



City of Omaha
Jim Suttle, Mayor

RECEIVED

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CITY CLERK
OMAHA, NEBRASKA

Planning Department

Omaha/Douglas Civic Center
1819 Farnam Street, Suite 1100
Omaha, Nebraska 68183
(402) 444-5150
Telefax (402) 444-6140

R. E. Cunningham, RA, F.SAME
Director

March 12, 2013

Honorable President

and Members of the City Council,

Transmitted herewith is a Resolution to approve a Professional Service Agreement with TruePoint Solutions, LLC and the Omaha Planning Department for implementation of business licensing in Accela automation.

The scope of services is included in the proposal. The City does not have the internal resources to provide this service and therefore required to seek this technical assistance from TruePoint Solutions, LLC. which specialize in these types of implementations.

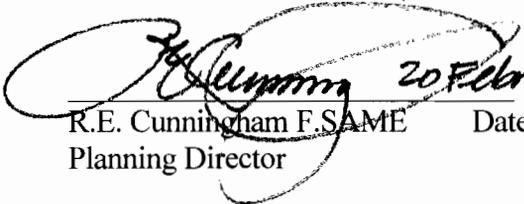
Approval of this Resolution will enable the Planning Department to expand its use of the Accela Automation permitting system purchases in 2005.

TruePoint Solutions, LLC. has agreed to perform the services detailed in the attached proposal estimated at \$247,200.00. Funds of \$210,000.00 will be paid from Capital Improvement Bond Fund – General Fund Allocation Fund 11111, Organization 119019, and \$37,200 will be paid from the Technology and Training Fund 21217, Organization 109041 Building and Development Administration.

Your favorable consideration of this Resolution is respectfully requested.

Respectfully submitted,

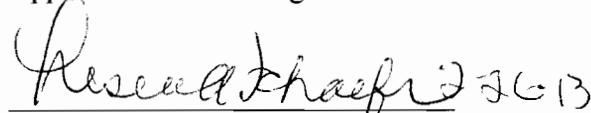
Approved:

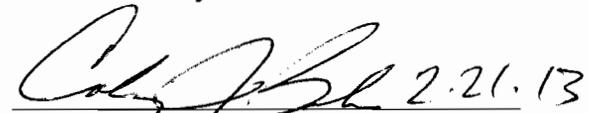

R.E. Cunningham F.SAME Date
Planning Director


Rhonda R. Luker 2/25/13 Date
Human Rights & Relations Dept.

Approved as to Funding:

Referred to City Council for Consideration:


Leslie A. Schaefer 2/26/13 Date
Interim Finance Director


City Clerk 2.21.13 Date
Mayor's Office

Plnth-022013-res

CITY OF OMAHA

LEGISLATIVE CHAMBER

Omaha, Nebraska

RESOLVED BY THE CITY COUNCIL OF THE CITY OF OMAHA:

WHEREAS, professional implementation services are required for updating of the Planning Departments Accela program; and,

WHEREAS, the City of Omaha does not have the internal resources to complete the implementation of the business licensing module; and,

WHEREAS, TruePoint Solutions, LLC., being specialized in this type of implementation, has agreed to perform the implementation by December 31, 2013, as detailed in the attached agreement, which by this reference becomes part hereof, for a fee not to exceed \$247,200, which will be paid from the Capital Improvement – General Fund 11111, Organization 119019, \$210,000, and Technology and Training Fund 21217, Organization 109041, \$37,200, year 2013 expenditure.

NOW, THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF OMAHA:

THAT, as recommended by the Mayor, the Professional Service Agreement with TruePoint Solutions, LLC., for implementation of the Business Licensing of the Accela system, is hereby approved.

BE IT FURTHER RESOLVED:

THAT, the Finance Department is authorized to pay a fee not to exceed \$247,200 which will be paid from the Capital Improvement – General Fund 11111, Organization 119019, \$210,000, and Technology and Training Fund 21217, Organization 109041, \$37,200, year 2013 expenditure.

Plntha-022013-res

APPROVED AS TO FORM:

[Handwritten Signature]
CITY ATTORNEY DATE *2/20/13*

By.....
Councilmember

Adopted.....
.....
City Clerk

Approved.....
Mayor

Exhibit "A"

PROFESSIONAL SERVICES AGREEMENT

THIS AGREEMENT is hereby made and entered into this ___ day of _____, 20___, by and between the City of Omaha, a municipal corporation located at 1819 Farnam Street, Omaha, in Douglas County, Nebraska (hereinafter referred to as the "City"), and TruePoint Solutions, LLC. (hereinafter referred to as the "Provider"), on the terms, conditions and provisions as set forth hereinbelow.

The City and Provider agree as set forth below:

I. PROJECT NAME AND DESCRIPTION

Implementing Business Licensing in Accela Automation

II. DUTIES OF PROVIDER

- A. Provider agrees to perform professional services, as set out and more fully described in the Response to Request for Proposal attached hereto, for the City, relative to the above referenced project. Such services shall be completed within the time period specified therein.**
- B. Provider designates Keith Hobday whose business address and contact information is TruePoint Solutions, LLC. 3262 Penryn Road, Suite 100-B, Loomis, CA 95650; 916-600-4993 as its project manager and contact person for this project.**
- C. Provider agrees to maintain records and accounts, including personnel, financial and property records, sufficient to identify and account for all costs pertaining to the project and certain other records as may be required by the City to assure a proper accounting for all project funds. These records shall be made available to the City for audit purposes and shall be retained for a period of five (5) years after the expiration of this agreement.**
- D. Provider agrees to prepare a schedule of compensation, detailing the hourly rates for all compensated providers, employees and subcontractors.**
- E. Provider agrees to complete the necessary services. The City recognizes that completion is contingent upon timely response from the City.**
- F. Provider agrees to have a current Contract Compliance Form (CC-1) on file with the City's Human Rights and Relations Department prior to signing the agreement.**

III. DUTIES OF CITY

City designates Stuart Craven or Tom Aeschliman whose business address and contact information are 1819 Farnam Street Room 1110, Omaha, NE 68183, 402.444.5355 as its contact person for this project, who shall provide such written authorizations as are necessary to commence or proceed with the project and various aspects of it.

IV. COMPENSATION AND PAYMENT

- A. The cost of services shall be as specified in the attached Exhibit C, but in no event shall exceed \$247,200.00. The express written consent of the City shall be required in order to exceed said amount.**
- B. Reimbursable expenses shall be billed to the City by the Provider.**
- C. INCREASE OF FEES**

The parties hereto acknowledge that, as of the date of the execution of the Agreement, Section 10-142 of the Omaha Municipal Code provides as follows: Any amendment to contracts or purchases which taken alone increase the original fee as awarded (a) by ten percent, if the original fee is one hundred fifty thousand dollars (\$150,000) or more, or (b) by seventy-five thousand dollars (\$75,000) or more, shall be approved by the City Council in advance of the acceptance of any purchase in excess of such limits. However, neither contract nor purchase amendments will be split to avoid advance approval of the City Council.

The originally approved scope and primary features of a contract or purchase will not be significantly revised as a result of amendments not approved in advance by the City Council. The provisions of this section will be quoted I all future city contracts. Nothing in this section is intended to alter the authority of the mayor under section 5.16 of the Charter to approve immediate purchases.

V. OWNERSHIP

All services provided pursuant to the terms of this agreement shall be and become the property of the City.

VI. ADDITIONAL SERVICES

In the event additional services for the aforementioned project not covered under this agreement are required, Provider agrees to provide such services at a mutually agreed upon cost.

VII. INSURANCE REQUIREMENTS

Provider shall carry professional liability insurance and shall carry workers' compensation insurance in accordance with the statutory requirements of the State of Nebraska.

VIII. INDEMNIFICATION

- (1) To the fullest extent permitted by law, the Provider shall indemnify, defend, and hold harmless the City, its agents and employees, their successors and assigns, individually and collectively, from and against all claims, suits, damages, fines, losses and expenses, including but not limited to attorneys' fees, arising out of or resulting from the provision of services under this agreement, provided that such claim, suit, damage, fine, loss or expense is attributable to bodily injury, sickness, disease or death, or to injury to or destruction of tangible property including loss of use resulting therefrom, but only to the extent caused in whole or in part by negligent acts or omissions of the Provider, anyone directly or indirectly employed by it, or anyone for whose acts it may be liable, regardless of whether or not such**

claim, suit, damage, fine, loss or expense is caused in part by a party indemnified hereunder. Such obligation shall not be construed to negate, abridge, or reduce other rights or obligations of indemnity which would otherwise exist as to a party or person described in this paragraph.

- (2) In claims against any person or entity indemnified under this paragraph by an employee of the Provider, anyone directly or indirectly employed by it, or anyone for whose acts it may be liable, the indemnification obligation under this paragraph shall not be limited by a limitation on amount or type of damages, compensation or benefits payable by or for the Provider under workers' or workmen's compensation acts, disability benefit acts or other employee benefit acts.

IX. TERMINATION OF AGREEMENT

This agreement may be terminated by the City upon written notice to the Provider of such termination and specifying the effective date at least seven (7) days prior to the effective date of such termination. In the event of termination, the Provider shall be entitled to just and equitable payment for services rendered to the date of termination, and all finished or unfinished documents, maps, models, reports or photographs shall become, at the City's option, its property.

X. GENERAL CONDITIONS

- A. **Nondiscrimination.** Provider shall not, in the performance of this agreement, discriminate or permit discrimination in violation of federal or state laws or local ordinances because of race, color, sex, age, sexual orientation, gender identity, political or religious opinions, affiliations or national origin.
- B. **Captions.** Captions used in this agreement are for convenience and are not used in the construction of this agreement.
- C. **Applicable law.** Parties to this agreement shall conform with all existing and applicable city ordinances, resolutions, state laws, federal laws, and all existing and applicable rules and regulations. Nebraska law will govern the terms and the performance under this agreement.
- D. **Interest of the City.** Pursuant to Section 8.05 of the Home Rule Charter, no elected official or any officer or employee of the City shall have a financial interest, direct or indirect, in any City agreement. Any violation of this section with the knowledge of the person or corporation contracting with the City shall render the agreement voidable by the Mayor or Council.
- E. **Interest of the Provider.** The Provider covenants that he presently has no interest and shall not acquire any interest, direct or indirect, which would conflict with the performance of services required to be performed under this agreement; he further covenants that in the performance of this agreement, no person having any such interest shall be employed.
- F. **Merger.** This agreement shall not be merged into any other oral or written agreement, lease or deed of any type. This is the complete and full agreement of the parties.
- G. **Modification.** This agreement contains the entire agreement of the parties. No representations were made or relied upon by either party other than those that are expressly set forth herein. No agent, employee or other representative of either

party is empowered to alter any of the terms hereof unless done in writing and signed by an authorized officer of the respective parties. Any amendment to contracts or purchases which, taken alone, increases the original bid price as awarded (a) by ten percent, if the original bid price is \$150,000.00 or more, or (b) by \$75,000.00 or more, shall be approved by the city council in advance of the acceptance of any purchase in excess of such limits or the authorization of any additional work in excess of such limits. However, neither contract nor purchase amendments will be split to avoid advance approval of the city council. The originally approved scope and primary features of a contract or purchase will not be significantly revised as a result of amendments not approved in advance by the city council. The provisions of this section will be quoted in all future city contracts. Nothing in this section is intended to alter the authority of the mayor under section 5.16 of the Charter to approve immediate purchases.

- H. **Assignment.** The Provider may not assign its rights under this agreement without the express prior written consent of the City.

- I. **Strict compliance.** All provisions of this agreement and each and every document that shall be attached shall be strictly complied with as written, and no substitution or change shall be made except upon written direction from authorized representative.

- J. **Equal employment opportunity clause.** Annexed hereto as Exhibit B, and made a part hereof by reference are the equal employment provisions of this contract. All reference in the said Exhibit to "Contractor" shall mean "Provider." Refusal by the Provider to comply with any portion of this program as therein stated and described will subject the offending party to any or all of the following penalties:
 - (1) **Withholding of all future payments under the involved contracts to the Provider in violation until it is determined that the Provider is in compliance with the provisions of the contract;**

 - (2) **Refusal of all future bids for any contracts with the City or any of its departments or divisions until such time as the Provider demonstrates that he has established and shall carry out the policies of the program as herein outlined.**

- K. **Work eligibility.** The Provider is required and hereby agrees to use a federal immigration verification system to determine the work eligibility status of new employees physically performing services within the State of Nebraska. A federal immigration verification system means the electronic verification of the work authorization program authorized by the Illegal Immigration Reform and Immigrant Responsibility Act of 1996, 8 U.S.C. 1324a, known as the E-Verify Program, or an equivalent federal program designated by the United States Department of Homeland Security or other federal agency authorized to verify the work eligibility status of a newly hired employee.

If the Provider is an individual or sole proprietorship, the following applies:

The Provider must complete the United States Citizenship Attestation Form, available on the Department of Administrative Services website at www.das.state.ne.us .

If the Provider indicates on such attestation form that he or she is a qualified alien, the Provider agrees to provide the U.S. Citizenship and Immigration Services documentation required to verify the Provider's lawful presence in the United

States using the Systematic Alien Verification for Entitlements (SAVE) Program.

The Provider understands and agrees that lawful presence in the United States is required and the Provider may be disqualified or the contract terminated if such lawful presence cannot be verified as required by Neb. Rev. Stat. §4-108.

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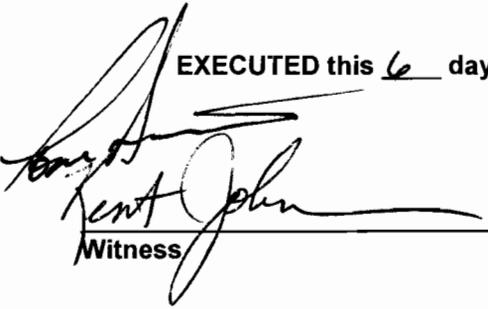
EXHIBIT "B"

EQUAL EMPLOYMENT OPPORTUNITY CLAUSE

During the performance of this contract, the Contractor agrees as follows:

- (1) The Contractor shall not discriminate against any employee or applicant for employment because of race, religion, color, sex, age, sexual orientation, gender identity, national origin, or disability as defined by the Americans With Disabilities Act of 1990 and Omaha Municipal Code 13-82. The Contractor shall take affirmative action to ensure that applicants are employed and that employees are treated during employment without regard to their race, religion, color, sex, age, sexual orientation, gender identity, disability or national origin. The Contractor shall take all actions necessary to comply with the Americans With Disabilities Act of 1990 and Omaha Municipal Code (Chapter 13) including, but not limited to, reasonable accommodation. As used herein, the word "treated" shall mean and include, without limitation, the following: Recruited, whether advertising or by other means; compensated; selected for training, including apprenticeship; promoted; upgraded; demoted; downgraded; transferred; laid off; and terminated. The Contractor agrees to and shall post in conspicuous places, available to employees and applicants for employment, notices to be provided by the contracting officers setting forth the provisions of this nondiscrimination clause.**
- (2) The Contractor shall, in all solicitations or advertisements for employees placed by or on behalf of the Contractor, state that all qualified applicants will receive consideration for employment without regard to race, religion, color, sex, age, sexual orientation, gender identity, disability, or national origin, as recognized under 42 USCS 12101 et seq.**
- (3) The Contractor shall send to each labor union or representative of workers with which he has a collective bargaining agreement or other contract or understanding a notice advising the labor union or worker's representative of the Contractor's commitments under the Equal Employment Opportunity Clause of the City and shall post copies of the notice in conspicuous places available to employees and applicants for employment.**
- (4) The Contractor shall furnish to the contract compliance officer all Federal forms containing the information and reports required by the Federal government for Federal contracts under Federal rules and regulations, and including the information required by Sections 10-192 to 10-194, inclusive, and shall permit reasonable access to his records. Records accessible to the Contract Compliance Officer shall be those which are related to Paragraphs (1) through (7) of this subsection and only after reasonable notice is given the Contractor. The purpose for this provision is to provide for investigation to ascertain compliance with the program provided for herein.**
- (5) The Contractor shall take such actions with respect to any subcontractor as the City may direct as a means of enforcing the provisions of Paragraphs (1) through (7) herein, including penalties and sanctions for noncompliance; however, in the event the Contractor becomes involved in or is threatened with litigation as the result of such directions by the City, the City will enter into such litigation as necessary to protect the interests of the City and to effectuate the provisions of this division; and in the case of contracts receiving Federal assistance, the Contractor or the City may request the United States to enter into such litigation to protect the interests of the United States.**

- (6) The Contractor shall file and shall cause his subcontractors, if any, to file compliance reports with the Contractor in the same form and to the same extent as required by the Federal government for Federal contracts under Federal rules and regulations. Such compliance reports shall be filed with the Contract Compliance Officer. Compliance reports filed at such times as directed shall contain information as to the employment practices, policies, programs and statistics of the Contractor and his subcontractors.
- (7) The Contractor shall include the provisions of Paragraphs (1) through (7) of this Section, "Equal Employment Opportunity Clause", and Section 10-193 in every subcontract or purchase order so that such provisions will be binding upon each subcontractor or vendor.

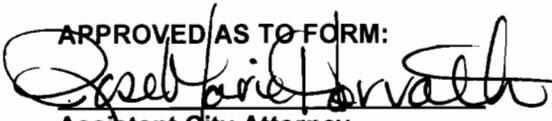
EXECUTED this 6 day of MARCH, 2013.

Witness
True Point SOLUTIONS, Provider
By KENT JOHNSON CEO
(Title)

EXECUTED this ___ day of _____, 20__.

Attest: CITY OF OMAHA, a Municipal Corporation

City Clerk

By _____
_____, Mayor

APPROVED AS TO FORM:
 2-20-13
Assistant City Attorney

City of Omaha, NE



Proposal/Quote for a Implementing Business Licensing in Accela Automation

Prepared For:

Stu Craven
Applications Analyst Permits and Inspections Division
City of Omaha

Prepared by:

TruePoint Solutions, LLC
3262 Penryn Road, Suite 100-B
Loomis, CA 95650
(916) 577-1470
www.TruePointSolutions.com

Date: 02/17/2013



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1 TruePoint Company History

TruePoint Solutions is an independent, proven, and experienced professional services company working with local government agencies and their Accela products. The combination of Accela's enterprise software solutions and TruePoint's experience in implementing government solutions empower local government agencies to reduce workload, increase efficiencies, and provide their citizens and staff with easier, more convenient access to government services.

Systems Integrators like TruePoint bring extensive industry and product specific experience to the Accela implementation process, providing a valuable and rewarding experience to our clients. TruePoint has been working with the Accela Automation product suite since our inception in 2005. Over 50+ successful Accela Automation services engagements have made TruePoint Solutions the 'go to' company for implementing, enhancing, refreshing and servicing your agency's Accela suite of products.

TruePoint Solutions appreciates the opportunity to work with the City of Omaha enhancing the utilization of your Accela products.

Successful implementation projects where TruePoint has been involved include:

TruePoint, Accela Automation Projects/Clients

- | | | |
|--------------------------------|---------------------------|--|
| ➤ City of Alameda, CA | ○ Adams County, CO | ○ City and County of Denver |
| ➤ City of Atlanta, GA | ○ Bexar County, TX | |
| ➤ City of Asheville, NC | ○ Boulder County, CO | ○ Town of Los Gatos, CA |
| ➤ City of Clearwater, FL | ○ Buncombe County, NC | ○ Town of Paradise, CA |
| ➤ City of Corvallis, OR | ○ Clackamas County, OR | |
| ➤ City of El Paso, TX | ○ Carroll County, MD | ○ State of Montana |
| ➤ City of Fort Collins, CO | ○ Cobb County, GA | ○ DC - OSSE |
| ➤ City of Grass Valley, CA | ○ Contra Costa County, CA | ○ Tahoe Regional Planning Authority |
| ➤ City of Hesperia, CA | ○ Gwinnett County, GA | ○ California Office of State Health Planning and Development |
| ➤ City of Indianapolis, IN | ○ King County, WA | |
| ➤ City of Martinez, CA | ○ Maricopa County, AZ | |
| ➤ City of Maryland Heights, MO | ○ Marion County, IN | |
| ➤ City of McAllen, TX | ○ Monterey County, CA | |
| ➤ City of New York City, NY | ○ Napa County, CA | |
| ➤ City of Oklahoma City, OK | ○ Placer County, Ca | |
| ➤ City of Ontario, CA | ○ Pinal County, AZ | |
| ➤ City of Palo Alto, CA | ○ Sacramento County, CA | |
| ➤ City of Peoria, AZ | ○ San Diego County, CA | |
| ➤ City of Pleasanton, CA | ○ San Mateo County, CA | |
| ➤ City of Pleasant Hill, CA | ○ Stanislaus County, CA | |
| ➤ City of Reno, NV | ○ Weld County, CO | |
| ➤ City of Rochester, MN | | |
| ➤ City of Sacramento, CA | | |
| ➤ City of Santa Monica, CA | | |
| ➤ City of Tigard, OR | | |
| ➤ City of Virginia Beach, VA | | |
| ➤ City of Watertown, WI | | |

2 Project Understanding

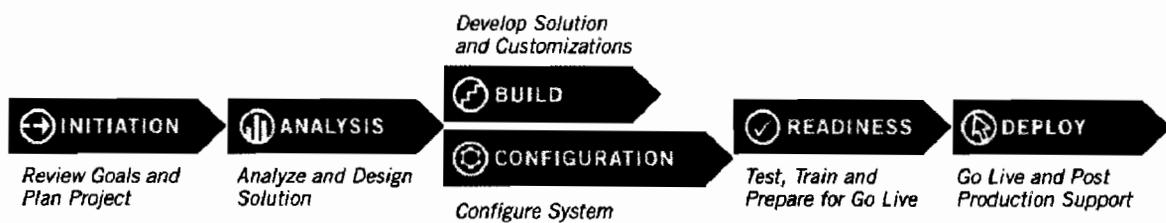
Part of any successful implementation is gathering a clear definition of the requirements. The ability to provide solid recommendations is largely dependent upon the good faith flow of information from the City. TruePoint needs to understand ‘why’ things are done the way they are today, and what is the actual business objective of the current practices and processes. An initial assessment of the business license needs was performed and documented. This initial assessment is the base for providing the attached quote and will be used as a guideline for the initial business analysis phase of the project.

The City would like to have the Business Licensing system in place before the end of the year. This quote assumes a fast track project time line that will get support from City staff in a timely matter for all aspects of the project.

The current system will be evaluated to define what data will be converted to the new system. It is likely that we will take a “start fresh” approach to most of the license data that will be collected during the first renewal process.

2.1 Implementation Approach

The following diagram depicts the implementation process, broken down into six project stages:



TruePoint proposes a joint team approach to collaboratively configure and implement the Accela Automation Licensing Module. The system will be implemented using a combination of resources from the City and TruePoint. This will ensure the City is prepared to maintain the system going forward by having hands on experience during the configuration.

PROJECT INITIATION

During the Project Initiation stage, TruePoint will create a project plan with a critical path summary, as well as review, in conjunction with the City project staff, all project milestones and deliverables that detail the effort described for this engagement. The draft of the project plan will be incorporated into a Master Project Plan that will be maintained by TruePoint and the City.

A Project Kickoff meeting will also take place during this project stage.



INSTALLATION

No additional software will need to be installed as long as the City is licensed for the modules and users need for the Licensing department.

PROJECT MANAGEMENT

TruePoint will perform project management services needed to plan and monitor execution of the project in accordance with deliverables outlined in the Scope of Work.

Generally these services include the following:

- Project Initiation
- Change order management
- Issue log management and escalation
- Resources management
- Meetings management

Project Management tasks will be shared between the TruePoint Project Manager and the City Project Manager. A project plan will be maintained and monitored using Microsoft Project.

CONFIGURATION ANALYSIS

During the Configuration Analysis stage, TruePoint will conduct interviews with key representatives from City offices involved in the business licensing processes for each department. Configuration Analysis is comprised of the activities required to define the baseline configuration of Accela Automation for the Agency. The key outputs of the process are Configuration Analysis Worksheets (AKA Configuration Document), which serve as a 'blueprint' for all design and configuration efforts throughout the implementation project and establish the benchmarks for testing and acceptance at the conclusion of the project. As a part of this effort, TruePoint will also identify key Accela Automation features that can best support these processes.

CONFIGURATION

TruePoint will provide professional services to configure Accela Automation in accordance with requirements established and agreed upon during the System Configuration Analysis effort. Based on the System Configuration Document, TruePoint will configure the License Types, Renewals, Workflows, Fees, Inspections, Conditions and other features identified in the configuration document.

Once the base configuration is in place TruePoint will create an administrator and daily user console to be used during testing. City staff will be trained and responsible for creating users, user groups, and additional consoles, customized portlets, customized ASI from layouts, and expression editor rules as needed for their configuration.

BUILD

The Build stage includes data conversion, report development creation of Accela event scripts to automate business processes, and configuration of Accela add-on products.

Event Manager Scripts Development

TruePoint will develop Event Scripts using Accela Automation's integral Event Manager scripting functionality to automate specific business rules/processes within Accela Automation. For Business Licensing renewal batch scripts will also need to be developed.

Data Conversion

The conversion of historic License data will be evaluated. It is likely that most historic data will not be converted and a "start fresh" approach will be used to collect current data during the first renewal process.

Reports Development

TruePoint will provide custom report development for documents/letters/reports that are identified by the City as required for the new system in this task. This development will be done using Crystal Reports or SQL Reporting services. These custom reports will be deployed in the Report Manager for use within Accela Automation.

Prior to the development of a report the City will approve a report design specification document that will be created jointly by the City and TruePoint. The approved document will be used as a basis for determining completion and approval of the report. Nineteen (19) reports were identified in the initial assessment

TRAINING

Train the Trainer Training: Training will be train-the-trainer or actual administrator training depending on the class. The City Project Manager will identify those individuals to be trained in each of the above categories. These training classes will be scheduled throughout the implementation process as appropriate.

ACCELA CITIZEN ACCESS INTEGRATION

The current ACA installation will be altered to support the application, renewal, and amendment process of certain license types.

PRODUCTION GO LIVE SUPPORT

Production Go Live is defined as the first production use of the system. TruePoint will be on site during the cutover process and provide up support for the City end users and project team.

3 Cost Proposal

Assumes 8 month implementation

<u>Implementation Services</u>	<u>Hours</u>	<u>Rate</u>	<u>Amount</u>	<u>Comment</u>
Project Management	120	\$150	\$18,000	All aspects of project management for the project
Business Analysis and Prototyping	132	\$150	\$19,800	There is a lot of detail put into the requirements document provided. We would spend this time taking that information and putting together a few basic prototypes. I think there are opportunities to do this with a LOT less individual license types than were defined in the analysis.
Configuration	280	\$150	\$42,000	ACD, H&PE, Electrical, Plumbing, Mechanical, Stationary Engineer, Steamfitter, Building
Event Scripting	140	\$150	\$21,000	Scripting will be needed for renewals, amendment and batch scripts
Conversion	200	\$150	\$30,000	Creation of current Licenses in new configuration from existing License professionals
Reporting	240	\$150	\$36,000	Around 19 reports were identified
Training	56	\$150	\$8,400	Basic Training the Trainer type training
Citizen Access Integration (to current Accela ACA system)	120	\$150	\$18,000	Adjustments to currently configured ACA site to include the new license types and renewals
User Acceptance Testing and Go Live Prep	160	\$150	\$24,000	Final testing and acceptance
Go Live Support	80	\$150	\$12,000	Go Live Support
Service Totals	1528		\$229,200	
Travel Expenses Estimate			\$18,000	
			Project Budget	\$247,200

Payment Terms

Invoices for services and expenses will be prepared monthly. Payment for invoices is due 30 days after receipt.