to implement the **CityView Select** delivery model.

2.6.1 Management Profiles

Jean Soucy

President – Harris Public Sector Group (PSG)

Home Office Location: Ottawa, ON

As President of the Public Sector Group, Jean is responsible for the strategic direction and growth of Harris' local government and schools business units. These operating units provide a wide range of mission critical software in areas such as public safety, student information systems, CAMA and property management, financial management, and community development. Jean and his team are focused on developing strong customer relationships, high quality software and effective customer service.

Jean brings over 20 years of software industry experience from healthcare, retail, manufacturing and public service sectors. Prior to joining Harris, Jean held executive positions in leading technology firms such as DLGL, MediSolution and 20-20 Technologies, where he had responsibility for growing market share in both mature and emerging markets.

Jean holds a Bachelor of Mechanical Engineering from Polytechnique Montreal and an MBA from Concordia University.

Dennis Asbury
Senior Executive Vice President - PSG

Home Office Location: Sarasota, FL

As the Senior Executive Vice President of PSG, Dennis focuses on acquisitions, market strategy and building enduring operations at Harris.

Dennis has 20+ years of Executive Management experience in the technology sector, with more than 10 of those years in public sector software.

In his previous roles within Harris Computer Systems, Dennis served as Executive Vice President of Harris ERP, Vice President of Business Operations for Cayenta, Corporate Vice President of Sales and Marketing for Harris, and Executive Vice President of CityView.

Sean Higgins
Executive Vice President - CityView

Home Office Location: Victoria, BC

As the Executive Vice President, Sean is accountable to ensuring CityView meets its goals of delivering a superior customer experience, while ensuring growth, sustainability and ongoing profitability of the business. Together with the leadership team, Sean's focus is on delivering exceptional business solutions to our customer base as well as expanding market share.

Sean has been with CityView since 2004, serving many roles including Vice President of Sales and Marketing, Regional Sales Director, and also leading several customer implementations in the role of Business Analyst. Sean has 18 years of experience in technology sales and a Master of Science in Agriculture (CUM LAUDE) from the University of Natal, South Africa.

Susan McCormick
Vice President – Business Operations

Home Office Location: Victoria, BC

As Vice President of Business Operations, Susan is responsible for overseeing the operations of the business. Susan directs the leaders of Professional Services, Support and Product Development by managing and measuring their operational performance and implementing strategies in support of our mandate to provide best-of-breed solutions to local governments across North America.

Susan has more than 20 years of experience creating software solutions for government agencies in the areas of permitting, enforcement, and land management. Since joining CityView in 2005, Susan has held a number of influential roles, including Executive Vice President and Vice President of R&D. She received her Bachelors of Science, with Honors in Computer Science, from Dalhousie University in Halifax, NS.

Angus Simpson
Vice President – Sales & Marketing

Home Office Location: Victoria, BC

As Vice President of Sales & Marketing, Angus leads a team of professionals responsible for placing CityView solutions in the hands of local government agencies that can best benefit from them. Through his team he provides strategic direction to the company to ensure an alignment of product and services with market needs, and he is responsible for aligning CityView's offerings to ensure project and customer success.

Angus joined CityView Sales in January 2018. He has 20 years of experience in software technology sales both in Canada and internationally. Angus holds a certificate in Mechanical Engineering from University College Isle of Man and a certificate in Business Management from the University of Alberta.

Douglas Thorsteinson

Vice President – Professional Services

Home Office Location: Victoria, BC

As Vice President of Professional Services Doug guides the CityView team of talented Project Managers, Data Conversion and Implementation Specialists in the delivery of our community development solutions to our valued customers, both new and existing.

Doug comes to CityView with more than 25 years of experience in senior management. Throughout his career he has held positions as Sales Manager/General Manager for an aquaculture company, developed and initiated new business strategies as Vice President of Operations for a seafood distribution company, and was the Director of Sales and Marketing for a software development company specializing in aviation scheduling and pilot training.

Dale Peters

Director of Customer Success

Home Office Location: Airdrie, Alberta

As Director of Customer Success, Dale is responsible for the management of Support activities. This includes the communication channel with customers from U.S. and Canada by handling trouble tickets issued from customers and staff to resolve software issues. Dale comes to CityView with several years of experience in the very Customer Centric Software Support and Real Estate industry, over which time he established himself as a trusted resource for customers through listening and truly being the Customers' Advocate.

Dale's previous experience was with P2 Energy Solutions as Manager, Global Customer Support for Land Management and Operations Software, with more than 10 years of experience in Software Customer Support Roles. In 2007 Dale was honored to receive the Alberta Premiers "Gold" Award of Excellence for his contributions to a three year project entitled "Bringing Land Sales and Postings to the World Wide Web".

Dale attended SAIT Polytechnic (Southern Alberta Institute of Technology) Petroleum Engineering and (Mount Royal University) Real Estate License - Calgary, Alberta

Steve Graham Technical Architect

Home Office Location: Victoria, BC

Steve is an accomplished technical architect with over thirty years of experience developing software for a range of platforms and technologies.

With a strong technical background, Steve's focus has been to provide solutions that solve user's real needs. He provides high level strategic technical vision, analysis of requirements, identification of key abstractions and definition of the overall architecture.

Steve has spent over 20 years guiding the evolution of the core CityView product through numerous technology generations and architectures. In 2002, CityView was the world-wide winner of the Microsoft Certified Partner Awards in the Packaged Application category.

Steve received his Engineering degree from the University of Natal, South Africa

2.6.2 Project Team

The **CityView project team** assigned to your project would consist of:

- **Project Manager,**
- **Implementation Specialists and Trainers,**
- **Infrastructure Analyst,**
- **Data Conversion/Interface Specialists,**
- **Quality Assurance Team.**

Our CityView team is comprised of employees experienced in the business of creating and implementing CityView solutions across the continent. Your team would therefore be staffed with employees that are trained in your business and have experience in this domain. Should one of the following staff members be unavailable during the project an alternate employee with corresponding capabilities and qualities will be assigned to the project. A sample of project staff follows.

Teri Wright
Senior Project Manager

Length of Time with CityView 8 years – Office Location: Victoria, BC

Responsibilities As CityView’s Project Manager for your implementation, Teri leads a full team of qualified professionals to manage your implementation and training. She is involved in both the facilitation of the project as well as the hands-on work in each project phase to ensure that all requirements are met and project deliverables are clearly defined.

Qualifications: After Project Management consulting for the Provincial Government, First Nations, Federal Government, Crown Corporation and within the Private Sector since the mid 90’s, Teri joined CityView in 2010 and has been responsible for implementing over 30 projects within Canada and United States covering the full range of local government business processes including building permits, planning department processing, business licensing and compliance enforcement to name a few.

Customer Accomplishments (additional references upon request) A few customers include: Municipality of Anchorage, AK; Town of Schererville, IN; Kings Point, NY; Meridian, MS; Augusta, GA; City of Yellowknife, NWT; Town of Darien, CT; Quinte West, ON; Cherokee County, GA; Penticton, BC; City of Leduc, AB; Chatham County, NC; Mount Vernon, WA; Norfolk County, ON; City of Newark, DE; City of Sarnia, ON; City of West Kelowna, BC; City of Thornton, CO; Kane County, IL; Niagara Peninsula Conservation Authority, ON; Stevens Point, WI

Education Project Management Diploma (honors) – Royal Roads University, Victoria, BC
 Business Administration Diploma (honors)
 Computer Programming Diploma (honors)
 Network Administrator Diploma
 Accounting and Computers Diploma
 Web Design Certificate
 (as well as many other specialized certificates and course)

Sheila McQueen Project Manager

Length of Time with CityView

Joined in 2017 – Office Location: Victoria, BC

Responsibilities

As CityView's Project Manager for your implementation, Sheila leads a full team of qualified professionals to manage your implementation and training. She is involved in both the facilitation of the project as well as the hands-on work in each project phase to ensure that all requirements are met and project deliverables are clearly defined.

Qualifications: Sheila is an experienced Project Manager, and brings a broad set of skills and knowledge to the CityView team. For the past 10 years, Sheila has worked with multidisciplinary engineering research and development teams within the Public Safety LMR Communication and Medical Device Design sectors. Early in her career, Sheila worked in data analysis and site management at remote environmental research sites for Queen's University, and managed process redesign projects within food manufacturing. Sheila joined CityView in 2017 and has been responsible for implementing projects within North America covering the full range of local government business processes.

Customer Accomplishments (additional references upon request)

A few customers include: St Charles, IL; Hamilton, OH

Education

BSc – Mechanical Engineering, Queen's University

Mark Atkinson
Research & Development Manager

Length of Time with CityView 18 years – Office Location: Victoria, BC

Responsibilities Mark is responsible for managing and leading software development for the CityView product lines to meet corporate requirements for functionality, quality, schedule and cost. He provides technical leadership to R&D staff and is responsible for employee development planning, performance planning, and evaluation.

Qualifications: Mark brings 17 years of experience working on and enhancing all of the products in the CityView suite. Having worked as a Software Developer, Mark has a wide breadth of understanding of the technical side of CityView. Much of the CityView suite of products was implemented by Mark. As a Research & Development Manager, Mark continues to apply his technical expertise and manage a team of software developers and quality assurance analysts while working with CityView Professional Services staff and our customers to provide quality, timely software solutions.

Accomplishments

CUSTOMER
(additional references upon request) Collier County, FL; Chatham County, ON; City of Langford, BC

TECHNICAL Rebuilt/rewrote CityView’s Desktop application migrating from C++ to C#.NET code base. Implemented a logical business Rules Engine and activity Workflow model/runtime to name a few.

Education Diploma, Computer Science and Technology
 North Island College, Courtenay, BC

John Edwards
CityView Support Team Lead

Length of Time with CityView

16 years

Responsibilities

John has many years' experience utilizing the CityView product and how it can best be utilized by local governments. He manages the communication channel with customers from Canada and the U.S. by handling trouble tickets issued from customers and staff to resolve software issues. In addition, John has experience with reviewing all customer network infrastructures to ensure software will smoothly operate on all machines and not impact current utilization. He has also reviewed IT processes to identify possible deficiencies.

Customer Accomplishments
(additional references upon request)

Collier County, FL; City of Miami, FL; Town of the Blue Mountains, ON; City of Kingston, ON; and Cariboo Regional District, BC (Canada) to name a few.

Education

Full Scholarship – Engineering - University of Saskatchewan, Saskatoon, SK.

Microsoft Certified Professional – MCSE

Jatinder Chadha Implementation Specialist & Trainer

Length of Time with CityView

6 years –Office Location: Victoria, BC

Responsibilities

As CityView’s Implementation Specialist, Jatinder will be working with you directly through on-site visits, follow up calls, training, and demonstrations in order to assist you in defining your configuration requirements. After the workbook collection phase he will configure your CityView environment and prepare the environment for the on-site activities. Jatinder will deliver all end-user training, as well as Go-live facilitation.

Qualifications: Jatinder brings 5 years of experience working with CityView as Implementation Specialist and Project Manager.

Accomplishments

City of Johnson City, TN; City of Rogers, AR; City of Big Bear Lake, CA; District of Wes Kelowna, BC; Municipality of Anchorage, AK; Town of Bradford West Gwillimbury, ON; Rural Municipality of Hanover, MB; to name a few.

Education

Bachelor of Science (PCM)
Guru Nanak Dev University, Amritsar India

Advance Diploma in Software Engineering (ACCP UK)
Oracle Certificate (ABAP4.0)

Adam Wicks**Data Conversion – Interface Specialist****Length of Time with CityView**

2 Years –Office Location: Victoria, BC

Responsibilities

Adam is the lead responsible for the property update routine used in all implementations where integration with one or more external property data sources is required. Apart from his robust technical skills and experience, Adam also has a very broad knowledge of local government business processes including permits and inspections, planning, business licensing, and code enforcement.

Qualifications: Adam began his career in local government 5 years ago, acquiring extensive experience solving complex business problems through thoughtful analysis and application of modern tools and techniques. Adam came to CityView in 2016 and quickly established himself as a key member of the implementation team. His specialized experience and skillset in spatial datasets has proved to be a valuable asset in the integration of CityView data with the evolution of local government GIS datasets.

**Customer Accomplishments
(additional references upon request)**

Minden Hills, ON; City of Johnson City, TN; City of Provo, UT; and the City of St. Augustine.

EducationBachelors of Science from the University of Victoria
Masters of Science from the University of Victoria

Yuliya Melnyk Quality Assurance Team Lead

Length of Time with CityView

12 years – Office Location: Victoria, BC

Responsibilities

The Quality Assurance Team is responsible for testing the quality of your CityView applications and your custom designed applications. They use a combination of automated and manual testing on your environment. Bug Tracker Tools, Unit Testing, and Manual Test Cases are used in a strategic test plan that results in a stable, error free application for our customers.

Qualifications: Yuliya Melnyk, your Quality Assurance Team Lead ensures the quality of your CityView solution. Yuliya and her team are responsible for testing your application and the CityView software. She is responsible for creating a Quality Assurance infrastructure and all the processes within that structure. These processes include test plans, test cases, documentation and personnel. Yuliya has tested and shipped CityView software releases, tested against SQL Server, Oracle and Access databases. She is also responsible for documenting and overseeing the CityView Quality Assurance processes as well as creating and reviewing other company-wide documentation.

Customer Accomplishments (additional references upon request)

Canton Township, MI; City of Yucaipa, CA; Teton County, WY and Haldimand County, ON (Canada) to name a few.

Education

Yuliya received a Master's Degree in Computer Science from Chernivtsy State University, Ukraine.

Live operation will be supported by your project team directly until 4-6 weeks after go-live, at which time your account will be transitioned formally to the Support team. Thereafter, Support and Maintenance will be provided by a team comprising:
Account Management, Sales – Steve Favalaro or designate
Account Management, Technical Support and Troubleshooting – Support Team under the management of Dale Peters

2.7 Project Management Processes

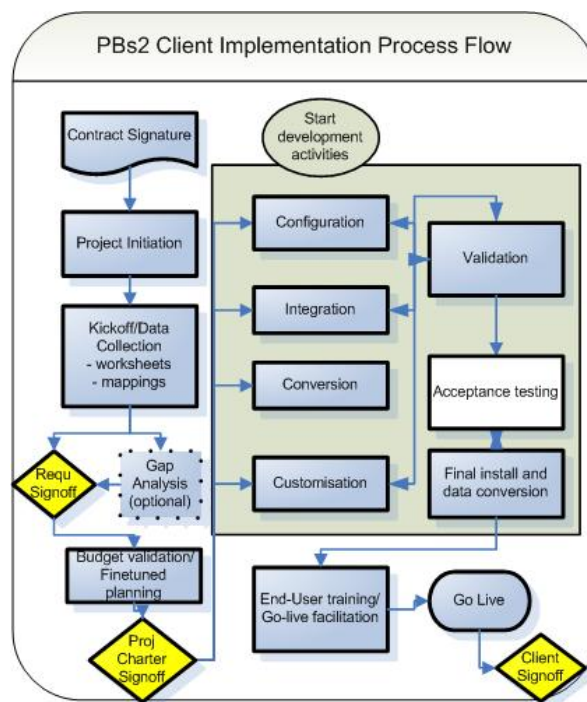
2.7.1 CityView Project Management Approach

CityView generally adheres to the Project Management Body of Knowledge (PMBOK) methodology which is the core foundation for the Project Management Institute (PMI) and their Project Management Professional (PMP) certification. CityView does use many of the PMBOK principles and several of the PMBOK processes during our implementations.

Lifecycle:

The CityView implementation generally follows a waterfall lifecycle with each task flowing into the next until go-live.

Figure # 2.7.1.a Waterfall Lifecycle



Assignment of Responsibilities and Progress Tracking:

CityView uses Microsoft Project as a scheduling and project management tool to identify all major tasks associated with an implementation and to schedule the task and assign the responsible resources. CityView schedules are duration based and not effort based. If a particular task is scheduled to begin on July 1st and end on September 1st, it does not imply that the task will require 2 months of effort but that the task must start by the July 1st date and must complete by the September 1st date regardless of the amount of effort needed to complete it.

Critical Path:

All tasks on CityView schedules will also indicate whether the particular task is critical path or not. Critical path tasks are those that will cause a delay in the entire project if the individual task is delayed or any reason. CityView will work hard to avoid delay of critical path tasks because of the cascading effects to the other steps in the implementation.

The CityView Project Manager has primary responsibility for communication management during a CityView implementation. However, since each project has unique stakeholders and communications challenges the communication management approach is adjusted or tuned in each project to ensure the timely and complete transfer of information.

Steering Committees:

We suggest the customer creates a project steering committee made up of senior managers or executive stakeholders to track and facilitate the progress of the project. CityView project managers have participated in many of these committees as technical resources, members and/or even as the chair of the committee.

Status Calls with the Project Manager:

Each project manager is required to schedule and conduct status calls with their customers at least once every two weeks to discuss accomplishments, upcoming tasks and outstanding issues. These calls last anywhere from 30 minutes to an hour depending on the number of issues to discuss and the current stage of the project.

Status Reports and Schedule updates:

Each project manager is required to send a bi-weekly status report to their customers with accomplishments, upcoming tasks and outstanding issues identified.

Time Management

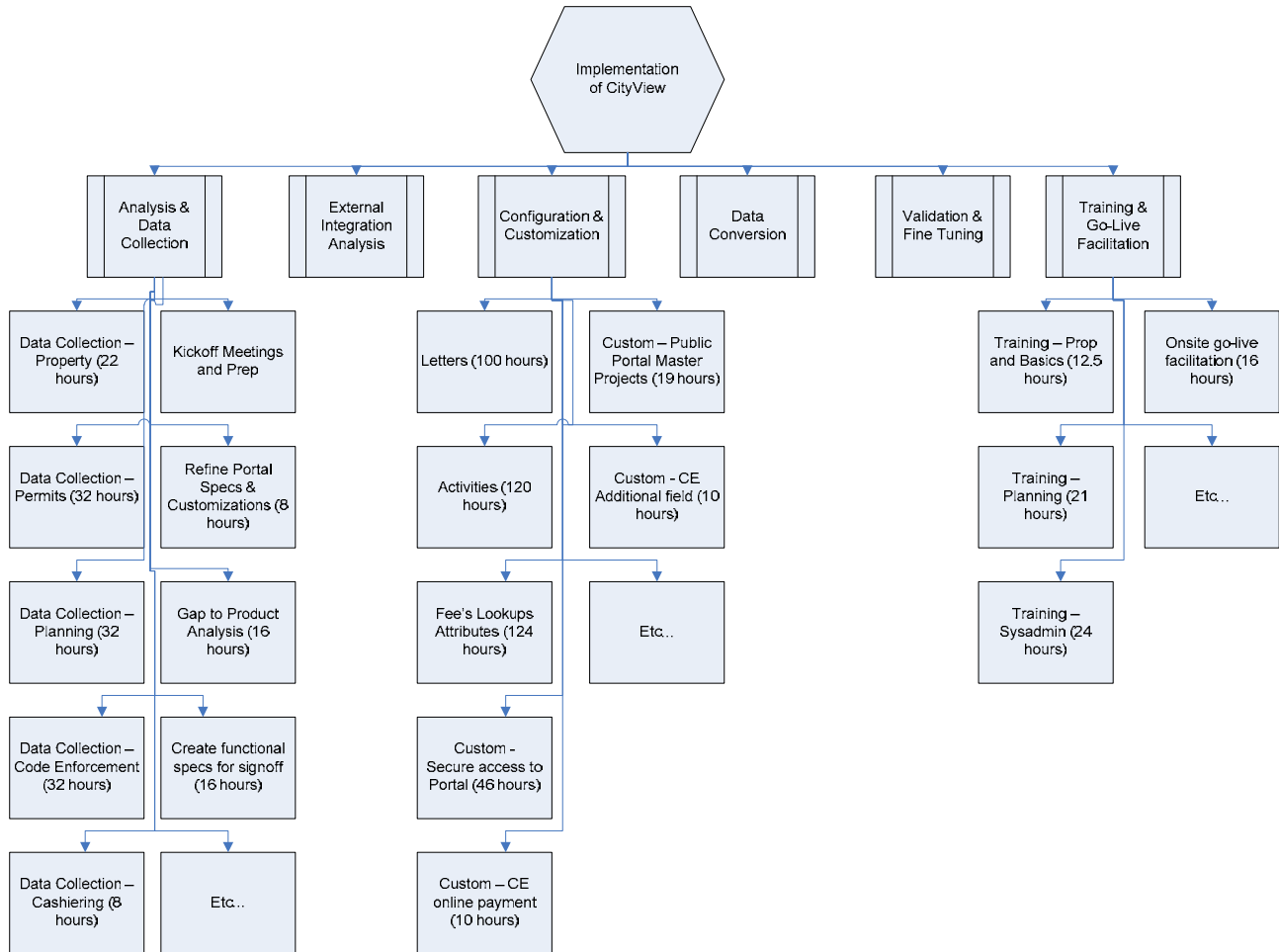
Time management for a CityView implementation is primarily managed through the project schedule and work breakdown structure located in our OnTime task management application.

Work Breakdown Structure:

CityView uses a tool called OnTime to break projects down (decompose) into individual work modules that can be assigned to an individual Developer, Implementation Specialist or other CityView staff member. The OnTime application provides a communication mechanism to the project team members, tracks progress, history and completion of each individual task. Tasks can be entered with dependencies on other tasks and attachments can be added in OnTime to fully describe the requirements for a particular work item.

Figure # 2.7.1.b Sample Work Breakdown Structure

Work Breakdown Structure - Partial Breakdown (Decomposition)



Note: hours in the above diagram are only for demonstration purposes and are not representative of estimates associated with this proposal.

Project Schedule:

CityView implementations have all tasks identified and scheduled in a Microsoft Project file provided to our customers. Each task has one or more resources assigned to it and dates for the required start and end times for the task. The project schedule is updated and provided to the customer at regular intervals. A sample project plan for the City is provided in section 2.5.4 and specific roles and responsibilities of the Project Manager can be found in section 2.5.1.

2.7.2 Sample Status Reporting

Sample Status Report

Customer	Customer City #12296
Date Submitted	February13th, 2017

Accomplishments This Week

- Finishing phase 1 customization and configuration.
- Provided onsite validation training to support validation testing.
- Conducted meeting and determined method for GIS interface.
- Conducted Steering Committee meeting.

Issues Encountered/Outstanding Items

- NOTE: The highlighted issues in **red** need immediate attention.
- NOTE: Any notation in **red** is responses from Customer.
- NOTE: Any issue that has a check-mark bullet has been resolved and is highlighted in **green**.

1. Customer will still need to determine the organizational impact of the GIS decisions made – particularly with respect to the planning function.
2. Rick will need to re-engage onsite to finish the analysis for the planning department.
3. Need to provide a copy of CityView and associated data for On-premise installation by Customer to support testing of the DTS data conversion.

Goals for Next Week

- Reconfigure CV software to remove the known and discovered issues.
- Prepare to test the CV application.
- Install CV and database On-premise to allow testing of DTS data conversion.
- Begin the testing process.

Project Schedule

- Rick’s time for revisiting Customer to finish planning added to schedule.
- Phase 3 analysis task dates modified and tuned to begin after Thanksgiving holiday.

2.7.3 Organizational Change Management

CityView's implementation methodology has been designed with cognizance given to the difficulties many organizations and end-users face in making a change from the business critical system that they have grown accustomed to. The scope of work defines key activities designed to involve the City as much as possible in helping contribute to the change and therefore owning it. This does not entirely replace the need for the City to have an internal change management plan and the City's active role in enforcing the change management initiative is critical; however, we do recognize that we implement systems every day so we are in a very good position to make recommendations and assist in this process.

A new piece of software can be a disconcerting time for the front line users of any new software. CityView provides both on-site end-user training and on-site go-live assistance to aid with this process. During this time an Implementation Specialist is on-site to help users acclimate themselves with the new system, answer their questions as they arise, provide over-the-shoulder guidance on usability, and provide a direct line to Support. These sessions are probably the single biggest direct contribution to the change management process and are always received extremely well.

Process for change orders

CityView will request a formal customer signoff for configuration and data collection and uses this as a baseline for scope management throughout the project.

As situations and/or requirements change during a project, the customer will be provided with a standardized change control form which identifies the suggested change, the requesting party, a justification and an impact with respect to schedule and cost. If the change order is approved by the customer, the change is incorporated into the project. A sample follows on the next page.

Figure Sample Project Change Order



Project Change Order

PROJECT: Region of Anywhere (12298)			
SECTION A: CHANGE REQUEST DESCRIPTION			
Request Date:	02/01/2017	Change #: 2	Provide additional business analysis services to assist Anyville with the review of their business processes and assistance with the re-engineering of their business processes.
Requestor:	B Smith (Anywhere Project Manager)		
Created By:	D. Gray (CityView Project Manager)		
Description of the Requested Change :			
The Region of Anywhere has requested an additional 5 business days (and one travel day) of onsite business analysis to assist them with the review and modification of their existing business processes prior to automation. An additional 3 days of offsite time is also included to allow the analyst to update the scope documents (already completed) with the re-engineered business processes.			
Reason for Change:			
The Region of Anywhere business processes have not been re-engineered in some time and it will take additional time and facilitation to design and validate a revised business process prior to automation.			
SECTION B: IMPACT ASSESSMENT (Estimated Impact to budget, work effort and schedule)			
The work effort is estimated at 64 hours plus travel time and expenses (T&E). The additional weeks' time onsite has been scheduled for March 27 th – March 31 st , 2017			
Total Estimated Cost	\$\$\$	Estimated Revised Completion Date:	April 2017
<i>SECTION C: CLIENT PROJECT MANAGEMENT APPROVAL</i>			
Comments By:		Date:	
	Print Name	Signature	Date
Client Project Manager:	B. Smith		
CityView Project Manager:	D. Gray		

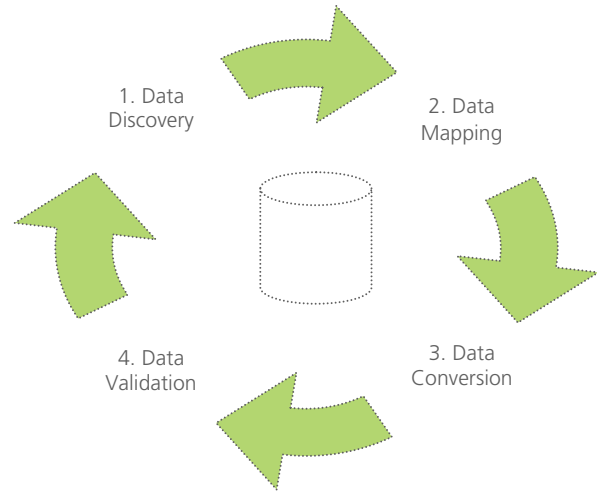
2.8 CityView Data Conversion Services

We undertake imports of historical data with virtually every implementation we do and our data conversion specialists have significant expertise and experience with importing and exporting local government land management data. Having this familiarity with the types of data tracked means they are knowledgeable not just of the science of data conversion but also the art of it.

Typically we will develop custom scripts for data conversion based on a specific mapping of the legacy system to our data schema. On occasion, usually for cost-saving reasons, we will provide a data dictionary and ask for the data to be delivered to a precise specification and format for a simplified data-loading process.

The figure to the right outlines the typical data migration process followed by our specialists.

During the data discovery phase, our specialists confer with you to become familiar with your data. This enables us to prepare for the migration process and leads to more accurate estimates. By providing data in a clean format, you can help to reduce the time and cost associated with the data discovery phase. Data is cleaned by ensuring that unique keys have not been duplicated, unique keys are not empty (i.e. NULL), dates are properly formatted, and data is consistent.



In the data mapping step, mockups are prepared to facilitate the process of mapping your data to the CityView data structure. CityView provides a data mapping template and completes the data mapping exercise. After assessing all of the data sources provided by the customer and undertaking the data mapping exercise we validate data conversion estimates provided in the proposal and complete the change control process if additional budget is warranted, before continuing with the conversion.

Data conversion commences once both parties are comfortable with the output of the data mapping exercise, defined in the data conversion plan and signed off by the customer. In this phase our specialists create scripts that parse, derive, and translate the source data into the ideal format for CityView. To reduce the time and effort associated with this phase the City is required to provide data in one of the following formats: SQL Server, .mdb, .dbf, or .txt.

After the initial data conversion run the database is provided to the customer for the validation phase with the opportunity to test and validate the correctness of the conversion, in accordance with the signed off data mapping documentation. Errors are corrected before a second conversion run prior to end user training, and the final data conversion of historic data the weekend before cut-over and go-live.

Data Conversion Assumptions

Data migration services are priced based on the following general assumptions:

- Data has been cleaned according the suggested guidelines
- Data mapping has been reviewed and signed off by both parties before proceeding to data conversion
- Data is provided in one of the following formats: SQL Server, .mdb, .dbf or .txt

Non Electronic Data

Hard copy data and information is not migrated into the system by CityView. This service is better undertaken by an imaging company in association with the City's Electronic Document Management System (EDMS) provider. If this process is undertaken and assuming CityView integration with this provider through the standard CityView Document Management Integration Framework, then once that hard copy data is imaged and referenced in the EDMS through metadata to permits, projects etc., this will be accessible directly from CityView.

2.9 CityView Proposed Training Services

CityView training is provided by CityView staff only and through a combination of on-site visits and remote sessions.

We have *two Training Objectives* for the City:

1. **Enable:** We train the Subject Matter Experts and Trainers to maximize the use CityView's functionality developed specifically to help them better complete their day-to-day activities of processing applications, capturing accurate data, and finding and disseminating that data and maximizing your return on investment. This is achieved with Train-the-Trainer Training and go-live facilitation.
2. **Empower:** We provide advanced users and system administrators with the knowledge to sustain and evolve the data needs and workflows of the CityView system. This we do through **System Administrator** Training, **Configuration** Training and **CityView Reporter** Training.

Training courses are described below. All courses offered assume a basic understanding of Windows-based software and/or web-based applications. In order to provide quality training to the students in the amount of time specified we would ask that you take this into consideration when you are selecting the course participants.

User Training

Our trainers use their skills as facilitators, coaches, and computer specialists to make CityView courses an interesting and engaging experience for all students. They have a wealth of experience as adult educators backed by a depth of knowledge, developed over many years working as Programmers, Designers, DBAs, and GIS or Systems Analysts.

End-user Training

End-user training provides everyday users of CityView with a series of full, in-depth course programs designed to give them the required skills, tools, and time saving tips to make the most of their new software. This training provides a thorough understanding of the business process and software functionality in your CityView modules so that everyone is ready for go-live day. End-user training focuses on your configured end-product, training you on the navigation of your processes as configured in the product.

CityView uses industry standard databases with the expectation that the administrative training our employees have with these systems is sufficient for knowledge transfer to your staff. Application administration is a standard part of your advanced user training.

Maintenance/System Administrator Training

This course is designed to provide administrators responsible for managing CityView with the general knowledge of how to install and upgrade versions of CityView, change user rights and manage security. The advanced version of this course will go into additional detail on the architecture of the CityView platform as well as how to maintain the CityView Portal. Students should be selected from the Information Technology discipline, and have an expectation that they will be maintaining the software in the future.

Course participants will walk through typical system maintenance and troubleshooting examples, which will teach them the tools, techniques and terminology applicable to CityView, enabling them to not only support the business users in their organization but also to communicate more effectively with CityView's Technical Support team. They will be exposed to our best practices approach for Security Maintenance; and, they will learn the processes for installing and upgrading the CityView environments.

Students will be instructed in the use of the CityView Manager client, and they will gain an understanding of the architecture behind CityView. Additional topics that may be covered include: configuration of Microsoft Exchange, Web Server settings, LDAP settings, Mapping, and Document Management settings.

Configuration Training

CityView is a powerful application that has the ability to grow and change as dynamically as your business demands. We provide a rich set of configuration tools that can allow you to alter the behavior of the system in a host of ways without having any impact on your future upgradability. In order to get the maximum value out of your CityView investment, it is important that one or more individuals within your organization take an active interest in learning how to use these tools and become responsible for ensuring that your application continues to evolve as the need arises. Students should be selected from either the Information Technology discipline or from the business domain but must have a strong knowledge of Windows-based software and preferably an understanding of database concepts.

Participants will learn the importance of lookup tables and how to determine what lookup matches each field on the screen. They will learn how to create and delete "custom" fields. Students will learn how to create new letter templates, including data tags, and the method of maintaining their fee schedule within CityView.

In order to successfully perform the above configuration tasks, users will need an understanding of the database structure behind CityView. We will teach them how to identify what tables/fields are behind the various form controls and how to determine what the relationships are between tables. The students will learn the various tools that are available for clarifying database schema questions and testing/troubleshooting their own configuration.

CityView Reporter Training

CityView Reporter, a fully integrated report engine and report designer tool, provides all of the features that you would expect from other industry-standard reporting tools and allows end users to create reports. In this course, students will learn everything they need to know about creating simple reports, including filters, subsections, and aggregate fields. Students will also learn how to use CityView Reporter tools to create Pivot reports, detailed reports, charts and graphs, and save the designs for future use. Additional topics may include: complex report writing, views, and on-form expressions. There are reporting tools for both end users and IT staff so the course is often split to cater to the staff roles and reporting tools.

Go-Live Facilitation

Going live with a new piece of software is a disconcerting time for the front line users of any new software. CityView provides **on-site, go-live assistance** to aid with this process. During this time an Implementation Specialist is on-site to help the users cope with the system, answer their questions, provide over-the-shoulder guidance on usability, provide a direct line to **Support** and other members of the project

Team and complement the end-user their training. This is probably the single biggest direct contribution to the change management process and it is always received extremely well. We include five (5) days of go-live facilitation in this proposal.

Ongoing Training

Periodic, web-based training is provided to our customers by our Support group, on a predetermined schedule. The training schedule is posted on our Website at the beginning of each year. This training is at no cost to our customers and it focuses on specific areas of need and interest.

Harris/CityView hosts an annual User Conference which draws customers from multiple government disciplines from a pool of over 18,000 customers. This conference is an opportunity for users to talk about their implementation strategies and processes. It is a forum for sharing information, troubleshooting advice and peer interaction. It consists of workshops, open discussion and interactive presentations by other CityView users. It also provides an opportunity for CityView users to suggest new features that would benefit all customers. In 2017, it was held in Atlantic City, NJ and **in 2018 it will be held in Chicago, IL.**

In addition, CityView holds both Western and Eastern Regional User Group meetings during the year.

Our training and support measures are designed to solve immediate issues and to provide knowledge transfer on the most effective ways to use the CityView Solution in customers' business practice.

Refresher Training (Optional)

Refresher training is provided approximately 6 months after Go-Live to ensure successful adoption of the system, and to prevent users from developing any bad habits that cause productivity loss or "dirty data". The agenda will be determined in advance and courses will be tailored to the specific needs of the users.

Real-world experience drives what users want to see covered in these training sessions. Users who were originally keen to write reports may still be resisting taking that first step, so this is a good opportunity to do some refresher training in Report Writer. It is also a good opportunity for the trainer to observe how staff is using the system and make suggestions for ways to increase productivity.

Train the Trainer Training (Optional)

City in-house Trainers will acquire the knowledge and skills required to train all end users. By taking full advantage of such knowledge transfer and post Go-Live assistance, City Trainers can provide end users with One-on-One, Refresher, Lab and web-based training sessions. At the early stages of Go-Live, the Trainers, along with the Project Team members, can act as a frontline support and guidance to the end users. The City can then have resident experts on the different modules.

Proposed Training Plan for the City

Course durations are based on a recommended number of days per module; and, class sizes are kept to a maximum number of students to ensure that everyone receives the proper attention. While we recommend extending the training to additional days if more than one department is using a given module to satisfy a broad range of business functions, we have not accounted for this in our proposal, in order to minimize costs. A recommended training plan follows on the next page:

Training Plan

Course	Objectives		
End User Training Modules (on-site)	<p>This course is designed to enable business users to effectively use CityView modules in order to fulfill their daily work activities. The course provides specific instruction on how to navigate and complete tasks within CityView. It will cover tasks such as completing an application, adding contacts, attaching files, tracking activities and outcomes, applying and paying fees, producing correspondence, mapping basics, and running reports. Users are able to: Understand the key concepts that make up the business process.</p> <ul style="list-style-type: none"> • Understand the key concepts that make up the business process. • Be able to navigate and complete tasks relevant to day-to-day activities. • Be able to walk through a business activity based workflow. 		
	Duration: 16 days	Users: All	Maximum#: 12
End User Training CityView Components	<p>This training will focus on the highly intuitive CityView Citizen Portal and CityView Mobile.</p>		
	Duration: 2.75 days	Users: TBD	Maximum#: 12
Configuration and Maintenance Training (on-site)	<p>This course is focused on enabling users to configure, maintain and evolve their business process within the CityView environment. Concepts that will be covered include Letter Generation, Fee Maintenance, Holiday Configuration, Maintaining Lookup values. Users will be able to:</p> <ul style="list-style-type: none"> • Create and modify Letters. • Create and modify Fees. • Keep your system current by updating Lookup tables 		
	Duration: 5 days	Users: Advanced	Maximum#: 6
System Administrator Training (remote)	<p>This course is designed to provide administrators responsible for managing CityView with the general knowledge of how to install and upgrade versions of CityView, change user rights and manage security. The advanced course will go into additional detail on the architecture of the CityView platform as well as how to maintain the CityView Portal.</p> <p>Course participants will walk through typical system maintenance and troubleshooting examples, which will teach them the tools, techniques and terminology applicable to CityView, enabling them to not only support the business users in their organization but also to communicate more effectively with CityView’s Technical Support team. They will be exposed to our best practices approach for Security Maintenance; and, they will learn the processes for installing and upgrading the CityView environments.</p> <p>Students will be instructed in the use of the CityView Manager client, and they will gain an understanding of the architecture behind CityView. Additional topics that may be covered include: configuration of Microsoft Exchange, Web Server settings, LDAP settings, Mapping, and Document Management settings.</p>		
	Duration: 1 day	Users: Advanced	Maximum#: 4

CityView Reporter Training	CityView Reporter fully integrated SSRS-based reporter and designer and custom report designer provide all of the features that you would expect from other industry-standard reporting tools. In this course, students will learn everything they need to know about creating simple reports, including pivot reports, detailed reports, charts, graphs and filters.		
	Duration: 2 days	Users: All, Advanced	Maximum#: 4
Go-live Facilitation (on-site)	Your Implementation Specialist is on-site at go-live and beyond to provide hands-on, one-on-one training and facilitation to ensure a smooth transition to the new system.		
	Duration: 5 days	Users: All	Maximum#: N/A

Training is provided on City-provided hardware.

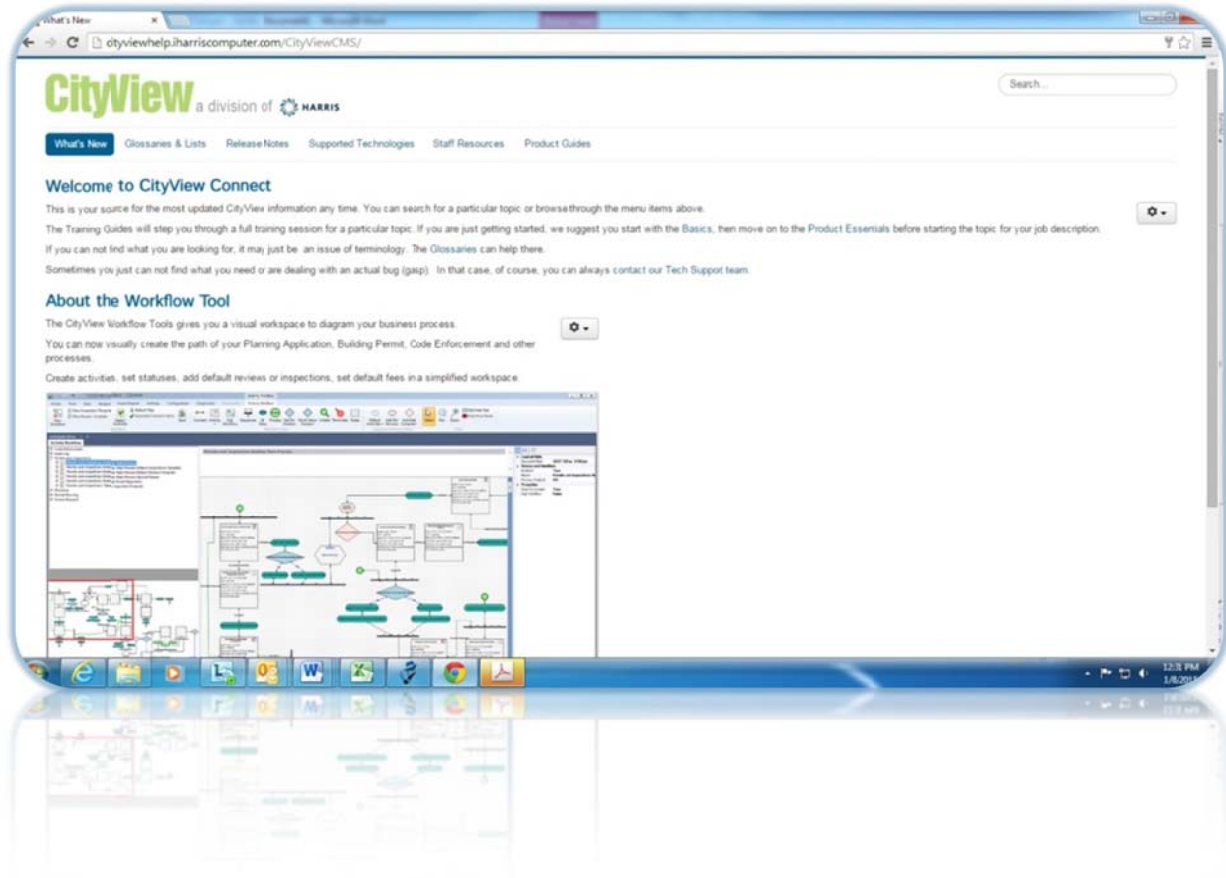
2.9.1 CityView System and Training Documentation (Proprietary and Confidential under separate cover)

Documentation is available through **CityView Connect**, our on-line content management system. This is your source for the most updated CityView information any time. You can search for a particular topic or browse through the menu items. The Product Training Guides will step you through a full training session for a particular topic. If you cannot find what you are looking for, it may just be an issue of terminology. The Glossaries can help there.

CityView Connect is accessible **directly** and **within** the **CityView modules**. By clicking the **Help** button, you get direct access to the content in CityView Connect.

Documentation of your CityView solution is targeted to three main groups: business users, system administrators and application developers. Documentation is provided at every level of training, focused on the enabling objectives of the training in question.

CityView Connect is the main source of documentation for customers throughout the implementation and beyond. The focus of CityView Connect is to ensure up to date information is being maintained in one location, including details on new releases and the added functionality they contain. With each CityView release, detailed Release Notes documents the changes to the release both for new features, feature changes, and bug fixes. Any exceptions or changes for installation and upgrade are also noted.



CityView offers the following documentation:

- System technical documentation
- System end user's documentation
- **On-line Help** Desk documentation
- System/Architecture diagrams
- Data Dictionary – under Non-disclosure Agreement
- Scope Documentation including – signed-off data collection materials

"This proposal contains trade secrets and/or confidential commercial or financial information that the Offeror believes to be exempt from disclosure under Florida's Public Records Law (Chapter 119, Florida Statutes). The Offeror requests that this information not be disclosed to the public, except as may be required by law."

The information is considered Proprietary and Confidential, because it contains specific product architectural and functional descriptions. The following product descriptions are considered a trade secret for CityView.

For the reasons mentioned above, information on pages 59 – 67 is considered **Proprietary and Confidential** and has been removed and provided in a separate envelope per the RFP instructions.

3. Price Proposal (Proprietary and Confidential under separate cover)

3.1 CityView Investment – Detailed Costs (Hosted Software Subscription Solution)

“This proposal contains trade secrets and/or confidential commercial or financial information that the Offeror believes to be exempt from disclosure under Florida’s Public Records Law (Chapter 119, Florida Statutes). The Offeror requests that this information not be disclosed to the public, except as may be required by law.”

Our pricing information on the following pages is considered Proprietary and Confidential; unfair advantages could be obtained should a competitor have access to this information.

For the reasons mentioned above, information on pages 69 – 73 is considered **Proprietary and Confidential** and has been removed and provided in a separate envelope per the RFP instructions.

4. Qualifications

4.1 CityView Profile

Since its inception **36 years ago**, the makers of **CityView** have focused solely and completely on creating **comprehensive permitting and land management solutions** for municipalities across the Continent. **CityView’s U.S. Headquarters is St. Louis, MO** (1224 Fern Ridge Parkway, Suite 100, St. Louis, MO 63141) **and CityView’s Canadian Headquarters and main servicing office** (hours 8:30 am – 8:30 pm EST) is in Victoria, BC (4464 Markham Street, Suite 1202, Victoria, BC V8Z7X8) | **Phone: 1.800.665.5647 | FAX: 314.275.8776 | www.Municipalsoftware.com**. We have **satellite offices in Missouri, North Carolina, Oregon, Alberta, and Ontario**. The majority of support is through our headquarters office in Victoria, BC.

The **CityView product** was initiated by two local government employees with the vision of helping to automate municipal processes. Since its initial release, CityView has been continuously refined and updated to incorporate new technologies and to meet the diverse needs of our customers.

The **company was founded** in 1982 and went public in 2002 under the name Municipal Software Corporation (TSX-V: MSZ). In July 2008, Municipal Software was purchased by **N. Harris Computer Corporation** and became the CityView division of N. Harris Computer Corporation.

N. Harris Computer Corporation (proud, successful, and profitable) is **owned by** the **Constellation Software Inc.** group of companies. Constellation Software is a rapidly growing conglomerate of vertical market software (VMS) companies; each focused upon dominating its respective market niche. Constellation's growth is based on a simple strategy: identify promising Vertical Market Software firms; acquire them; and then integrate them into the Constellation family while building on their fundamental strengths to help them become world class organizations. For more information on our financial status, please visit Constellation’s website: <http://www.cssoftware.com>. Constellation is a publically traded company on the Toronto Stock Exchange under (TSX: CSU). Constellation’s **revenues in 2016 were \$2.13 billion**.

Year	Annual Revenues (in millions)
2012	\$891 million
2013	\$1,211 million (\$1.2 billion)
2014	\$1,669 million (\$1.67 billion)
2015	\$1,838 million (\$1.84 billion)
2016	\$2,125 million (\$2.13 billion)

We have provided Constellation Software Inc.’s most recent audited Financial Report as an embedded file below as well as an electronic copy on our enclosed CD in the binder of our Original response.




CSI 2016 Financial Statements.pdf


4.2 CityView Qualifications

Record of Local Government Experience

<p>HISTORY Property Information, GIS & Permitting solution by 1986; First field inspection solution by 1996; Customers dating back over 20 years; 7 Major software releases in 26 years; DOS, Windows 16-bit, 32-bit, .NET, 64-bit, HTML 5.</p>	<p>INNOVATION 1st land management software vendor to provide a totally integrated mapping and database solution, 1st to .NET, in 2002, 1st with a Web Services API, early adopter of the Windows platform, 1st to adopt database replication in the field, early adopter of ArcGIS Server integration, 1st to integrate with Active Directory, amongst the first to deploy a device-agnostic HTML 5-based field solution, innovative integration with MS Outlook and MS Word, first to provide a completely integrated Electronic Plans Review with Bluebeam Revu.</p>
<p>GLOBAL Serve both USA and Canadian markets; First USA customer in 1997; 27 more in 2002 alone; Consistent additions of new customers each year; CityView in 37 US States and 7 Canadian Provinces.</p>	<p>SUCCESS CityView has consistently ranked as a leading vendor, often THE leading vendor in this space for the past 36 years; 10 customers go live in the last quarter of 2013; 2017 record sales; State of the art technology, great references, consistent growth, profitability.</p>
<p>COMMITMENT Founded by Local Government, for Local Government, 1982; All CityView software applications are built for Municipalities.</p>	<p>PARTNERSHIP We partner with industry leaders that serve Local Government: Microsoft, Esri, Laserfiche, OnBase, Selectron and TeleWorks IVR, and Bluebeam.</p>
<p>KNOWLEDGE Over 250 implementations across 37 U.S. States and 7 Canadian Provinces; A number of our employees come from a Local Government background, selected for the value their domain experience brings.</p>	<p>INDUSTRY Memberships include, Esri, International Code Council (ICC), American Planners Association (APA), MISA California, CALBO California Building Officials and more.</p>
<p>EVENTS Annually attend, regularly sponsor, and exhibit at leading and local industry events including: California Building Officials (CALBO), American Planning Assoc. (APA), Alberta Building Officials Assoc., Ontario Building Officials Assoc., International Code Conference (ICC), MISA Prairies, MISA BC, MISA ON, BC Building Officials Assoc., International City/County Management Assoc. (ICMA), MISAC, and others.</p>	<p>STABILITY Parent company, Harris Computers; serves 18,000 + Government customers in the areas of Utilities, Land Management, Tax and CAMA, ERP, Public Safety, School Districts, since 1977; Publicly traded: \$2.125B revenues in 2016; \$1.838B revenues in 2015; \$1.669B revenues in 2014; Profitable!</p>

Long-time Leaders in Innovation

 **REGIONAL DISTRICT OF FRASER-FT GEORGE**
Links permit & parcel data through maps with LOIS

CityView customers can now create their own modules and share them. 



Inspectors take CityView mobile

1986
LAUNCH OF LOIS
Lot-Oriented Information System; Precursor to CityView

1992
LAUNCH OF CITYVIEW
Windows 16-bit version

1994
CITYVIEW AUTOMATION
Release of CityView Development Tools

1996
CITYVIEW MOBILITY
Full database replication for field use

1998
IMPORT/EXPORT WIZARD
CityView 7 released for 32-bit Windows



District of Langford becomes central dispatch unit for Capital Regional District



Microsoft's Packaged Application of the Year Award
Government Technology's Best Solutions Award
Viatec's Product of the Year Award



Canton Live in 100 days




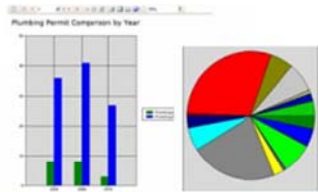


2001
CITYVIEW .8 NET
One-click web deployment of forms / reports / citizen portal

2003
CITYVIEW INTEGRATIONS
CityView IVR and Web Services API Active Directory (LDAP) Authentication

2004
ARCSD "FIRST CLASS"
CityView uses GIS as primary data source; thematic mapping; spatial queries

2006
MICROSOFT SMART CLIENT
CityView employs latest .NET Technology Disconnected & Slow Connection Support

2006-2007
LOCAL GOVERNMENT MANAGER
CityView spawns spin-off SaaS product for small jurisdictions

CityView Mobile, Device-agnostic Field Inspections

2007
MORE POWERFUL TOOLS
*ArcGIS and MS Exchange Integrations
CityView Letter Generator & Rules Engine*

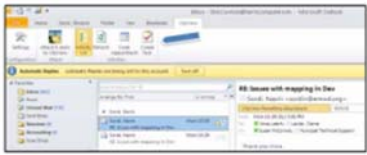



2009
CITYVIEW EDMS
Document Management Framework enables deep integration with industry leaders

2010
DESKTOP REPORTER
SSRS based, end-user reporting tool supports Pivot reports, detailed reports, charts & graphs

2010
CITYVIEW XPRESS
Pre-configured modules integrate quickly for low cost; go live within 90 days

2011
CITYVIEW 2011
New design incorporates Microsoft Ribbon Windows Presentation Foundation (WPF)

CityView: Long-time Leaders in Innovation

2012
CITYVIEW MOBILE & ELECTRONIC PLANS REVIEW
Paperless Inspections; Paperless review process

2013
MS OUTLOOK ADD-IN
Data sharing between MS Outlook & CityView increases employee productivity

2014
CITYVIEW WORKFLOW & MS WORD ADD-IN
Graphical Workflow Designer & MS Word Add-In for letters

2015
CITYVIEW ADAPTIVE INTERFACE
Responsive interface for citizen-facing CityView Portal

2017
CITYVIEW WORKSPACE
HTML5, Single Page Application, modern web stack

SOLUTIONS Enterprise solutions for Municipalities include the following:

- Property Information
- Water and Sewer Management
- Permits and Inspections
- Cemetery Management
- Planning
- Voters Registration
- Code Enforcement
- Marriage and Death Registration
- Business Licensing
- Work Orders
- Animal Licensing
- Infrastructure Management
- Cashiering
- 9-1-1, Computer Aided Dispatch (CAD)
- Service Requests
- Fire Incident Reporting (NFIRS)
- Parking Management
- CityView Portal
- Electronic Plans Review
- CityView Mobile

4.3 CityView References

Throughout our 36 year history CityView has focused on needs of permitting and licensing departments for local governments. These solutions are based on our combined years of experience in municipalities and on a product that easily adapts to changing practices. We are committed to providing a variety of comprehensive services for this software, from installation and training to ongoing technical support. We want to be a trusted advisor, coach and supporter. More than just a vendor, we want to be the company to partner with.

4.3.1 What CityView Customers are Saying

Who better to evaluate the CityView software than customers who can compare it with their own experiences. What CityView Customers are saying about us:



*"The **configurability of CityView allows us to implement changes quickly and at no additional cost.** We have support from our own internal IT department, but do not require a dedicated CityView IT person on staff. The system is designed simply enough to allow us to implement business process changes as needed; it doesn't take a developer to make these changes.*

"The value added is the cost savings from not having to pay the vendor for these changes.

Therefore, we don't have to go through the process of asking for additional funding every time we need to improve our process and make changes in CityView. With the economy like it is, CityView lets us do more with less."

- Ana Silbernagel, Permit Manager and Brenda Flowers, IT Sr. DBA; Cherokee County, GA



*"For what I do on a daily basis, **it is very helpful to be efficient when following the workflow that is programmed.** It assures all activities are completed that are required for documenting."*

- Dee Pulse, Investigator, Collier County, FL



*“The **flexibility and configurability of CityView** have **significantly aided** our **ability to train new employees**. It used to take six months to get a new employee up to speed with how the processes worked and CityView has allowed us to **cut that down to about a 2 week window**. It’s amazing!”*

-Casey Armstrong, Rockingham County, VA



*“I was impressed with how quickly **CityView Mobile** was implemented for Augusta, GA. After one small configuration change made by Tech Support, we were up and running. **This is one of the most efficient mobile applications we’ve dealt with**. Our Building Inspectors really like it.”*

Debbie Freeman, IT Project Manager from Augusta-Richmond County, GA, appreciates the ease of implementation:

4.3.2 CityView References – Attachment A

There are over 210 maintenance-paying Local Government customers using CityView products across 37 U.S. States and 7 Canadian Provinces. Our customers range in size from populations of 6,000 through to large cities and counties of 600,000.

These references are chosen through criteria of proximity, size, innovation and nature of the project. All have the same suite of CityView products that we are proposing for the City.

After review of our references, should you require additional ones we would be happy to provide.

Please find on the following page CityView’s completed Attachment A form, Business References.

Attachment A BUSINESS REFERENCES

BIDDER: CityView, a division of Harris Computer Systems

PROJECT: Enterprise Permitting & Land Management Software

BID#: DODX-180049-GD

BID DUE DATE: January 31, 2018

Provide the following business reference information for three clients that a same or similar project has been provided within the past five years. You may include photos or other pertinent information.

#1 Project dates (i.e. 6/2009 to 9/2009): 12/2005 to Present Project Amount \$ Not at liberty to provide

Project Client Name: Islamorada, Village of Islands

Project Location: Florida (population - 6,846)

City, State Zip: P.O. Box 568, Islamorada, FL 33036

Client Contact Name: Susan McLaughlin, Management Analyst

Phone Number: (305) 664-6429 Fax Number: not available

Email Address (if available): susan.mclaughlin@islamorada.fl.us

#2 Project dates (i.e. 6/2009 to 9/2009): 01/2007 to Present Project Amount \$ Not at liberty to provide

Project Client Name: Augusta-Richmond County

Project Location: Georgia (population - 196,741)

City, State Zip: Annex 101, Municipal Building, 530 Greene Street, Augusta, GA 30901

Client Contact Name: Debbie Freeman, Project Manager, Information Technology

Phone Number: (706) 821-2532 Fax Number: (706) 826-4790

Email Address (if available): Freeman@augustaga.gov

#3 Project dates (i.e. 6/2009 to 9/2009): 08/2003 to Present Project Amount \$ Not at liberty to provide

Project Client Name: Cherokee County
 Project Location: Georgia (population - 235,900)
 City, State Zip: 90 North Street, Suite 360, Canton, GA 30114
 Client Contact Name: Ana Silbernagel, Director Development Services Center
 Phone Number: (770) 721-7816 Fax Number: not available
 Email Address (if available): asilbernagel@cherokeega.com

#4 Project dates (i.e. 6/2009 to 9/2009): 12/2015 to Present Project Amount \$ Not at liberty to provide
Live - 11/2016

Project Client Name: City of South Jordan
 Project Location: Utah (population - 66,648)
 City, State Zip: 11175 S. Redwood Rd., South Jordan, UT 84095
 Client Contact Name: Cory Day, Project Manager (Code Enforcement Department)
 Phone Number: (801) 446-4357 Fax Number: not available
 Email Address (if available): cday@sjc.utah.gov

#5 Project dates (i.e. 6/2009 to 9/2009): 01/2009 to Present Project Amount \$ Not at liberty to provide

Project Client Name: City of Lee's Summit
 Project Location: Missouri (population - 91,364)
 City, State Zip: 220 SE Green, Lee's Summit, MO 64063
 Client Contact Name: Desiree Hourigan, IT Applications Manager
 Phone Number: (816) 969-1252 Fax Number: not available
 Email Address (if available): Desiree.Hourigan@cityofls.net

4.4 City of Gainesville’s Minimum Requirements

4.4.1 CityView’s Response to the City’s Minimum Requirements

The vendor must provide all of the following features associated with a permitting/land management system:

Minimum Requirements	Provide Feature Yes / No	Comments
1. Citizen Facing		
a. The system will have a robust, intuitive citizen portal	Yes	CityView provides a very robust and intuitive citizen portal
2. Interface to City Paymentsystem		
a. Connection to end-to-end automated payment system	Yes	We have included an estimate in our proposal for integration with JetPay, and CityView also supports numerous 3 rd party payment processors
3. Issue permits/entitlement and licenses, each with its individual workflow	Yes	This is standard CityView functionality
4. Enables customers to schedule inspections		
a. Enables customers to schedule building inspections via mobile enabled devices and links with voice recognition for phone requests for inspections	Yes	This is standard CityView functionality, and we integrate with our preferred partner Selectron and have included a cost from them as optional
b. Enables customers to select whether the inspection is in the AM or PM	Yes	This is standard CityView functionality
c. Sends customers an email to confirm a scheduled inspection	Yes	This is standard CityView functionality
5. Mobile-enabled		
a. End-to-end mobile device enabled for internal and external users.	Yes	This is standard CityView functionality
b. Application, scheduling, tracking and payment for customers.	Yes	This is standard CityView functionality
c. Management, reporting and tracking forstaff.	Yes	We interpret this to mean management’s ability to report and track staffs activities while in the field

6. Reporting, Benchmarking & Dashboard		
a. Includes reporting capabilities, benchmarking tools and a dashboard.	Yes	This is standard CityView functionality
b. Easily create customized reports	Yes	This is standard CityView functionality
7. ArcGIS Services are source of spatial data		
a. ArcGIS services published by the Property Appraiser, e911 and the City will be the source of spatial data	Yes	This is standard CityView functionality
b. Ex.) zoning, homestead exemption status, jurisdiction, flood zone context area, historic preservation context area, wellfield context area, land use designation, Enterprise zones, CRA districts, Parking zones, Parcels, e911 addresses	Yes	This is standard CityView functionality
8. Parcel Based		
a. All data has unique parcel number as unique id.	Yes	CityView's property integration tools allows CityView to interface to the City's central parcel source
b. Ability to link to previous parcel number.	Yes	

In addition, the City envisions that the vendor may provide all or a portion of the following features associated with a permitting/land management system:

Minimum Requirements	Provide Feature Yes / No	Comments
1. Migrate legacy data into convention		
a. All data from Innoprise, BDS & eWacker in a searchable format is migrated to new database	Yes	Our proposal includes an estimate for the conversion of historical data from Innoprise, BDS and eWacker
2. Route inspections using GPS		
a. Locate and view entitlements, violations and inspections using GIS/ GPS	Yes	Routing does require the City to have an account with ArcGIS Online and our proposal also includes an estimate for integration with the City's routing solution
3. Enables customers to search for past entitlements		
a. On-line search for previous entitlements on a property (i.e. building permits, land use & zoning, lot splits, etc.)	Yes	This is standard CityView functionality
4. Integrated		
a. Seamless integration with other systems (i.e. ProjectDox, OpenText, Synovia, ArcGIS, SeeClickFix, telephone voice recognition software)	Yes	Our proposal includes an estimate for the conversion of historical data from Innoprise, BDS and eWacker
5. Mobile App		
a. Public facing app to do all building and planning business.	Yes	Routing does require the City to have an account with ArcGIS Online and our proposal also includes an estimate for integration with the City's routing solution

4.5 CityView Proposed Solution

CityView offers both a Hosted Software Subscription solution and an On-premise solution. **We are proposing our hosted software subscription solution.**

4.5.1 CityView Hosted Software Subscription Solution

Our cloud offering is ideal for municipalities with limited IT resources or those looking to reduce IT costs, as CityView takes care of the hosting and software management for you, freeing up staff for other critical duties.

CityView's hosted, subscription software provides you with a **worry-free solution**. No hardware to purchase or maintain; no license or maintenance fees (only a subscription); no client to install...**plus:**

- **Lower up-front costs** means you receive a quicker return on investment while decreasing total cost of ownership.
- **Easier administration** for your IT staff.
- **Your data stays secure** in the Harris-owned data center in Pittsburgh, PA.
- **Reliable infrastructure** in a professionally managed data center.
- **Reduced time-to-value for new features and functionalities** as your product is always kept up to date with the regular updates and enhancements provided by CityView

4.5.2 Product Overview (**Proprietary and Confidential under separate cover**)

We provide easily installed, flexible, easy to use software solutions that are engineered for the long-term.

"This proposal contains trade secrets and/or confidential commercial or financial information that the Offeror believes to be exempt from disclosure under Florida's Public Records Law (Chapter 119, Florida Statutes). The Offeror requests that this information not be disclosed to the public, except as may be required by law."

The information is considered Proprietary and Confidential, because it contains specific product architectural and functional descriptions. The following product descriptions are considered a trade secret for CityView.

For the reasons mentioned above, information in section 4.5.3 through 4.6.11 is considered **Proprietary and Confidential** and has been removed and provided in a separate envelope per the RFP instructions.

4.6.12 Benefits the City of Gainesville can Expect to Realize

Initial and maintenance costs cannot provide a complete picture of the return on investment from the software you are purchasing and we believe it is important to consider Return on Investment. Many systems in the marketplace are low cost and therefore have a low 5-year Total Cost of Ownership (TCO) but that does not result in those systems always being selected as the system of choice. The following provides examples of some metrics of return on investment quantified by our customers and that the City of Gainesville can expect to potentially realize. These are real:

- **City of Airdrie, AB**, with CityView, reduced permit turnaround time from:
 - 23 days down to 10 days – House permits
 - 7.8 days down to 2.6 days – Accessory Permits

- **Rockingham County, VA**, present the following metrics and guarantees with their CityView system that were not evident with their prior, competitive system:
 - All Permits Guaranteed to be issued/turned around within 21 days
 - Over the counter permits (e.g. Deck permit) takes 12 minutes from customer entry at County office to exit with fee paid and permit in hand.
 - Implementation of CityView recovered revenues of \$70,000/yr. that the County was losing with the old system because of incorrect fee calculations.
 - CityView Mobile was paid for in 2.5 months in Gas savings alone from the inspectors no longer needing to waste gas driving to and from County offices etc. – that’s hardware, software and implementation services.
 - By mapping Code Enforcement records in CityView and identifying high risk zones within the County as a result, the County was able to conduct proactive outreach and reduce Code Enforcement incidents from the affected areas.

- **City of Grove City, OH**, with the implementation of CityView field inspections capability and CityView citizen service capability were able to achieve the following metrics:
 - Reduction in front counter inspection and permit status calls by 60%
 - Reduction in inspection cancellations by 30%

- **Township of Canton, MI** implemented CityView Mobile and inspectors have been able to complete their daily inspections in one hour less, on average, than it used to take them.

- **Collier County, FL** electronically submitted through CityView Portal 36% or 16,467 building permits saving time (turnaround time for electronic permits 14 days; paper permits 21 days), money, and paper for the County and their constituents. Collier is looking to increase the percentage again next year.
 - Permitting: Total Inspections – 285,265; Total Applications – 45,419
 - Planning: Total Inspections – 3236; Total Applications – 2751 (Electronic – 848; Paper – 1903)
 - Code Enforcement – Total Inspections 18,874; Total Cases 13,952
 - Transaction Total: \$107,939,931

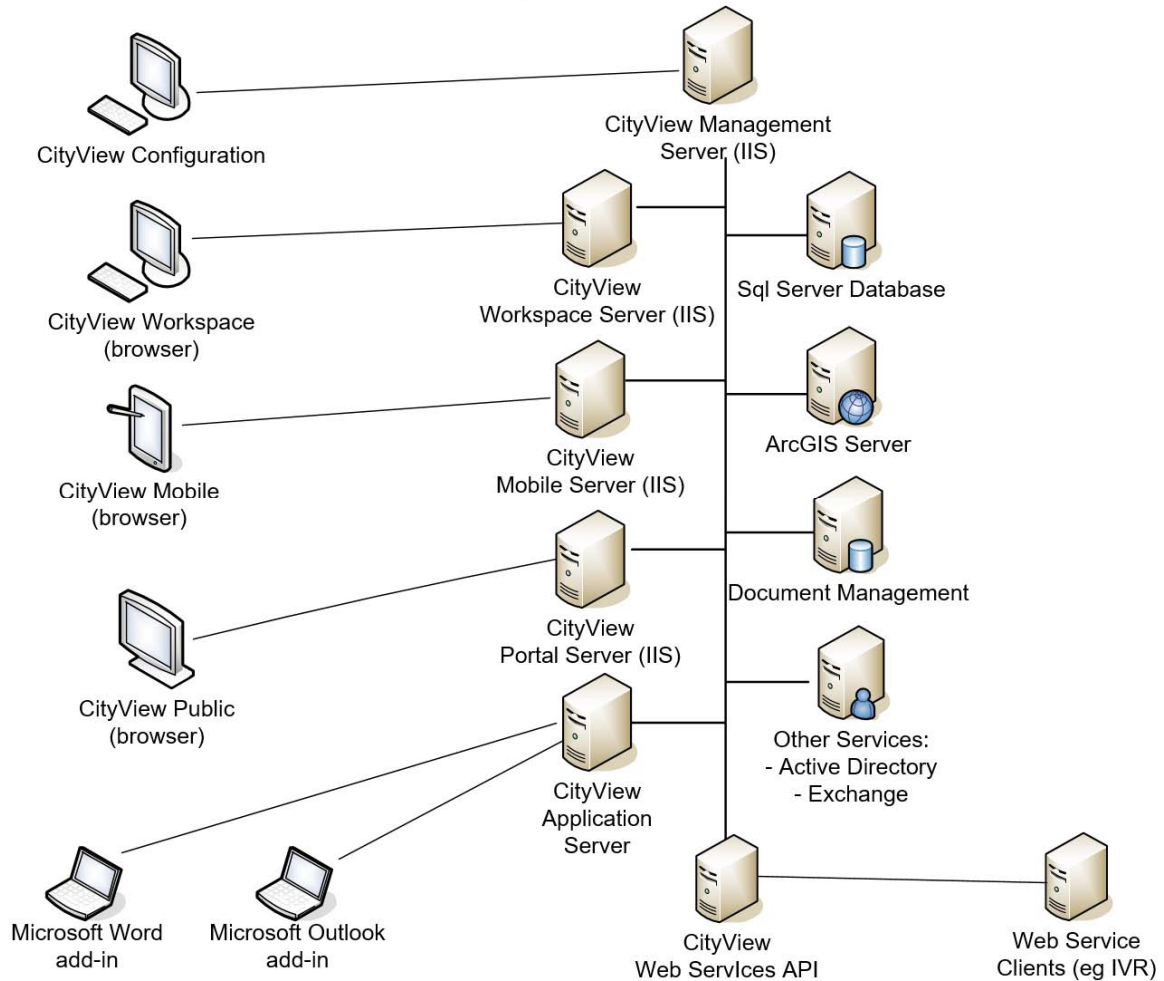
4.7 CityView Technical Requirements (Hosted Solution)

Hardware and Software Requirements

CityView Browser Client	
Supported Browsers	Chrome Edge IE 11* Firefox
Configuration Console Client	
Hardware	Software
Windows PC with 2GHz clock speed recommended	Operating System: Microsoft Windows 10, 8.1 and 8 (32 bit and 64 bit), 7 SP1 (32 bit and 64 bit)
2 gigabytes (GB) of RAM or higher recommended	Microsoft .Net 4.6.1 framework must be installed
400 megabytes (MB) of available hard disk space	
CityView Mobile Configuration	
Mobile devices – this is a Web, browser-based interface that can be utilized by a very large array of devices. Please note that for tablets and smartphones, the browsers themselves can have different navigational methods of handling file attachments (Upload and download). Ideally, lower latency works best when handling upload/download of large file attachments with our product. 3G network connectivity is adequate however.	

***About Internet Explorer** - as of January 12, 2016, Microsoft only supports the most current version of Internet Explorer, therefore there may be some formatting issues.

CityView Component Architecture



Server components can be combined onto hardware as necessary.
 Separate environments are recommended for: Production, Testing, Training.

Supported Technologies

Document Management System Support					
SharePoint 2016, 2013, 2010	✓	HP Trim v7.3 (CityView Desktop only)	✓	Laserfiche 9, 10	✓
Laserfiche WebAccess 9, 10	✓	Laserfiche Weblink 9, 10	✓	PaperVision (Versions 78 & 79)	✓
eB	✓	OnBase 16.0.0.17	✓		
CityView Mapping Support					
ArcGIS Server, Standard or Advanced Edition v10.5, v10.4	✓	ArcGIS Server, Standard or Advanced Edition v10.3.1	✓	ArcGIS Server, Standard or Advanced Edition v10.2.2	✓
ArcGIS Server, Standard or Advanced Edition v10.1	✓	ArcGIS Server, Standard or Advanced Edition v10.0 with SP4	✓	ArcGIS Server Standard or Advanced Edition v9.3 (legacy)	✓
ArcGIS Online	✓	ArcGIS Server Basic Edition	✗	ArcGIS Server prior versions	✗
CityView Portal Browser Support					
IE 11*, Microsoft Edge	✓	Firefox 52 or higher	✓	Chrome 57 or higher	✓
		Prior versions, Other browsers	✗		
CityView Mobile, Device Support		Signature Pads		Microsoft Outlook Add-in Support	
iOS 4 or higher (iPhone, iPad, iPod)	✓	ePad Vision	✓	Outlook 2016, 2013	✓
Android 2.3 or higher	✓	ePad II	✓	Outlook 2010	✓
Windows phone 7 or higher	✓	ePad USB	✓	Outlook prior versions	✗
Other devices	✗	Brother Label printer	✓		
Payment Processor Support				Bluebeam 3 rd Party Software - (Required for Electronic Plans Review)	
PayPal's PayFlow Pro v 4.3	✓ ¹	MSB Nexus	✓	Revu Studio	✓ ²
Active Class	✓	Invoice Cloud	✓		
PayGOV	✓	BIS Online	✓		
iTransact	✓ ¹	Beanstream	✓		
Moneris eSelect	✓	Paymentus	✓		
Authorize.Net	✓	Acculynk	✓		

- 🔍 In testing
- ❓ Not tested
- 🔧 Planned

¹non-PCI Compliant

²Required to Prepare and Flatten documents

***About Internet Explorer** - as of January 12, 2016, Microsoft only supports the most current version of Internet Explorer, therefore there may be some formatting issues.

4.7.1 CityView Hosted Software Subscription Solution

CityView offers a Hosted Software Subscription model. *Our licensing model allows for the installation of testing, training and production environments that the City would have access to.*

Customers' environments are hosted in the **Harris data center located in Pittsburgh, PA**. A summary of the specifications of the data center follows:

- Nationwide multi-terabit network that delivers industry leading IP and network solutions at the fastest speeds available today.
- Situated in an area with very low natural disaster threats.
- Runs off of a state of the art primary and backup power supply.
- Precision cooling system with regular preventative maintenance and pre-action fire sprinkler system.
- Mesh backbone with a 100Mbps dedicated connection burstable to 1Gb in the event of higher network traffic. 99.9% network uptime. Includes redundant firewalls, load balances and switches all running off Gigabit internal network. Load balancers to distribute application load.
- Secure keycard access, monitoring for network intrusion, vulnerability scanning using industry-rated scanning and penetration software.
- Several methods employed for conducting and preserving backups, including local server for quick recovery, backup to offsite SAN, backup to Cloud based services. 3-hour onsite services for hardware failure.
- Dedicated Services Team monitoring infrastructure 7-days a week and on holidays.

The following software licenses are required:

- A single site license for CityView Server software. This provides the CityView enterprise Platform and system administration tools.
- A single software license for each of the CityView modules purchased (all modules are fully contained in the database, so integration is complete).
- Named Users – For the hosted software subscription model CityView offers named user licenses.

Please refer to the following page with frequently asked questions (FAQs) and their answers regarding our hosted subscription model.

Where are the data center and storage facilities?	CityView hosts from the Harris data center located in Pittsburgh, PA. The facility is owned by Expedient.
Owner of the data facility.	Landmark Media is the Parent Company for Expedient. Expedient is under the Continental Broadband Division.
Who manages the data facility employee / contractors?	Harris employees manage the hosted environments, virtual servers, etc. The infrastructure itself is managed by Continental Broadband DBA Expedient Data Centers.
How long has the proposed data center been up and operating?	Expedient’s data center has been in operation for 12 years.
How many customers are hosted in the proposed data center?	Expedient’s Pittsburgh Data Center supports 500-1000 Customers.
Total number of active customers currently served by hosted solution.	Testing and validation of our system is done through a hosted solution over the past several years out of our Pittsburgh data center. CityView has 32 customers who host their Development environments in our data center. The City of Naples, FL will be our first production environment to be hosted at the data center.
How are hosted software applications deployed for use by numerous customers?	It is not a multi-tenant database architecture. Your data is isolated from other customers’ data and you can upgrade on a different timeline from other customers.
What availability and response times are guaranteed?	CityView shall use commercially reasonable efforts to make the Software available to Users twenty four (24) hours per day, seven (7) days per week. Please note that at a certain point, software updates will need to be applied. It is likely to expect outages of a few hours per month while software updates are applied during non-business hours. CityView technical support is available Monday – Friday, 8:30 AM - 8:30 PM EST.
What are the standard relief schedules for unplanned system downtime/outages?	Three hours per month, applied on Saturdays.
What is the process for notification of standard maintenance and down-time?	Email to those customers in validation when system will be unavailable.

<p>What data security and system redundancy capabilities are available at the data center and storage facilities?</p>	<ul style="list-style-type: none"> • High-Security Datacenter: <ul style="list-style-type: none"> • SSAE-16 Type II compliant • SOC II & SOC III compliant • PCI-DSS and adherence to Gramm, Leach, Bliley • Adherence to HIPAA and FDA Compliancy • High Performance: <ul style="list-style-type: none"> • Exceeds industry standards for CPU, Network, RAM & Disk performance • High Availability: <ul style="list-style-type: none"> • Fully redundant N+2 Data Center • Multiple layers of Power, HVAC and Internet redundancy • Fully redundant N+2 Virtual Platform
<p>Disaster recovery site or sites</p>	<p>Expedient can present DRaaS solution out of all of our Data Centers. DC locations are Columbus OH, Cleveland OH, Baltimore MD, Memphis TN, Indianapolis IN, Pittsburgh PA, Boston MA.</p>

4.8 CityView Support and Maintenance Services

CityView has leveraged the advances in technology to provide a varied and comprehensive array of support options with the common goal of ensuring our customers are maximizing the benefit from their investment in CityView. Here all the measures we take to this end are described and a table detailing our standard Service Level Agreement is presented.

Annual Software Maintenance Agreement

CityView is constantly evolving. The nature of our relationship with our customers is an integral part of that development. The relationship begins with the mandatory Annual Software Maintenance Agreement (ASM). This agreement provides not only unlimited support to your System Administrators through our toll free lines but also includes all new releases, updates and enhancements to CityView at no extra charge. The development of CityView is funded directly from the ASM program. In addition, we rely on our customers to provide guidance in the area of future development for CityView. We maintain a comprehensive database of features that are requested by our customers and by our own staff and we base future versions of CityView on these suggestions.

Suggestions for software enhancements are considered and may be incorporated into the software at no charge as part of the ASM. The scheduling and priority for the development of the enhancements are determined by the degree of benefit the enhancement will provide the entire user base.

Software Maintenance

New releases of CityView are developed using our internal Research and Development Department. Each new release of CityView contains all the features included in previous releases. All releases are supplied as part of your mandatory Annual Software Maintenance Agreement (ASM). One release every six to ten weeks.

New releases and maintenance updates to CityView are “backwards-compatible” with previous versions and have no effect on your existing tables, forms, reports or workflow. This is a clear advantage over the competition because it means you will never have to start from scratch again, re-purchasing new software or

paying a vendor to make changes. CityView releases and updates only affect the CityView program code, providing new features and functionality to the core product. Once your CityView software has been installed, you will have full access to these new features and functionality and can, at your discretion, make use of them with your existing tables, forms and reports without needing to alter your workflow in any way.

CityView also offers additional services through different level agreements in addition to the standard Software Maintenance. Please refer to the chart below:

	Bronze Package	Silver Package	Gold Package
Description	Qty.	Qty.	Qty.
User Conference pre-paid attendance (#) ¹	1	2	4
Additional upgrades performed per year by Support (#) ²	0	1	2
Environment Health Checks	1	1	2
Tailored remote (WebEx) training (hrs.) ³	6	12	24
Hands-on Support: Scheduled Processes (hrs.)	0	16	16
Other Services (configuration, report creation, customizations, etc.) (hrs.) ⁴	12	24	48

Terms & Conditions

¹Quantity (QTY) for User Conference indicates a number of prepaid registrations, otherwise Quantity (QTY) =1 unit or number of hours.

²Quantity (QTY) is in addition to Standard Maintenance Agreement provision of 2 upgrades performed per year by Support.

³Remote Training is not generic; this is specific to your needs/environment.

⁴Quantity/Hours cannot be exchanged for product or carried over into subsequent maintenance years.

Annual CityView User Conference/User Groups/Forum

Harris/CityView hosts an annual User Conference. This conference is an opportunity for users to talk about their implementation strategies and processes. It is a forum for sharing information, troubleshooting advice and peer interaction. It consists of workshops, open discussion and interactive presentations by other CityView users. It also provides an opportunity for CityView users to suggest new features that would benefit all customers. In 2017, it was held in Atlantic City, NJ, and in **2018 it will be held in Chicago, IL.**

See what CityView customers had to say about the **2017 Harris Customer Training Conference**:

- ❖ "I loved the hygiene kits we put together; overall the conference was great. Thanks for your hard work in getting this conference put together so well." - **Karen Saluone, City of Provo, UT**
- ❖ "I enjoyed the knowledge sharing." – **Stephanie Feist, City of Rogers, AR**
- ❖ "I liked the round table feedback session." – **Jenny Williams, Chatham County, NC**

In addition, local User groups are administered and organized by customers with some support from CityView.



CityView believes in a collaborative culture that actively participates in a helpful and friendly community. To that end, we also provide the **CityView Online User Forum**.

This User Forum community is an organic way of sharing solutions and helpful tips to help anybody who may come across a similar situation. The User Forum does not replace Feedback, this is **not** the place to log issues or escalate current feedbacks.

The User Forum is the place for:

Welcome

We encourage new members to introduce themselves through the CityView Forum. It provides an environment to get to know one another and share interests and for customers to introduce themselves and start collaborating together.

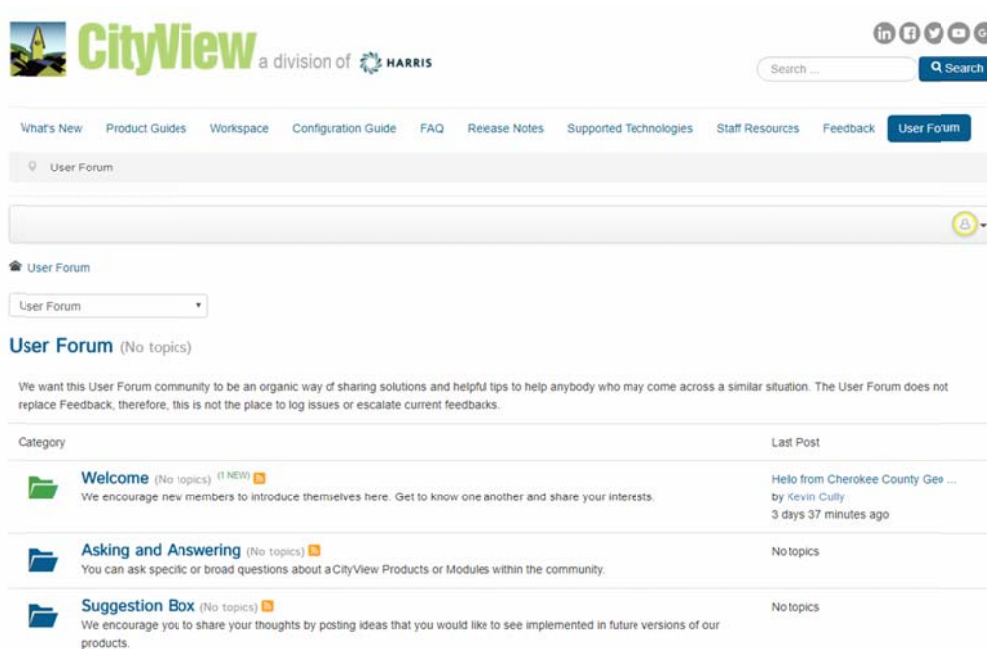


Ask and Answer

Specific questions can be asked or broad questions about CityView products or modules within the community. These questions are posted to the "User Forum" for all other users to access and respond. CityView Support monitors these posts. This is an opportunity to discuss each other's point of view on relevant matters facing municipalities today or in the future.

Suggestion Box

Sharing feedback or offering suggestions is always welcome. Provide ideas that will potentially make your life easier, chances are it may positively affect more users' experience as well. The scheduling and priority for the development of the suggestions/enhancements are determined by the degree of benefit the enhancement will provide the entire user base.



Customer Support

Support and maintenance for your system is handled from our head office in Victoria, British Columbia, Canada. You receive unlimited customer technical support as part of your Annual Software Maintenance Agreement (ASM). Additional support packages can be negotiated should there be a need. CityView offers several methods of accessing support described below:

Web Support: Our web portal, (<http://cityviewsupport.harriscomputer.com/connect>), provides resources for customer self-service, and is comprised of an online searchable content management system, downloadable updates, and a web-enabled CRM that allows users to log new support incidents and check the status of previously submitted incidents on a 24 x 7 basis.

Telephone Support: Telephone technical support is available between the hours of 8:30 a.m. and 8:30 p.m. EST on regular business days. In addition, upon your request, we will provide telephone technical support 24 hours a day, 7 days a week for Priority 1 cases (there is an additional charge for this service). Customers can contact us toll-free at 1.866.988.8324.

Hours of Coverage: Coverage hours are 8:30 a.m. and 8:30 p.m. EST from Monday through Friday, excluding CityView Technical Support observed holidays. (Only those statutory holidays that coincide between the United States and Canada are observed by CityView Technical Support.)

Auto Acknowledgement: We will send a computer-generated message that acknowledges receipt of the report that you filed electronically. This message will contain the details of your problem report as well as the support request tracking number. Whenever the status of your incident changes, a notification will automatically be sent to the individual that opened the call.

Request Response Time: We process requests in the order of their priority followed by order of submission.

Resolution of Bug-Related Requests: We will keep your request open and follow up when a fix is available in a production release. We will also contact you if we post an experimental build that will help with your problem.

Software Updates: For Applications created on the CityView platform, upgrades released are picked up by end users automatically on login, without any required intervention by the user. An existing installation of the server components of CityView can be executed by a customer System Administrator in minutes. This is usually done during a maintenance window, but can be forced to occur at any time.

We always suggest being on the most current version, however, we never force a customer to upgrade until they are ready. We always take new customers live with the latest version.

Standard Service Level Agreement

The table on the following page details our Standard Service Level Agreement followed by a copy of our Support Level Agreement document.

Standard Service Level Agreement

Priority	Definition	Initial Response Time*	Commitment (CityView and Customer)	Examples
1 High	Operation/Service down or critically impacted. Business process impacted. No known workaround.	2 Hours	CityView and Customer will commit necessary resources to fix problem or obtain a workaround.	<ul style="list-style-type: none"> Users cannot login Business process halted
2 Medium	Operation affected, but not down. Business process is not affected. Workaround may be available.	4 Hours	CityView and Customer will commit resources during normal business hours to resolve issue or obtain workaround.	<ul style="list-style-type: none"> Cannot print Cannot process payments Application response is exceptionally slow
3 Normal	Moderate to negligible impact. No impact to business.	24 Hours	CityView and Customer will commit necessary resources during normal business hours to restore operation to satisfactory levels.	<ul style="list-style-type: none"> Non-critical feature not working Feature works but requires user intervention
4 Info.	Request for information, documentation issues, and enhancement requests.	48 Hours	Request-dependent.	<ul style="list-style-type: none"> Help file clarification Form design not in production

4.8.1 Customer Feedback

Within **all** CityView modules you can submit **Feedback**, which gets routed directly into our CRM software and automatically is assigned to an appropriate Support agent. That is then **visible to you** through **CityView Connect** by clicking on a button within the CityView module. From CityView, you simply click the **Feedback Status** button to access the current status of your feedback items at any time in the future. This **unique feature** is **very handy, highly visible and interactive**.



5. Other Information and Attachments

5.1 Acknowledges Receipt of Addendums

5.1.1 Addendum No. 1 Acknowledgement

ADDENDUM NO. 1



Date: January 4, 2018

Bid Date: January 31, 2018
at 3:00 P.M. (Local Time)

Bid Name: Enterprise Permitting & Land Management Software

Bid No.: DODX-180049-GD

NOTE: This Addendum has been issued only to the holders of record of the specifications.

The original Specifications remain in full force and effect except as revised by the following changes which shall take precedence over anything to the contrary:

1. Any questions shall be submitted in writing to the City of Gainesville Purchasing Division by 3:00 p.m. (local time), January 24, 2018. Questions may be submitted as follows:
 Email: dykemangb@cityofgainesville.org
 or
 Faxed (352) 334-3163
 Attention: Gayle Dykeman
2. Please find attached:
 - a) Copy of the black out period information (Financial Procedures Manual Section 41-423 Prohibition of lobbying in procurement matters) distributed during mandatory pre-bid meeting.

The following are answers/clarifications to questions received.

3. Question: Is the City requiring that the price proposal be submitted independent and separately sealed from the technical proposal? The following statement on page 2 of the RFP doesn't indicate specifically: *"The original, all copies, and the separate sealed price envelope, if required, must be submitted in a sealed envelope or container stating on the outside the proposer's name, address, telephone number, RFP title, number and due date ..."*
 Answer: Pricing proposal does not need to be in a separately sealed envelope.
4. Question: Per the RFP schedule, the deadline for questions is January 24 at 3:00pm and the due date is January 31. Can you tell me how quickly the City will respond after questions are received on the 17th so that proposer can incorporate any required changes and still meet the deadline of the 31st (factoring in shipping time, etc.)?
 Answer: Typical response is 2 business days, however, interested companies are encouraged to review the RFP and prepare all questions for the pre-proposal conference.


DODX-180049-GD
Enterprise Permitting & Land Management Software

ACKNOWLEDGMENT: Each Proposer shall acknowledge receipt of this Addendum No. 1 by his or her signature below, **and a copy of this Addendum to be returned with proposal.**

CERTIFICATION BY PROPOSER

The undersigned acknowledges receipt of this Addendum No. 1 and the Proposal submitted is in accordance with information, instructions, and stipulations set forth herein.

PROPOSER: CityView, a division of Harris Computer Systems

BY: 

DATE: Sean Higgins - Executive Vice President, CityView
01/04/2018

CITY OF _____ FINANCIAL SERVICES
GAINESVILLE PROCEDURES MANUAL

41-424 **Prohibition of lobbying in procurement matters**

Except as expressly set forth in Resolution 060732, Section 10, during the black out period as defined herein no person may lobby, on behalf of a competing party in a particular procurement process, City Officials or employees except the purchasing division, the purchasing designated staff contact. Violation of this provision shall result in disqualification of the party on whose behalf the lobbying occurred.

Black out period means the period between the issue date which allows for immediate submittals to the City of Gainesville Purchasing Department for an invitation for bid or the request for proposal, or qualifications, or information, or the invitation to negotiate, as applicable, and the time the City Officials and Employee awards the contract.

Lobbying means when any natural person for compensation, seeks to influence the governmental decision making, to encourage the passage, defeat, or modification of any proposal, recommendation or decision by City Officials and Employees, except as authorized by procurement documents.

5.1.2 Addendum No. 2 Acknowledgement

DODX-180049-GD
Enterprise Permitting & Land Management Software



ADDENDUM NO. 2

Date: January 22, 2018

Bid Date: January 31, 2018
at 3:00 P.M. (Local Time)

Bid Name: Enterprise Permitting & Land Management Software

Bid No.: DODX-180049-GD

NOTE: This Addendum has been issued only to the holders of record of the specifications.

The original Specifications remain in full force and effect except as revised by the following changes which shall take precedence over anything to the contrary:

1. Any questions shall be submitted in writing to the City of Gainesville Purchasing Division by 3:00 p.m. (local time), January 24, 2018. Questions may be submitted as follows:
 Email: dykemangb@cityofgainesville.org
 or
 Faxed (352) 334-3163
 Attention: Gayle Dykeman

2. Please find attached:
 - a) Copy of the black out period information (Financial Procedures Manual Section 41-423 Prohibition of lobbying in procurement matters) distributed during mandatory pre-bid meeting.

The following are answers/clarifications to questions received.

3. Question: How many staff members will be using the system? Our pricing is based on named-users. If you can provide this list by department that would also be helpful.
 Answer: Code Enforcement 20 (estimate)
 Planning & Building 50 (estimate)

4. Question: Please confirm if the price proposal should be in a separate sealed envelope.
 Answer: Price proposals do not need to be in a separate envelope.

5. Question: It is mentioned on page 2 that a Corporate Seal is needed on the proposal and if one isn't available the proposal is to be notarized. On the "Proposal Response Form" there is a place for the corporate Seal and/or someone to "Attest". Is it acceptable to have another employee (VP) attest to the signature of the Proposer or does he need to have the document notarized?
 Answer: The document should be notarized.

6. Question: Is the Procurement Division Survey to be completed ONLY if we are NOT bidding or does the form need to be completed and included in our response?
Answer: The Procurement Division Survey is to be completed ONLY if you are NOT bidding.
7. Question: Which financial system does the City currently use that this software would need to interface with?
Answer: iNovah but Billing and Collections is looking to upgrade JetPay for online payments ie landlord, planning, business tax
8. Question: How many users (city-staff) will need access to the system?
Answer: Please refer to question 3.
9. Question: How many users (city-staff) work primarily in the field (i.e. building inspectors, code enforcement officers, engineering site inspectors, etc.)?
Answer: An estimate of 40 users will use the software in the field.
10. Question: Which financial system does the City currently use that this software would need to interface with?
Answer: Please refer to question 7.
11. Question: Does the City plan on replacing ProjectDox or integrating with it?
Answer: Integrate with ProjectDox
12. Question: What is the Synovia integration requirement – What is Synovia?
Answer: The Synovia integration requirement involves routing inspections using GPS. Synovia is the vendor that the Department currently uses to track our fleet.
13. Question: What does the city currently use for IVR?
Answer: The Department does not currently use IVR.
14. Question: Will the City continue to use Innoprise for Financials?
Answer: The City doesn't use Innoprise for Financials; it uses CGI Advantage.
15. Question: What does the City currently use of online payments?
Answer: Innoprise's Citizens Access portal with JetPay.
16. Question: What EDMS does the city currently use?
Answer: The City currently uses a hybrid of Hummingbird, but is looking at other options.
17. Question: Was the BDS and eWacker data converted to Innoprise and therefore we are only converting from Innoprise?
Answer: The BDS and eWacker data was not converted to Innoprise; all three systems will need to be converted to the new system.
18. Question: Is the City also looking for a Code Enforcement solution as part of this RFP?
Answer: Yes


19. Question: How many named users (In office) are required?
Answer: Approximately 70 users in office.
20. Question: How many named mobile users are required?
Answer: Code Enforcement 17 (estimate)
Building 21 (estimate)
21. Question: Is there a specific requirements matrix vendors are to compete as part of this RFP?
Answer: No

ACKNOWLEDGMENT: Each Proposer shall acknowledge receipt of this Addendum No. 2 by his or her signature below, **and a copy of this Addendum to be returned with proposal.**

CERTIFICATION BY PROPOSER

The undersigned acknowledges receipt of this Addendum No. 2 and the Proposal submitted is in accordance with information, instructions, and stipulations set forth herein.

PROPOSER: CityView, a division of Harris Computer Systems

BY: 

DATE: 01/22/2018

CITY OF _____ FINANCIAL SERVICES
GAINESVILLE PROCEDURES MANUAL

41-424 Prohibition of lobbying in procurement matters

Except as expressly set forth in Resolution 060732, Section 10, during the black out period as defined herein no person may lobby, on behalf of a competing party in a particular procurement process, City Officials or employees except the purchasing division, the purchasing designated staff contact. Violation of this provision shall result in disqualification of the party on whose behalf the lobbying occurred.

Black out period means the period between the issue date which allows for immediate submittals to the City of Gainesville Purchasing Department for an invitation for bid or the request for proposal, or qualifications, or information, or the invitation to negotiate, as applicable, and the time the City Officials and Employee awards the contract.

Lobbying means when any natural person for compensation, seeks to influence the governmental decision making, to encourage the passage, defeat, or modification of any proposal, recommendation or decision by City Officials and Employees, except as authorized by procurement documents.

5.1.3 Addendum No. 3 Acknowledgement

ADDENDUM NO. 3



Date: January 22, 2018

Bid Date: January 31, 2018
at 3:00 P.M. (Local Time)

Bid Name: Enterprise Permitting & Land Management Software

Bid No.: DODX-180049-GD

NOTE: This Addendum has been issued only to the holders of record of the specifications.

The original Specifications remain in full force and effect except as revised by the following changes which shall take precedence over anything to the contrary:

1. Any questions shall be submitted in writing to the City of Gainesville Purchasing Division by 3:00 p.m. (local time), January 24, 2018. Questions may be submitted as follows:
 - Email: dykemangb@cityofgainesville.org
 - or
 - Faxed (352) 334-3163
 - Attention: Gayle Dykeman

2. Please find attached:
 - a) Copy of the black out period information (Financial Procedures Manual Section 41-423 Prohibition of lobbying in procurement matters) distributed during mandatory pre-bid meeting.
 - b) Copy of the Pre-bid sign-in sheet for your information
 - c) Software and Data Examples

3. Gayle Dykeman, Procurement Division, discussed bid requirements.
 - a. Sign-in Sheet is circulating.
 - b. Questions/Answers and topics of discussion addressed at the pre-bid will be available through DemandStar.
 - c. Any questions after the meeting must be put in writing to Gayle Dykeman, dykemangb@cityofgainesville.org by 3:00pm, January 24, 2018.
 - d. Bids are to be received by the Purchasing office no later than 3:00 p.m. on January 31, 2018. Any bids received after 3:00 p.m. on that date will not be accepted.
 - e. All communication through Gayle Dykeman only. Do not communicate with other City staff.
 - f. Various forms (i.e. Tabulation of Subcontractor and Material Suppliers) are to be completed and returned with your bid.
 - i. Sign, date and return all Addenda.

4. Lila Stewart, Department of Doing, introduced other staff members in the room, Wendy Thomas and Andres Lazo and briefly discussed the overall scope of the project, emphasizing a Citizen Centered solution.
5. Wendy Thomas contributed a final comment that the Department of Doing does not want to purchase software that doesn't meet the needs of the citizens. This is a citizen centric endeavor.

The following are answers/clarifications to questions received at the non-mandatory pre-bid conference.

6. Question: Can you provide a list of reports that are needed?
Answer: We are looking for a dashboard, listing performance data, including, but not limited to: inspections by employee, status reports for review times, revenue reports and additional metrics.
7. Question: BTA – Still run out of finance?
Answer: Yes.
8. Question: What type of support team will be provided by the
Answer: There is a core team of 3 that put together the RFP and will be participating in implementation, but we also hope to hire support staff dedicated to the project.
9. Question: January next year is 'go live'. What is driving that date?
Answer: We're spending many man hours to meet the demand for service. Using outmoded programs, we're planning to do something that should have been done years ago.
10. Question: What is the existing system?
Answer: Innoprise
11. Question: Will Innoprise migrate to the new system?
Answer: Yes
12. Question: What is the number of users?
Answer: Department – 50, Code Enforcement 30; Code Enforcement is a separate department from Department of Doing
13. Question: How many other systems do you want to integrate with?
Answer: ARC GIS Servers, Spatial Boundary, Project Dox (2-way) (latest version); City ERP system, See Click Fix, Financial Management System – CGI Advantage
14. Question: IVR System?
Answer: We are interested in learning more about it.
15. Question: Are you seeking SaaS solutions only?
Answer: Software/Server support currently provided by local utility with robust use requirements. Open to recommendations.

- 16. Question: Can you provide Management roles?
Answer: System Administrators, Project Coordinators, Intake, Reviewers
- 17. Question: Have you polled citizens to understand what they think is intuitive?
Answer: No, not yet.
- 18. Question: Can you provide demographics?
Answer: Building contractors typically older male, not technology savvy. Planning and Code enforcement has people throughout the entire community; suggest vendors take a look at the community demographic for more information
- 19. Question: Mobile Enabled – end to end mobile device – native apps?
Answer: City wants flexibility to remote access data from an inspection site.
- 20. Question: Do you have data specific to what you want on mobile?
Answer: Should be able to work remotely, provide inspection reporting, input by staff should have the same look and feel as the citizen solution
- 21. Question: SaaS – do you want to have your own Amazon account or have it provide by vendor?
Answer: We are open to suggestions
- 22. Question: Can you provide some sample sets of legacy data?
Answer: Please see attachments.
- 23. Question: BDS, eWacker and Innoprise are all to be converted?
Answer: Yes
- 24. Question: Code Enforcement – when will they know if that are going to be a part of the project?
Answer: They are currently part of the process.
- 25. Question: Is there a specific requirements matrix vendors are to compete as part of this RFP?
Answer: No
- 26. Question: Has a centralized document management system been identified? Will you know by the close of the RFP?
Answer: Not yet identified and unlikely to be by the close of the RFP.
- 27. Question: For online payments what payment processor is preferred?
Answer: The Budget & Finance Department has selected JetPay.
- 28. Question: Are you trying to reduce the permit type by 50% or enable logic to reduce processing volume?
Answer: We wish to adjust and simplify, make it easier to use
- 29. Question: What percent of multiple permits are being filled out and submitted
Answer: Not very many, most are contractors, we'd like to implement an autofill system.


30. Question: How do you certify a contractor for permit licensure from other sources?
Answer: Some fields are flagged.
31. Question: Is the City looking for IVR?
Answer: Yes
32. Question: Do you require a local business license?
Answer: Not now, but perhaps in the future
33. Question: If there is not a corporate seal, does the submission need to be notarized?
Answer: Yes
34. Question: Upgraded ProjectDox?
Answer: The City is currently using ProjectDox, Version 8.6
35. Question: How many estimated unique external users do you anticipate?
Answer: Unlimited, certainly in the thousands.
36. Question: What is your definition of IVR?
Answer: Interactive voice program that allows people to request inspections or information via telephone
37. Question: Is there a plan to integrate with GRU or City works outside of the Department of Doing?
Answer: CRA and GRU use ProjectDoxs – it is easier to integrate than make one system work for all
38. Question: Is Code Enforcement doing code enforcement on rental housing?
Answer: Landlords are required to get a rental permit
39. Question: Can the City please share the funding or budget amount that has been approved for this project?
Answer: Vendors are expected to price according to their best pricing model.

ACKNOWLEDGMENT: Each Proposer shall acknowledge receipt of this Addendum No. 3 by his or her signature below, **and a copy of this Addendum to be returned with proposal.**

CERTIFICATION BY PROPOSER

The undersigned acknowledges receipt of this Addendum No. 3 and the Proposal submitted is in accordance with information, instructions, and stipulations set forth herein.

PROPOSER: CityView, a division of Harris Computer Systems

BY: 

DATE: Sean Higgins - Executive Vice President, CityView
01/22/2018

CITY OF _____ FINANCIAL SERVICES
GAINESVILLE PROCEDURES MANUAL

41-424 Prohibition of lobbying in procurement matters

Except as expressly set forth in Resolution 060732, Section 10, during the black out period as defined herein no person may lobby, on behalf of a competing party in a particular procurement process, City Officials or employees except the purchasing division, the purchasing designated staff contact. Violation of this provision shall result in disqualification of the party on whose behalf the lobbying occurred.

Black out period means the period between the issue date which allows for immediate submittals to the City of Gainesville Purchasing Department for an invitation for bid or the request for proposal, or qualifications, or information, or the invitation to negotiate, as applicable, and the time the City Officials and Employee awards the contract.

Lobbying means when any natural person for compensation, seeks to influence the governmental decision making, to encourage the passage, defeat, or modification of any proposal, recommendation or decision by City Officials and Employees, except as authorized by procurement documents.



Building Permit

CONTRACTORS AND OWNERS INSPECTION LINE (352) 334-5050

Application Date: 02/28/2017 Date Issued: 03/17/2017 Permit No: **BP-17-01002**
Parcel No: 06009040101 Job Address: 08241 NW 54TH ST
Permit Type: New Residential Dwelling
Description of work: New Single Family Dwelling Lot 101 - 1974 heated sq ft 2565 total sq ft Construction Type: V-B Any material permitted by Code
Contractor: NEW ATLANTIC BUILDERS INC Occupancy Type: Residential R-3
Owner: REO FUNDING SOLUTIONS V LLC Job Cost/Valuation: 225796
Permit Fee: \$2,159.87 Square Feet: 2565

Code Edition in Effect: Florida Building Code 6th Edition

Approved plans MUST be retained on the job and this card KEPT POSTED until final inspections have been approved. All structures require a Final Inspection. Buildings may not be occupied until approved by the Building Official.

This permit expires and becomes null and void if work is not started within six (6) months. An inspection must be scheduled and passed every six (6) months to keep this permit active.

NOTICE: In addition to the requirements of this permit, there may be additional restrictions applicable to this property that may be found in the public records of this county, and there may be additional permits required from other governmental entities such as water management districts, state agencies, or federal agencies.

WARNING TO OWNER: YOUR FAILURE TO RECORD A NOTICE OF COMMENCEMENT MAY RESULT IN YOUR PAYING TWICE FOR IMPROVEMENTS TO YOUR PROPERTY. IF YOU INTEND TO OBTAIN FINANCING CONSULT WITH YOUR LENDER OR AN ATTORNEY BEFORE RECORDING YOUR NOTICE OF COMMENCEMENT.

Building Official or Designee

Date

Permit No: BP-17-01002
Address: 08241 NW 54TH ST
Permit Type: New Residential Dwelling



REQUIRED INSPECTIONS (To schedule the inspection call 352-334-5050 between 7:00am and 4:00pm on the workday prior to the proposed date of the inspection)

INSPECTION	INSPECTOR	DATE
Foundation/Footer #1	Hoefert , Rod	03/23/2017
Slab #1	Hoefert , Rod	03/23/2017
Electrical Groundwork #1	Hoefert , Rod	03/23/2017
Plumbing Rough In #1	Hoefert , Rod	03/21/2017
Exterior Wall Sheathing #1	Schultz , Rick	04/10/2017
House Wrap #1	Hoefert , Rod	05/01/2017
P & B Strapping #1	Schultz , Rick	04/10/2017
Mechanical Duct Rough #1	Hoefert , Rod	05/01/2017
Electrical Concealment #1	Hoefert , Rod	05/01/2017
Plumbing Top Out #1	Hoefert , Rod	05/01/2017
Interior Wall Framing #1	Hoefert , Rod	05/01/2017
Insulation #1	Hoefert , Rod	05/03/2017
Electrical Preliminary #1	Tschirhart , Bud	07/13/2017
Electrical Final #1	Tschirhart , Bud	07/27/2017
Gas Final #1	Tschirhart , Bud	07/27/2017
Mechanical Final #1	Tschirhart , Bud	07/27/2017
Plumbing Final #1	Tschirhart , Bud	07/27/2017
Building Final Inspection #1	Tschirhart , Bud	07/27/2017
Landscape Final #1	Luhrman , Earline	07/20/2017
Roof Final #1	Hoefert , Rod	05/01/2017
Window/door Attachments #1	Hoefert , Rod	05/01/2017
Driveway Apron #1	Gawley , Richard	06/27/2017
Driveway Final #1	Gawley , Richard	07/19/2017
Sidewalk Inspection #1	Gawley , Richard	06/27/2017
Roof Sheathing #2	Hoefert , Rod	04/12/2017
Roof Dry In #1	Hoefert , Rod	04/20/2017
Roof Flashing #1	Hoefert , Rod	04/20/2017
Plumbing Sewer #2	Harris , Randy	06/15/2017
Energy Compliance #1	Tschirhart , Bud	07/27/2017



Building Inspection Department
 Application for Building Permit
 306 NE 6th Avenue "Thomas Center B"
 PO Box 490 Station 9
 Gainesville, Florida 32602
 Phone/Inspections: 352-334-5050 Fax: 352-334-2207

Permit No: BP-17-01002	Date: 02/28/2017
Property Address: 08241 NW 54TH ST Parcel No: 06009040101	
Description of Work: New Single Family Dwelling Lot 101 - 1974 heated sq ft 2565 total sq ft	Permit Type: New Residential Dwelling
Property Zoning:	Job Cost/Valuation: 225796
Property Owner: REO FUNDING SOLUTIONS V LLC 3424 PEACHTREE RD NE STE 1775 ATLANTA, GA 30326	Contractor: WILLIAM TOWERS NEW ATLANTIC BUILDERS INC 5875 Mining Terrace Suite 206 JACKSONVILLE, FL 32210 (904) 374-2839
Occupancy Type: Residential R-3	Square Footage: 2565
Historic District:	Construction Type: V-B Any material permitted by Code
Flood Zone:	
Special Notes and Comments: Warning to Owner: Your failure to record a notice of commencement may result in your paying twice for improvements to your property. A notice of commencement must be recorded and posted on the job site before the first inspection. If you intend to obtain financing, consult with your lender or an attorney before recording your notice of commencement.	

Print Name of Applicant

Signature of the applicant

FEES

Valuation-Cost Per Square Ft	\$1,618.75
Plan Review Building	\$323.75
Fire Assessment Fee	\$154.46
Fire Assessment Fee - Adjustment	\$90.09
State Surcharge 2010	\$62.91
	Total: \$2,249.96

5. Other Information and Attachments

Permit Processing and Tracking

Permit Setup Calculations Printing & Checkout Tracking

4923 NW 43 ST
OFFICE COMPLEX
Occupancy: Business

Permit Name: NEW OFFICE
NEW OFFICE
Valuation: \$ 55000

Permit Number: 2002699

License Holder: ROBINSON, THOMAS

Agent Responsible For Permit Fees
Applicant: ROBINSHORE INC
Report Code
New Offices, banks, and p: 0
Census Units

THOMAS ROBINSON
 Owner Contractor Other

Description of work
NEW OFFICE BUILDING

Permit Notes/Subcontractors
NEED NOC

Substructure(Suite) Add Edit

Save & Exit Quit (No Save) ?

City of Gainesville - Building Inspection Department

P.O. Box 490 Station 9

Gainesville, FL 32602

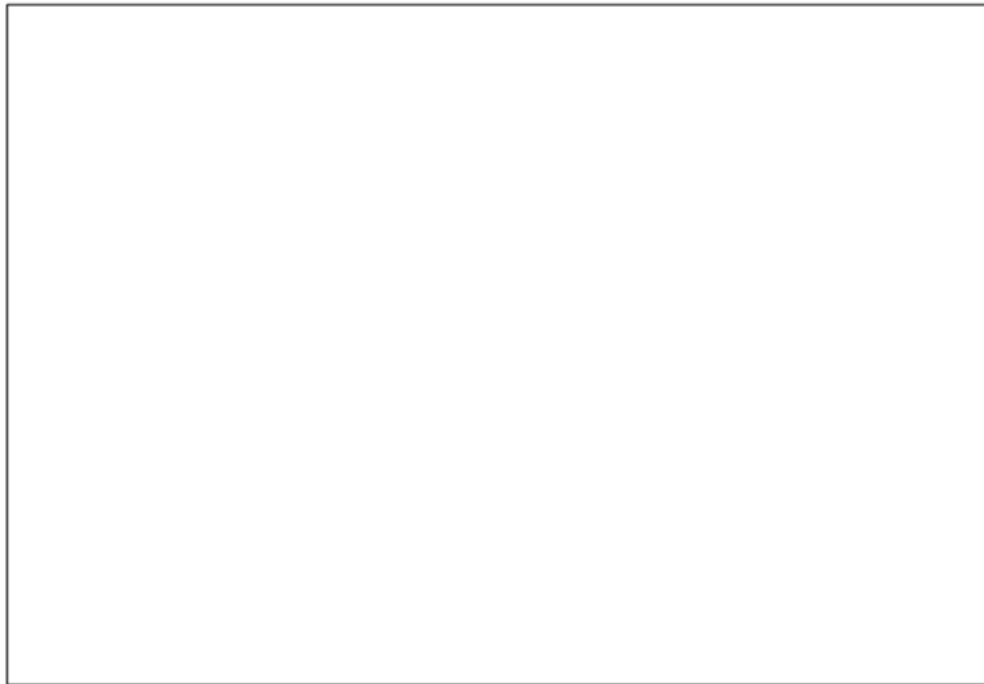
Phone: 352.334.5050 Fax: 352.334.2207

INVOICE: Permit # 2002699 NEW OFFICE
 Construction Address: 4923 NW 43 ST GAINESVILLE, FL 32602

ROBINSHORE INC.
 Attn: THOMAS ROBINSON
 5800 NW 39 AVE SUITE 101
 GAINESVILLE, FL 32606

Permit Notes/Subcontractors
 NEED NOC

Invoice Date: 02/12/2002



Payment History

Check	28776	02/12/2002	\$2,210.40
-------	-------	------------	------------

Amount Paid: \$2,210.40 Balance Due: \$-2,210.40

(Please Submit Payment Based on This Invoice)

5.1.4 Addendum No. 4 Acknowledgement

ADDENDUM NO. 4



Date: January 26, 2018

Bid Date: January 31, 2018
at 3:00 P.M. (Local Time)

Bid Name: Enterprise Permitting & Land Management Software

Bid No.: DODX-180049-GD

NOTE: This Addendum has been issued only to the holders of record of the specifications.

The original Specifications remain in full force and effect except as revised by the following changes which shall take precedence over anything to the contrary:

1. Please find attached:

- a) Copy of the black out period information (Financial Procedures Manual Section 41-423 Prohibition of lobbying in procurement matters) distributed during mandatory pre-bid meeting.
- b) A copy of Attachment A

The following are answers/clarifications to questions received after the non-mandatory pre-bid conference.

1. Question: On the RFP, section II, subheading B (Minimum Requirements [page 9]), bullet point 4A states "...and links with voice recognition for phone requests for inspections". Later in the same section (page 10, Section 4 [Integrated], bullet A), "telephone voice recognition software" is listed as a desired integration feature. However, on Addendum 2, question 13 you state that the department is not currently using IVR. Is the intent of the RFP to include IVR in the quote and as part of the solution? If not, please explain or expand on the RFP wording for bullet 4A on page 9.

Answer: We would like the system to be compatible with two-way integration to a voice recognition software, but it could end up being a third party provider of the IVR software. It would be ideal if the solution included IVR, but it's only mandatory that there would be compatibility.

2. Question: For data conversions, the RFP lists 3 data sources (Innoprise, BDS, and eWacker). For each data source, please provide the following:
 - Approximately how many records will be converted from each system? This information is unknown, best guess is between 6-8000 records per year from 1987 to present.
 - How many tables in each data source will be used for the conversion effort? This information is unknown
 - Approximately how many fields will be brought over in the conversion from each system? This information is unknown.

- What database engine is each data source using? BDS is using DOS. E-Wacker uses Foxpro, and Innoprise is using Windows
- How will the proposing vendor access the data (data dump, VPN, etc.) for conversion? This information is unknown
- Does the City have a data source expert (or support personnel), or will the proposing vendor have to work with the OEM? Not at this time. OEM is not available. We do have config manuals for both older systems. Innoprise is still in existence for subject matter.

Answer: See responses underlined and in red above

3. Question: How many reports is your system currently providing? How many reports are to be re-created in the proposed system?

Answer: There are 100 reports, however not all reports are active. We would like a report generator that can be configured by staff, access the database and develop the reports based on the needs of the department.

4. Question: How many reports, if any, should be printable from the field?

Answer: Inspector routes, daily workload and inspection reports with a few additional reports to be determined during project discovery.

5. Question: Of the 41 permit types listed for Planning, how many different business processes do these permits follow? Does each have a unique process, or do several permit types have the same process steps?

Answer: ProjectDox has consolidated many of our *review* processes but in terms of business processes the answer is more nuanced. Many of our permits have unique business processes (i.e. page 2 and 3 of the fee schedule) but the majority of our work begins in a similar fashion but then follows more unique paths as each project moves through the workflow. So, some of our permit processes may have the same Steps 1, 2, 3, but different Steps 4 and 5.

6. Question: Of the 141 permit types listed for Building, how many different business processes do these permits follow? Does each have a unique process, or do several permit types have the same process steps?

Answer: There are several permits that may have the same business processes, however there are many different processes for each permit type.

7. Question: The RFP lists the Planning and Building record/permit types. Please provide a list of the Code Enforcement record types used by the City and indicate if any are planned for sunset.

Answer:

There are approximately 90 code enforcement record types being used in Innoprise. At this point, there has not been any discussion about sunsetting any of these code enforcement permits. Please see specific permit types provided by the Code Enforcement Division below:

Notice of Violation

Notice of Violation – Building Regulations

Special Magistrate Hearing Forms

Case Continuance Request

Case Drop Request

Request for Hearing

Affidavit of Hand Delivery – Notice of Violation – no Special Magistrate Hearing

Affidavit of Post – City Hall – Notice of Violation

Affidavit of Hand Delivery

Affidavit of Post Property and City Hall

Affidavit of Compliance

Affidavit of Non-Compliance

Case Continuance

Drop Case

Certificate of Abatement

Chapter 13

Courtesy notice of overgrowth

Notice of Violation

Notice of Repeat Violation

Chapter 23

Courtesy Notice – Newspaper, Magazine, or Periodical Box in Right-of-Way

Notice of Violation

Notice of Repeat Violation

Chapter 26

Notice of Violation

Notice of Repeat Violation

Chapter 27

Notice of Violation

Chapter 30

Intent to Inspect – Over Occupancy

Notice of Violation – Land Development Code

Courtesy Warning – Prohibited Signs

Notice of Repeat Violation – Land Development Code

Commercial Building Code

Notice of Violation

Dangerous Building -16-19

Notice of Violation – Dangerous Building and/or Hazardous Land
Affidavit of Posting – Demolition Order
Notice of Violation – Dangerous Building/Hazardous Land - Demo
Notice of Violation – Hazardous Land

Driveway Documents

Driveway Implementation approval
Driveway Implementation disapproval
Driveway Implementation
Driveway Maintenance Courtesy Letter
Non-conforming Off Street Parking Plan Request
Off Street Parking Plan Request

Extension of Time Request Form

Service of Process

Gainesville Police Department Service of Process
Sheriff's Service of Process

Home Occupation

Home Occupation Permit
Home Occupation Permit Inspection Report
Home Occupation Permit Renewal Letter

Landlord Documents

Affidavit of Post – Notice of Violation
Affidavit of Post - SM Hearing – LLP
Affidavit of Compliance – SM Hearing
Affidavit of Non-Compliance – SM Hearing
Case Continuance Request – SM Hearing
Drop Request – SM Hearing
Request for Hearing
Notice of Violation

Public Records Request Letter

Special Event Permit
Special Event Receipt

UF Special Event Parking Permit
UF Special Event Parking Permit Receipt

Vision Triangle

Notice of Violation – Vision Triangle

Special Magistrate Letters and Legal Documents

Findings of Fact, Conclusions of Law and Order, Order Imposing Fine and Costs

Authorized Enforcement - Lien for Yard Maintenance Chronology

Partial release of Lien

Compliance Letter – Fine Owed

Compliance Letter – Cost Only Owed

Compliance Letter – No Fines or Costs

Cover Letter

Dismissal Letter

Landlord Permit Cycle Ended Compliance Letter – Fee Owed

Non-Compliance Letter – Ownership Change

Non-Compliance Letter - Fines

Non-Compliance Letter - Property has fines

Notice of Intent to Sue

Order of Dismissal

Order to Continue

Reduction/Rescission Request Form

Reduction/Rescission Receipt Letter

Reduction/Rescission Chronology

Release of Lien

Release of Lien Letter

Repeat Violator Letter

Non-Compliance Letter

Non-Compliance Letter – Yard Maintenance

Notice of Hearing and Letter

Lien Filed Letter – Yard Maintenance

Lien Letter Filed

8. Question: Of the Code Enforcement record types, how many business processes do these records follow? Does each have a unique process, or do several record types have the same process steps?

Answer: Code Enforcement generally follows two business processes: enforcement and permitting. The enforcement process can be somewhat complicated depending on the issue type, steps needed to resolve, and issues specific to each case. These variables determine the records used and the overall number of steps involved. The Codes permitting process is fairly simple and includes application submission, a multi department review and the issuing of the permit.

9. Question: Page 17 of the RFP refers to Attachment A for References however there is no attachment A included. Can this be sent to us?

Answer: The form is attached to this Addendum #4

10. Question: Has the City of Gainesville met with other vendors to provide the services they are looking for?

Answer: Aside from demos, the City of Gainesville has not met with any other vendors to discuss services.

11. Question: Who were the team members that put this RFP together (roles)?

Answer: Senior Buyer, Strategic Planning Manager, Planning Technician, Building Official, Director of the Department of Doing, IT Project Manager, Customer Support Specialist, Code Enforcement Manger, & Fire Protection Specialist.

12. Question: Who will be on the reviewing team for this proposal – which department heads?

Answer: IT Project Manager, Director of the Department of Doing, Strategic Planning Manager, Director of Citizen-Centered Gainesville

13. Question: What is the duration of the project?

Answer: We anticipate +/-18 months.

14. Question: What is the format of data in BDS, eWacker and Innoprise that needs to be migrated to the new system?

Answer: We are unsure of what you are looking for in this question, but we've provided screenshots of permits and interfaces from each of the three legacy systems.

15. Question: Can City please share more details on the use of BDS and eWacker?

Answer: Currently these legacy systems are used to identify permits and plans associated with a given project. The information is used to respond to public records requests, which could include everything from owner to contractor to permit dates, dates of actions on the permit, types of inspections, results of inspections, name of inspectors. Contractor records to include license information and insurance documentation. Attachments which include the whole array of documents used in permitting and inspection.

16. Question: What is the total number of permits that the City of Gainesville wants to be migrated and incorporated in its future solution?

Answer: Approximately 248,000

ACKNOWLEDGMENT: Each Proposer shall acknowledge receipt of this Addendum No. 4 by his or her signature below, and a copy of this Addendum to be returned with proposal.

CERTIFICATION BY PROPOSER

The undersigned acknowledges receipt of this Addendum No. 4 and the Proposal submitted is in accordance with information, instructions, and stipulations set forth herein.

PROPOSER: CityView, a division of Harris Computer Systems

BY: 

DATE: Sean Higgins - Executive Vice President, CityView
01/26/2018

CITY OF _____ FINANCIAL SERVICES
GAINESVILLE PROCEDURES MANUAL

41-424 Prohibition of lobbying in procurement matters

Except as expressly set forth in Resolution 060732, Section 10, during the black out period as defined herein no person may lobby, on behalf of a competing party in a particular procurement process, City Officials or employees except the purchasing division, the purchasing designated staff contact. Violation of this provision shall result in disqualification of the party on whose behalf the lobbying occurred.

Black out period means the period between the issue date which allows for immediate submittals to the City of Gainesville Purchasing Department for an invitation for bid or the request for proposal, or qualifications, or information, or the invitation to negotiate, as applicable, and the time the City Officials and Employee awards the contract.

Lobbying means when any natural person for compensation, seeks to influence the governmental decision making, to encourage the passage, defeat, or modification of any proposal, recommendation or decision by City Officials and Employees, except as authorized by procurement documents.

Attachment A
BUSINESS REFERENCES

BIDDER: _____

PROJECT: Enterprise Permitting & Land Management Software

BID#: DODX-180049-GD

BID DUE DATE: January 31, 2018

Provide the following business reference information for three clients that a same or similar project has been provided within the past five years. You may include photos or other pertinent information.

#1 Project dates (i.e. 6/2009 to 9/2009): _____ Project Amount \$ _____

Project Client Name: _____

Project Location: _____

City, State Zip: _____

Client Contact Name: _____

Phone Number: _____ Fax Number: _____

Email Address (if available): _____

#2 Project dates (i.e. 6/2009 to 9/2009): _____ Project Amount \$ _____

Project Client Name: _____

Project Location: _____

City, State Zip: _____

Client Contact Name: _____

Phone Number: _____ Fax Number: _____

Email Address (if available): _____

#3 Project dates (i.e. 6/2009 to 9/2009): _____ Project Amount \$ _____

Project Client Name: _____

Project Location: _____

City, State Zip: _____

Client Contact Name: _____

Phone Number: _____ Fax Number: _____

Email Address (if available): _____

#4 Project dates (i.e. 6/2009 to 9/2009): _____ Project Amount \$ _____

Project Client Name: _____

Project Location: _____

City, State Zip: _____

Client Contact Name: _____

Phone Number: _____ Fax Number: _____

Email Address (if available): _____

#5 Project dates (i.e. 6/2009 to 9/2009): _____ Project Amount \$ _____

Project Client Name: _____

Project Location: _____

City, State Zip: _____

Client Contact Name: _____

Phone Number: _____ Fax Number: _____

Email Address (if available): _____

5.2 Drug-Free Workplace Form

Please find on the following page CityView's completed Drug-Free Workplace Form.


DRUG-FREE WORKPLACE FORM

The undersigned vendor in accordance with Florida Statute 287.087 hereby certifies that

CityView, an unincorporated division of N. Harris Computer Corporation does:
(Name of Business)

1. Publish a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the workplace and specifying the actions that will be taken against employees for violations of such prohibition.
2. Inform employees about the dangers of drug abuse in the workplace, the business's policy of maintaining a drug-free workplace, any available drug counseling, rehabilitation, and employee assistance programs, and the penalties that may be imposed upon employees for the drug abuse violations.
3. Give each employee engaged in providing the commodities or contractual services that are under bid a copy of the statement specified in subsection (1).
4. In the statement specified in subsection (1), notify the employees that, as a condition of working on the commodities or contractual services that are under bid, the employee will abide by the terms of the statement and will notify the employer of any conviction of, or plea of guilty or nolo contendere to, any violation of Chapter 893 or of any controlled substance law of the United States or any state, for a violation occurring in the workplace no later than five (5) days after such conviction.
5. Impose a sanction on, or require the satisfactory participation in a drug abuse assistance or rehabilitation program if such is available in the employee's community, by any employee who is so convicted.
6. Make a good faith effort to continue to maintain a drug-free workplace through implementation of this section.

As the person authorized to sign the statement, I certify that this firm complies fully with the above requirements.



Bidder's Signature – Sean Higgin
Executive Vice President, CityView

January 26, 2018

Date

5.3 Certification of Compliance with Living Wage

Per page 6 of the City's RFP, this contract is not a covered service and the Certification of Compliance with Living Wage is not applicable. Exhibit B, Exhibit C, and Exhibit D are not applicable and do not apply to this project.

NOT APPLICABLE
CITY OF GAINESVILLE

CERTIFICATION OF COMPLIANCE WITH LIVING WAGE

The undersigned hereby agrees to comply with the terms of the Living Wage Ordinance and to pay all covered employees, as defined by City of Gainesville Ordinance 020663 as amended at 030168 (Living Wage Ordinance), during the time they are directly involved in providing covered services under the contract with the City of Gainesville for _____ a living wage of \$11.8269 per hour to covered employees who receive Health Benefits from the undersigned employer and \$13.08 per hour to covered employees not offered health care benefits by the undersigned employer.

Name of Service Contractor/Subcontractor: _____

Address: _____

Phone Number: _____

Name of Local Contact Person _____

Address: _____

Phone Number: _____

\$ _____
(Amount of Contract)

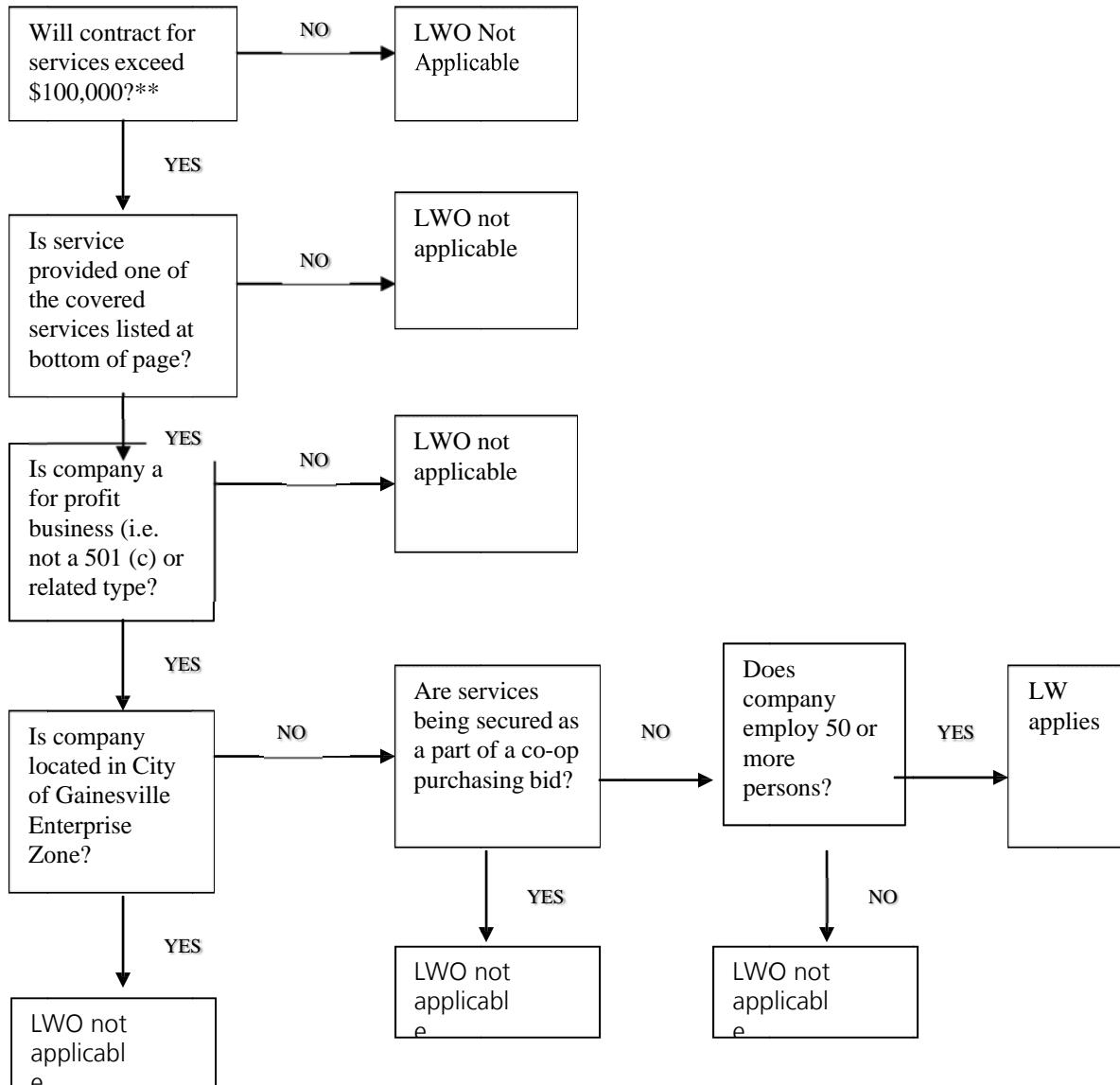
Signature: _____ Date: _____

Printed Name: _____

Title: _____

LIVING WAGE DECISION TREE

While not all encompassing, the following is provided as a guideline for contractors in determining whether the City of Gainesville Living Wage Ordinance applies to their firm in the performance of specified service contracts for covered services* with the City. Contractors are advised to review the entire text of the Living Wage Ordinance in conjunction with this guideline.



***Covered Services:** food preparation and/or distribution; custodial/cleaning; refuse removal; maintenance and repair; recycling; parking services; painting/refinishing; printing and reproduction services; landscaping/grounds maintenance; agricultural/forestry services; and construction services

LIVING WAGE COMPLIANCE
See Living Wage Decision Tree (Exhibit Chereto)

Check one:

- Living Wage Ordinance does not apply
(check all that apply)
- Not a covered service
 - Contract does not exceed \$100,000
 - Not a for-profit individual, business entity, corporation, partnership, limited liability company, joint venture, or similar business, who or which employees 50 or more persons, but not including employees of any subsidiaries, affiliates or parent businesses.
 - Located within the City of Gainesville enterprise zone.
- Living Wage Ordinance applies and the completed Certification of Compliance with Living Wage is included with this bid.

NOTE: If Contractor has stated Living Wage Ordinance does not apply and it is later determined Living Wage Ordinance does apply, Contractor will be required to comply with the provision of the City of Gainesville's living wage requirements, as applicable, without any adjustment to the bid price.

5.4 Proposal Response Form (Exhibit E)

Please find on the following page CityView's completed Proposal Response Form.

PROPOSAL RESPONSE FORM – SIGNATURE PAGE

(submit this form with your proposal)

TO: City of Gainesville, Florida
200 East University Avenue
Gainesville, Florida 32601

PROJECT: Enterprise Permitting & Land Management Software

RFP/RFQ#: DODX-180049-GD

RFP/RFQ DUE DATE: January 31, 2018 @ 3:00 p.m. local time

Proposer's Legal Name: CityView, an unincorporated division, of N. Harris Computer CorporationProposer's Alias/DBA: CityViewProposer's Address: CityView, U.S. Headquarters – 1224 Fern Ridge Parkway, Suite 100St. Louis, MO 63141

PROPOSER'S REPRESENTATIVE (to be contacted for additional information on this proposal)

Name: Steve Favalaro Telephone Number 800.665.5647 X67013Date: January 26, 2018 Fax Number 314.275.8776Email address SFavalaro@harriscomputer.com**ADDENDA**

The Proposer hereby acknowledges receipt of Addenda No.'s 1, 2, 3 and 4,
to these Specifications.

TAXES

The Proposer agrees that any applicable Federal, State and Local sales and use taxes, which are to be paid by City of Gainesville, are included in the stated bid prices. Since often the City of Gainesville is exempt from taxes for equipment, materials and services, it is the responsibility of the Contractor to determine whether sales taxes are applicable. The Contractor is liable for any applicable taxes which are not included in the stated bid prices.

LOCAL PREFERENCE (check one)Local Preference requested: YES NO

A copy of your Business tax receipt and Zoning Compliance Permit should be submitted with your bid if a local preference is requested.

QUALIFIED LOCAL SMALL AND/OR DISABLED VETERAN BUSINESS**STATUS (check one)**

Is your business qualified as a Local Small Business in accordance with the City of Gainesville Small Business Procurement Program? (Refer to Definitions) YES NO

Is your business qualified as a Local Service-Disabled Veteran Business in accordance with the City of Gainesville Small and Service-Disabled Veteran Business Procurement Program? (Refer to Definitions)

YES No

SERVICE-DISABLED VETERANS' BUSINESS (check one)

Is your business certified as a service-disabled veterans' business? YES NO

LIVING WAGE COMPLIANCE

See Living Wage Decision Tree (Exhibit Chereto)

Check One:

- Living Wage Ordinance does not apply (check all that apply)
 - Not a covered service
 - Contract does not exceed \$100,000
 - Not a for-profit individual, business entity, corporation, partnership, limited liability company, joint venture, or similar business, who or which employees 50 or more persons, but not including employees of any subsidiaries, affiliates or parent businesses.
 - Located within the City of Gainesville enterprise zone.
- Living Wage Ordinance applies and the completed Certification of Compliance with Living Wage is included with this bid.

NOTE: If Contractor has stated Living Wage Ordinance does not apply and it is later determined Living Wage Ordinance does apply, Contractor will be required to comply with the provision of the City of Gainesville's living wage requirements, as applicable, without any adjustment to the bid price.

SIGNATURE ACKNOWLEDGES THAT: (check one)

- Proposal is in full compliance with the Specifications.
- Proposal is in full compliance with specifications except as specifically stated and attached hereto.

Signature also acknowledges that Proposer has read the current City of Gainesville Debarment/Suspension/Termination Procedures and agrees that the provisions thereof shall apply to this RFP.

ATTEST:

Signature
By: _____

Title: KELVIN A. SCHEUER
Lawyer and Notary
Beacon Law Centre
140 - 4392 West Saanich Road
Victoria, BC V8Z 3E9

Witness as to signature only. No legal advice sought or given.

(CORPORATE SEAL)*
PROPOSER:

Signature
By: Susan McCormick

Title: VP Business Operations, CityView
*Our Corporate Seal is kept in our Ottawa, Ontario office.

5.5 Exceptions

CityView respectfully takes exception to the following items and requests an opportunity should we be the chosen vendor of choice to negotiate mutually agreeable terms.

SECTION V – GENERAL PROVISIONS

B. GENERAL TERMS AND CONDITIONS

Following are the General Terms and Conditions, supplemental to those stated elsewhere in the Request for Proposals, to which the Vendor must comply to be consistent with the requirements for this Request for Proposals. Any deviation from these or any other stated requirements should be listed as exceptions in a separate appendix of the proposal.

4. Indemnification. The Contractor shall agree to indemnify and save harmless the City, its officers, agents, and employees, from and against any and all liability, claims, demands, fines, fees, expenses, penalties, suits, proceedings, actions and costs of action, including attorney's fees for trial and on appeal, of any kind and nature arising or growing out of or in any way connected with the performance of the contract whether by act or omission or negligence of the Contractor, its agents, servants, employees or others, or because of or due to the mere existence of the Contract between the parties.

Exception: Proposer's standard policy is to agree to defend the City against any third-party lawsuit alleging violation of intellectual property right, or arising out of injuries to persons arising from the gross negligence or willful misconduct of Proposer and its employees, agents or independent contractors while on the customer's premises. Proposer will pay costs and damages that a court finally awards in such suit or that are agreed upon in settlement thereof. If the City or any third party has caused or contributed to a third-party claim, then Proposer will only indemnify the City up to the amount Proposer is deemed responsible. In accordance with industry standards, the indemnification should be balanced by a limitation of liability clause to exempt both parties liability from indirect and consequential damages and to cap liability to a mutually agreed upon amount. This cap on liability would not apply to Proposer's intellectual property indemnification obligations, though Proposer's obligation to indemnify the City harmless under is void if the claim of infringement arises out of or in connection with any modification made to the Software or any use of the Software not specifically authorized in writing by Proposer.

5. Insurance. The Contractor shall furnish the City a certificate of insurance in a form acceptable to the City for the insurance required. Such certificate or an endorsement provided by the Contractor must state that the City will be given thirty (30) days' written notice (except the City will accept ten (10) days written notice for non-payment) prior to cancellation or material change in coverage.

Exception: Only in the event that our Insurance Company cancels the Commercial General Liability policy, will 30 days written notice be given. Insurance Companies do not give notice for any other reason.

7. Termination. The contract will provide termination by either party without cause upon 30 days prior written notice to the other party. In the event of termination, the Contractor will be compensated for services rendered up to and including the day of termination.

Exception: Proposer requests a more detailed termination clause be drafted taking into account reasonable 'cure periods' (minimum of 30 days) for the implementation of the software and greater detail regarding termination for convenience (minimum of 90 days), including license rights that may survive termination.

As a final note the Proposer anticipates that the resultant agreement shall be based on Proposer's and industry norm standard agreements for software licensing and maintenance and that the resultant agreement between the Proposer and the City should include provisions typically seen in these types of software agreements, including: limitation of liability (which will be at one (1) times the contract value, and shall not include damages related to indirect, consequential, special or aggravated), warranty (as per the restrictions

5. Other Information and Attachments

above), license use and restrictions (such as copying restrictions, User restrictions and reverse engineering type restrictions), mutually acceptable acceptance terms, payment terms (including the use of milestones for payment and license fees paid up front), maintenance terms, approved Statements of work, and other provisions typical in software license/support/service agreements and that the absence of any clauses in the City's RFP will not affect Proposer's ability to negotiate such clauses and to modify the standard contract as needed.

5.6 CityView Sample Contract

Please find on the following page CityView's sample Software Subscription Agreement as a reference and start point should CityView be chosen as the vendor of choice.

5.6.1 CityView Sample Software Subscription Agreement (Confidential under separate cover)

Please find on the following pages a sample CityView Software Subscription Agreement.

“This proposal contains trade secrets and/or confidential commercial or financial information that the Offeror believes to be exempt from disclosure under Florida’s Public Records Law (Chapter 119, Florida Statutes). The Offeror requests that this information not be disclosed to the public, except as may be required by law.”

Our Software Subscription Agreement on the following pages is considered Confidential; unfair advantages could be obtained should a competitor have access to this information.

For the reasons mentioned above, information on pages 166 – 184 is considered **Proprietary and Confidential** and has been removed and provided in a separate envelope per the RFP instructions.

5.6.2 CityView Sample Insurance Certificate

Please find below a sample of our Confirmation of Insurance Coverages and Workers Compensation and Employers Liability limits. If CityView is the chosen vendor and upon contract acceptance, steps will be taken to include the City as additional insured's. Please note that the additional insured endorsement applies to the Commercial General Liability and Auto Liability policies only. It does not apply to Worker's Compensation and Employers Liability Insurance.

Please note damage resulting from the use of owned autos – CityView does not own autos and will provide insurance in the requested amounts to cover non-owned and hired autos.

ACORD CERTIFICATE OF LIABILITY INSURANCE RENEWAL						DATE (MM/DD/YY) 11/29/2017
PRODUCER Serial # 173252 WILLIS CANADA INC., A WILLIS TOWERS WATSON COMPANY 100 KING STREET WEST, SUITE 4700 TORONTO, ON M5X 1E4 CANADA		THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW.				
INSURED CONSTELLATION SOFTWARE INC. AND N. HARRIS COMPUTER CORPORATION 1 ANTARES DRIVE, SUITE 400 OTTAWA, ON K2E 8C4		INSURERS AFFORDING COVERAGE			NAIC#	
		INSURER A: CHUBB INSURANCE COMPANY OF CANADA				
		INSURER B:				
		INSURER C: TRAVELERS PROPERTY CASUALTY CO.				
		INSURER D:				
		INSURER E:				
COVERAGES						
THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. AGGREGATE LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.						
INSURER	ADD'L INSURER	TYPE OF INSURANCE	POLICY NUMBER	POLICY EFFECTIVE DATE (MM/DD/YY)	POLICY EXPIRATION DATE (MM/DD/YY)	LIMITS
A		GENERAL LIABILITY <input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS MADE <input checked="" type="checkbox"/> OCCUR <input checked="" type="checkbox"/> NON-OWNED AUTO LIABILITY GEN'L AGGREGATE LIMIT APPLIES PER: POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC <input type="checkbox"/>	36049367	09/27/2017	09/27/2018	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ MED EXP (Any one person) \$ 25,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 10,000,000 PRODUCTS - COMP/OP AGG \$ 1,000,000 TENANTS LEGAL LIABILITY \$ 1,000,000
		AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS <input checked="" type="checkbox"/> NON-OWNED AUTOS <input type="checkbox"/> ALL AUTOS OWNED AND/OR LEASED TO THE NAMED INSURED				COMBINED SINGLE LIMIT (Ea accident) \$ BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$
		GARAGE LIABILITY <input type="checkbox"/> ANY AUTO				AUTO ONLY - EA ACCIDENT \$ OTHER THAN AUTO ONLY: EA ACC \$ AGG \$
A		EXCESS/UMBRELLA LIABILITY <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> CLAIMS MADE DEDUCTIBLE \$ RETENTION \$	78183369	09/27/2017	09/27/2018	EACH OCCURRENCE \$ 14,000,000 AGGREGATE \$ 14,000,000
C		WORKER'S COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? If yes, describe under SPECIAL PROVISIONS below	HJ-UB-9J7866-81	09/27/2017	09/27/2018	<input checked="" type="checkbox"/> WC STATUTORY LIMITS <input type="checkbox"/> OTHER EL EACH ACCIDENT \$ 1,000,000 EL DISEASE - EA EMPLOYEE \$ 1,000,000 EL DISEASE - POLICY LIMIT \$ 1,000,000
A		OTHER PROFESSIONAL LIABILITY AND TECHNOLOGY E&O	36049367	09/27/2017	09/27/2018	\$ 5,000,000 PER CLAIM & IN THE AGGREGATE
DESCRIPTION OF OPERATIONS/LOCATIONS/VEHICLES/EXCLUSIONS ADDED BY ENDORSEMENT/SPECIAL PROVISIONS						
EVIDENCE OF INSURANCE						
CERTIFICATE HOLDER				CANCELLATION		
TO WHOM IT MAY CONCERN				SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, THE ISSUING INSURER WILL ENDEAVOR TO MAIL 30 DAYS WRITTEN NOTICE TO THE CERTIFICATE HOLDER NAMED TO THE LEFT, BUT FAILURE TO DO SO SHALL IMPOSE NO OBLIGATION OR LIABILITY OF ANY KIND UPON THE INSURER, ITS AGENTS OR REPRESENTATIVES AUTHORIZED REPRESENTATIVE PW		

5.7 OPTIONAL Selectron – IVR Software (Proprietary and Confidential under separate cover)

“This proposal contains trade secrets and/or confidential commercial or financial information that the Offeror believes to be exempt from disclosure under Florida’s Public Records Law (Chapter 119, Florida Statutes). The Offeror requests that this information not be disclosed to the public, except as may be required by law.”

Selectron pricing information on the following pages is considered Proprietary and Confidential; unfair advantages could be obtained should a competitor have access to this information.

For the reasons mentioned above, information on pages 187 - 192 is considered **Proprietary and Confidential** and has been removed and provided in a separate envelope per the RFP instructions.