PROPOSAL

Cityworks PLL Implementation Services

Prepared for:

City of Douglas
101 N Fourth Street
P.O. Box 1030
Douglas, WY 82633

January 10, 2024

CONTACT:

Brandon Wright
801-376-8160
bwright@centricitygis.com

Table of Contents

About Centricity GIS

Introduction

Centricity GIS, LLC is a GIS Consulting company offering implementation, data, and application development services. Our founder, Brandon Wright, has 20 years of experience in GIS, Asset Management, and systems integration. All of our technical staff have at least 5 years of expertise in their discipline.

In addition to providing services for specific projects, we are also able to augment an agency's staff by providing resources such as programmers, analysts, and technicians on site.

Centricity GIS is a Cityworks Business Partner specializing in CMMS and GIS services for public agencies such as Cities, Counties, and Water Agencies. As a partner, we specialize in the implementation of Cityworks and ESRI technologies. From out of the box using Esri's ArcGIS for Local Government solutions to custom PLL implementations, we can help agencies realize their return on investment as quickly as possible.

We are located in Cedar Hills, Utah, about 30 minutes from Cityworks headquarters.
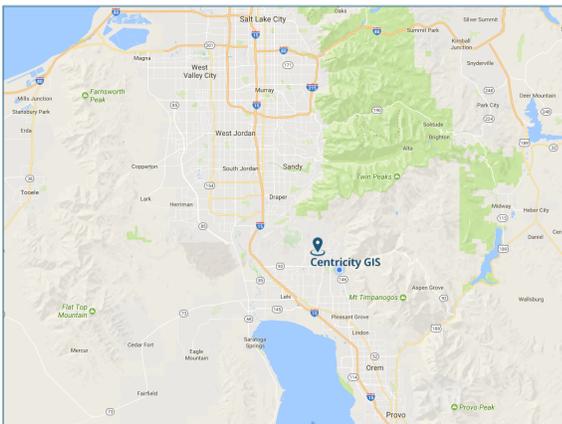
Experience.

Centricity GIS is a full-service, multidisciplinary asset management and permitting system consulting firm. We provide consulting services to municipal governments and private and public utilities.

Our project team will use tried and true implementation strategies that focus on your business processes and workflows, system requirements and training.

Centricity GIS has performed over 50 unique Cityworks implementations over nearly 20 years in the Asset Management and Permitting Industry. The flexibility and power of the Cityworks platform correlates with our extensive knowledge in system design and implementation.

Our business process knowledge in permitting allows us to be efficient and effective during all of the phases of implementation.

Centricity GIS has in house developers that focus on core Cityworks integrations and development tools. We have a history of integrating with Cityworks for many types of systems including:

- Customer Account Information
- Financial Systems
- Utility Billing
- SCADA
- AVL
- Citizen Reporting

Cover Pages/Executive Summary

January 10, 2024

Subject: Cityworks PLL Implementation

City of Douglas,

This proposal is for providing implementation services for the Cityworks PLL solution. The Cityworks solution is wholly unique because it is the only system that completely leverages your GIS parcel records throughout your work process. In other words, we will use your map data as the system of record, rather than try to sync your GIS records with your permit database.

Centricity GIS is a Cityworks Business Partner and is based in Cedar Hills, Utah. I previously worked for Cityworks and have over 20 years of experience in completing Cityworks implementation projects.

The projects that have been identified can be implemented separately to meet the City's needs. Centricity GIS is prepared to start any project upon notice to proceed.

This proposal includes the following services:

- Workflow Review Meetings (Onsite/Remote)
- Initial Cityworks Database Configuration
    - Workflows for: **Community Development, Contractor Licensing, Building Permitting, Code Compliance, Downtown Historic District Applications, Occupation and Plan Review. (Up to 25 Work Flows)**
    - Crystal Reports
    - Application Data
    - Contractors
    - Fees/Deposits
- Review of Configured Database (Onsite)
- Admin User Training (Onsite) – Train the Trainer style
- End User Training (Onsite)
- Rollout Support
- Ad-Hoc Support

Hourly rates for Centricity GIS (Ad-Hoc) are $200/hour, billed monthly on the 1st business day following month end.

Please let me know if you have any questions or concerns regarding this proposal.

Sincerely,

Brandon Wright
Founder | President
801-376-8160

Approach and Methodology

A. INTRODUCTION

This scope of work identifies the tasks required for the successful improvement of the City's current Cityworks implementation. Centricity GIS understands that the following requirements have been identified by the City, and will be included in implementation:

- Workflow Review Meetings (Onsite)
- Initial Cityworks Database Configuration
    - Workflows for: **Community Development, Contractor Licensing, Building Permitting, Code Compliance, Downtown Historic District Applications, Occupation and Plan Review. (Up to 25 Work Flows)**
    - Crystal Reports (10 reports included)
    - Application Data
    - Contractors
    - Fees/Deposits
- Review of Configured Database (Onsite)
- Admin User Training (Onsite) – Train the Trainer style
- End User Training (Onsite)
- Rollout Support
- PLL Public Access Portal Setup (post-implementation)
- Ad-Hoc Support

The following tasks are included in this scope of work:

TASK 1: WORKFLOW REVIEW MEETING (ONSITE OR REMOTE - 1 DAY)

Meet with City staff to review workflows that will be created and configured in the Cityworks PLL Application

Tasks:

1. Meet with City staff to review and understand the City workflows for PLL
2. Get documentation from City that will provide the basis for the PLL configuration.
    a. Process Documentation or Diagrams
    b. Reports
    c. Fee Schedules
    d. Application Documents

Deliverable Milestones

a. Meeting Notes

TASK 2: INITIAL CITYWORKS DATABASE CONFIGURATION

Configuration of PLL workflows into Cityworks.

Tasks:

1. Cityworks Database Configuration
2. Workflows for:
    a. **Community Development, Contractor Licensing, Building Permitting, Code Compliance, Downtown Historic District Applications, Occupation and Plan Review. (Up to 25 Work Flows)**

Deliverable Milestones:

---

a. Configured Database

TASK 3: REVIEW OF CONFIGURED DATABASE (REMOTE)

Meet with City staff to review workflows and Cityworks setup that has been configured.

Tasks:

1. Database Review
2. Workflow changes and configuration changes as needed

Deliverable Milestones:

---

a. Meeting Notes
b. Configuration changes

TASK 4: ADDITIONAL INFORMATION CONFIGURATION (REMOTE)

Centricity GIS will configure additional information collected as part of application forms, fees and deposits, contractor types, and any additional, ancillary application data that needs to be tracked inside of Cityworks.

Tasks:
1. Configure additional info
2. Configure Fees/Deposits
3. Configure Contractor Types
4. Any Additional Application Data

Deliverable Milestones:

    a. Meeting Notes
    b. Any additional configuration changes

TASK 5: REPORTS AND INBOXES/DASHBOARDS (REMOTE)

Centricity GIS will build, using SAP Crystal Reports up to 10 reports that pull Cityworks data into various formats and layouts. In addition, Centricity GIS will configure inboxes and dashboards so that users can easily find pertinent information (e.g., available tasks, open permits, etc.)

Tasks:
1. Configure up to 10 Crystal Reports
2. Configure Inboxes and Dashboards

Deliverable Milestones:

    a. Up to 10 Crystal Reports
    b. At least one inbox/dashboard per user

TASK 6: ADMIN TRAINING (ONSITE – 1 DAY)

Centricity GIS will provide onsite training for the primary, or "Administrator" users of Cityworks. The City will provide the training facility and computers necessary for staff use.

Following the training of Administrator users, Centricity GIS will conduct a "Train-the-Trainer" style session with key department staff. The purpose of this training is to provide knowledge and steps necessary to train all other field personnel who will use the system.

Training will occur over 1 day

Deliverable Milestones:

a. Admin and User Training completed
b. Copy of training material used in training session delivered in digital format (PDF)

TASK 7: END USER TRAINING (ONSITE – 2 DAYS)

Centricity GIS will provide onsite training for the primary, or "End Users" of Cityworks. The City will provide the training facility and computers necessary for staff use.

The purpose of this training is to provide knowledge and steps necessary to train all other field personnel who will use the system.

Training will occur over 2 days

Deliverable Milestones:

a. User Training completed
b. Copy of training material used in training session delivered in digital format (PDF)
c. Go-live

TASK 8: ROLLOUT SUPPORT (ONSITE - 1 DAY)

After the configuration, installation and training phases have concluded, we will provide Onsite rollout support.

1. Determine with department manager/champion what data/inboxes need to be displayed.
2. Build Dashboards – Build end user and management inboxes/dashboards
3. Cityworks Reconfiguration that needs completed based on Workflow Meetings and Admin training.
4. Configuration of Mobile Apps

Deliverable Milestones:

    a. Onsite Roll Out Support

TASK 9: AD-HOC SUPPORT

After the configuration, installation and training phases have concluded, we will provide troubleshooting and support services. **Used as needed up to 40 hours.**

1. Determine with department manager/champion what data/inboxes need to be displayed.
2. Build Inboxes – Build end user and management inboxes
3. Cityworks Reconfiguration that needs completed based on Workflow Meetings and Admin training.
4. Configuration of Mobile Apps (if applicable licenses from Cityworks apply)
5. Crystal Report Development
6. Dashboards and KPI's

Deliverable Milestones:

    a. 40 Hours included in Implementation

TASK 10: CITYWORKS PUBLIC ACCESS PORTAL SETUP

After the configuration, installation and training phases have concluded, we will setup PLL Public Access Portal.

1. Setup of Public Access Portal
2. Testing

Deliverable Milestones:

---

    a. PLL Portal Setup

OPTIONAL TASK 11: HISTORICAL DATA MIGRATION INTO CITYWORKS PLL

As part of the Cityworks PLL implementation, historical data migration will commence concurrently with the system configuration phase and continue post-configuration. This ensures a seamless integration of historical data, allowing users to have immediate access to legacy information once the system goes live.

1. Initial Data Analysis and Preparation
   a. Conduct a detailed analysis of the Microsoft Access Database structure during the early stages of Cityworks PLL configuration.
   b. Develop data transformation plans, including scripting and the utilization of ETL tools, to align with the ongoing configuration processes.
2. Data Migration and Configuration Alignment
   a. Begin the data migration with a pilot data set concurrently with Cityworks PLL configuration to identify any potential issues early.
   b. Adjust data transformation scripts and mapping documents based on findings during the configuration phase.
   c. Perform iterative data loads into a Cityworks PLL test environment, paralleling configuration progress.
3. Post-configuration Data Migration Completion
   a. Upon concluding the configuration phase, execute the full data migration, including all historical records.
   b. Conduct a thorough validation of data integrity and consistency in the now-configured Cityworks PLL environment.
   c. Carry out data cleansing and deduplication processes to ensure the quality of the migrated data.
4. Testing, Validation, and User Training

a. Implement testing protocols to verify the accuracy and integrity of the historical data within Cityworks PLL.
b. Involve users in acceptance testing to ensure the historical data meets their operational requirements.
c. Integrate historical data review into user training sessions, offering immediate hands-on experience with the migrated data.

5. Finalization and Go-live Support
a. Perform the final data load into the production environment after configuration validation.
b. Monitor system performance to ensure stability and address any issues related to the historical data migration.
c. Provide dedicated support and troubleshooting during the initial go-live phase to handle any historical data-related inquiries.

Deliverable Milestones:

a. Data Mapping and Transformation Plan
b. Full Data Migration Execution and Validation
c. User Acceptance and Training

Firm Description & Project Organization

Centricity GIS, LLC is a multi-service organization providing specialized services in Field Asset Surveying, Geographic Information Systems (GIS) and application software services. CENTRICITY GIS provides professional services including consulting, training, staffing and technical support.

We continue to set the standard for high quality GIS Centric and Cityworks implementation projects, especially in utility industry for Water, Sewer, Storm, Gas and Electric backed by staff with a wide range of industry and technical experience having over 20 years of experience in GIS and 27 years in Cityworks implementation.

CENTRICITY GIS is a Dun & Bradstreet verified business (DUNS 08-085-9425).

Partners:

- Cityworks Business Partner Network
- ESRI Silver Partner

Management

Mr. Brandon Wright, founder of Centricity GIS, LLC, graduated with a B.S. degree in Business Information Systems from the University of Colorado, USA. He has over 20 years of professional experience in Cityworks and GIS within the Asset Management industry and has successfully completed over 50 Cityworks related projects. Most of his project experience is in implementing Cityworks systems with government agencies throughout United States. His core competency is in implementing Cityworks Asset Management solutions for government agencies (Water, Wastewater, Parks & Rec, etc.).

Mr. Wright manages the strategic planning, business development and company operations for CENTRICITY GIS. He also serves as client liaison officer on all the projects by overseeing scope, schedule, budget, and time frame.

Specialties: Asset Management, Data Conversion, and Project Implementation.

PROJECT MANAGEMENT APPROACH:
The CENTRICITY GIS President and Project Manager will attend progress meetings with the City team to provide status updates for on-going tasks. CENTRICITY GIS will also submit monthly progress reports and invoices, accompanied with a detailed delivery report.

Software Skills
GIS Software: ArcGIS Desktop, ArcGIS Online, ArcGIS Server, ArcGIS Pro

Asset Management Software: Cityworks PLL and AMS

Databases: Access, SQL Server, Oracle, Geodatabase

Reporting Tools: Crystal Reports, SQL Server Reporting Services

Qualifications and Past Performance

The following table shows the combined project experience of our team.

- Centricity GIS Reference Sites

Client	Implementation	Support	PLL	AMS	Reporting	Integrations
Moses Lake, WA	✓	✓	✓	✓	✓	✓
West Valley City, UT	✓	✓	✓	✓	✓	✓
Park City, UT	✓	✓		✓	✓	
Herriman, UT	✓	✓	✓	✓	✓	✓
Saratoga Springs, UT	✓	✓	✓	✓	✓	
Rancho Palos Verdes, CA	✓	✓		✓	✓	
Las Gallinas Valley Sanitary District, CA		✓		✓		
Redlands, CA	✓	✓	✓	✓	✓	✓
Cook County, IL	✓	✓	✓	✓	✓	
DDOT, Washington, DC	✓	✓		✓	✓	
Apex, NC	✓	✓		✓	✓	
Houston, TX	✓	✓		✓	✓	
Ruidoso, NM	✓	✓		✓	✓	

EDUCATION

Bachelor of Science Degree, Business Information Systems, University of Colorado

Brandon Wright
Founder/Project Oversight

Mr. Wright has over 10 years of experience providing Asset Management and GIS services to public agencies. Mr. Wright has been responsible for directing asset management projects and addressing logistical and technical concerns. Prior to working at Centricity GIS, Mr. Wright worked Cityworks for 10 years.

Services include database development/administration and maintenance, map creation, needs assessment, implementation, and integration. Integration services include integrating GIS databases (SQL Server or Oracle) with other systems such as Asset Management Systems, Customer Billing, Document Management and Work Orders. He also provides system training, and general IT consulting services.

Summary of Skills

- Expertise using ESRI's ArcGIS software products, ArcGIS Desktop 10.x, ArcGIS Server, ArcGIS Online
- Experience in administration of Cityworks AMS & PLL
- Cityworks PLL Administration Training
- Expertise in Mapping, GIS Data Modeling, Systems Integration, Needs Assessments
- Over 10 years of Project Management experience
- Database experience with SQL Server, Oracle, and Microsoft Access

Representative Projects

- Moses Lake, Washington, Cityworks and PLL Implementation
- Rancho Palos Verdes, Cityworks Implementation
- Vista Irrigation District, Cityworks Implementation
- San Mateo, Cityworks Implementation
- Cook County, IL, Cityworks and PLL Implementation
- Saratoga Spring, UT, Cityworks and PLL Implementation
- Houston, TX, Cityworks Implementation/Expansion
- DDOT (Washington, D.C.), Cityworks Implementation/Expansion
- Columbia, SC, Cityworks Implementation/Expansion
- Lafayette, LA, Cityworks Implementation
- El Paso, TX, Cityworks Implementation/Expansion
- Apex, NC, Cityworks Implementation

EDUCATION

MA Degree, Public Administration, University of North Carolina – Chapel Hill

BA Degree, Political Science, Brigham Young University - Idaho

Daniel Widenhouse
Product/Project Manager

Mr. Widenhouse has over 7 years of experience providing Asset Management and GIS services to public agencies. Mr. Widenhouse has been responsible for overseeing and directing asset management and permitting projects. Prior to working at Centricity GIS, Mr. Widenhouse has worked for several public agencies including City of Saratoga Springs, UT and Rexburg, ID and administered their PLL and AMS systems.

His experience includes PLL and AMS Administration, Cityworks Suite of products. Database development/administration and maintenance, map creation, needs assessment, implementation, and integration. Project Management skills. Document Management and Work Orders. He also provides system training, and general IT consulting services.

Summary of Skills

- Expertise using ESRI's ArcGIS software products, ArcGIS Desktop 10.x, ArcGIS Server, ArcGIS Online
- Experience in administration of Cityworks AMS & PLL
- Cityworks PLL Administration
- Database experience with SQL Server, Oracle, and Microsoft Access

Representative Projects

- Saratoga Spring, UT, Cityworks and PLL Implementation
    - Implemented Cityworks PLL across Building, Planning, Capital Facilities, and Engineering departments. Built over 150 workflows, 70 case template types, and over 400 task types.
    - Implemented Cityworks AMS across Water, Sewer, Streets, and Parks departments.
    - Trained users on Office, Fields, and Mobile modes.
    - Trained admin users in Designer and PLL Admin.
    - Developed over 50 Crystal Reports for analytics and reporting needs.
    - Integrated Cityworks with CitySourced
- City of Redlands, CA, Cityworks and PLL Implementation
    - Created over 10 checklists for application review workflows in Cityworks PLL.
    - Wrote technical training materials for basic and admin users.
- City of Moses Lake, WA, Cityworks and PLL Implementation
    - Wrote Crystal reports for reporting to supervisors.
    - Developed PLL workflows and case types for the City.

Fee/Cost Proposal

Task	Description	Total Cost
1	**Workflow Review Meetings (1 Days Remote)**	$ 1,000
	Workflow Meetings Meeting Notes	
2	**Initial Cityworks Database Configuration (Remote)**	$ 30,000
	All groups as outlines in details section **(Up to 25 Work Flows)**	
3	**Database Review (Remote)**	$ 1,000
	Meeting Notes and Action Items	
4	**Additional PLL Information Configuration (Remote)**	$ 4,000
	Configure additional info Configure Fees/Deposits Configure Contractor Types Any Additional Application Data	
5	**Reports and Inboxes/Dashboards**	$ 3,000
	Inboxes Dashboards Crystal Reports	
6	**Admin User Training (1 Day Onsite)**	$ 3,000
	Onsite Administrator Training for City Admins	
7	**End User Training (2 Day Onsite)**	$ 6,000
	Onsite End User Training for City Users	
8	**Rollout Support (1 Days Onsite)**	$ 3,000
	Onsite Support for End Users when system goes live	
9	**Ad-Hoc Support (up to 40 hours)**	$ Included
	Configuration Changes Admin Support Dashboards/KPI's Mobile App Configuration Any other Ad-Hoc Support that may be needed Additional Crystal Report Development	
10	**Public Access Portal Setup**	$ 6,000
	Setup Cityworks Public Access Portal	
Total	**Training and Onsite Visits**	**$ 57,000**

Optional Data Migration

Task	Description	Total Cost
11	**Optional Data Migration (Estimate)**	$ 5,000 – 20,000
	• Depending on data format and the amount of data manipulation needed this cost can vary. • **Centricity will meet with the City team and do a no cost Data Evaluation to help determine actual scope and cost of any data migration into Cityworks PLL that may be needed/required.**	