Flairdocs

Process innovation > Real results.

a product by Flairsoft

180014P

CITY OF GAINESVILLE
every path starts with passion
FLORIDA

Proposal for REQUEST FOR PROPOSAL

RFP NO. DODX-180049-GD

Enterprise Permitting & Land Management Software

Procurement Representative
Gayle Dykeman, Senior Buyer
Procurement Division
City of Gainesville
General Government Procurement
200 East University Avenue, Room 339
Gainesville, Florida 32601
Phone: (352) 334-5021

Proposer's Name: Flairsoft Limited

Submitted by:

Dheeraj Kulshrestha

President and CEO, Flairsoft Ltd.
7720 Rivers Edge Drive, Suite 200
Columbus, OH 43235
(614) 888-0700 x202 Office

dheeraj@flairsoft.net

A Leader in Transportation Software Since 2001

REDACTED COPY

This document includes data that is proprietary to Flairsoft and shall not be disclosed outside City of Gainesville or its representative, and shall not be duplicated, used, or disclosed—in whole or in part—for any purpose other than to evaluate this document. The sections of which are considered to be confidential and/or proprietary and/or trade secret are listed in the section "Flairsoft Confidential and Proprietary Information." This information has been removed from the main proposal document and submitted in a separate sealed envelope. This restriction does not limit City of Gainesville's right to use information contained in this document if it is obtained from another source without restrictions that protects Flairsoft''s intellectual property **except price proposal.** Use and disclosure of this document is subject to the restrictions made in this statement and additionally supported by Florida Law, including Florida Statute 119 and Florida Statute 815.

1. Table of content

1. Table of content 2
2. Cover Letter 3
Flairsoft Confidential and Proprietary information 4
3. Company Experience & Qualification 6
3.1 Flairsoft background & description 6
3.2 Flairsoft representative customers 7
4. Technical Proposal 9
4.1 Project Approach 11
4.2 Proposed Project Schedule 14
4.3 Minimum Requirements: 18
4.4 Technical specification 40
Migration of legacy data 44
5. Price Proposal 47
5.1 Cloud based Software-as-a-Service (SaaS) model 47
5.2 Cost Assumptions 48
6. Statement of Qualifications 50
6.1 Past Experience (Attachment A) 50
6.2 Project Organizational Chart 57
Other Key Personnel 63
6.3 Financial Stability 64
DRUG-FREE WORKPLACE FORM 70
EXHIBIT D - LIVING WAGE COMPLIANCE 71
EXHIBIT E - PROPOSAL RESPONSE FORM – SIGNATURE PAGE 72
SIGNED COPIES OF ADDENDUMS 73

Use or disclosure of data contained on this sheet is subject to the restriction on the cover page of this proposal

2. Cover Letter

Gayle Dykeman,
Senior Buyer, Procurement Representative
City of Gainesville
General Government Procurement
200 East University Avenue, Room 339
Gainesville, Florida 32601

January 31, 2018

Subject: **Submission of proposal in response to RFP NO. DODX-180049-GD Enterprise Permitting & Land Management Software**

Dear Gayle,

Flairsoft is pleased to present the City of Gainesville with our proposal in response to the **RFP NO. DODX-180049-GD Enterprise Permitting & Land Management Software**. Our proposal is a comprehensive solution for an enterprise permitting and land management system that is intuitively designed for the citizens, industry and businesses.

Since its inception in 2001, Flairsoft has worked with customers experiencing similar challenges in legacy permitting systems. Our solution provides end-to-end process and tracking automation for all aspects of permitting. Flairsoft is more than just a company with a great product; we have an advanced team of business and technical professionals who diligently work to ensure projects are completed on time and on budget, with a high degree of customer satisfaction. Flairsoft will comply with all requirements as set forth in the RFP. Delivering high performance, continuous innovation, and rapid transformation have been constant themes throughout Flairsoft's history.

Flairsoft has listed their confidential and trade secret content under the section, “Confidential and Proprietary Information,” below. The information referenced there has been removed from this proposal document and has been submitted per RFP instructions in a separate sealed envelope.

While Flairsoft is currently not registered with City of Gainesville, we are committed to opening an office in the near future. We do bring local presence by way of our local project support team member. Flairsoft promotes working from home offices local to our clients. Our Data Specialist**,** Mark Mendez has been a local resident of Gainesville since 2013. He has supported Enbridge with the Sabal Trails project and has established many relationships within the community

I commit an exceptional team for this strategic engagement that will get the job done right and deliver innovative solutions exceeding your expectations.

Best Regards

Dheeraj Kulshrestha
President and CEO, Flairsoft Ltd.

Use or disclosure of data contained on this sheet is subject to the restriction on the cover page of this proposal

Flairsoft Confidential and Proprietary information

The Proprietary Information is the property of Flairsoft Ltd. and it is necessary for Flairsoft Ltd. to protect this information, whether as a trade secret, by copyright, by patent or by any other recognized by law (called "Proprietary Rights"). Flairsoft Ltd. regards all proprietary information as exceptionally valuable and must carefully control its use and disclosure.

Flairsoft believes certain information included in their proposal is confidential and/or proprietary and/or trade secret, and has identified those section(s) below with supporting description and reference to applicable Florida State Law. The sections and pages listed below have been removed from the main proposal document and have been submitted per RFP instructions in a separate sealed envelope labeled "Flairsoft Confidential."

1. List of pages/sections which are confidential

Page #	Topic	Reason for Exemption	Referenced Florida State Law(s)/Statue(s)
9-10	Section 4 - Technical Proposal – Table demonstrating alignment of City of Gainesville goals with Flairdocs capabilities	The table demonstrates Flairsoft confidential features and its capabilities	F.S. 119
18-39	Section 4.3 – Minimum Requirements	This section comprises of Flairdocs EPSTrack functionality and screenshots that are Trade Secret	F.S. 119 & F.S. 815
40-46	Section 4.4 – Technical Specification	This section comprises of Flairdocs EPSTrack functionality and screenshots that are Trade Secret	F.S. 119 & F.S. 815
50-56	Section 6.1 - Statement of Qualifications – Past Experience	Project Amount, Client Contact Name, Phone number, Email address are Flairsoft Confidential information	F.S. 119

Use or disclosure of data contained on this sheet is subject to the restriction on the cover page of this proposal

57-63	Section 6.2 - Statement of Qualifications – Project Organization Chart	Flairsoft considers the names of all its Key Personnel as confidential.	F.S. 119
64-69	Section 6.3 - Statement of Qualifications – Financial Stability	All Financial data provided by Flairsoft is confidential.	F.S. 119

Use or disclosure of data contained on this sheet is subject to the restriction on the cover page of this proposal

3. Company Experience & Qualification

3.1 Flairsoft background & description

Specifications	Flairsoft Details
Full name, address, and telephone number of the organization	Flairsoft Ltd. Headquarters: 7720 Rivers Edge Drive, Suite 200 Columbus, OH, 43235; Tel #: +1 -614-888-0700 Ext 202 Offices: Austin, TX | Baltimore, MD | Gainesville, FL | Montgomery, AL | Oklahoma City, OK
Date established	August 21, 2001
Background of the firm	Flairsoft is an innovative software solutions company specializing in integrated land and permit management solutions (www.flairdocs.com), GIS and mobile technologies. Founded in 2001, with our headquarters in Columbus, Ohio, we have strived to achieve unparalleled results with our software solutions and IT services. We are committed to providing our customers with high quality service in a timely and cost-effective manner. Flairsoft's federal division (www.flairsoftfederal.com) serves Department of Defense and the Air Force programs, delivering cyber security, cloud computing, autonomy, business intelligence, modeling and simulation, and ERP solutions. We have provided services to USSOCOM in Hulbert Field Florida and currently maintain an office in Montgomery AL. Flairsoft's state consulting division (www.flairsoft.net) serves various state agencies in meeting their information technology needs, including application development, cloud solutions, business process management and independent verification and validation. Flairsoft maintains technology partnerships with Microsoft (GOLD), Oracle, ESRI, and HP Mercury, and is an active member and sponsor of IRWA and AASHTO. **We are a CMMi Dev Level 2 and ISO 9000 certified firm.** As a minority owned and DBE certified company, our management and technical principals have significant experience providing solutions in both private and the public sectors. Flairsoft's ability to provide high quality IT services at reasonable prices has earned us direct relationships with public sector clients across states of Ohio, Michigan, Oregon, Texas, Oklahoma , including the federal government as a GSA Schedule service provider. Please see additional details on our firm and its products and services under Flairsoft Background.

Flairsoft has been setting the gold standard for Land Management Right-of-Way and Permitting software for state DOTs, electric, pipeline and utilities clients since 2001. Flairsoft is a financially stable and fast growing company serving multiple state infrastructures, including Ohio, Michigan, New York and Oregon. Our teams have also led an NCHRP-70 project on Advanced GIS business intelligence and data visualization with panel members from the Federal Highway Administration, Michigan DOT, Texas DOT, and Arizona DOT.

Over the past decade of successful client engagements, we have developed and strengthened our expertise and product architecture to deliver innovative solutions that span across systems integration, database management, GIS, mobile, and COTS product deployment.

Use or disclosure of data contained on this sheet is subject to the restriction on the cover page of this proposal

The below map identifies the states where Flairsoft is offering its products and services to State, Federal and Commercial clients.

Figure 1: Flairsoft presence in the US and Canada

3.2 Flairsoft representative customers

Among the list of our valued and loyal customers includes Fortune 100 companies, state agencies, and utility companies. A detailed list of our esteemed clients is provided below:

Commercial Customers	Government Customers	Partners and Consulting Companies
1. Williams Information Technology, Inc. 2. American Electric Power 3. Antero Resources 4. Clark Land Resources 5. MDM 6. Duke Progress Energy 7. ATCO Electric 8. Chesapeake Energy 9. Access Midstream 10. TRC Engineers	1. State of Oregon-DOT 2. New York State – DOT 3. Las Vegas Valley Water District 4. Transportation Research Board: National Academies of Sciences-NCHRP 5. State of Ohio-DOT 6. State of Michigan 7. Wright Patterson Air Force Base, Warner Robins Air Force Base, Air Force Research Lab 8. Franklin County, Ohio 9. Cuyahoga County, Ohio 10. State of Ohio – Job and Family Services 11. State of Ohio- Office of Information Technology 12. State of Ohio – Dept. of Insurance 13. State of Ohio – Department of Health 14. State of Ohio – Office of Budget Management	1. Lockheed Martin Mission Systems 2. Deloitte Consulting 3. Booz Allen Hamilton 4. Northrop Grumman 5. EDS 6. CGI 7. SERCO International 8. CSG 9. CAI 10. Vision IT 11. C&L Group 12. The Greentree Group 13. Xerox

Use or disclosure of data contained on this sheet is subject to the restriction on the cover page of this proposal

11. Mettler Toledo, Inc. Enterprise Products 12. McGraw Hill 13. JP Morgan Chase 14. Nationwide Insurance	15. State of Ohio – Insurance, Public Safety, Department of Administrative Services, Attorney General's office, 16. The Ohio State University	

Use or disclosure of data contained on this sheet is subject to the restriction on the cover page of this proposal

4. Technical Proposal

[redacted]

[redacted]	[redacted]
[redacted]	✓ [redacted] ✓ [redacted]
[redacted]	✓ [redacted] ✓ [redacted] ✓ [redacted]
[redacted]	✓ [redacted]
[redacted]	✓ [redacted] ✓ [redacted] ✓ [redacted]
[redacted]	✓ [redacted] ✓ [redacted]

Use or disclosure of data contained on this sheet is subject to the restriction on the cover page of this proposal

[redacted]	✓ [redacted] ✓ [redacted]
[redacted]	✓ [redacted] ✓ [redacted]
[redacted]	✓ [redacted] ✓ [redacted]
[redacted]	✓ [redacted] ✓ [redacted]
[redacted]	✓ [redacted]

Use or disclosure of data contained on this sheet is subject to the restriction on the cover page of this proposal

4.1 Project Approach

Over a decade of Flairdocs™ and state and federal information technology engagements, our implementation approach has ensured predictable delivery with high quality functionality. Our technical experience, combined with domain expertise, will serve you as key strengths as we deliver a permitting solution built to your specifications; faster, and with more comprehensive functionality than a custom application development project.

We have developed our own delivery methodology: FAST - Flairsoft Agile Software Technique. This approach has been developed, tested and improved upon successive deployments for state, commercial and federal government projects. FAST manages uncertainty that is inherent in software development by early risk mitigation and leveraging SMEs early to accommodate changes. Shorter deployment iterations mean shorter feedback cycles, resulting in removal of 40% rework in a typical project.

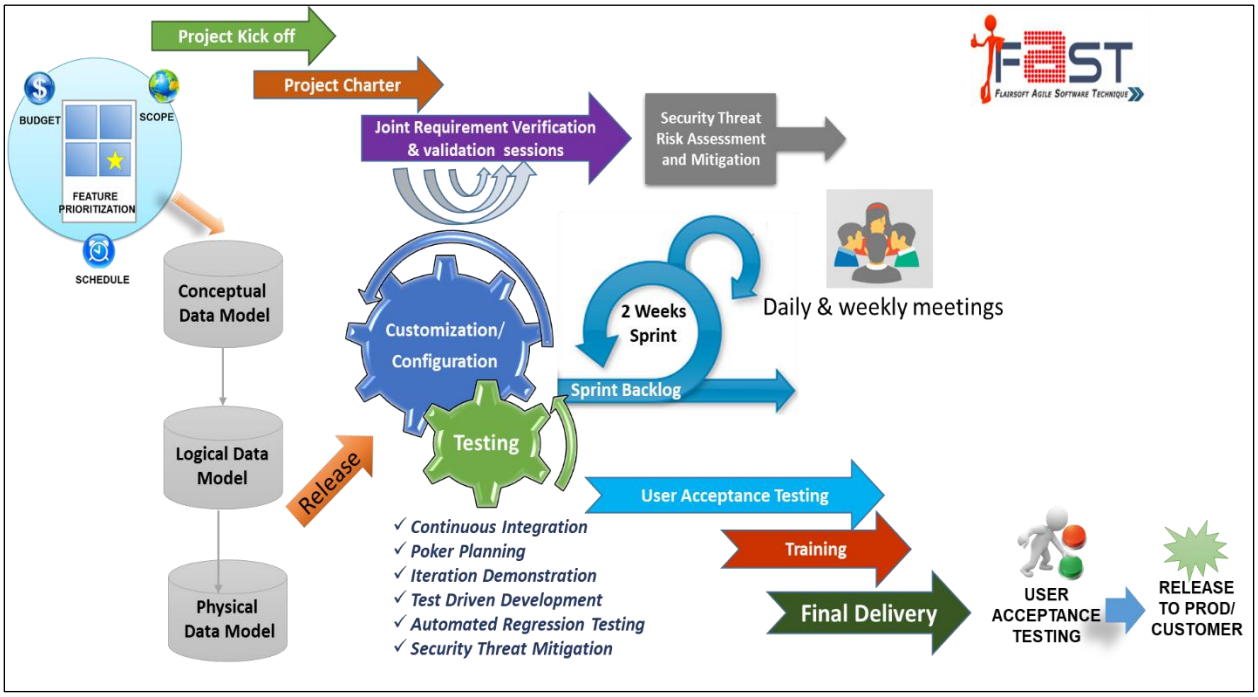


Figure 2: Flairdocs™ Implementation Methodology

In order to break down development and deployment into a Software Development Life Cycle (SDLC) and non-SDLC structure, Flairsoft assessed that the implementation can be worked based on the phases as in the diagram below.

Use or disclosure of data contained on this sheet is subject to the restriction on the cover page of this proposal

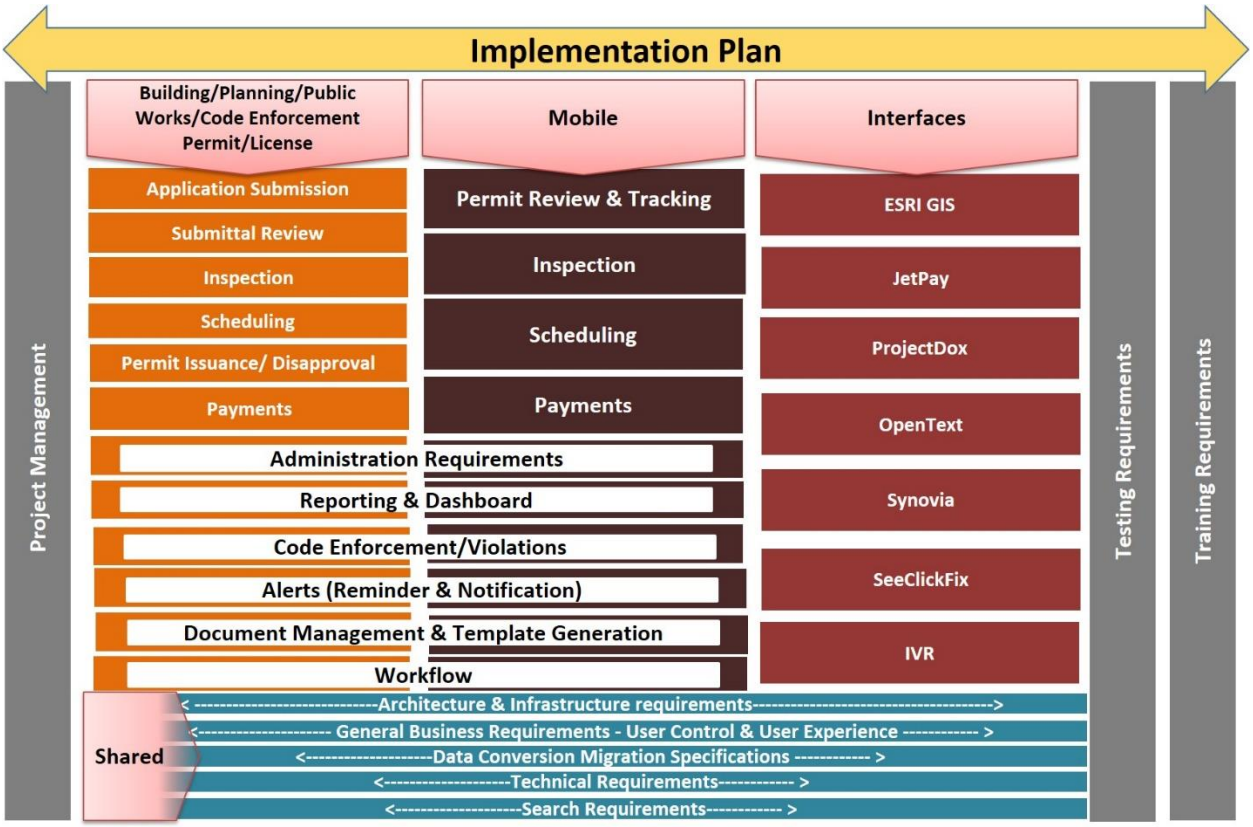


Figure 3: Flairsoft's Approach to Breakdown Requirements

Our project plan is broken into several phases and sub-phases for analysis, design, development and deployment.

1. **Phase 1 – Implementation**

Flairsoft will complete the planning, requirement gathering, configuration and customization of FlairdocsTM EPSTrack and testing during this phase

In order to adhere with the delivery schedules, Flairsoft will make sure that the scope of work is well defined and agreed upon by the City of Gainesville. Flairsoft will follow a requirement validation, verification and signoff process for a good requirements management.

Flairsoft is providing an out of the box solution and would go with its very own Joint Requirement Validation and Verification (JRV&V) technique during the requirement gathering session. Our team divides the requirements into separate streams, and the Joint Requirement Validation and Verification sessions are carried out for each stream. During requirement gathering, City's team would validate the draft/updated requirements after the session. At the end of this exercise, Flairsoft will have an updated document which will follow through the development process for completing all the requirements. Our expert team will prepare the requirement traceability matrix. With the help of requirements, Flairsoft will complete the configuration and customization of FlairdocsTM EPSTrack

Use or disclosure of data contained on this sheet is subject to the restriction on the cover page of this proposal

City of Gainesville and Flairsoft will have access to development environment, production environment and test environment. With customization and configuration of each stream or sprint, our team will perform testing on each module. During each construction iteration, Flairsoft developers conduct unit testing and integration testing.

As defined in the project plan, Flairsoft will carry out testing in each phase and will share a regular update with City's team and solicit City's feedback during the weekly meetings.

Meanwhile, with the complete development of each sprint, the data migration process takes place simultaneously in the development environment. The team will perform preliminary data migration from the City's Innoprise application.

1. **Phase 2 - Data Migration**

The next phase would involve data migration of Innoprise, BDS and eWacker to EPSTrack.

2. **Phase 3 – Integration**

The last and final proposed phase would be completed with the integration of EPSTrack with multiple external applications.

User acceptance testing and deliverable acceptance will be performed on user recommendations, for changes and/or improvements will either become inputs for the next iteration or requested changes for the next release of the application during ongoing support. Once satisfied, Flairsoft will roll out the system in the production environment. In parallel with the final UAT, we will jointly train core users and system administrators to get your team up and running.

3. **Warranty, Maintenance and Support**

The warranty period of 30 days will start once the entire solution becomes operational in the production environment. During the warranty period, Flairsoft will be responsible for correction of application defects, which are application malfunctions or functional deviations from the implemented application design. No requirements or design changes will be involved in the correction of application defects.

Flairsoft will conduct meetings during the warranty period

- Identify scope for improvements, lessons learned, what worked and what failed. Make decisions and accomplish scope for improvements
- To have discussion and review detailed plans regarding issues or defects (assignments, and action items of all individuals)

Flairsoft will take corrective action, subject to the City's Project Manager approval, to resolve all issues and problems encountered to ensure the application performs as required.

Our technical staff will be available to the City of Gainesville whenever necessary to help to resolve issues as they arise.

Use or disclosure of data contained on this sheet is subject to the restriction on the cover page of this proposal

4.2 Proposed Project Schedule

Flairsoft has documented multiple activity milestone deliverables for the Enterprise Permitting & Land Management project in multiple phases. However, these phases can be expanded upon and further broken down into smaller and smaller components. The deliverables are strategically associated with key milestones: Ultimately, when all tasks and deliverables are completed, the project is technically over. Below is our proposed milestone –deliverable table:

	Milestone description		
Project Phase	**Milestone**	**Sub-milestone**	**Deliverable at the completion of sub-milestone**
Phase 1 -Implementation	**Milestone 1:** Planning	Completion of Project Charter	Project Kickoff Meeting and Charter Presentation
		Completion of Project Schedule, Project Management Plan and Work Breakdown Structure	Communication and Reporting plan including templates for Status/Progress Report, Requirement Gathering, Meeting Minutes, Risk/Issue Log, Test Plan, Requirement traceability matrix
			Project Plan
	Milestone 2: Requirements & Customization	Platform for Gap Analysis	Base Installation of FlairdocsTM EPSTrack on Flairsoft hosted environment for City's internal users
		Completion of requirements gathering sessions	Phase 1 Requirement review and sign off by City of Gainesville
	Milestone 3: EPSTrack implementation	Configuration and customization of FlairdocsTM EPSTrack features	System update with configuration and customization
	Milestone 4: Testing	Completion of Acceptance criteria, Deployment to test environment, System Acceptance Testing [SAT] and Regression testing	UAT Kickoff
			System Acceptance Testing complete
	Milestone 5: Innoprise Data Migration	Completion of Data Migration plan with assistance and input from City of Gainesville, Data Mapping, Migration test plan	Data Migration plan
		Data migration scripts, Data validation and migration acceptance by	System update with fixes and migrated data
Phase 2 - Data Migration	**Milestone 6**: Mobile Supportability	Completion of requirements gathering session	Sign off requirements documentation
		Configuration and customization	System update with configuration and customization
	Milestone 7: BDS and eWacker Migration	Completion of Data Migration plan with assistance and input from City of Gainesville	Data Migration plan, Data Mapping, and Migration test plan
		Data migration scripts, Data validation and migration acceptance by City of Gainesville	System update with fixes

Use or disclosure of data contained on this sheet is subject to the restriction on the cover page of this proposal

Phase 3- Integration	**Milestone 8:** Integration	Completion of integration plan with assistance and input from City of Gainesville	Requirements for system interface.
			Walkthrough and Review
			Test Case and Testing Strategy
			Implementation complete
		Validation and acceptance by City of Gainesville	Issue list / Status report
			System update with fixes
	Milestone 9: User Acceptance Testing (UAT), Transition and Closing	Completion of User Acceptance Testing (UAT)	User Acceptance Testing [UAT]
		City of Gainesville reported issues & Health check	System update with issue fixes
		Completion of Acceptance review, FlairdocsTM EPSTrack training to City of Gainesville staff, Technical handoff and Close out meeting, lessons learned session	FlairdocsTM EPSTrack live in production environment
			Training Material & Handoff document
Warranty (1 Month)	**Milestone 10:** Warranty - Post deployment support		

Flairsoft will complete task activities as stipulated in the upgrade proposal in 10 months with 1 month of warranty period. The proposed project plan is in the following table:

Task Name	Duration	Start	Finish
City of Gainesville Permitting and Land management system - Project Plan	**218 days**	**03/01/18**	**12/31/18**
Phase 1 - Implementation	**175 days**	**03/01/18**	**10/31/18**
Definition	5 days	03/01/18	03/07/18
Define and review Project Charter	5 days	03/01/18	03/07/18
Assess challenges and options	3 days	03/01/18	03/05/18
Project Charter group review and sign off	2 days	03/06/18	03/07/18
Planning	5 days	03/08/18	03/14/18
Communication & Reporting plan, Quality Assurance / Issue Management, Change Management & Risk Management, Acceptance Management Plan, Staffing - team finalization and mobilization, Project schedule, estimates and project management plan review & signoff	5 days	03/08/18	03/14/18
Requirement gathering - Gap Analysis, Joint requirement verification and validation, City of Gainesville review	30 days	03/15/18	04/25/18

Use or disclosure of data contained on this sheet is subject to the restriction on the cover page of this proposal

FlairdocsTM EPSTrack foundation - Core system install & Security Permissions	**3 days**	03/15/18	**03/19/18**
Building/Planning/Public Works/Code Enforcement Permit/License	**15 days**	**03/15/18**	**04/04/18**
Administration	**3 days**	**04/05/18**	**04/09/18**
Reporting & Dashboard	**2 days**	**04/10/18**	**04/11/18**
Code Enforcement & Violations	**5 days**	**04/12/18**	**04/18/18**
Alerts (Reminder & Notification)	**1 day**	**04/19/18**	**04/19/18**
Document Management and Template Generation	**2 days**	**04/20/18**	**04/23/18**
Workflow	**2 days**	**04/24/18**	**04/25/18**
Initiate Data Conversion and Migration	**30 days**	**04/26/18**	**06/06/18**
Review City of Gainesville conversion and migration requirements	30 days	04/26/18	06/06/18
Inventory and document data sources	30 days	04/26/18	06/06/18
Develop Data dictionary and standards for identified data sources	30 days	04/26/18	06/06/18
Develop Document Conversion Rules	30 days	04/26/18	06/06/18
Develop data migration scripts	30 days	04/26/18	06/06/18
Development	90 days	04/26/18	08/29/18
Create Support Site	1 day	04/26/18	04/26/18
Configure FlairdocsTM EPSTrack Environment	**4 days**	**04/27/18**	**05/02/18**
Build development environment	4 days	04/27/18	05/02/18
High level validation of test environment	4 days	04/27/18	05/02/18
High level validation of production environment	4 days	04/27/18	05/02/18
Conduct development [Configuration and Customization] + Unit Testing	**80 days**	**05/03/18**	**08/22/18**
FlairdocsTM EPSTrack foundation - Core system install & Security Permissions	**80 days**	**05/03/18**	**08/22/18**
Building/Planning/Public Works/Code Enforcement Permit/License	**80 days**	**05/03/18**	**08/22/18**
Administration	**80 days**	**05/03/18**	**08/22/18**
Reporting & Dashboard	**80 days**	**05/03/18**	**08/22/18**
Code Enforcement & Violations	**80 days**	**05/03/18**	**08/22/18**
Alerts (Reminder & Notification)	**80 days**	**05/03/18**	**08/22/18**
Document Management and Template Generation	**80 days**	**05/03/18**	**08/22/18**
Workflow	**80 days**	**05/03/18**	**08/22/18**
Define and review Deployment Plan	5 days	08/23/18	08/29/18
Testing	25 days	08/30/18	10/03/18
Configure, Deploy and Release to Test environment - In streams and based on the fixes	1 day	08/30/18	08/30/18
Conduct System Acceptance Testing in Test environment	15 days	08/31/18	09/20/18
Testing Fix Development	15 days	08/31/18	09/20/18
Fix Validation	15 days	08/31/18	09/20/18
Conduct Regression Testing in Test environment	9 days	09/21/18	10/03/18
Testing Fix Development	9 days	09/21/18	10/03/18
Fix Validation	9 days	09/21/18	10/03/18
Data Migration from Innoprise	20 days	10/04/18	10/31/18
Phase 2 – Data Migration	**86 days**	**09/03/18**	**12/31/18**
Mobile Requirement gathering - Gap Analysis, Joint requirement verification and validation, City of Gainesville review	10 days	09/03/18	09/14/18
Mobile Supportability	**10 days**	**09/03/18**	**09/14/18**

Use or disclosure of data contained on this sheet is subject to the restriction on the cover page of this proposal

Mobile Development	35 days	09/17/18	11/02/18
Conduct development [Configuration and Customization] + Unit Testing	**35 days**	**09/17/18**	**11/02/18**
Mobile Supportability	**35 days**	**09/17/18**	**11/02/18**
Testing	20 days	11/05/18	11/30/18
Configure, Deploy and Release to Test environment - In streams and based on the fixes	1 day	11/05/18	11/05/18
Conduct System Acceptance Testing in Test environment	10 days	11/06/18	11/19/18
Testing Fix Development	10 days	10/16/18	10/29/18
Fix Validation	10 days	10/16/18	10/29/18
Conduct Regression Testing in Test environment	4 days	10/30/18	11/02/18
Testing Fix Development	4 days	10/30/18	11/02/18
Fix Validation	4 days	10/30/18	11/02/18
Data Migration from BDS and eWacker	43 days	11/01/18	12/31/18
Apply Document migration Rules	43 days	11/01/18	12/31/18
Implement and modify deploy scripts	43 days	11/01/18	12/31/18
Internal data validation	43 days	11/01/18	12/31/18
Acceptance test, performance test, security and vulnerability test	43 days	11/01/18	12/31/18
City of Gainesville review of Operational FlairdocsTM EPSTrack System with accepted migrated data	43 days	11/01/18	12/31/18
Develop Training material, System documentation, user guide and help content	10 days	12/18/18	12/31/18
Phase 3 - Integration	**66 days**	**10/01/18**	**12/31/18**
Interfaces and Integration	45 days	10/01/18	11/30/18
Conduct UAT by business stakeholders	21 days	12/03/18	12/31/18
Testing Fix Development	6 days	10/15/18	10/22/18
Fix Validation	2 days	10/23/18	10/24/18
UAT Signoff by business stakeholders	2 days	10/25/18	10/26/18
Production system acceptance by City of Gainesville	21 days	12/03/18	12/31/18
User Training	5 days	12/25/18	12/31/18
Transition - Technical handoff and Close out meeting, Handover ownership to the operations team & Release Planning	5 days	12/25/18	12/31/18
Warranty Period (30 calendar days)	22 days	01/01/19	01/30/19
Maintenance and Support transition			
Project reporting	**195 days**	**04/03/18**	**12/31/18**
Weekly project report and meeting	**211 days**	**03/07/18**	**12/26/18**
Monthly project report and meeting	**201 days**	**03/07/18**	**12/12/18**
Quarterly project meetings	**189 days**	**04/11/18**	**12/31/18**

Use or disclosure of data contained on this sheet is subject to the restriction on the cover page of this proposal

4.3 Minimum Requirements:

[redacted]	
a.)	[redacted]

Use or disclosure of data contained on this sheet is subject to the restriction on the cover page of this proposal

Use or disclosure of data contained on this sheet is subject to the restriction on the cover page of this proposal

[redacted]

Use or disclosure of data contained on this sheet is subject to the restriction on the cover page of this proposal

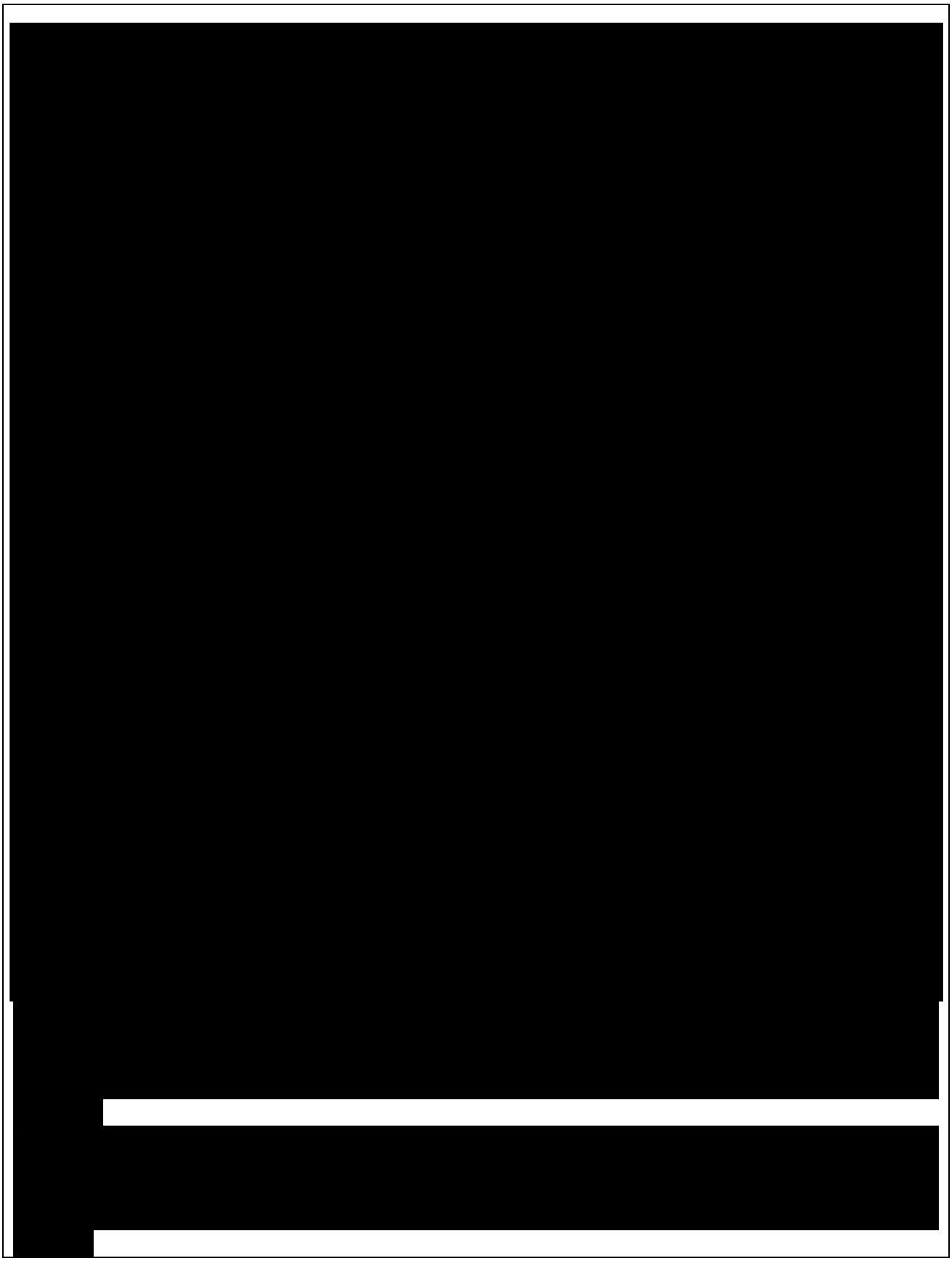
[redacted]

a.) [redacted]

[redacted]

Use or disclosure of data contained on this sheet is subject to the restriction on the cover page of this proposal

Use or disclosure of data contained on this sheet is subject to the restriction on the cover page of this proposal

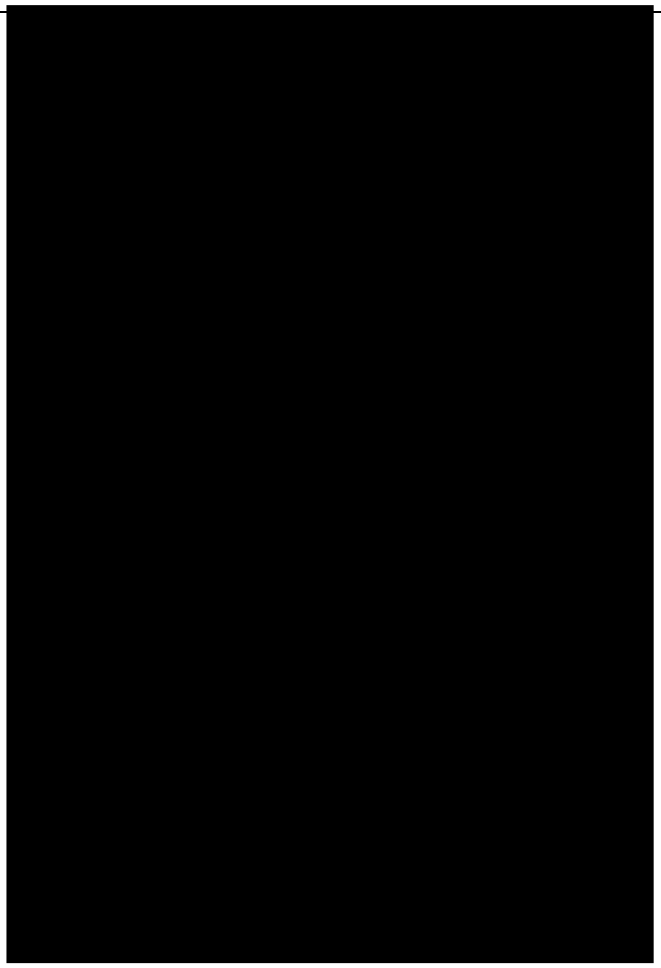


Use or disclosure of data contained on this sheet is subject to the restriction on the cover page of this proposal

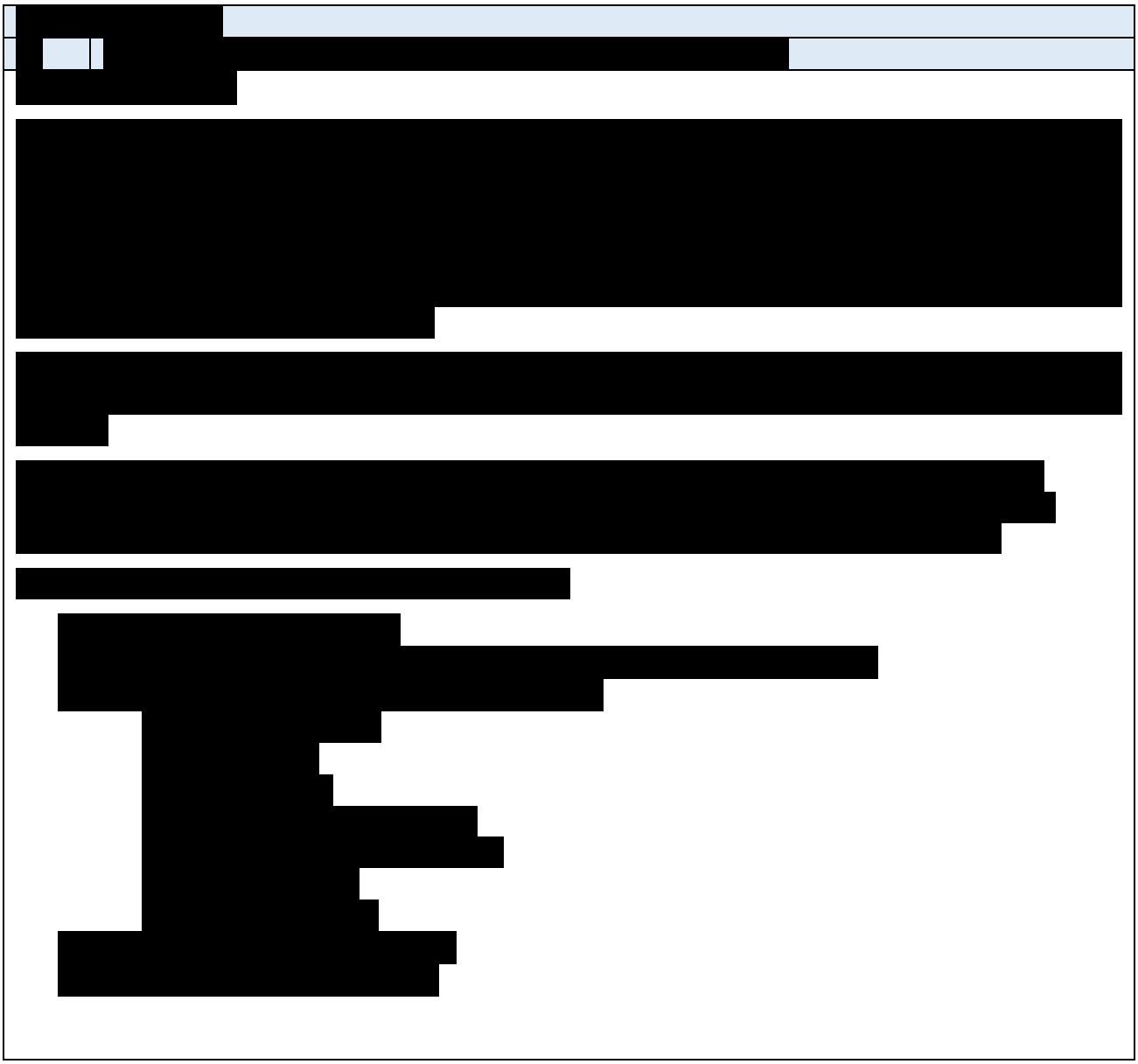
[redacted]

Use or disclosure of data contained on this sheet is subject to the restriction on the cover page of this proposal

Use or disclosure of data contained on this sheet is subject to the restriction on the cover page of this proposal

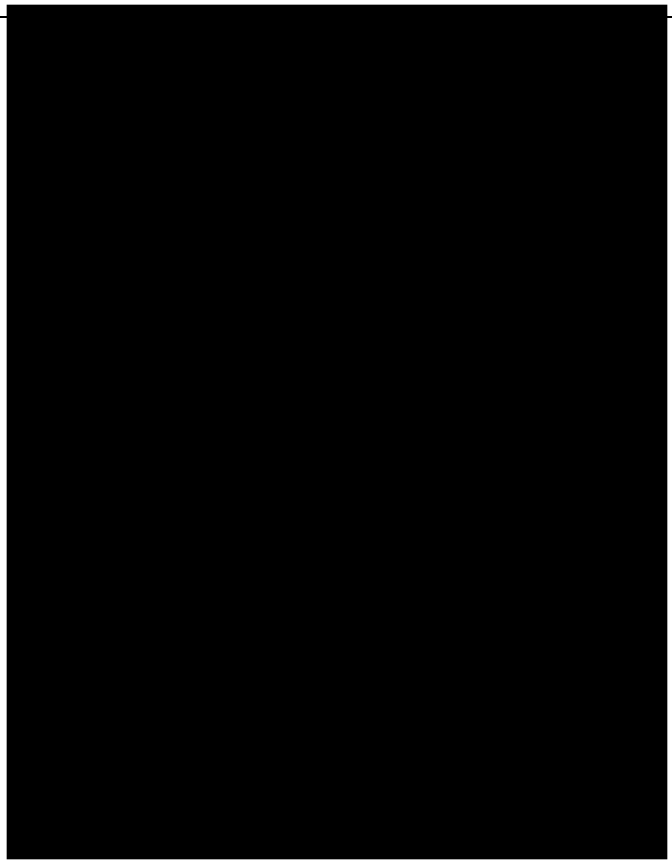


Use or disclosure of data contained on this sheet is subject to the restriction on the cover page of this proposal



Use or disclosure of data contained on this sheet is subject to the restriction on the cover page of this proposal

Use or disclosure of data contained on this sheet is subject to the restriction on the cover page of this proposal



Use or disclosure of data contained on this sheet is subject to the restriction on the cover page of this proposal

[redacted]

Use or disclosure of data contained on this sheet is subject to the restriction on the cover page of this proposal

Use or disclosure of data contained on this sheet is subject to the restriction on the cover page of this proposal

[redacted]

Use or disclosure of data contained on this sheet is subject to the restriction on the cover page of this proposal

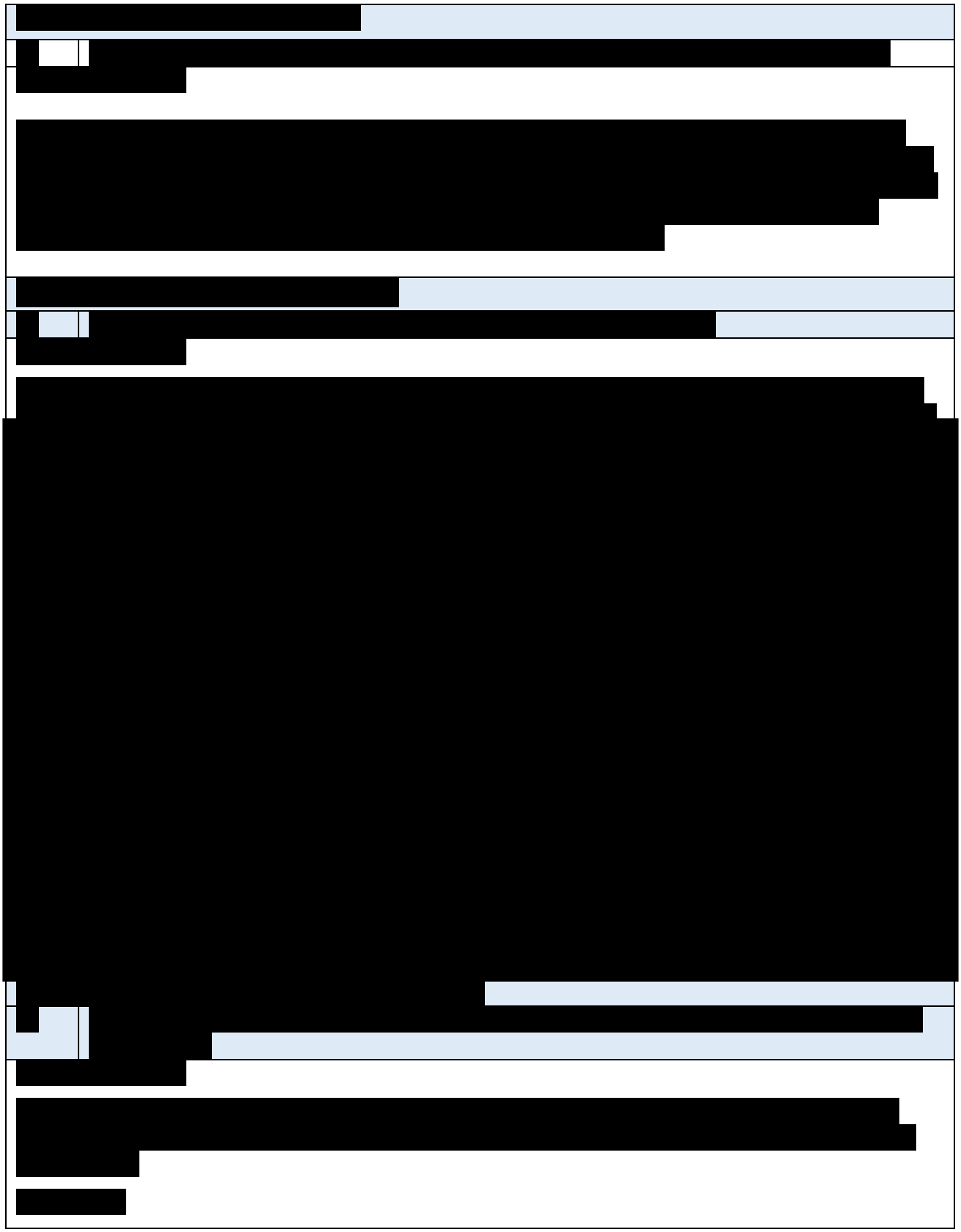
[redacted]

Use or disclosure of data contained on this sheet is subject to the restriction on the cover page of this proposal

Use or disclosure of data contained on this sheet is subject to the restriction on the cover page of this proposal

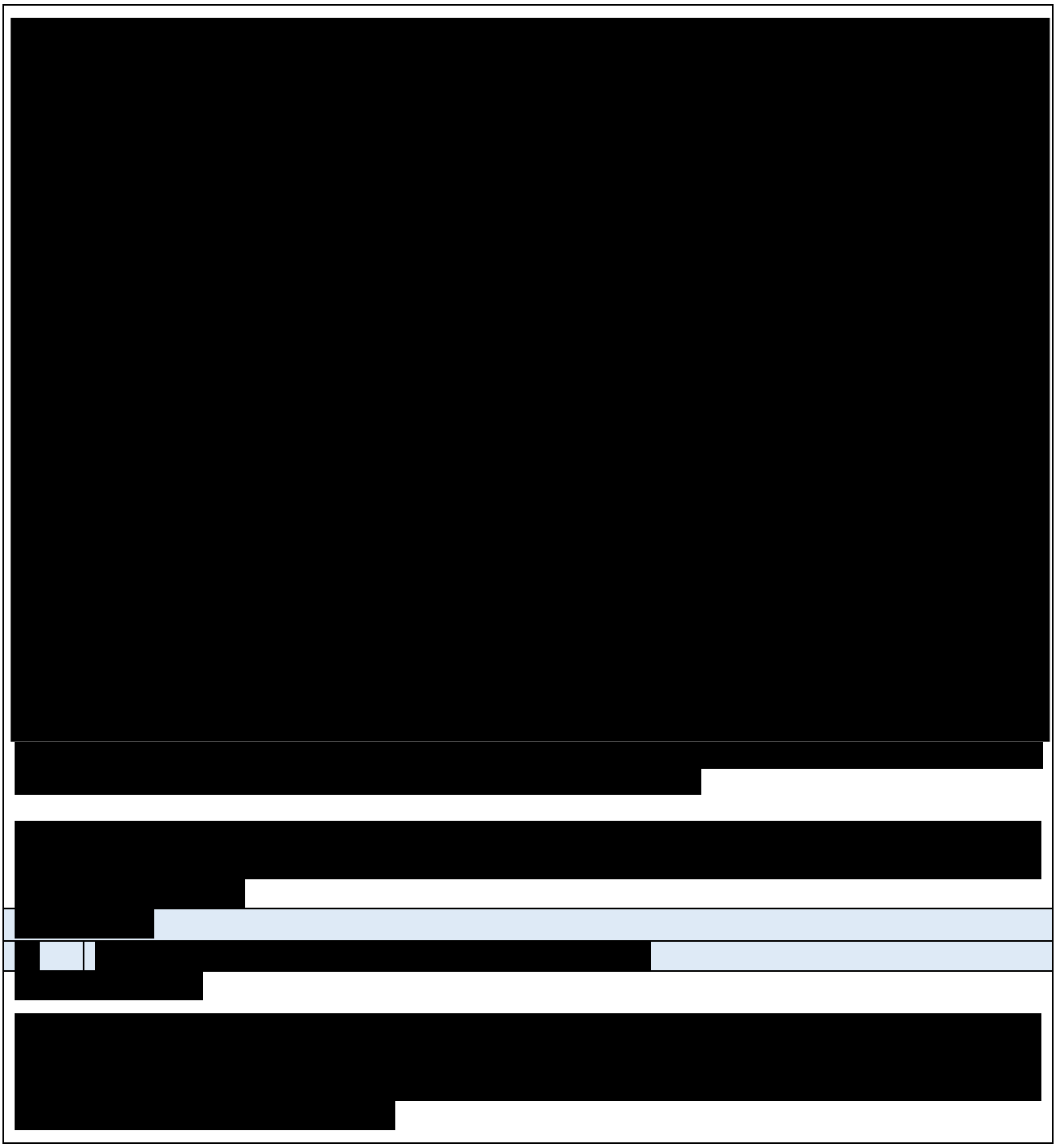
[redacted]

Use or disclosure of data contained on this sheet is subject to the restriction on the cover page of this proposal



Use or disclosure of data contained on this sheet is subject to the restriction on the cover page of this proposal

Use or disclosure of data contained on this sheet is subject to the restriction on the cover page of this proposal



Use or disclosure of data contained on this sheet is subject to the restriction on the cover page of this proposal

Use or disclosure of data contained on this sheet is subject to the restriction on the cover page of this proposal

4.4 Technical specification

[redacted]

Use or disclosure of data contained on this sheet is subject to the restriction on the cover page of this proposal

[redacted]

Use or disclosure of data contained on this sheet is subject to the restriction on the cover page of this proposal

[redacted]

Use or disclosure of data contained on this sheet is subject to the restriction on the cover page of this proposal

[redacted]

Use or disclosure of data contained on this sheet is subject to the restriction on the cover page of this proposal

[redacted]

Use or disclosure of data contained on this sheet is subject to the restriction on the cover page of this proposal

[redacted]

Use or disclosure of data contained on this sheet is subject to the restriction on the cover page of this proposal

[redacted]

Use or disclosure of data contained on this sheet is subject to the restriction on the cover page of this proposal

5. Price Proposal

Our solution can be deployed using a licensed model hosted at the City's data centers or using a cloud-hosted service model hosted at the data center of Flairsoft's partner Amazon. We recommend a cloud-hosted service model as it will be more cost efficient for City and would be aligned with your strategy as well. In the spirit of true partnership Flairsoft takes the lead in stepping up and investing in this new relationship and proposes a discounted fee for the subscription cum hosting fees.

5.1 Cloud based Software-as-a-Service (SaaS) model

Under this model the proposed solution will be hosted and supported by Flairsoft. The developed solution will be delivered online via a browser and will be hosted on Amazon Webserver (cloud). City does not have to build up any expensive IT infrastructure like servers, data center or admin staff. Flairsoft charge subscription cum hosting fees i.e. the right to use the service for a given period of time (usually a year or so).

Annual subscription fee for cloud hosted SaaS (Software-as-a-Service) model includes:

- Annual subscription fee for developed solution for stipulated number of users with full access along with any third-party software if required
- Storage: 1 TB Storage space (split between database and document storage)
- Hosting: Amazon EC2 webserver
- Data backup on 7 days/week performed on a weekly basis (sent to City FTP)

<table>
<tr><th colspan="2">Category</th><th>Price</th></tr>
<tr><td rowspan="8">Application Software subscription price including hosting charges

Flairsoft's solution provided as a 'Software as a Service', hosted on cloud</td><td>List of Modules</td><td rowspan="8">$129,000/annum

(above is annual subscription fees including hosting charges for 70 users; additional user will be charged at $1800/annum/user)</td></tr>
<tr><td>▪ Land Management Permitting Software</td></tr>
<tr><td>▪ Administration and user management</td></tr>
<tr><td>▪ Integrated Real-time GIS viewer</td></tr>
<tr><td>▪ Integration</td></tr>
<tr><td>▪ Reporting</td></tr>
<tr><td>▪ Mobile</td></tr>
<tr><td>Supporting Software - Izenda reporting tool - enterprise edition for unlimited users</td></tr>
<tr><td colspan="2">Implementation Services and related costs for professional services which include:

i. all software development, testing, initiation and implementation costs including all costs related to additional customization required to fully meet project business requirements in cases where the Flairsoft's solution only partially meets requirements;
ii. system integration including integration with various mentioned systems - ProjectDox, OpenText, Synovia, ArcGIS, SeeClickFix, telephone voice</td><td>$314,000.00</td></tr>
</table>

Use or disclosure of data contained on this sheet is subject to the restriction on the cover page of this proposal

recognition software, JetPay; iii. data conversion and migration (from systems - Innoprise, BDS & eWacker) iv. system documentation; v. warranty for 30 calendar days.	
Training Cost Training and materials (online, web-based)	**$25,000.00**
Travel cost *Project Manager, Subject Matter Expert, Business Analyst and Technical Architect will work in close collaboration with City's executives and some of them shall spend considerable time at City's office during gap analysis and requirement validation, user acceptance testing and training.*	**$20,000.00**
Maintenance cost	**$0.00** (zero dollar for City client)

Flairsoft offers number of flexible pricing models and encourage City of Gainesville to provide an opportunity to discuss how we can make help you in meeting your vision from this program in the most cost-effective fashion. We welcome an opportunity to offer clarifications on our proposal in person to ensure clarity and compliance with project's requirements.

5.2 Cost Assumptions

1. Prices quoted inclusive of duty, FOB destination, and delivery charges where applicable and exclusive of any applicable taxes.
2. City will provide access to GIS and all required 3rd party web services to integrate with Flairdocs™.
3. The development work will be primarily performed at the Flairsoft corporate office in Columbus Ohio.
4. A blended off-site hourly rate of $140.00 per hour would be applied for:
    - Change Requests, including development, as may be required;
    - Future training;
    - Future requirements (i.e. new releases or enhancements); and,
    - Warranty for any new releases and/or enhancements
5. City will appoint a single point of contact for the project, who will:
    - Coordinate and gather City business personnel for the requirements phase in Joint Requirements Verification and Validation (JRV&V) sessions including business and IT signoff.
    - Respond to all issues and provide access to any required City information and personnel (within 1 business day for development clarifications and by agreed upon due date for other action items).
    - Provide ability to schedule required meetings with stakeholders or users such that project tasks can be carried out per our project schedules.
    - Provide access to the executive sponsor and other personnel who are knowledgeable about

Use or disclosure of data contained on this sheet is subject to the restriction on the cover page of this proposal

applications, hardware, operating systems and third-party software packages, telecommunications, or business.

- Provide signed acceptance of key deliverables within 3 business days; deliverables will be deemed accepted by City after 5 business days unless otherwise notified with an itemized list of deficiencies.
- Be available throughout the project for interaction and consultation regarding system development issues as specified in the project schedule.
- Approve additional efforts for specific costs and impacts, when applicable. Flairsoft will notify City of such costs and impacts, which will be documented and re-planned by Flairsoft and billed separately.
- Flairsoft will make best efforts to maintain a consistent project team. Any personnel changes will be closely coordinated with City to ensure timely completion of the project.
- City will provide all required technical documentation, configuration data such as workflows, templates and layouts within the first week of project kick off.

6. City will assign a consistent set of assigned resources as the project "core team." The City "core team" members will have the following responsibilities:

   - Attend user training during each iteration cycle to attain the required knowledge to perform assessments and data migrations.
   - Assist in the development of user assessment and acceptance test plans.
   - Perform functional validation according to test plans and provide assessment feedback in a timely manner.
   - Assist with data migrations and provide data samples to the Flairsoft. We assume that City will provide information as listed below but not limited to
     - Technical Specification and Field/Data Mapping details
     - Source Database Details and Target Database Details
     - Field level Mapping details
     - Copy of Source Database with Data
     - Participate in and facilitate the final User Acceptance Testing (UAT).
     - Once the final data conversion is completed, it will not be re-run
     - All pre-existing data, if any, will be migrated to the Flairdocs database before running the conversion
     - Only digital data will be converted.

   The active participation of the City "core team" members will be crucial for the project success.

7. Flairsoft would request to be set up for a direct deposit payment (EFT). The required documents will be submitted on receipt of purchase order.

8. City will provide internet access to visiting Flairsoft/subcontractor team members or will provide development workstations if network issues or security policies inhibit productivity. Externally, all computing resources will be provided. Flairsoft will establish an infrastructure to support development, testing, and deployment that include hardware, software, and software settings at City data center. We expect additional support from City in the areas of on-site network and system support infrastructure management.

Use or disclosure of data contained on this sheet is subject to the restriction on the cover page of this proposal

6. Statement of Qualifications

[redacted]

Use or disclosure of data contained on this sheet is subject to the restriction on the cover page of this proposal

[redacted]

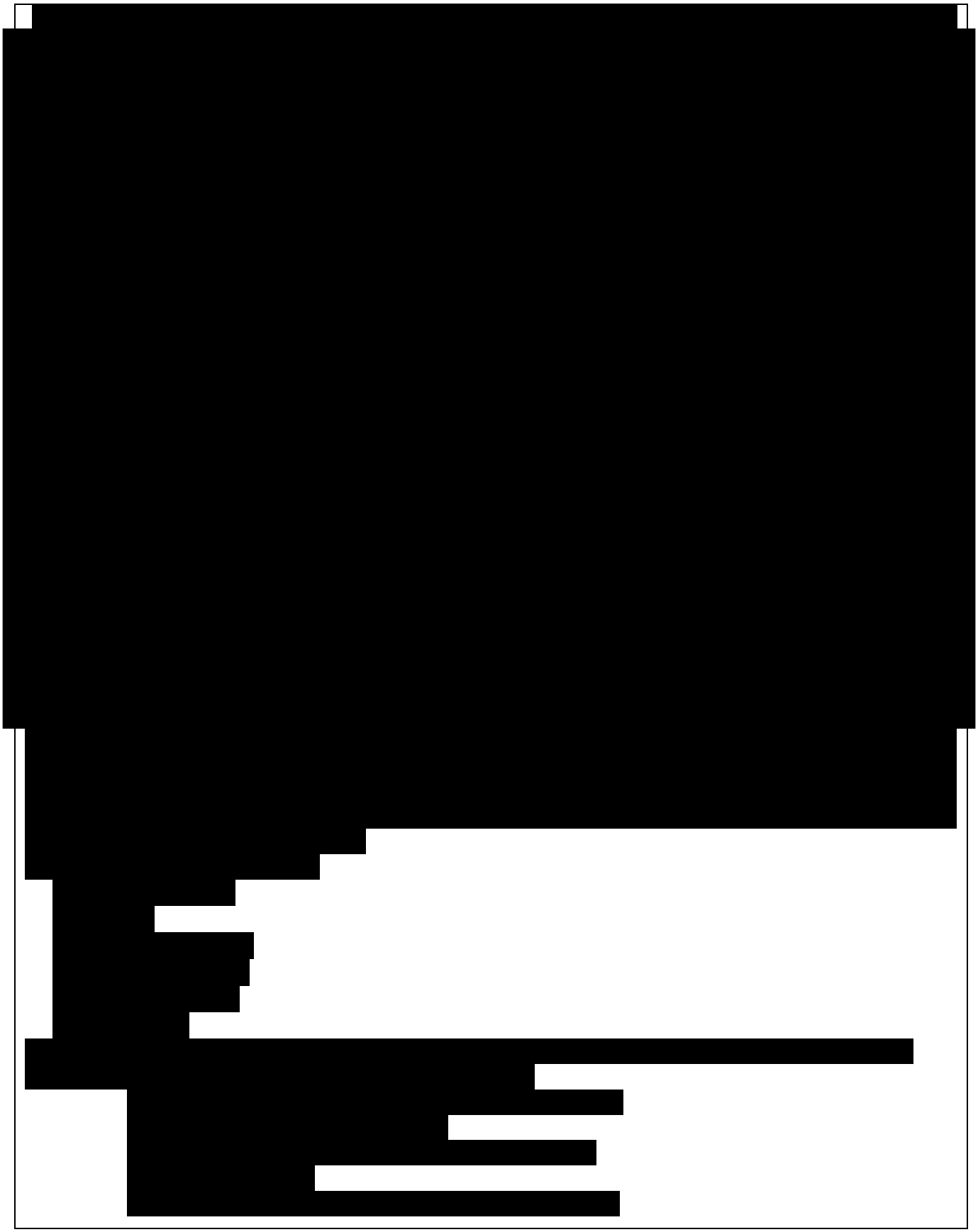
[redacted]

[redacted]

[redacted]

[redacted]

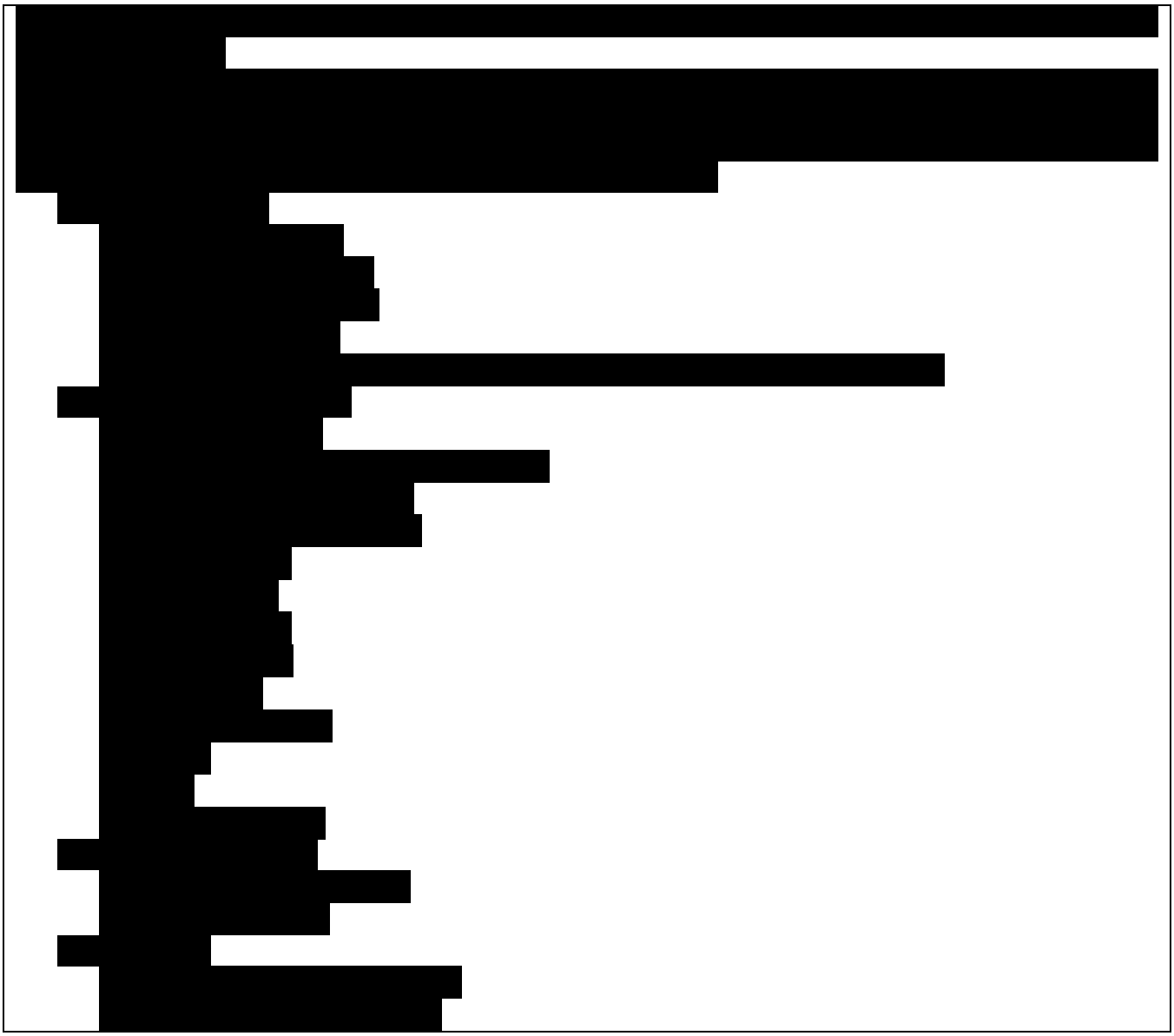
[redacted]



Use or disclosure of data contained on this sheet is subject to the restriction on the cover page of this proposal

Use or disclosure of data contained on this sheet is subject to the restriction on the cover page of this proposal

[redacted]



Use or disclosure of data contained on this sheet is subject to the restriction on the cover page of this proposal

[redacted]

Use or disclosure of data contained on this sheet is subject to the restriction on the cover page of this proposal

6.2 Project Organizational Chart

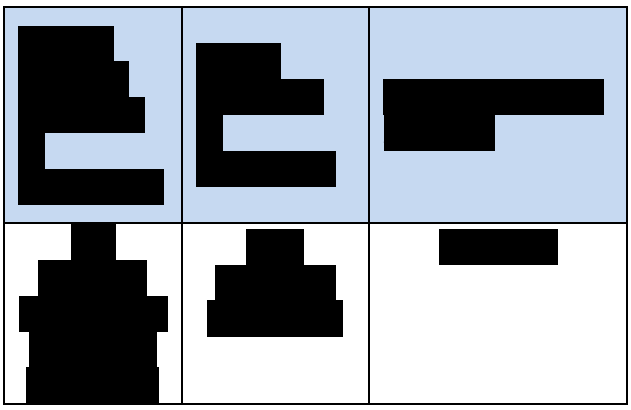
[redacted]

Use or disclosure of data contained on this sheet is subject to the restriction on the cover page of this proposal

[redacted]

Use or disclosure of data contained on this sheet is subject to the restriction on the cover page of this proposal

[redacted]



Use or disclosure of data contained on this sheet is subject to the restriction on the cover page of this proposal

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

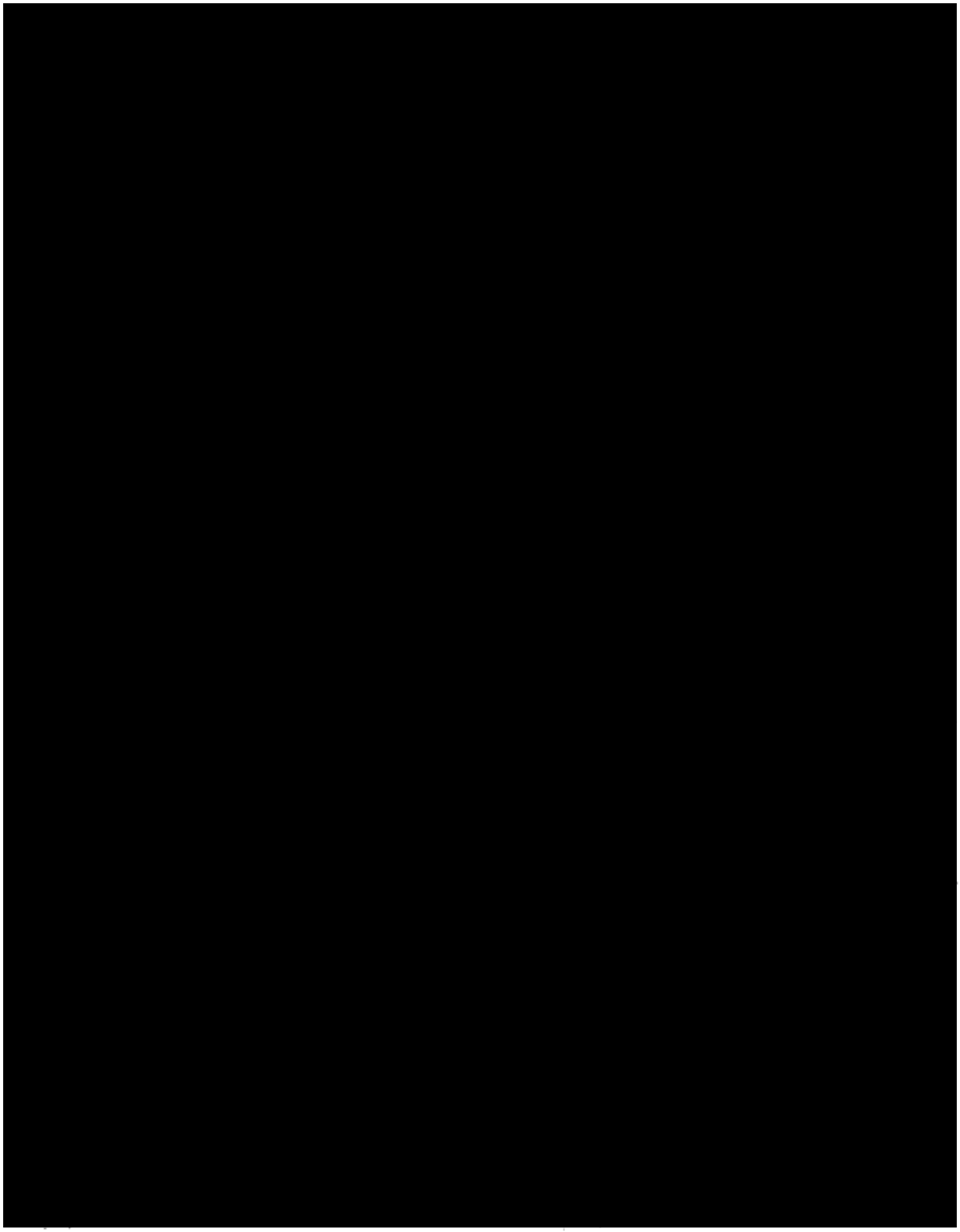
Use or disclosure of data contained on this sheet is subject to the restriction on the cover page of this proposal

[redacted]

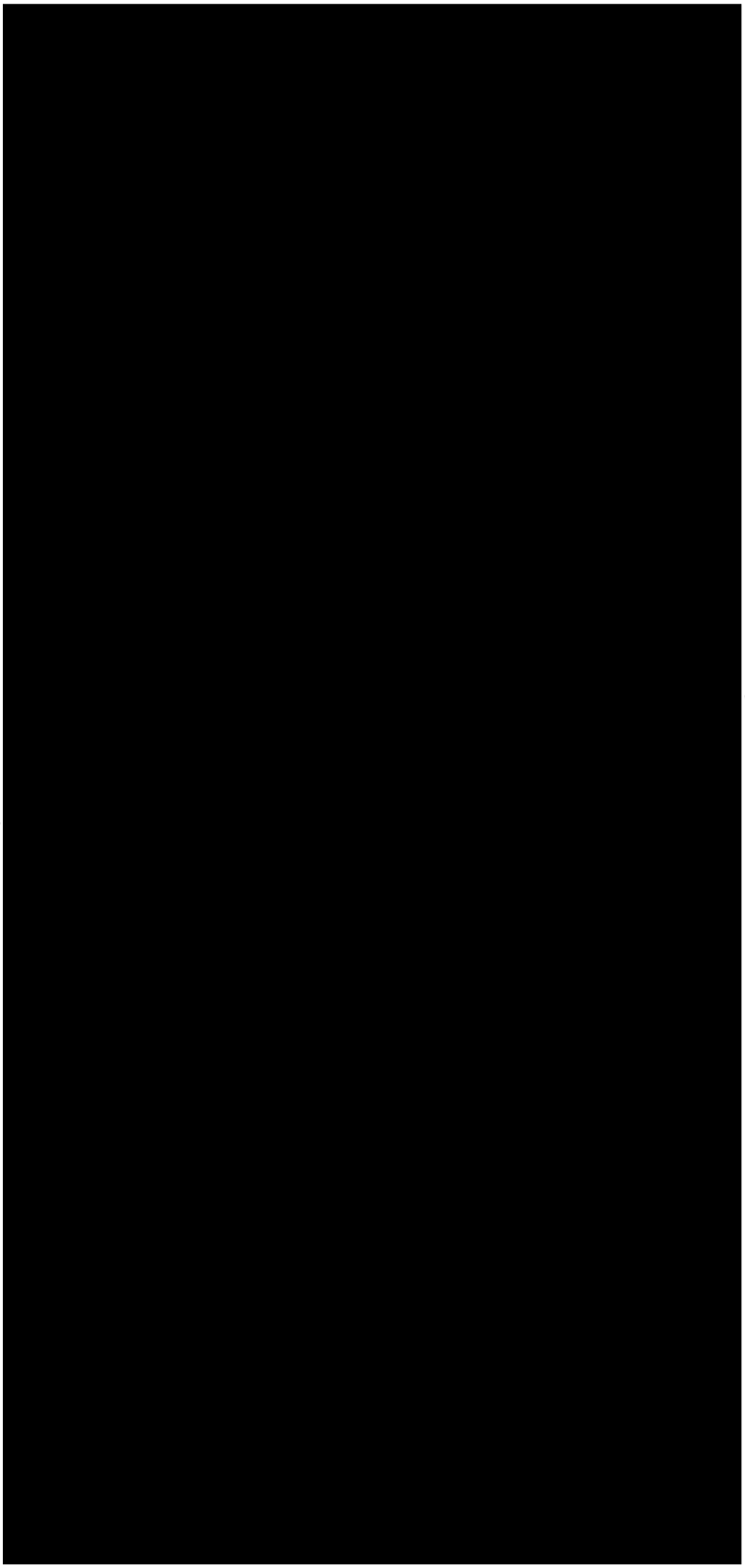
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]

Use or disclosure of data contained on this sheet is subject to the restriction on the cover page of this proposal

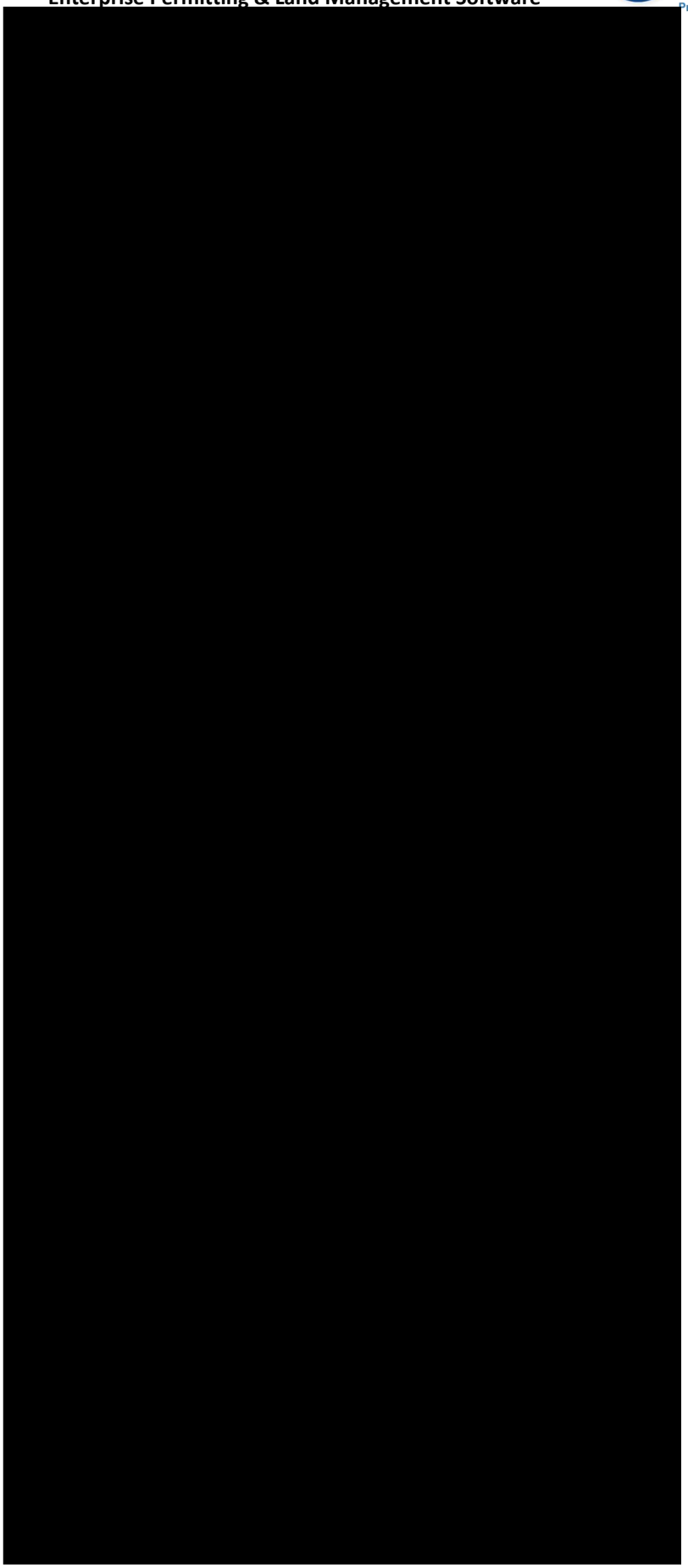
6.3 Financial Stability



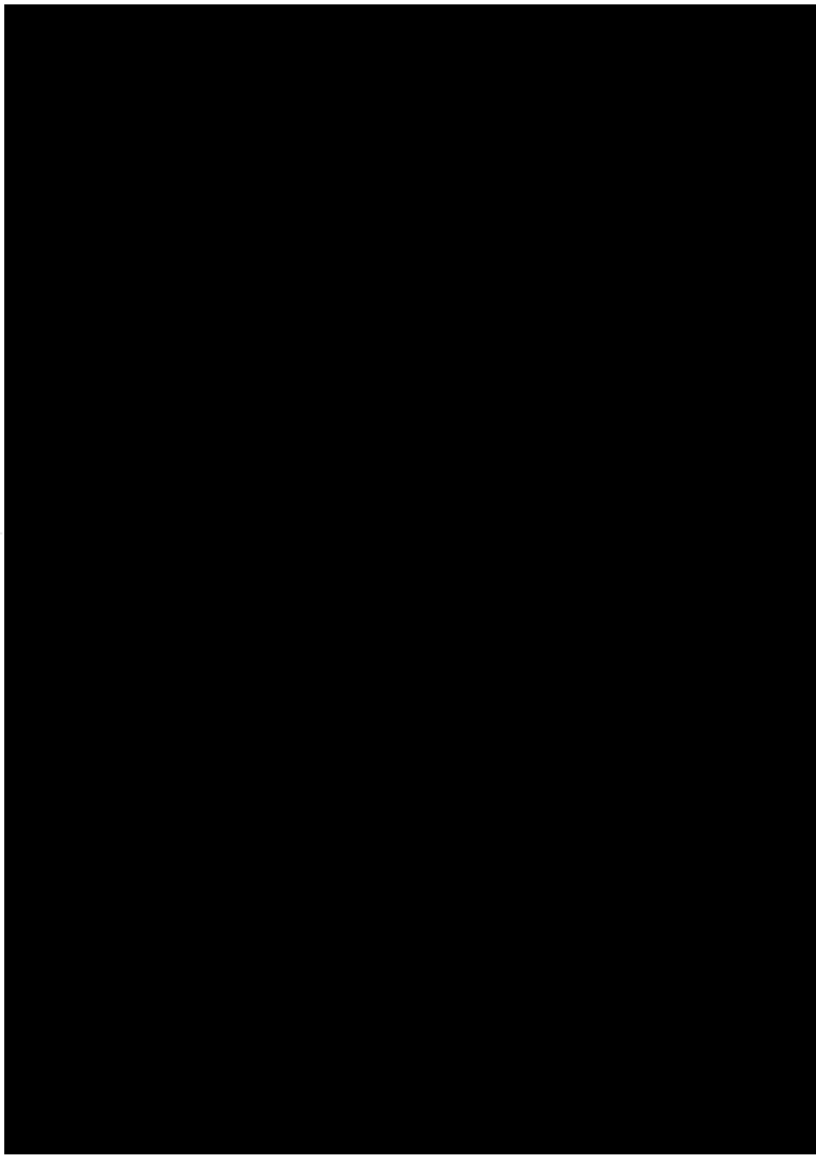
Use or disclosure of data contained on this sheet is subject to the restriction on the cover page of this proposal



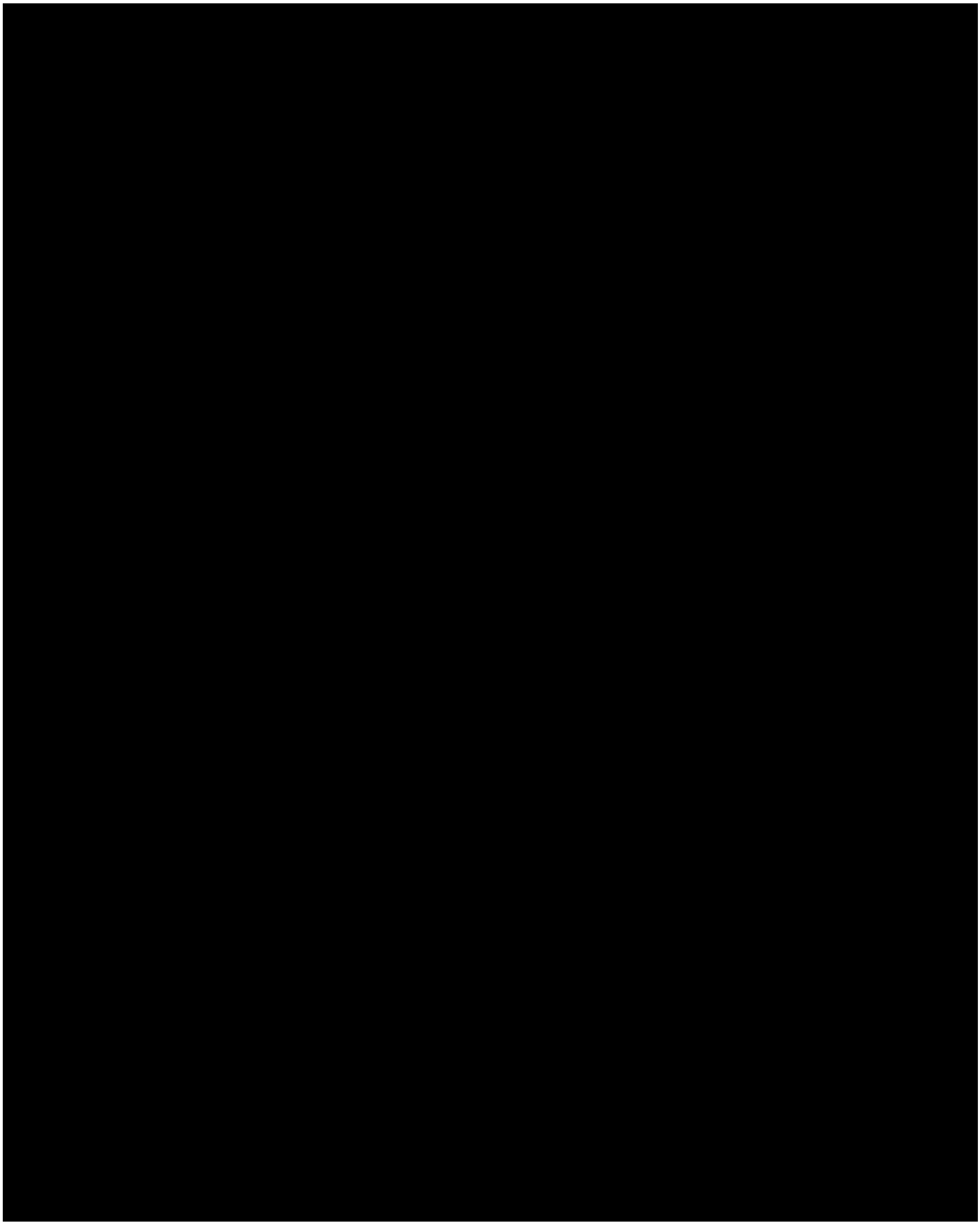
Use or disclosure of data contained on this sheet is subject to the restriction on the cover page of this proposal



Use or disclosure of data contained on this sheet is subject to the restriction on the cover page of this proposal



Use or disclosure of data contained on this sheet is subject to the restriction on the cover page of this proposal



Use or disclosure of data contained on this sheet is subject to the restriction on the cover page of this proposal

Use or disclosure of data contained on this sheet is subject to the restriction on the cover page of this proposal

DRUG-FREE WORKPLACE FORM

Document attached following this page.

Use or disclosure of data contained on this sheet is subject to the restriction on the cover page of this proposal

EXHIBIT D - LIVING WAGE COMPLIANCE

Document attached following this page.

Use or disclosure of data contained on this sheet is subject to the restriction on the cover page of this proposal

EXHIBIT E - PROPOSAL RESPONSE FORM – SIGNATURE PAGE

Document attached following this page.

Use or disclosure of data contained on this sheet is subject to the restriction on the cover page of this proposal

SIGNED COPIES OF ADDENDUMS

Documents attached following this page.

Use or disclosure of data contained on this sheet is subject to the restriction on the cover page of this proposal