ORIGINAL

City of Peoria, Arizona
Notice of Request for Proposal

Request for Proposal No: **P07-0007**

Proposal Due Date: **September 6, 2006**

Materials and/or Services: **Permitting System Software**

Proposal Time: 5:00 P.M. Local time

Contact: **Jennifer Miller**

Project No:

Location: City of Peoria, Materials Management
Mailing Address: 8314 West Cinnabar Avenue, Peoria, AZ 85345

Phone: (623) 773-7115

In accordance with City of Peoria Procurement Code competitive sealed proposals for the material or services specified will be received by the City of Peoria Materials Management at the specified location until the date and time cited above. Proposals shall be in the actual possession of the City of Peoria Materials Management on or prior to the exact date and time indicated above. Late proposals will not be considered, except as provided in the City of Peoria Procurement Code. ***Proposals shall be submitted in a sealed envelope with the Request for Proposal number and the offeror's name and address clearly indicated on the front of the envelope.*** All proposals shall be completed in ink or typewritten. Offerors are strongly encouraged to carefully read the ***entire*** Request for Proposal Package.

OFFER

To the City of Peoria: The undersigned on behalf of the entity, firm, company, partnership, or other legal entity listed below offers on its behalf to the City a proposal that contains all terms, conditions, specifications and amendments in the Notice of Request for Proposal issued by the City. Any exception to the terms contained in the Notice of Request for Proposal must be specifically indicated in writing and are subject to the approval of the City prior to acceptance. The signature below certifies your understanding and compliance with Paragraph 1 of the City of Peoria Standard Terms and Conditions (form COP 202) contained in the Request for Proposal package issued by the City.

Arizona Transaction (Sales) Privilege Tax License Number: _____

Federal Employer Identification Number: [redacted]

ACCELA, INC.
Company Name

2633 CAMINO RAMON, SUITE 120
Address

SAN RAMON CA 94583
City State Zip Code

For clarification of this offer contact:

Name: JULIAN D. MUÑOZ

Telephone: (925) 659 3247

Authorized Signature for Offer

JULIAN D. MUÑOZ
Printed Name

VICE PRESIDENT
Title

ACCEPTANCE OF OFFER AND CONTRACT AWARD (For City of Peoria Use Only)

Your offer is accepted by the City, subject to approval of each written exception that your proposal contained. The contract consists of the following documents: 1.) Request for Proposal issued by the City; 2.) Your offer in Response to the City's Request for Proposal; 3.) This written acceptance and contract award.

As the contractor, you are now legally bound to sell the materials and/or services listed by the attached award notice, based on the solicitation of proposals, including all terms, conditions, specifications, amendments and your offer as now accepted by the City. The Contractor shall not commence any billable work or provide any material, service or construction under this contract until the Contractor receives an executed Purchase Order or written Notice to Proceed.

Attested by:

Mary Jo Kief, City Clerk

City Seal

cc: 25R 032007

Contract Number: L CON 03107

Official File: _____

City of Peoria, Arizona. Effective Date: 3/23/07

Approved as to form:

Stephen M. Kemp, City Attorney

Contract Awarded Date 3-22-07

Terrence L. Ellis, City Manager

COP 203RFP (9/98)HFK

City of Peoria Arizona Request for Proposal
Exceptions to Proposed Terms and Conditions

Paragraph	Exception	Proposed Language/Solution
Standard Terms and Conditions 12. Assignment – Delegation	Respondent takes exception to the condition requiring Respondent to obtain written permission by the City prior to the assignment of Respondents right and responsibilities under the agreement.	Respondent may assign its rights and obligations hereunder for purposes of financing or pursuant to corporate transactions involving the sale of all or substantially all of its stock or assets.
Standard Terms and Conditions 13. Subcontractors	Respondent takes exception to the condition preventing subcontractors from performing on this agreement.	Respondent may subcontract with qualified third parties to provide portions of the Professional Services described hereinabove.
Standard Terms and Conditions 15. Indemnification	Respondent takes exception to the condition requiring Respondent to indemnify, defend, hold harmless the City and all related parties against ALL claims, damages, losses and expenses, related to or arising out of or alleged to have arisen out of Respondent's, acts errors, mistakes, omissions, work or services in the performance of this contract.	Respondent agrees to indemnify, defend, and hold City and its officers, agents, and employees harmless against any claims, suits, or damages arising out of physical property damage or bodily injury caused by the negligence or misconduct of Respondent or its employees or agents while the terms and conditions of this Agreement remain enforceable.
Standard Terms and Conditions 21. Warranties	Respondent takes exception to the condition calling for Respondent to provide warranties of fitness for a particular purpose.	Respondent will commence and complete the Professional Services in a good and workmanlike manner, consistent with the practices and standards of care generally-accepted within and expected of Respondent's industry. Respondent warrants that it has full power and authority to grant the software licenses and that, as of the effective date of this Agreement the Software does not infringe on any existing intellectual property rights of any third party. If a third party claims that the Software does infringe, Respondent may, at its sole option, secure for City the right to continue using the Software or modify the Software so that it does not infringe. Respondent will have the sole right to conduct the defense of any legal action and all negotiations for its settlement or compromise. Respondent has no obligation for any claim

		based upon a modified version of the Software or the combination or operation of the Software with any product, data, or apparatus not provided by Respondent. Respondent provides no warranty whatsoever for any third-party hardware or software products. Except as expressly set forth herein, Respondent disclaims any and all express and implied warranties, including but not necessarily limited to warranties of merchantability and fitness for a particular purpose.
Standard Terms and Conditions 25. Default in one installment to constitute total breach.	Respondent takes exception to the condition providing that any delay in an installment to the Contract shall amount to a total breach.	Either party may terminate if the other party materially breaches this Agreement and, after receiving a written notice describing the circumstances of the default, fails to correct the breach within thirty (30) calendar days. Upon any termination or expiration of this Agreement, all rights granted to City are cancelled and revert to Respondent.
Standard Terms and Conditions 29. Patents and Copyrights	Respondent takes exception to the condition calling for all computer program elements, reports and other deliverables be deemed the property of the City.	The software products ("Software") listed in this proposal are protected under the laws of the United States and the individual states and by international treaty provisions. Respondent retains full ownership in the Software and grants to City a limited, nonexclusive, nontransferable license to use the Software, subject to the following terms and conditions: The Software is provided for use only by City employees. The Software may be installed on one or more computers but may not be used by more than the number of users for which the City has user licenses. The Software is deemed to be in use when it is loaded into memory in a computer, regardless of whether a user is actively working with the Software. Respondent may audit City's use of the Software to ensure that City has paid for an appropriate number of licenses. Should the results of any such audit indicate that City's use of the Software exceeds its licensed allowance, City agrees to pay all costs of its overuse as determined using Respondent's

		then-current pricing; any such assessed costs will be due and payable by City upon assessment. City agrees that Respondent's assessment of overuse costs pursuant to this Subsection is not a waiver by Respondent of any other remedies available to Respondent in law and equity for City's unlicensed use of the Software. City may make backup copies of the Software only to protect against destruction of the Software. City may copy Respondent's documentation only for internal use by City's employees. City may not make any form of derivative work from the Software, although City is permitted to develop additional or alternative functionality for the Software using tools and/or techniques licensed to City by Respondent. City may not obscure, alter, or remove any confidentiality or proprietary rights notices. City is liable to Respondent for any losses incurred as the result of unauthorized reproduction or distribution of the Software which occur while the Software is in City's possession or control. City may use the Software only to process transactions relating to properties within both its own geographical and political boundaries and may not sell, rent, assign, sublicense, lend, or share any of its rights under this Agreement. City is entitled to receive the Software compiled (object) code and is licensed to use any data code produced through implementation and/or normal operation of the Software; City is not entitled to receive source code for the Software except pursuant to an Intellectual Property Escrow Agreement, which may be executed separately by the Parties. Any costs associated with the establishment or maintenance of such an agreement shall be the sole responsibility of

		the City. All rights not expressly granted to City are retained by Respondent.
Standard Terms and Conditions 21. Insurance	Respondent takes exception to the condition requiring a waiver of subrogation be associated with all policies except workers' compensation coverage. Respondent takes further exception to the condition requiring the City be named as an additional insured on Respondent's policies except for workers' compensation and professional liability coverage. Respondent takes further exception to the condition related to the automobile liability coverage requiring an endorsement for $5,000,000.00 per accident limits for bodily injury and property damage.	Respondent shall provide City with a Waiver of subrogation on Respondent's General Liability and Automobile Liability coverage. Respondent shall have City named as an additional insured on its General Liability Coverage only with additional documentation explaining why Respondent cannot name City as an additional insured on its Automobile Liability policy. Respondent shall provide automobile coverage with a per accident limit of $1,000,000.00.
Standard Terms and Conditions 32. Cancellation	Respondent takes exception to the condition calling for Respondent to provide a "satisfactory" response to City's notice of concern within 10 days	Either party may terminate if the other party materially breaches this Agreement and, after receiving a written notice describing the circumstances of the default, fails to correct the breach within thirty (30) calendar days. Upon any termination or expiration of this Agreement, all rights granted to City are cancelled and revert to Respondent.

STANDARD TERMS AND CONDITIONS

Materials Management Procurement
8314 West Cinnabar Avenue
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THE FOLLOWING TERMS AND CONDITIONS ARE AN EXPLICIT PART OF THE SOLICITATION AND ANY RESULTANT CONTRACT.

1. **CERTIFICATION:** By signature in the Offer section of the Offer and Contract Award page (COP Form 203), the Vendor certifies:

   a. The submission of the offer did not involve collusion or other anti-competitive practices.

   b. The Vendor shall not discriminate against any employee or applicant for employment in violation of Federal Executive Order 11456.

   c. The Vendor has not given, offered to give, nor intends to give at any time hereafter any economic opportunity, future employment, gift, loan, gratuity, special discount, trip favor, or service to a public servant in connection with the submitted offer. Failure to sign the offer, or signing it with a false statement, shall void the submitted offer or any resulting contracts, and the vendor may be debarred.

2. **GRATUITIES:** The City may, by written notice to the Contractor, cancel this contract if it is found by the City that gratuities, in the form of entertainment, gifts or otherwise, were offered or given by the Contractor or any agent or representative of the Contractor, to any officer or employee of the City with a view toward securing an order, securing favorable treatment with respect to the awarding, amending, or the making of any determinations with respect to the performing of such order. In the event this contract is cancelled by the City pursuant to this provision, the City shall be entitled, in addition to any other rights and remedies, to recover or withhold from the Contractor the amount of the gratuity. Paying the expense of normal business meals which are generally made available to all eligible city government customers shall not be prohibited by this paragraph.

3. **APPLICABLE LAW:** In the performance of this agreement, contractors shall abide by and conform to any and all laws of the United States, State of Arizona and City of Peoria including but not limited to federal and state executive orders providing for equal employment and procurement opportunities, the Federal Occupational Safety and Health Act and any other federal or state laws applicable to this agreement.

   This contract shall be governed by the City and Contractor shall have all remedies afforded each by the Uniform Commercial Code, as adopted in the State of Arizona, except as otherwise provided in this contract or in statutes pertaining specifically to the City. This contract shall be governed by the laws of the State of Arizona and suit pertaining to this contract may be brought only in courts in the State of Arizona.

   This contract is subject to the provisions of ARS §38-511; the City may cancel this contract without penalty or further obligations by the City or any of its departments or agencies if any person significantly involved in initiating, negotiating, securing, drafting or creating the contract on behalf of the City or any of its departments or agencies, is at any time while the contract or any extension of the contract is in effect, an employee of any other party to the contract in any capacity or a consultant to any other party of the contract with respect to the subject matter of the contract.

4. **LEGAL REMEDIES:** All claims and controversies shall be subject to resolution according to the terms of the City of Peoria Procurement Code.

5. **CONTRACT:** The contract between the City and the Contractor shall consist of (1) the Solicitation, including instructions, all terms and conditions, specifications, scopes of work, attachments, and any amendments thereto, and (2) the offer submitted by the Vendor in response to the solicitation. In the event of a conflict in language between the Solicitation and the Offer, the provisions and requirements in the Solicitation shall govern. However, the City reserves the right to clarify, in writing, any contractual terms with the concurrence of the Contractor, and such written contract shall govern in case of conflict with the applicable requirements stated in the Solicitation or the Vendor's offer. The Solicitation shall govern in all other matters not affected by the written contract.

Materials Management Procurement
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6. **CONTRACT AMENDMENTS:** This contract may be modified only by a written Contract Amendment (COP Form 217) signed by persons duly authorized to enter into contracts on behalf of the City and the Contractor.

7. **CONTRACT APPLICABILITY:** The Offeror shall substantially conform to the terms, conditions, specifications and other requirements found within the text of this specific Solicitation. All previous agreements, contracts, or other documents, which have been executed between the Offeror and the City are not applicable to this Solicitation or any resultant contract.

8. **PROVISIONS REQUIRED BY LAW:** Each and every provision of law and any clause required by law to be in the contract will be read and enforced as though it were included herein, and if through mistake or otherwise any such provision is not inserted, or is not correctly inserted, then upon the application of either party, the contract will forthwith be physically amended to make such insertion or correction.

9. **SEVERABILITY:** The provisions of this contract are severable to the extent that any provision or application held to be invalid shall not affect any other provision or application of the contract which may remain in effect without the invalid provision or application.

10. **RELATIONSHIP TO PARTIES:** It is clearly understood that each party will act in its individual capacity and not as an agent, employee, partner, joint venturer, or associate of the other. An employee or agent of one party shall not be deemed or construed to be the employee or agent of the other for any purpose whatsoever. The Contractor is advised that taxes or Social Security payments will not be withheld from any City payments issued hereunder and that the Contractor should make arrangements to directly pay such expenses, if any.

11. **INTERPRETATION-PAROL EVIDENCE:** This contract represents the entire agreement of the Parties with respect to its subject matter, and all pervious agreements, whether oral or written, entered into prior to this contract are hereby revoked and superseded by this contract. No representations, warranties, inducements or oral agreements have been made by any of the Parties except as expressly set forth herein, or in any other contemporaneous written agreement executed for the purposes of carrying out the provisions of this contact. This contract may not be changed, modified or rescinded except as provided for herein, absent a written agreement signed by both Parties. Any attempt at oral modification of this contract shall be void and of no effect.

12. **ASSIGNMENT-DELEGATION:** No right or interest in this contract shall be assigned by Contractor without prior written permission of the City and no delegation of any duty of Contractor shall be made without prior written permission of the City.

13. **SUBCONTRACTS:** No subcontract shall be entered into by the contractor with any other party to furnish any of the material, service or construction specified herein without the advance written approval of the City. The prime contractor shall itemize all sub-contractors which shall be utilized on the project. Any substitution of sub-contractors by the prime contractor shall be approved by the City and any cost savings will be reduced from the prime contractor's bid amount. All subcontracts shall comply with Federal and State laws and regulations which are applicable to the services covered by the subcontract and shall include all the terms and conditions set forth herein which shall apply with equal force to the subcontract and if the Subcontractor were the Contractor referred to herein. The Contractor is responsible for contract performance whether or not Subcontractors are used.

14. **RIGHTS AND REMEDIES:** No provision in this document or in the vendor's offer shall be construed, expressly or by implication, as waiver by the City of any existing or future right and/or remedy available by law in the event of any claim of default or breach of contract. The failure of the City to insist upon the strict performance of any term or condition of the contract or to exercise or delay the exercise of any right or remedy provided in the contract, or by law, or the City's acceptance of and payment for materials or services, shall not release the Contractor from any responsibilities or obligations imposed by this contract or by law, and shall not be deemed a waiver of any right of the City to insist upon the strict performance of the Contract.

15. **INDEMNIFICATION:** To the fullest extent permitted by law, the Contractor shall defend, indemnify and hold harmless the City, its agents, representatives, officers, directors, officials and employees from and against all claims, damages, losses and

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expenses (including but not limited to attorney fees, court costs, and the cost of appellate proceedings), relating to, arising out of, or alleged to have resulted from the acts, errors, mistakes, omissions, work or services of the Contractor, its employees, agents, or any tier of subcontractors in the performance of this Contract. Contractor's duty to defend, hold harmless and indemnify the City, its agents, representatives, officers, directors, officials and employees shall arise in connection with any claim, damage, loss or expense that is attributable to bodily injury, sickness, disease, death, or injury to, impairment, or destruction of property including loss of use resulting therefrom, caused by any acts, errors, mistakes, omissions, work or services in the performance of this Contract including any employee of the Contractor or any tier of subcontractor or any other person for whose acts, errors, mistakes, omissions, work or services the Contractor may be legally liable.

The amount and type of insurance coverage requirements set forth herein will in no way be construed as limiting the scope of the indemnity in this paragraph.

16. **OVERCHARGES BY ANTITRUST VIOLATIONS:** The City maintains that, in practice, overcharges resulting from antitrust violations are borne by the purchaser. Therefore, to the extent permitted by law, the Contractor hereby assigns to the City any and all claims for such overcharges as to the goods and services used to fulfill the Contract.

17. **FORCE MAJEURE:** Except for payment for sums due, neither party shall be liable to the other nor deemed in default under this Contract if and to the extent that such party's performance of this Contract is prevented by reason of force Majeure. The term "*force majeure*" means an occurrence that is beyond the control of the party affected and occurs without its fault or negligence. Without limiting the foregoing, force majeure includes acts of God: acts of the public enemy; war; riots; strikes; mobilization; labor disputes; civil disorders; fire; floods; lockouts, injunctions-intervention-acts, or failures or refusals to act by government authority; and other similar occurrences beyond the control of the party declaring force majeure which such party is unable to prevent by exercising reasonable diligence. The force majeure shall be deemed to commence when the party declaring force majeure notifies the other party of the existence of the force majeure and shall be deemed to continue as long as the results or effects of the force majeure prevent the party from resuming performance in accordance with this Contract.

Force majeure shall not include the following occurrences:

a. Late delivery of equipment or materials caused by congestion at a manufacturer's plant or elsewhere, an oversold condition of the market, inefficiencies, or similar occurrences.

b. Late performance by a subcontractor unless the delay arises out of a force majeure occurrence in accordance with this Force Majeure term and Condition.

Any delay or failure in performance by either party hereto shall not constitute default hereunder or give rise to any claim for damages or loss of anticipated profits if, and to the extent that such delay or failure is caused by force majeure. If either party is delayed at any time in the progress of the work by force majeure, then the delayed party shall notify the other party in writing of such delay within forty-eight (48) hours commencement thereof and shall specify the causes of such delay in such notice. Such notice shall be hand delivered or mailed *Certified-Return Receipt* and shall make a specific reference to this article, thereby invoking its provisions. The delayed party shall cause such delay to cease as soon as practicable and shall notify the other party in writing. The time of completion shall be extended by contract modification for a period of time equal to the time that the results or effects of such delay prevent the delayed party from performing in accordance with this contract.

Materials Management
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18. **RIGHT TO ASSURANCE:** Whenever one party to this contract in good faith has reason to question the other party's intent to perform he may demand that the other party give a written assurance of this intent to perform. In the event that a demand is made and no written assurance is given within five (5) days, the demanding party may treat this failure as an anticipatory repudiation of the Contract.

19. **RIGHT TO AUDIT RECORDS:** The City may, at reasonable times and places, audit the books and records of any Contractor as related to any contract held with the City.

20. **RIGHT TO INSPECT PLANT:** The City may, at reasonable times, inspect the part of the plant or place of business of a Contractor or Subcontractor which is related to the performance of any contract as awarded or to be awarded.

21. **WARRANTIES:** Contractor warrants that all material, service or construction delivered under this contract shall conform to the specifications of this contract. Unless otherwise stated in Contractor's response, the City is responsible for selecting items, their use, and the results obtained from any other items used with the items furnished under this contract. Mere receipt of shipment of the material/service specified and any inspection incidental thereto by the City shall not alter or affect the obligations of the Contractor or the rights of the City under the foregoing warranties. Additional warranty requirements may be set forth in the solicitation.

22. **INSPECTION:** All material and/or services are subject to final inspection and acceptance by the City. Materials and/or services failing to conform to the specifications of this Contract will be held at Contractor's risk and may be returned to the Contractor. If so returned, all costs are the responsibility of the Contractor. The City may elect to do any or all:

    a. Waive the non-conformance.

    b. Stop the work immediately.

    c. Bring material into compliance.

    This shall be accomplished by a written determination for the City.

23. **TITLE AND RISK OF LOSS:** The title and risk of loss of material and/or service shall not pass to the City until the City actually receives the material or service at the point of delivery, unless otherwise provided within this Contract.

24. **NO REPLACEMENT OF DEFECTIVE TENDER:** Every tender of materials shall fully comply with all provisions of the Contract. If a tender is made which does not fully conform, this shall constitute a breach of the Contract as a whole.

25. **DEFAULT IN ONE INSTALLMENT TO CONSTITUTE TOTAL BREACH:** Contractor shall deliver conforming materials in each installment of lot of this Contract and may not substitute nonconforming materials. Delivery of nonconforming materials or a default of any nature, at the option of the City, shall constitute a breach of the Contract as a whole.

26. **SHIPMENT UNDER RESERVATION PROHIBITED:** Contractor is not authorized to ship materials under reservation and no tender of a bill of lading will operate as a tender of the materials.

27. **LIENS:** All materials, service or construction shall be free of all liens, and if the City requests, a formal release of all liens shall be delivered to the City.

28. **LICENSES:** Contractor shall maintain in current status all Federal, State and Local licenses and permits required for the operation of the business conducted by the Contractor as applicable to this Contract.

Materials Management Procurement
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29. **PATENTS AND COPYRIGHTS:** All services, information, computer program elements, reports and other deliverables, which may be patented or copyrighted and created under this contract are the property of the City and shall not be used or released by the Contractor or any other person except with the prior written permission of the City.

30. **PREPARATION OF SPECIFICATIONS BY PERSONS OTHER THAN CITY PERSONNEL:** All specifications shall seek to promote overall economy for the purposes intended and encourage competition and not be unduly restrictive in satisfying the City's needs. No person preparing specifications shall receive any direct or indirect benefit from the utilization of specifications, other than fees paid for the preparation of specifications.

31. **COST OF BID/PROPOSAL PREPARATION:** The City shall not reimburse the cost of developing presenting or providing any response to this solicitation. Offers submitted for consideration should be prepared simply and economically, providing adequate information in a straightforward and concise manner.

32. **PUBLIC RECORD:** All offers submitted in response to this solicitation shall become the property of the City and shall become a matter of public record available for review, subsequent to the award notification, in accordance with the City's Procurement Code.

33. **ADVERTISING:** Contractor shall not advertise or publish information concerning this Contract, without prior written consent of the City.

34. **DELIVERY ORDERS:** The City shall issue a Purchase Order for the material and/or services covered by this contract. All such documents shall reference the contract number as indicated on the Offer and Contract Award (COP Form 203).

35. **FUNDING:** Any contract entered into by the City of Peoria is subject to funding availability. Fiscal years for the City of Peoria are July 1 to June 30. The City Council approves all budget requests. If a specific funding request is not approved, the contract shall be terminated.

36. **PAYMENT:** A separate invoice shall be issued for each shipment of material or service performed, and no payment will be issued prior to receipt of material and/or services and correct invoice.

SPECIAL TERMS AND CONDITIONS

Solicitation Number: **P07-0007**

Materials Management Procurement
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1. **Purpose:** Pursuant to provisions of the City Procurement Code, the City of Peoria, Materials Management Division intends to establish a contract to purchase Permitting System Software.

2. **Authority:** This Solicitation as well as any resultant contract is issued under the authority of the City. No alteration of any resultant contract may be made without the express written approval of the City Materials Manager in the form of an official contract amendment. Any attempt to alter any contract without such approval is a violation of the contract and the City Procurement Code. Any such action is subject to the legal and contractual remedies available to the City inclusive of, but not limited to, contract cancellation, suspension and/or debarment of the contractor.

3. **Offer Acceptance Period:** In order to allow for an adequate evaluation, the City requires an offer in response to this Solicitation to be valid and irrevocable for sixty (60) days after the opening time and date.

4. **Eligible Agencies:** Any contract resulting from this Solicitation shall be for the exclusive use of the City of Peoria.

5. **Contract Type:** Fixed Price

6. **Term of Contract:** The term of any resultant contract shall commence on the first day of the month following the date of award and shall continue for a period of two (2) years thereafter, unless terminated, cancelled or extended as otherwise provided herein.

7. **Pre-Proposal Conference:** A conference will be held at the Municipal Office Complex, Materials Management Division:

   ADDRESS: 8401 W. Monroe Street
   Peoria, Arizona 85345
   Pine Conference Room

   DATE: **August 9, 2006**

   TIME: **3:00 p.m., local time**

8. **Contract Extension:** By mutual written contract amendment, any resultant contract may be extended for supplemental periods of up to a maximum of forty-eight (48) months.

9. **Affirmative Action Report:** It is the policy of the City of Peoria that suppliers of goods or services to the City adhere to a policy of equal employment opportunity and demonstrate an affirmative effort to recruit, hire, and promote regardless of race, color, religion, gender, national origin, age or disability.

10. **Interview Guidelines:** During any requested interview, which would be scheduled in the future, be prepared to discuss your firm's proposal, staff assignments, project approach and other pertinent information. The Consultant's Project/Team Manager shall lead the presentation team and answer questions on behalf of the Consultant. If work involves a major sub-consultant, the firms Project/Team Manager's presence may also be requested (by the City) at the interview.

Materials Management Procurement
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11. **Evaluation:** In accordance with the City of Peoria Procurement Code, awards shall be made to the responsible offeror whose proposal is determined in writing to be the most advantageous to the City, based upon the evaluation criteria listed below. The evaluation factors are listed in their relative order of importance.

    a. Project Understanding and Project Approach.
    b. Functional Fit.
    c. Technical Fit
    d. Staff's Qualification and Experience.
    e. Cost Consideration
    f. Anticipated City Involvement
    g. References
    h. Conformance to Request for Technical Proposals.

12. **Discussions:** In accordance with the City of Peoria Procurement Code, after the initial receipt of proposals, discussions may be conducted with offerors who submit proposals determined to be reasonably susceptible of being selected for award.

13. **Proposal Opening:** Proposals shall be submitted at the time and place designated in the request for proposals. All information contained in the proposals shall be deemed as exempt from public disclosure based on the City's need to avoid disclosure of contents prejudicial to competing offerors during the process of negotiation. The proposals shall not be open for public inspection until after contract award. PRICES SHALL NOT BE READ. After contract award, the successful proposal and the evaluation documentation shall be open for public inspection.

14. **Scope of Work Deliverable:** The successful contractor shall prepare and provide a detailed Scope of Work for the project. The finalized Scope of Work shall include the agreed upon approach, method, format, and timing to complete the project.

15. **Inspection:** All work shall be subject to inspection, surveillance, and test by the City at reasonable times during the performance. The Contractor shall provide and maintain an inspection system which is acceptable to the City.

16. **Investigation of Conditions:** The Contractor warrants and agrees familiarity of the work that is required, is satisfied as to the conditions under which is performed and enters into this contract based upon the Contractor's own investigation.

17. **Compensation:** Compensation for services shall be based upon fees negotiated, including all approved costs and expenses incurred in connection with the project; including but not limited to, telephone and other communications, reproduction of documents, special consultants (as approved by the City) and computer costs.

18. **Acceptance:** Determination of the acceptability of work shall be completed in a responsive and professional manner and in accordance with the specifications, schedules, or plans which are incorporated in the Scope of Work.

19. **Payments:** The City shall pay the Contractor monthly, based upon work performed and completion to date, and upon submission of invoices. All invoices shall document and itemize all work completed to date. The invoice statement shall include a record of time expended and work performed in sufficient detail to justify payment.

20. **Shipping Terms:** Prices shall be F.O.B. Destination to the delivery location designated herein. Contractor shall retain title and control of all goods until they are delivered and the contract of coverage has been completed. All risk of transportation and all related charges shall be the responsibility of the contractor. All claims for visible or concealed damage shall be filed by the contractor. The City will notify the contractor promptly of any damaged goods and shall assist the contractor in arranging for inspection.

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21. **Insurance Requirements:** The Contractor, at Contractor's own expense, shall purchase and maintain the herein stipulated minimum insurance with companies duly licensed, possessing a current A.M. Best, Inc. Rating of A-, or approved unlicensed in the State of Arizona with policies and forms satisfactory to the City.

All insurance required herein shall be maintained in full force and effect until all work or service required to be performed under the terms of the Contract is satisfactorily completed and formally accepted; failure to do so may, at the sole discretion of the City, constitute a material breach of this Contract.

The Contractor's insurance shall be primary insurance as respects the City, and any insurance or self-insurance maintained by the City shall not contribute to it.

Any failure to comply with the claim reporting provisions of the insurance policies or any breach of an insurance policy warranty shall not affect coverage afforded under the insurance policies to protect the City.

The insurance policies, except Workers' Compensation, shall contain a waiver of transfer rights of recovery (subrogation) against the City, its agents, representatives, directors, officers, and employees for any claims arising out of the Contractor's acts, errors, mistakes, omissions, work or service.

The insurance policies may provide coverage which contain deductibles or self-insured retentions. Such deductible and/or self-insured retentions shall not be applicable with respect to the coverage provided to the City under such policies. The Contractor shall be solely responsible for the deductible and/or self-insured retention and the City, at its option, may require the Contractor to secure payment of such deductibles or self-insured retentions by a Surety Bond or an irrevocable and unconditional letter of credit.

The City reserves the right to request and to receive, within 10 working days, certified copies of any or all of the herein required insurance policies and/or endorsements. The City shall not be obligated, however, to review same or to advise Contractor of any deficiencies in such policies and endorsements, and such receipt shall not relieve Contractor from, or be deemed a waiver of the City's right to insist on, strict fulfillment of Contractor's obligations under this Contract.

The insurance policies, except Workers' Compensation and Professional Liability, required by this Contract, shall name the City, its agents, representatives, officers, directors, officials and employees as Additional Insureds.

22. **Required Insurance Coverage:**

a. Commercial General Liability

Contractor shall maintain Commercial General Liability insurance with a limit of not less than $1,000,000 for each occurrence with a $2,000,000 Products/Completed Operations Aggregate and a $2,000,000 General Aggregate Limit. The policy shall include coverage for bodily injury, broad form property damage, personal injury, products and completed operations and blanket contractual coverage including, but not limited to, the liability assumed under the indemnification provisions of this Contract which coverage will be at least as broad as Insurance Service Office, Inc. Policy Form CG 00011093 or any replacements thereof. The coverage shall not exclude X, C, U.

Such policy shall contain a severability of interest provision, and shall not contain a sunset provision or commutation clause, nor any provision which would serve to limit third party action over claims.

The Commercial General Liability additional insured endorsement shall be at least as broad as the Insurance Service Office, Inc.'s Additional Insured, Form B, CG 20101185, and shall include coverage for Contractor's operations and products and completed operations.

Materials Management Procurement
8314 West Cinnabar Avenue
Peoria, Arizona 85345-6560
Phone: (623) 773-7115
Fax: (623) 773-7118

Any Contractor subletting any part of the work, services or operations awarded to the Contractor shall purchase and maintain, at all times during prosecution of the work, services or operations under this Contract, an Owner's and Contractor's Protective Liability insurance policy for bodily injury and property damage, including death, which may arise in the prosecution of the Contractor's work, service or operations under this Contract. Coverage shall be on an occurrence basis with a limit not less than $1,000,000 per occurrence, and the policy shall be issued by the same insurance company that issues the Contractor's Commercial General Liability insurance.

b. Automobile Liability

Contractor shall maintain Commercial/Business Automobile Liability insurance with a combined single limit for bodily injury and property damage of not less than $1,000,000 each occurrence with respect to the Contractor's any owned, hired, and non-owned vehicles assigned to or used in performance of the Contractor's work. Coverage will be at least as broad as coverage code 1, "any auto", (Insurance Service Office, Inc. Policy Form CA 00011293, or any replacements thereof). Such insurance shall include coverage for loading and off loading hazards. If hazardous substances, materials or wastes are to be transported, MCS 90 endorsement shall be included and $5,000,000 per accident limits for bodily injury and property damage shall apply.

c. Workers' Compensation

The Contractor shall carry Workers' Compensation insurance to cover obligations imposed by federal and state statutes having jurisdiction of Contractor's employees engaged in the performance of the work or services; and, Employer's Liability insurance of not less than $100,000 for each accident, $100,000 disease for each employee, and $500,000 disease policy limit.

In case any work is subcontracted, the Contractor will require the Subcontractor to provide Workers' Compensation and Employer's Liability to at least the same extent as required of the Contractor.

d. Professional Liability

The Contractor retained by the City to provide the work or service required by this Contract will maintain Professional Liability insurance covering acts, errors, mistakes and omissions arising out of the work or services performed by the Contractor, or any person employed by the Contractor, with a limit of not less than $1,000,000 each claim.

23. **Certificates of Insurance:** Prior to commencing work or services under this Contract, Contractor shall furnish the City with Certificates of Insurance, or formal endorsements as required by the Contract, issued by Contractor's insurer(s), as evidence that policies providing the required coverages, conditions and limits required by this Contract are in full force and effect.

In the event any insurance policy(ies) required by this contract is(are) written on a Aclaims made" basis, coverage shall extend for two years past completion and acceptance of the Contractor's work or services and as evidenced by annual Certificates of Insurance.

If a policy does expire during the life of the Contract, a renewal certificate must be sent to the City fifteen (15) days prior to the expiration date.

All Certificates of Insurance shall be identified with bid serial number and title. A $25.00 administrative fee will be assessed for all certificates received without the appropriate bid serial number and title.

24. **Cancellation and Expiration Notice:** Insurance required herein shall not expire, be canceled, or materially changed without thirty (30) days prior written notice to the City.

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25. **Independent Contractor:**

a. General

i. The Contractor acknowledges that all services provided under this Agreement are being provided by him as an independent contractor, not as an employee or agent of the City Manager or the City of Peoria.

ii. Both parties agree that this Agreement is nonexclusive and that Contractor is not prohibited from entering into other contracts nor prohibited from practicing his profession elsewhere.

b. Liability

i. The City of Peoria shall not be liable for any acts of Contractor outside the scope of authority granted under this Agreement or as the result of Contractor's acts, errors, misconduct, negligence, omissions and intentional acts.

ii. To the fullest extent permitted by law, the Contractor shall defend, indemnify and hold harmless the City, its agents, representatives, officers, directors, officials and employees from and against all claims, damages, losses and expenses (including but not limited to attorney fees, court costs, and the cost of appellate proceedings), relating to, arising out of, or alleged to have resulted from the acts, errors, mistakes, omissions, work or services of the Contractor, its employees, agents, or any tier of subcontractors in the performance of this Contract. Contractor's duty to defend, hold harmless and indemnify the City, its agents, representatives, officers, directors, officials and employees shall arise in connection with any claim, damage, loss or expense that is attributable to bodily injury, sickness, disease, death, or injury to, impairment, or destruction of property including loss of use resulting therefrom, caused by any acts, errors, mistakes, omissions, work or services in the performance of this Contract including any employee of the Contractor or any tier of subcontractor or any other person for whose acts, errors, mistakes, omissions, work or services the Contractor may be legally liable.

The amount and type of insurance coverage requirements set forth herein will in no way be construed as limiting the scope of the indemnity in this paragraph.

c. Other Benefits

The Contractor is an independent contractor, therefore, the City Manager will not provide the Contractor with health insurance, life insurance, workmen's compensation, sick leave, vacation leave, or any other fringe benefits. Further, Contractor acknowledges that he is exempt from coverage of the Comprehensive Benefit and Retirement Act (COBRA). Any such fringe benefits shall be the sole responsibility of Contractor.

26. **Key Personnel:** It is essential that the Contractor provide adequate experienced personnel, capable of and devoted to the successful accomplishment of work to be performed under this contract. The Contractor must agree to assign specific individuals to the key positions.

a. The Contractor agrees that, once assigned to work under this contract, key personnel shall not be removed or replaced without written notice to the City.

b. If key personnel are not available for work under this contract for a continuous period exceeding 30 calendar days, or are expected to devote substantially less effort to the work than initially anticipated, the Contractor shall immediately notify the City, and shall, subject to the concurrence of the City, replace such personnel with personnel of substantially equal ability and qualifications.

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27. **Confidential Information:**

    a. If a person believes that a bid, proposal, offer, specification, or protest contains information that should be withheld, a statement advising the Materials Supervisor of this fact shall accompany the submission and the information shall be identified.

    b. The information identified by the person as confidential shall not be disclosed until the Materials Supervisor makes a written determination.

    c. The Materials Supervisor shall review the statement and information and shall determine in writing whether the information shall be withheld.

    d. If the Materials Supervisor determines to disclose the information, the Materials Supervisor shall inform the bidder in writing of such determination.

28. **Confidentiality of Records:** The contractor shall establish and maintain procedures and controls that are acceptable to the City for the purpose of assuring that information contained in its records or obtained from the City or from others in carrying out its functions under the contract shall not be used or disclosed by it, its agents, officers, or employees, except as required to efficiently perform duties under the contract. Persons requesting such information should be referred to the City. Contractor also agrees that any information pertaining to individual persons shall not be divulged other than to employees or officers of contractor as needed for the performance of duties under the contract.

29. **Ordering Process:** Upon award of a contract by the City of Peoria, Materials Management Division may procure the specific material and/or service awarded by the issuance of a purchase order to the appropriate contractor. The award of a contract shall be in accordance with the City of Peoria Procurement Code and all transactions and procedures required by the Code for public bidding have been complied with. A purchase order for the awarded material and/or service that cites the correct contract number is the only document required for the department to order and the contractor to deliver the material and/or service.

    Any attempt to represent any material and/or service not specifically awarded as being under contract with the City of Peoria is a violation of the contract and the City of Peoria Procurement Code. Any such action is subject to the legal and contractual remedies available to the City inclusive of, but not limited to, contract cancellation, suspension and/or debarment of the contractor.

30. **Billing:** All billing notices to the City shall identify the specific item(s) being billed and the purchase order number. Items are to be identified by the name, model number, and/or serial number most applicable. Any purchase/delivery order issued by the requesting agency shall refer to the contract number resulting from this solicitation.

31. **Licenses:** Contractor shall maintain in current status all Federal, State and Local licenses and permits required for the operation of the business conducted by the Contractor.

32. **Cancellation:** The City reserves the right to cancel the whole or any part of this contract due to failure by the contractor to carry out any obligation, term or condition of the contract. The City will issue written notice to the contractor for acting or failing to act as in any of the following:

    a. The contractor provides material that does not meet the specifications of the contract;

    b. The contractor fails to adequately perform the services set forth in the specifications of the contract;

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c. The contractor fails to complete the work required or to furnish the materials required within the time stipulated in the contract;

d. The contractor fails to make progress in the performance of the contract and/or gives the City reason to believe that the contractor will not or cannot perform to the requirements of the contract.

Upon receipt of the written notice of concern, the contractor shall have ten (10) days to provide a satisfactory response to the City. Failure on the part of the contractor to adequately address all issues of concern may result in the City resorting to any single or combination of the following remedies:

a. Cancel any contract;

b. Reserve all rights or claims to damage for breach of any covenants of the contract;

c. Perform any test or analysis on materials for compliance with the specifications of the contract. If the results of any test or analysis find a material non-compliant with the specifications, the actual expense of testing shall be borne by the contractor;

d. In case of default, the City reserves the right to purchase materials, or to complete the required work in accordance with the City Procurement Code. The City may recover any actual excess costs from the contractor by:

   i. Deduction from an unpaid balance;

   ii. Any combination of the above or any other remedies as provided by law.

LICENSE AGREEMENT

1. Parties

ACCELA	CUSTOMER
Accela, Inc.	City of Peoria, Arizona
2633 Camino Ramon, Suite 120	8401 West Monroe Street
Bishop Ranch 3	
San Ramon, California 94583	Peoria, Arizona 61602
Attention: Colin Samuels	Attention: Vicky Maxwell
T: 925.659.3297	T: 623.773.5142
F: 925.659.3291	F: 623.773.7211
e-Mail: csamuels@accela.com	e-Mail: vicky.maxwell@peoriaaz.gov

This License Agreement ("LA") is intended for the exclusive benefit of the Parties; nothing herein will be construed to create any benefits, rights, or responsibilities in any other parties.

2. Term and Termination

2.1 Term Provided that Customer signs and returns this LA to Accela **no later than March 31, 2007**, this LA is effective as of the date of Customer's signature ("Effective Date") and will continue until terminated as provided herein.

2.2 Termination Either party may terminate if the other party materially breaches this LA and, after receiving a written notice describing the circumstances of the default, fails to correct the breach within thirty (30) calendar days. Upon any termination or expiration of this LA, all rights granted to Customer are cancelled and revert to Accela.

3. Intellectual Property License

3.1 License The software products ("Software") listed in Exhibit A are protected under the laws of the United States and the individual states and by international treaty provisions. Accela retains full ownership in the Software and grants to Customer a limited, nonexclusive, nontransferable license to use the Software, subject to the following terms and conditions:

3.1.1 The Software is provided for use only by Customer employees.

3.1.2 The Software may be installed on one or more computers but may not be used by more than the number of users for which the Customer has named user licenses. The Software is deemed to be in use when it is loaded into memory in a computer, regardless of whether a user is actively working with the Software. Accela may audit Customer's use of the Software to ensure that Customer has paid for an appropriate number of licenses. Should the results of any such audit indicate that Customer's use of the Software exceeds its licensed allowance, Customer agrees to pay all costs of its overuse as determined using Accela's then-current pricing; any such assessed costs will be due and payable by Customer upon assessment. Customer agrees that Accela's assessment of overuse costs pursuant to this Subsection is not a waiver by Accela of any other remedies available to Accela in law and equity for Customer's unlicensed use of the Software.

3.1.3 Customer may make backup copies of the Software only to protect against destruction of the Software. Customer may copy Accela's documentation only for internal use by Customer's employees.

3.1.4 Customer may not make any form of derivative work from the Software, although Customer is permitted to develop additional or alternative functionality for the Software using tools and/or techniques licensed to Customer by Accela.

3.1.5 Customer may not obscure, alter, or remove any confidentiality or proprietary rights notices.

3.1.6 Customer is liable to Accela for any losses incurred as the result of unauthorized reproduction or distribution of the Software which occur while the Software is in Customer's possession or control.

3.1.7 Customer may use the Software only to process transactions relating to properties within both its own geographical and political boundaries and may not sell, rent, assign, sublicense, lend, or share any of its rights under this LA.

3.1.8 Customer is entitled to receive the Software compiled (object) code and is licensed to use any data code produced through implementation and/or normal operation of the Software; Customer is not entitled to receive source code for the Software except pursuant to an Intellectual Property Escrow Agreement, which may be executed separately by the Parties.

3.1.9 All rights not expressly granted to Customer are retained by Accela.

3.2 License Warranties

3.2.1 Accela warrants that it has full power and authority to grant this license and that, as of the effective date of this LA, the Software does not infringe on any existing intellectual property rights of any third party. If a third party claims that the Software does infringe, Accela may, at its sole option, secure for Customer the right to continue using the Software or modify the Software so that it does not infringe. Accela will have the sole right to conduct the defense of any legal action and all negotiations for its settlement or compromise.

3.2.2 Accela has no obligation for any claim based upon a modified version of the Software or the combination or operation of the Software with any product, data, or apparatus not provided by Accela. Accela provides no warranty whatsoever for any third-party hardware or software products.

3.2.3 Except as expressly set forth herein, Accela disclaims any and all express and implied warranties, including but not necessarily limited to warranties of merchantability and fitness for a particular purpose.

3.3 Compensation

3.3.1 License Fees In exchange for the Software described hereinabove, Customer will pay to Accela the amounts indicated in Exhibit A.

3.3.2 Payment Terms Amounts are quoted in United States dollars and do not include applicable taxes, if any. Customer will be responsible for payment of all federal, state or provincial, and local taxes and duties, except those based on Accela's income. If Customer is exempt from certain taxes, Customer will provide Accela with an appropriate certificate of exemption. Customer will be invoiced for all amounts as they become due. The payment terms of all invoices are net thirty (30) calendar days from the dates of the invoices. Any payment not paid to Accela within said period will incur a late payment fee equal to five percent (5%) of the

amount past due and will accrue interest in an amount equal to one-and-a-half percent (1.5%) per month, compounded monthly, on the outstanding balance from the billing date. Accela may, at its sole discretion, suspend its obligations hereunder without penalty until payments for all past-due billings have been paid in full by Customer.

4. Confidentiality

4.1 Definitions "Disclosing Party" and "Recipient" refer respectively to the party which discloses information and the party to which information is disclosed in a given exchange. Either Accela or Customer may be deemed Disclosing Party or Recipient depending on the circumstances of a particular communication or transfer of information. "Confidential Information" means all disclosed information relating in whole or in part to non-public data, proprietary data compilations, computer source codes, compiled or object codes, scripted programming statements, byte codes, or data codes, entity-relation or workflow diagrams, financial records or information, client records or information, organizational or personnel information, business plans, or works-in-progress, even where such works, when completed, would not necessarily comprise Confidential Information. The foregoing listing is not intended by the Parties to be comprehensive, and any information which Disclosing Party marks or otherwise designates as "Confidential" or "Proprietary" will be deemed and treated as Confidential Information. Information which qualifies as "Confidential Information" may be presented to Recipient in oral, written, graphic, and/or machine-readable formats. Regardless of presentation format, such information will be deemed and treated as Confidential Information. Notwithstanding, the following specific classes of information are not "Confidential Information" within the meaning of this Section:

a) information which is in Recipient's possession prior to disclosure by Disclosing Party;
b) information which is available to Recipient from a third party without violation of this LA or Disclosing Party's intellectual property rights;
c) information disclosed pursuant to Subsection 4.4 below;
d) information which is in the public domain at the time of disclosure by Disclosing Party, or which enters the public domain from a source other than Recipient after disclosure by Disclosing Party;
e) information which is subpoenaed by governmental or judicial authority; and
f) information subject to disclosure pursuant to a state's public records laws.

4.2 Confidentiality Term The obligations described in this Section commence on the Effective Date and will continue until two (2) years following any termination or expiration of this LA ("Confidentiality Term").

4.3 Confidentiality Obligations During the Confidentiality Term, Recipient will protect the confidentiality of Confidential Information using the same degree of care that it uses to protect its own information of similar importance, but will in any case use no less than a reasonable degree of care to protect Confidential Information. Recipient will not directly or indirectly disclose Confidential Information or any part thereof to any third party without Disclosing Party's advance express written authorization to do so. Recipient may disclose Confidential Information only to its employees or agents under its control and direction in the normal course of its business and only on a need-to-know basis. In responding to a request for Confidential Information, Recipient will cooperate with Disclosing Party, in a timely fashion and in a manner not inconsistent with applicable laws, to protect the Confidential Information to the fullest extent possible.

4.4 Publicity During the term of this LA, including the term of any amendment hereto, Accela may publicly disclose its ongoing business relationship with Customer. Such disclosures may indicate Customer's identity and the Accela product(s) and services provided or contracted to be provided to Customer, but may not expressly or impliedly indicate Customer's endorsement of Accela's products or services without Customer's prior written authorization.

5. Other Terms and Conditions

5.1 Dispute Resolution This LA is governed by the laws of the State of California. Any controversy or claim arising out of or relating to this LA, or the breach thereof, will be settled by arbitration administered by the American Arbitration Association under its Commercial Arbitration Rules, including the Emergency Interim Relief Procedures, and judgment on the award rendered by the arbitrator may be entered in any court having jurisdiction thereof. The place of arbitration will be Santa Clara County, California. Either party may apply to the arbitrator for injunctive relief until the arbitration award is rendered or the controversy is otherwise resolved. Either party also may, without waiving any remedy under this LA, seek from any court having jurisdiction any interim or provisional relief that is necessary to protect the rights or property of that party, pending the arbitrator's determination of the merits of the controversy. Each party will initially bear its own expenses and an equal share of the costs of the arbitration, but the prevailing party may be awarded its expenses, reasonable attorneys' fees, and costs. The failure of either party to object to a breach of this LA will not prevent that party from thereafter objecting to that breach or any other breach of this LA.

5.2 Assignment Accela may assign its rights and obligations hereunder for purposes of financing or pursuant to corporate transactions involving the sale of all or substantially all of its stock or assets.

5.3 Survival The following provisions will survive the termination or expiration of this LA: Section 3.3 and all subsections thereof, as to Customer's obligation to pay any fees accrued or due at the time of termination or expiration; Section 4 and all subsections thereof; and Section 5, and all subsections thereof.

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

5.5 Severability and Amendment If any particular provision of this LA is determined to be invalid or unenforceable, that determination will not affect the other provisions of this LA, which will be construed in all respects as if the invalid or unenforceable provision were omitted. No extension, modification, or amendment of this LA will be effective unless it is described in writing and signed by the Parties.

ACCELA	CUSTOMER
By: (Signature)	By: (Signature)
COLIN M. SAMUELS (Print Name)	Terrence L. Ellis (Print Name)
Its ASST. CORP. SECRETARY (Title)	Its City Manager (Title)
Dated: MARCH 27, 2007 (Month, Day, Year)	Dated: 3-22-07 (Month, Day, Year)

Exhibit Follows.

END OF DOCUMENT

ATTEST:

Mary Jo Kief, City Clerk

APPROVED AS TO FORM:

Stephen M. Kemp, City Attorney

L CON 03107

EXHIBIT A

Deliverables	Quantity	Fees
Accela Automation® Land Management Module Licenses	1 Server License and 200 Named User Licenses	$438,800.00
Accela Citizen Access™ License	1 Population-Based Use License (Based Upon 138,000 Population)	$37,475.00
Accela Wireless™ Licenses	1 Server License and 40 Named User Licenses	$104,960.00
Accela GIS™ Licenses	1 Server License and 200 Named User Licenses	$126,800.00
Customer Discount	N/A	($371,340.00)
	Total of Fees	**$336,695.00**

License Fees are fixed-price deliverables for which full payment is due upon signing. Total of Fees does not include applicable sales and use taxes, if any.

END OF DOCUMENT

SERVICES AGREEMENT

1. Parties

ACCELA	CUSTOMER
Accela, Inc.	City of Peoria, Arizona
2633 Camino Ramon, Suite 120	8401 West Monroe Street
Bishop Ranch 3	
San Ramon, California 94583	Peoria, Arizona 61602
Attention: Colin Samuels	Attention: Vicky Maxwell
T: 925.659.3297	T: 623.773.5142
F: 925.659.3291	F: 623.773.7211
e-Mail: csamuels@accela.com	e-Mail: vicky.maxwell@peoriaaz.gov

This Services Agreement ("SA") is intended for the exclusive benefit of the Parties; nothing herein will be construed to create any benefits, rights, or responsibilities in any other parties.

2. Term and Termination

2.1 Term Provided that Customer signs and returns this SA to Accela **no later than March 31, 2007**, this SA is effective as of the date of Customer's signature ("Effective Date") and will continue until completion of the services deliverables described herein ("Project Completion Date").

2.2 Termination Either party may terminate if the other party materially breaches this SA and, after receiving a written notice describing the circumstances of the default, fails to correct the breach within thirty (30) calendar days. Upon any termination or expiration of this SA, all rights granted to Customer are cancelled and revert to Accela.

3. Professional Services Accela will provide the implementation, data conversion, and/or training services ("Professional Services") described in the Preliminary Statement of Work (SOW) attached hereto as Exhibit B.

3.1 Warranty Accela will commence and complete the Professional Services in a good and workmanlike manner, consistent with the practices and standards of care generally-accepted within and expected of Accela's industry.

3.2 Acceptance Accela will notify Customer upon completion of the implementation services. For a period not to exceed thirty (30) calendar days in duration ("Test Period"), Customer may evaluate the operation of the implemented Accela software deliverables ("Deliverables") in a test environment or using test data. If Customer reasonably determines that its operational use of the Deliverables is substantially impaired by one or more material errors in the Deliverables, it will so notify Accela in writing prior to the completion of the Test Period ("Adverse Notification"), specifying in sufficient detail the nature of the error(s). Upon receipt of an Adverse Notification, Accela will correct any identified and reproducible material errors in the Deliverables within a reasonable time and Customer may retest the Deliverables for as many as fifteen (15) additional calendar days. Acceptance will be deemed to occur when a) Customer notifies Accela that the Deliverables have successfully completed Customer's testing; b) the Test Period or subsequent retesting period(s) are completed without an Adverse Notification being received by Accela from Customer; or c) Customer uses the Deliverables in a "live" environment to perform its customary governmental, administrative, or business activities, whichever first occurs ("Acceptance Date").

3.3 Customer Cooperation As required, Customer agrees to provide Accela with appropriate access to Customer's facilities, personnel, data systems, and other resources. Customer acknowledges that the implementation process described in this SA is cooperative in nature and that Customer must complete

its designated tasks in a timely manner in order for Accela to proceed with and complete the Professional Services. Customer delays during the implementation period may have adverse collateral effects on Accela's overall work schedule. Although Accela will use its best efforts to immediately resume work following such a delay, Customer acknowledges that schedules for the Professional Services may be delayed by more than the number of days delayed by Customer. Customer agrees that if additional time is required to complete the Professional Services because of Customer delays, such time will be charged to Customer at Accela's then-current time-and-materials rates.

3.4 Compensation

3.4.1 Implementation Fees In exchange for the Professional Services described hereinabove, Customer will pay to Accela the amounts indicated in Exhibit A. Professional Services are fixed price deliverables for which Customer will be invoiced according to the milestone payment schedule described in Exhibit A. In addition to such amounts, Customer will reimburse Accela for airfare, travel time, lodging, rental transportation, meals, and other miscellaneous expenses at current rates.

3.4.2 Payment Terms Amounts are quoted in United States dollars and do not include applicable taxes, if any. Customer will be responsible for payment of all federal, state or provincial, and local taxes and duties, except those based on Accela's income. If Customer is exempt from certain taxes, Customer will provide Accela with an appropriate certificate of exemption. Customer will be invoiced for all amounts as they become due. The payment terms of all invoices are net thirty (30) calendar days from the dates of the invoices. Any payment not paid to Accela within said period will incur a late payment fee equal to five percent (5%) of the amount past due and will accrue interest in an amount equal to one-and-a-half percent (1.5%) per month, compounded monthly, on the outstanding balance from the billing date. Accela may, at its sole discretion, suspend its obligations hereunder without penalty until payments for all past-due billings have been paid in full by Customer.

4. Confidentiality

4.1 Definitions "Disclosing Party" and "Recipient" refer respectively to the party which discloses information and the party to which information is disclosed in a given exchange. Either Accela or Customer may be deemed Disclosing Party or Recipient depending on the circumstances of a particular communication or transfer of information. "Confidential Information" means all disclosed information relating in whole or in part to non-public data, proprietary data compilations, computer source codes, compiled or object codes, scripted programming statements, byte codes, or data codes, entity-relation or workflow diagrams, financial records or information, client records or information, organizational or personnel information, business plans, or works-in-progress, even where such works, when completed, would not necessarily comprise Confidential Information. The foregoing listing is not intended by the Parties to be comprehensive, and any information which Disclosing Party marks or otherwise designates as "Confidential" or "Proprietary" will be deemed and treated as Confidential Information. Information which qualifies as "Confidential Information" may be presented to Recipient in oral, written, graphic, and/or machine-readable formats. Regardless of presentation format, such information will be deemed and treated as Confidential Information. Notwithstanding, the following specific classes of information are not "Confidential Information" within the meaning of this Section:

a) information which is in Recipient's possession prior to disclosure by Disclosing Party;
b) information which is available to Recipient from a third party without violation of this SA or Disclosing Party's intellectual property rights;
c) information disclosed pursuant to Subsection 4.4 below;

d) information which is in the public domain at the time of disclosure by Disclosing Party, or which enters the public domain from a source other than Recipient after disclosure by Disclosing Party;
e) information which is subpoenaed by governmental or judicial authority; and
f) information subject to disclosure pursuant to a state's public records laws.

4.2 Confidentiality Term The obligations described in this Section commence on the Effective Date and will continue until two (2) years following any termination or expiration of this SA ("Confidentiality Term").

4.3 Confidentiality Obligations During the Confidentiality Term, Recipient will protect the confidentiality of Confidential Information using the same degree of care that it uses to protect its own information of similar importance, but will in any case use no less than a reasonable degree of care to protect Confidential Information. Recipient will not directly or indirectly disclose Confidential Information or any part thereof to any third party without Disclosing Party's advance express written authorization to do so. Recipient may disclose Confidential Information only to its employees or agents under its control and direction in the normal course of its business and only on a need-to-know basis. In responding to a request for Confidential Information, Recipient will cooperate with Disclosing Party, in a timely fashion and in a manner not inconsistent with applicable laws, to protect the Confidential Information to the fullest extent possible.

4.4 Publicity During the term of this SA, including the term of any amendment hereto, Accela may publicly disclose its ongoing business relationship with Customer. Such disclosures may indicate Customer's identity and the Accela product(s) and services provided or contracted to be provided to Customer, but may not expressly or impliedly indicate Customer's endorsement of Accela's products or services without Customer's prior written authorization.

5. Other Terms and Conditions

5.1 Mutual Indemnification Accela agrees to indemnify, defend, and hold Customer and its officers, agents, and employees harmless against any claims, suits, or damages arising out of physical property damage or bodily injury caused by the negligence or misconduct of Accela or its employees or agents while the terms and conditions of this SA remain enforceable. Customer agrees to indemnify, defend, and hold Accela and its officers, agents, and employees harmless against any claims, suits, or damages arising out of physical property damage or bodily injury caused by the negligence or misconduct of Customer or its employees or agents while the terms and conditions of this SA remain enforceable.

5.2 Limitation of Liability Accela provides no warranty whatsoever for any third-party hardware or software products. Third-party applications which utilize or rely upon the Application Services may be adversely affected by remedial or other actions performed pursuant to this SA; Accela bears no liability for and has no obligation to remedy such effects. To the extent not offset by its insurance coverage and to the maximum extent permitted by applicable laws, in no event will Accela's cumulative liability for any general, incidental, special, compensatory, or punitive damages whatsoever suffered by Customer or any other person or entity exceed the fees paid to Accela by Customer during the twelve (12) calendar months immediately preceding the circumstances which give rise to such claim(s) of liability, even if Accela or its agents have been advised of the possibility of such damages.

5.3 Insurance Coverage Accela will maintain insurance coverage at its sole cost and expense and will provide certificates of insurance to Customer if so requested. The insurance will not be cancelled or terminated without thirty (30) days' advance written notice to Customer.

5.4 Force Majeure If either party is delayed in its performance of any obligation under this SA due to causes or effects beyond its control, that party will give timely notice to the other party and will act in good faith to resume performance as soon as practicable.

5.5 Dispute Resolution This SA is governed by the laws of the State of Arizona. Any controversy or claim arising out of or relating to this SA, or the breach thereof, will be settled by arbitration administered by the American Arbitration Association under its Commercial Arbitration Rules, including the Emergency Interim Relief Procedures, and judgment on the award rendered by the arbitrator may be entered in any court having jurisdiction thereof. Either party may apply to the arbitrator for injunctive relief until the arbitration award is rendered or the controversy is otherwise resolved. Either party also may, without waiving any remedy under this SA, seek from any court having jurisdiction any interim or provisional relief that is necessary to protect the rights or property of that party, pending the arbitrator's determination of the merits of the controversy. Each party will initially bear its own expenses and an equal share of the costs of the arbitration, but the prevailing party may be awarded its expenses, reasonable attorneys' fees, and costs. The failure of either party to object to a breach of this SA will not prevent that party from thereafter objecting to that breach or any other breach of this SA.

5.6 Assignment Accela may assign its rights and obligations hereunder for purposes of financing or pursuant to corporate transactions involving the sale of all or substantially all of its stock or assets. Accela may subcontract with qualified third parties to provide portions of the Professional Services described hereinabove.

5.7 Survival The following provisions will survive the termination or expiration of this SA: Section 3.4 and all subsections thereof, as to Customer's obligation to pay any fees accrued or due at the time of termination or expiration; Section 4 and all subsections thereof; and Section 5 and all subsections thereof with the exceptions of Subsections 5.1, 5.3, and 5.4.

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

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5.9 Severability and Amendment If any particular provision of this SA is determined to be invalid or unenforceable, that determination will not affect the other provisions of this SA, which will be construed in all respects as if the invalid or unenforceable provision were omitted. No extension, modification, or amendment of this SA will be effective unless it is described in writing and signed by the Parties.

ACCELA

By: _____
(Signature)

COLIN M. SAMUELS
(Print Name)

Its ASST. CORP. SECRETARY
(Title)

Dated: MARCH 27, 2007
(Month, Day, Year)

CUSTOMER

By: _____
(Signature)

Terrence L. Ellis
(Print Name)

Its City Manager
(Title)

Dated: 3-22-07
(Month, Day, Year)

Exhibits Follow.

END OF DOCUMENT

ATTEST:

Mary Jo Kief, City Clerk

APPROVED AS TO FORM:

Stephen M. Kemp, City Attorney

L CON 03107

EXHIBIT A

Deliverables[1]	Fees
Initiation	$12,080.00
System Setup	$6,480.00
Configuration Analysis	$128,800.00
Configuration	$91,000.00
Custom Scripts	$30,240.00
Reports	$37,390.00
Address, Parcel Owner Interface	$12,480.00
Permits Plus Conversion	$45,360.00
Citizen Serve Conversion	$37,000.00
Financial Management Interface	$12,600.00
Revenue Collector Interface	$12,600.00
Skire Unifier Interface	$12,600.00
Selectron IVR Interface	$12,600.00
Document Management Solution Interface	$12,600.00
Training	$21,600.00
Deployment	$18,900.00
Project Management	$95,900.00
Accela Citizen Access	$49,100.00
Accela GIS	$21,870.00
Accela Wireless	$41,420.00
Travel and Expense Estimate	$60,000.00[2]
Total of Fees	**$772,620.00[3]**

Milestone Payment Schedule

Milestone[4]	Fees[5]
Execution of Services Agreement[6]	$38,281.50
Project Kick-Off[6]	$57,960.00
Approval of Configuration Document[6]	$120,487.50
Approval of Accela-Provided Configuration[6]	$62,527.50
Approval of Accela Permits Plus® to Accela Automation® Data Maps[6]	$20,412.00
Approval of Accela Permits Plus to Accela Automation Data Conversion[6]	$20,412.00
Approval of Address, Parcel, Owner Data Maps[6]	$5,616.00
Approval of Address, Parcel, Owner Interface[6]	$5,616.00
Approval of Citizen Serve Data Maps[6]	$16,650.00
Approval of Citizen Serve Interface[6]	$16,650.00
Approval of Financial Interface Specification[6]	$5,670.00
Approval of Financial Interface[6]	$5,670.00
Approval of EDMS Interface Specification[7]	$5,670.00
Approval of EDMS Interface[7]	$5,670.00
Approval of Revenue Collector Interface Specification[6]	$5,670.00
Approval of Revenue Collector Interface[6]	$5,670.00
Approval of Selectron IVR Interface Specification[6]	$5,670.00
Approval of Selectron IVR Interface[6]	$5,670.00
Approval of Skire Interface Specification[6]	$5,670.00
Approval of Skire Interface[6]	$5,670.00
Approval of Event Script Specifications[6]	$13,608.00

Payment Schedule (Continued)

Milestone[4]	Fees[5]
Approval of One-Half of Event Scripts[6]	$13,608.00
Completion of Product Overview Training[6]	$2,160.00
Completion of First Day of Daily User Training[6]	$2,160.00
Completion of Second Day of Daily User Training[6]	$2,160.00
Completion of First Day of Administrator Training[6]	$2,160.00
Completion of Second Day of Administrator Training[6]	$2,160.00
Completion of Third Day of Administrator Training[6]	$2,160.00
Completion of First Day of Accela Report Writer Training[6]	$2,160.00
Completion of Second Day of Accela Report Writer Training[6]	$2,160.00
Completion of Event Manager Script Training[6]	$2,160.00
Approval of Reports Specifications[6]	$16,825.50
Approval of Reports[6]	$16,825.50
Completion of Accela Citizen Access™ Configuration Analysis[7]	$22,095.00
Approval of Accela Citizen Access[7]	$22,095.00
Completion of Accela GIS™ Installation[6]	$9,841.50
Approval of Accela GIS[6]	$9,841.50
Completion of Accela Wireless™ Installation[6]	$18,639.00
Approval of Accela Wireless[6]	$18,639.00
Approval of Phase One for Move to Production	$60,804.50
Approval of System for Move to Production[8]	$39,595.00
First Production Use of System/Acceptance Date	$9,450.00
Billed as Accrued	$60,000.00[2]
Total of Fees	**$772,620.00[3]**

1 Deliverables are as described in the Statement of Work (SOW) document attached hereto as Exhibit B.
2 Amount is estimated for Customer's budgeting convenience only; actual amounts accrued will be billed to Customer.
3 Total of Fees includes an estimated amount for consultant travel expenses but does not include applicable sales and use taxes, if any.
4 Payment milestones are as described in the Statement of Work (SOW) document attached hereto as Exhibit B and may not occur in order indicated.
5 All fees except those relating to the Deployment deliverable and those estimated for consultant travel expenses include a ten percent (10%) holdback, payable as described in the Statement of Work (SOW) document attached hereto as Exhibit B.
6 Phase One Milestone.
7 Phase Two Milestone.
8 Includes Phase Two holdback amounts.

END OF DOCUMENT

EXHIBIT B

Statement of Work (SOW) document follows this page.

END OF DOCUMENT

ACCELA
Government Software

THE LEADING PROVIDER OF
GOVERNMENT ENTERPRISE MANAGEMENT SOLUTIONS

Accela Automation Scope of Work

Peoria, AZ
Permitting, Code Enforcement and Land Management

March 7, 2007
Version 5.0

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TABLE OF CONTENTS

TABLE OF CONTENTS 2

ENTERPRISE IMPLEMENTATION APPROACH 3

ACCELA AUTOMATION IMPLEMENTATION PROCESS 3

SOLUTION 4
SOLUTION OVERVIEW 4
ACCELA AUTOMATION SELF-HOSTED SOLUTION 4
PROJECT INITIATION 4
DELIVERABLE 1: CONFIGURATION ANALYSIS AND COMPLETION OF THE SYSTEM CONFIGURATION DOCUMENT 5
DELIVERABLE 2: SYSTEM SETUP 7
DELIVERABLE 3: CONFIGURATION 7
DELIVERABLE 4: REPORTS 8
DELIVERABLE 5: CUSTOM SCRIPTS 8
DELIVERABLE 6: INTERFACES 9
DELIVERABLE 7: DATA CONVERSION 11
DELIVERABLE 8: ACCELA CITIZEN ACCESS 12
DELIVERABLE 9: ACCELA GIS 13
DELIVERABLE 10: ACCELA WIRELESS 14
DELIVERABLE 11: READINESS 15
DELIVERABLE 12: TRAINING 16
DELIVERABLE 13: DEPLOY 16
PROJECT ADMINISTRATION 16
ACCEPTANCE 17
KNOWLEDGE TRANSFER 17
CHANGE ORDERS 17
ASSUMPTIONS 18
SCOPE OF WORK TIMELINE 19
MILESTONES 19

PROJECT RESOURCES AND LOCATION OF WORK 19

WORK LOCATION 19
ACCELA RESOURCES 20
CITY RESOURCES 20
PROJECT SPONSOR 20
CITY-WIDE PROJECT MANAGER 20
DEPARTMENT PROJECT LEAD(S) 20
TECHNICAL ADMINISTRATOR 21
DEPARTMENTAL REPRESENTATIVES 21

PRICING SUMMARY 22

SERVICE FEES 22
INVOICING AND PAYMENT TERMS 23
ATTACHMENT A DELIVERABLES ACCEPTANCE FORM 26

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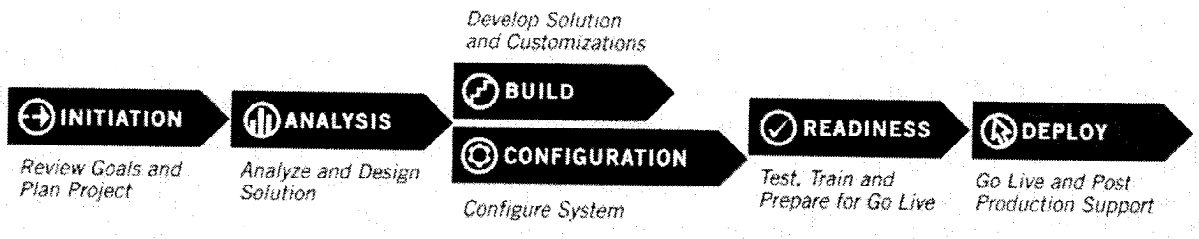
ENTERPRISE IMPLEMENTATION APPROACH

ACCELA AUTOMATION IMPLEMENTATION PROCESS

Accela is committed not only to providing a superior software solution for the City's current and future needs, but also to assist the City in the successful implementation and deployment of the solution. A successfully installed system is not based solely on the offered functionality, but also on the expertise, experience, and clarity of the vendor and the agency's staff. Accela has over 25 years of providing planning, permitting and licensing systems for the public sector and is the only vendor in this market to have successfully installed and deployed a true 3-tier web-based solution.

Accela Services has developed its Accela Implementation Methodology (AIM) to define the project lifecycle for Accela-managed AA implementations and provide a series of standard deliverable templates. AIM has proven to be an invaluable tool in helping Accela successfully manage its projects and deliver AA's targeted results and benefits for its customers.

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



Within these project stages are an extensive series of deliverables that Accela assumes primary responsibility for completing with support from client staff.

Accela identifies each opportunity to migrate a customer from one software platform to another not only as an opportunity to implement the latest technologies, but also as an opportunity to review current business processes, current approaches to automation, and policies and procedures that define the delivery of government services. To this end, each migrate begins with a series of Configuration Analysis sessions that will provide the opportunity for Accela to meet directly with City personnel and discuss each of the business processes that will be implemented in the new solution. This is an excellent way to identify key process efficiencies, both for each individual department as well as across the enterprise, which can help streamline and optimize the processes to be implemented. As a part of this effort, Accela will also identify key Accela Automation features that can best support these processes. The initial work undertaken during Configuration Analysis in conjunction with City personnel will end in the development of a Configuration Document that will establish the roadmap for all design and configuration efforts throughout the implementation project and establish the benchmarks for testing and acceptance at the conclusion of the project.

A critical component to AIM is a pre-defined reference data set (*"Reference Configuration"*) created by Accela Services staff to embody a "best practices implementation" for Building, Planning and Code Enforcement departments. This tool both simplifies the implementation process and accelerates its completion by greatly reducing the analysis and configuration work typically required. The *Reference Configuration* contains standard application types, fee schedules, workflows, user groups and other standard reference data based on experience working with

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numerous agencies. Also included is a set of six standard reports and 10 event manager script frameworks that can be used to streamline several oft-used business processes by providing a sound baseline framework for writing event scripts.

Accela will assign a Project Manager to lead all aspects of the implementation process. The Project Manager will staff the project with both implementation and technical consultants as required to accomplish the implementation tasks and stated deliverables.

SOLUTION

SOLUTION OVERVIEW

To meet the city's objectives to increase efficiency and improve customer service Accela is replacing the City's existing software application for permitting, code enforcement and land management with the Accela Automation Land Management solution. Accela GIS, Accela Citizen Access and Accela Wireless are included to further extend Accela Automation functionality.

ACCELA AUTOMATION SELF-HOSTED SOLUTION

This scope of work assumes the City will host Accela Automation and the add-on products included. The enterprise implementation will leverage a single, centralized Accela Automation database that will serve any Departments, as well as potential peripheral users throughout the City. The City will be using SQL server.

As a part of the Configuration Analysis effort, Accela and its team of technical consultants will work closely with key City Department Managers to coordinate the City's acquisition and installation of hardware as required for the Accela Automation hosting environment. Once the hosting environment has been created, Accela will assist the City in the creation of two server environments to support Accela Automation – a Test environment and a Production environment to support the live use of the application post go-live. Schematic networking diagrams noting suggested hardware equipment and configuration are provided elsewhere in this document.

PROJECT INITIATION

Definition: Project initiation is an opportunity to ensure the project starts in a well-organized, structured fashion while re-confirming City and Accela expectations regarding the implementation. Accela will work with City personnel to:

- Finalize staffing for the project teams. Guidelines and recommendations for the City project staffing are addressed in the Project Staffing section of this document.
- Conduct several formal conference calls and a formal on site kick off meeting. The objectives of these meetings include a formal transition from sales process to implementation process, review roles and responsibilities, review the contract and review project scope.
- Establish project logistics including communications norms, status reporting, issue/risk management, work locations, etc.
- Review and adjust project scope based on additional findings, if necessary.
- Review infrastructure requirements and preparation (with designated City technical staff).
- Finalize an integrated project plan that includes resource allocation for all tasks (in cooperation with the City Project manager).

In addition Accela will:

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- Install the Reference Configuration. The reference configuration is a pre-configured building, planning and code enforcement module utilizing best practices. The reference configuration is intended to be used for training and to be leveraged for configuration through out the implementation.
- Provide the core implementation team with one day of high level training on the application based on the reference configuration.

DELIVERABLE 1: CONFIGURATION ANALYSIS AND COMPLETION OF THE SYSTEM CONFIGURATION DOCUMENT

Definition: During the Configuration Analysis phase of this project Accela will conduct interviews with subject matter experts from the Engineering, Planning and Zoning, Building Safety, and Code Compliance Departments to:

- Collect data and create flow diagrams for every affected business process, both for each individual Department and across the entire enterprise.
- Collect from agency employee names and responsibilities in order to document the accounts, logons, and security mechanisms required for the system setup.
- Collect from agency examples of referral agency and contractor lists, input requirements, forms, data fields, output requirements, documents, letters, reports and procedures needed to configure the application.
- Document and identify notification points and automation opportunities (such as for system generated E-mails).
- Collect from agency and document fee schedules and fee assessment procedures, including penalties and payment collection steps.
- Collect from agency and 0utline processes for inspection scheduling, making work assignments, and monitoring inspection status.
- Collect from agency formats and data elements needed to design data conversions and handle interfacing needs.

Application Types:
Following is a list of current permit types provided by the City. The processes associated with these types will be documented during the Configuration Analysis phase of the upgrade.

Administrative Relief	Minor Land Project
Adult/Child Care Insp. (CVT)	Misc Engineering Activity
Adult/Child Care P&Z	Paving
Annexaction Activity	Plan Review
Building Permit	Pool/Spa Permit
Building Structure	Preliminary Subdivision
CAED	Retaining Walls
Capital Improvement Project	Rezone Activity
Code Compliance	Service Agreement/Sewer Capacity
Concrete	Sewer
Conditional Use	Sign Permit
Deeds, Easements & SWD's	Site Plan
Design Review	Storm Drain
Dirt Roads	Street Light Improvement District

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Drainage Facility	Street Light Decoration
Drywell	System Standard Parcel Comp
Engineering Bond	Temporary Use Permit
Engineering Project	Traffic Signal
Engineering Project History	Traffic Signing and Striping
Fire Improvement District	Traffic Street Light
Fire Permits	Trenching
Floor	Unit/Suite Information
General Plan Amendment	Utility/Revocable Permit
Grading & Drainage	Variance
Haul Permit	Vehicular Non-Access Easement
Landscape Plan	Water
Maint. Improvement District	Zoning Text Amendment

Accela's Project Manager will coordinate the compilation of the information collected during the Configuration Analysis into a configuration document that will detail al aspects of the proposed configuration. The configuration document includes detailed configuration settings including, but not limited to the following topics:

- Organization and Department
- Application Types
- Departments Assigned to tasks
- Application Status Group
- Application Specific Information
- Fees
- Standard Comments
- Parcel Templates
- Reports
- Security
- Workflow
- Email Notification
- Smart Choice Group
- Dropdown List Values
- Standard Conditions
- Standard Choices
- Inspections
- Event Scripts

The Project Team, consisting of representatives from both Accela and the City, will conduct a formal review of the configuration document for the purpose of "sign-off" on the deliverable.

City Responsibilities:

- Arrange for the availability of appropriate technical computing environment and system analysts to support the Business Analysis activities.
- Make available the appropriate City key users and content experts to participate in the Business Analysis and verify the accuracy of the documented workflows, input/output formats, and data elements.
- Provide information and data in the formats specified by Accela that will be needed for system setup and application configuration.

Acceptance Criteria: The Configuration Document will be accepted when Accela and the City agrees that each business process has been appropriately documented. The City will be asked to sign-off on the configuration document and respond within ten (10) working days of its delivery with an acceptance signature or an exception list. Accela has ten (10) working days to respond with corrections. If the City does not respond to the sign off request

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within ten (10) working days, the configuration document is considered accepted by the City. Acceptance must be completed prior to System Configuration.

DELIVERABLE 2: SYSTEM SETUP

Definition: During the System Setup step of this project, Accela's technical staff will work with the City IT managers to ensure that the components for hardware, software, database, network, and Internet are in place for the self-hosted test and production environments. Accela technical staff will validate the proper installation and configuration of the Accela Automation self-hosted environment.

Specifically, Accela will perform the following tasks:

- Perform a remote system check of the installation.
- Install Accela software and perform quality assurance checks on the configuration and performance based on acceptance criteria mutually developed by Accela and the City.
- Demonstrate that the Accela Automation Land Management and Accela Citizen Access applications are operational in the City computing environment.

The deliverable from the System Setup will be the installation of the self-hosted test and production environments.

City Responsibilities:

- Arrange for the availability of appropriate people for the system installation, setup, testing, and quality assurance throughout the setup process
- Order and procure necessary hardware, non-Accela systems software, and networking infrastructure as specified by Accela.
- Provide people and physical resources based on the dates outlined in the project schedule.
- Prepare the hardware, software, and network in accordance with the specifications provided by Accela.
- Provide Accela with network access for remote installation and testing.

Acceptance Criteria: The System Setup will be accepted when Accela and City representatives agree that the self-hosted environments for test and production are successfully installed and configured. The City will be asked to confirm acceptance, see Attachment A, and respond within ten (10) working days of its delivery with an acceptance signature or an exception list. Accela has ten (10) working days to respond with corrections. If the City does not respond within ten (10) working days, the System Setup is considered accepted by the City.

DELIVERABLE 3: CONFIGURATION

Definition: Configuration includes the process of using Accela Automation Administrative tool to configure the base product using the approved configuration document as a specification. The Configuration deliverable is broken down into application types and consoles.

Application Types

Based on specifications outlined in the approved configuration document, Accela will configure the following:

- Application Types (56) – Create application type and associate workflows, app specific groups, fee schedules, set ID mask
- Parcel Template (1) – Configure a parcel template that contains City specific data fields
- All identified Inspection Groups and Inspections
- All existing Fee schedules for affected application types
- Administration/Security

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Consoles
Based on specifications outlined in the approved configuration document, Accela will configure five (5) consoles: Administrator, Building, Planning, Engineering and Code Enforcement.

Peoria key user personnel will be involved and will be trained to be able to do this work moving forward.

Acceptance Criteria: The configuration will be accepted when Accela and the City agree that all requirements, objectives, and scope have been appropriately configured as documented in the approved Configuration Document. The City will be asked to sign-off on the configuration and respond within ten (10) working days of its delivery with an acceptance signature or an exception list. Accela has ten (10) working days to respond with corrections. If the City does not respond within ten (10) working days of the request for sign-off, the configuration is considered accepted by the City.

DELIVERABLE 4: REPORTS

Definition: The Configuration Document will define the reports and documents that are currently in use. An evaluation will be done to map these needs to available standard reports and reports which need to be custom created. In addition to the standard reports included in the new Land Management application, Accela will create new or alter up to *seven (7)* custom reports broken down by level of effort and identified in the configuration document. It is expected that, after the appropriate training on the report writing tools is completed, City personnel will be able to handle the creation of report for all additional and future report requirements. If required, upon execution of a change order, Accela can develop additional, reports, forms, letters, and other documents on behalf of The City.

Reports are classified by level of effort: high, medium, and low. High is defined as a report containing significant calculation and detail - typically a financial statistical report. The majority of reports are medium which is defined as a report displaying non calculated and minimal calculated data fields. Reports with a low level of effort are typically letters or notices that contain contact information and basic application data. This scope of work includes seven (7) reports broken down as follows: two (2) high, three (3) medium and two (2) low. The Accela project manager will work with the City project manager to determine which level of effort each individual report is classified.

Prior to the development of a report the City will approve a design specification document. The specification document will be created jointly by the City and Accela. The approved document will be used as a basis for determining completion and approval of the deliverable.

City Responsibilities:

- Make available the appropriate City key users and content experts to participate in the report specification development and validation activities.
- Provide information and data in the formats specified by Accela that will be needed for the report configurations.

Acceptance Criteria: A sample report run against a test database will be delivered for each identified report. The City will be asked to sign-off on the each report and respond within ten (10) working days of its delivery with an acceptance signature or an exception list. Accela has ten (10) working days to respond with corrections. If the City does not respond within ten (10) working days, the report will be considered accepted by the City.

DELIVERABLE 5: CUSTOM SCRIPTS

Definition: The Configuration Document will define the event scripts that are required by the agency to effectively use Accela Automation. Accela will develop up to eight (8) event scripts. These event scripts will be broken down by level

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of effort and identified in the configuration document. It is expected that, after the appropriate training, Agency personnel will be able to handle additional and future event script requirements. If required, upon execution of a change order, Accela can develop additional event scripts on behalf of the Agency.

Event scripts are classified by level of effort: high, medium, and low. High is defined as an event script that impacts multiple areas of the application and requires between 31 and 100 decisions. The majority of event scripts are medium which is defined as requiring between 11 and 30 decisions. Event scripts with a low level of effort are typically straight forward and contain up to ten decisions. A decision is defined as an evaluation criteria referenced by the script. This scope of work includes seven (7) event scripts broken down as follows: two (2) high, four (4) medium and two (2) low. The Accela project manager will work with the Agency project manager to determine which level of effort each individual event script is classified.

Prior to the development of an event script the Agency will approve a design specification document. The specification document will be created jointly by the Agency and Accela. The approved document will be used as a basis for determining completion and approval of the deliverable.

City's Obligation:

- Allocate the time for qualified business and technical experts for the interface requirements sessions that are critical to the project success.
- Provide complete and accurate information in a timely manner.
- Ensure that the data populates successfully according to the script requirements document.
- Allocate the time for qualified personnel to test the interface for acceptance

Acceptance Criteria: Each custom script will be accepted when the City agrees that all requirements, objectives, and scope have been appropriately delivered against the approved scope document. The City will be asked to sign-off the custom script and respond within ten (10) working days of its delivery with an acceptance signature or an exception list. Accela has ten (10) working days to respond with corrections. If the City does not respond to the sign-off request within ten (10) working days, the Script is considered accepted by the City.

DELIVERABLE 6: INTERFACES

Definition:

Address, Parcel, Owner Interface:

Accela will deliver an interface that populates Accela Automation with City Address, Parcel and Owner (APO) information. The City has identified the 'source' for data to update the address, parcel and owner information within the City – the City GIS system. This data will be provided in Accela's standard format. Accela and the client business and technical experts work together to map the source data to the destination database. Accela will deliver a data mapping specification as a formal deliverable. After the client signs off on the data mapping document, Accela will develop the conversion that will populate the Accela system with the appropriate data.

The City will provide the data in the Accela requested format and Accela will load the data into the Accela Automation test environment, at which time the City and Accela will undertake validation of the converted data. The data maps will then be adjusted by the City to accommodate any issues identified during testing. This process will be repeated once for a total of two test runs of the conversion into the test environment.

One final data conversion will be run against the then-current data for loading into the final live Production environment. The City will be able to run this conversion at regular intervals as desired.

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Financial Management System Interface:
The city is requesting an interface to their PeopleSoft financial system. The City will provide Accela with a flat file format that will be accepted by the PeopleSoft application. Accela and the client business and technical experts work together to map the source data to the destination database. Accela will deliver a data mapping specification as a formal deliverable. After the client signs off on the data mapping document, Accela will develop the file that PeopleSoft will use to populate their system with the appropriate data.

Accela will provide the data in the approved format from the Accela Automation test environment and the City will load the data into the appropriate PeopleSoft environment, at which time the City and Accela will undertake validation of the converted data. The data maps will then be adjusted by the City to accommodate any issues identified during testing. This process will be repeated once for a total of two test runs of the conversion from the test environment.

Revenue Collector Interface:
This is an interface between the Revenue Collector cashiering system and Accela Automation. The interface will allow an end user to access the Accela Automation outstanding fee amount for an application from Revenue Collector, the fees will be collected in Revenue Collector with the paid information returned to Accela Automation. A web service approach will be taken with this interface.

A data mapping document will be created and approved. This document will specify which data fields from Accela Automation will be made available to Revenue Collector.

Accela will provide the client with a web service (WSDL and associated .exe). The client or Revenue Collector will be responsible for writing the web service from Revenue Collector to the Accela web service. Accela will provide advisory services to the client regarding the Accela web service. Accela will ensure data passed correctly populates the fields identified in the mapping document.

Electronic Document Management Solution Interface:
The client has requested an interface to a yet to be selected EDMS system. A web service approach will be taken with this interface. To upload a document the end user will select the document the wish to attach and the method of EDMS. The web service will load the document into the EDMS associated to either the application or parcel depending on where the end user was in the Accela Automation application. When an end user selects a document that is stored in the EDMS from the Accela Automation application the web service will retrieve the document and display it on the screen.

The interface will be in interfacing with Accela's standard design format. If the client requests a variation from Accela's standard format, this would be considered an enhancement and the client will have the option of proceeding after the execution of a project change order at the established rate for technical assistance.

Accela will provide the client with a web service (WSDL and associated .exe). The client or the EDMS vendor will be responsible for writing the web service from EDMS to the Accela web service. Accela will provide advisory services to the client regarding the Accela web service. Accela will ensure documents passed are accessible via Accela Automation.

Skire Unifier Interface: The city is requesting an interface from Accela Automation to Unifier. A web service approach will be taken with this interface. A data mapping document will be created and approved. This document will specify which data fields from Accela Automation will be made available to Skire.

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Accela will provide the client with a web service (WSDL and associated .exe). The client or Skire will be responsible for writing the web service from EDMS to the Accela web service. Accela will provide advisory services to the client regarding the Accela web service. Accela will ensure documents passed are accessible via Accela Automation.

Selectron IVR Interface: The City requires an interface to Accela Automation Inspection scheduling and status features will be leveraged to the public through an interface to Selectron IVR. While Accela has an existing relationship with Selectron that allows Selectron IVR to be integrated with Accela Automation for inspection scheduling and tracking purposes, the responsibility for the maintenance of the interface becomes the responsibility of Selectron and the City.

City's Responsibilities:

- Allocate the time for qualified business and technical experts for the interface requirements sessions that are critical to the project success.
- Provide complete and accurate information in a timely manner.
- Provide problem-free data to the format specified by Accela including an accurate data dictionary for the data set.
- Assist in the interface/data mapping process.
- Ensure that the data populates successfully according to the interface requirements document.
- Allocate the time for qualified personnel to test the interface for acceptance

Acceptance Criteria: Each interface will be accepted when the City agrees that all requirements, objectives, and scope have been appropriately defined in the interface, and that an appropriate sign-off, see Attachment A, has occurred by the City. The City will be asked to sign-off the interface and respond within ten (10) working days of its delivery with an acceptance signature or an exception list. Accela has ten (10) working days to respond with corrections. If the City does not respond to the sign-off request within ten (10) working days, the interface is considered accepted by the City.

DELIVERABLE 7: DATA CONVERSION

Definition: Accela will provide data migrations/conversions in support of the Accela Automation solution:

Citizen Serve History Conversion:
Accela will assist the City in the conversion of existing case records from the existing Citizen Serve database to the Accela Automation database. For this identified data source Accela has included 200 hours of assistance for this effort, including assistance in data mapping, data extraction, script development for conversion, data testing and validation, and final data migration/conversion.

The City does not have any internal knowledge about the database as it is a hosted solution. It may be required that Accela work with Citizen Serve staff directly. The City will facilitate these discussions and incur any associated cost from Citizen Serve. Accela also expects that all data to be migrated/converted into Accela Automation be scrubbed as may be necessary by City resources prior to migration/conversion.

Permits Plus History Conversion:
The conversion of historic data from the existing Permits Plus database is one of the most significant aspects of the upgrade from Permits Plus to Accela Automation. Although Accela has tools in place to expedite this conversion process, the highly configurable nature of Permits Plus typically means that each Permits Plus customer configures and modifies the application to fit its particular business needs. Therefore we expect that standard tools for conversion will only address a portion of the historic data conversion effort. Specific data

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mapping and conversion efforts will need to be undertaken to ensure that all relevant historic data is converted to the new system and is available for use immediately upon cutover from Permits Plus.

Accela will work directly with City personnel to perform a Technical Review/Configuration Analysis to examine idiosyncrasies and errors in the existing dataset, data structure, and data input – all important elements that have direct bearing on the insertion of historic data into Accela Automation. The City will provide Accela with a sample data set in order to perform this analysis effort.

The required data mapping effort will be a joint exercise between key City personnel and Accela data conversion experts. Once the data mapping has been defined, Accela will ask that a representative of the City sign off on the data maps. With approval in place, Accela will make any required modifications to standard conversion scripts and any other conversion programming that may be required.

The sample data set will be loaded in the Accela Automation support environment established for the City implementation at which time the City and Accela will undertake validation of the converted data. Upon acceptance of the sample data conversion, Accela will proceed to run the complete Permits Plus historical data conversion. This data will continue to be housed in the Support environment and will provide data for system configuration validation and report and document validation as well.

At the conclusion of the project, one final data conversion will be run against the then-current Permits Plus historic data for loading into the final live Production environment.

City Responsibilities:

- Allocate the time for qualified business and technical experts for the data-mapping sessions that are critical to the project success.
- Provide complete and accurate information in a timely manner.
- Provide problem-free data to the format specified by Accela including an accurate data dictionary for the data set.
- Assist in the data-mapping process.
- Ensure that the data is converted successfully according to the data-mapping document.
- Allocate the time for qualified personnel to test the conversion for acceptance

Acceptance Criteria: These conversions will be accepted when the City agrees that all requirements, objectives, and scope have been appropriately defined in the conversion, and an appropriate sign-off, has occurred by the City. The City will be asked to sign-off on each conversion and respond within ten (10) working days of its delivery with an acceptance signature or an exception list. Accela has ten (10) working days to respond with corrections. If the City does not respond within ten (10) working days, each conversion is considered accepted by the City.

DELIVERABLE 8: ACCELA CITIZEN ACCESS

Definition: Accela will deliver to City users the specifications and application software for the Accela Citizen Access add-on module. Accela will work with City user representative to assess and implement Accela Citizen Access to extend certain aspects of the internal Accela Automation configuration for use by the general public. Features available for configuration include:

- Application for Permits
- Research for Permit and other application activities
- Scheduling of Inspections
- Research for Inspection Results

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- Process online payments via the City's online merchant account, including authorization. This information will pass through to Revenue Collector via the interface deliverable.

To support these activities Accela provide the following services:

- Install Accela Citizen Access at the City
- Create configuration specification for application and console views
- Create one (1) IntelliScript for an online application
- Create one (1) console view into the database for Contractors (i.e. recurring applicants stored as contractors)
- Create one (1) IntelliScript for inspection scheduling
- Create one (1) IntelliScript for to query for permit/application information

City Responsibilities:

- Arrange for the availability of appropriate people for the system installation, setup, testing, and quality assurance throughout the setup process
- Procure appropriate online merchant account for processing of online credit card payments.
- Provide people and physical resources based on the dates outlined in the project schedule.
- Prepare the hardware, software, and network in accordance with the specifications provided by Accela.
- Provide Accela with network access for remote installation and testing.
- Provide information on the services and selected CAPs that the City desires to offer via Accela Citizen Access.

Acceptance Criteria: A peripheral acceptance check-off document will be created and used for the formal sign-off on this deliverable. The City will be asked to sign-off on each peripheral and respond within ten (10) working days of its delivery with an acceptance signature or an exception list. Accela has ten (10) working days to respond with corrections. If the City does not respond within ten (10) working days, each peripheral is considered accepted by the City.

DELIVERABLE 9: ACCELA GIS

Definition: Accela GIS, a Commercial, off-the-shelf software application, has been chosen as the cornerstone of the new information system. Following are the main objectives being pursued through the implementation of the Accela GIS:

- Look up permit information and parcel information from the Permitting system.
- View selection, location, and associated GIS information.
- Select one or more parcels and add new applications to the permit system.

During System Setup, Accela's technical staff will work with the City IT managers to ensure that the components for hardware, software, database, network, and Internet are in place for the Accela GIS test and production environments. Accela technical staff will validate the proper installation and configuration of the Accela GIS self-hosted environment.

Specifically, Accela will perform the following tasks:

- Install Accela software and perform quality assurance checks on the configuration and performance based on acceptance criteria mutually developed by Accela and the City.
- Demonstrate that the Accela GIS applications are operational in the City computing environment thus communicating to the Permitting system.

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The deliverable from the System Install will be the installation of the Accela GIS test and production environments. Acceptance will be from successful login to the Accela GIS Client communicating to the Accela GIS Subscription server.

During System Configuration, Accela's technical staff will extend base configuration of Accela GIS. The System Configuration will include defining command functions, defining tabbed layers, defining map services, and how the Accela GIS client communicates to the Accela GIS Subscription Server. Specifically, Accela will configure the following:

- Create one (1) Accela Map Service that communicates to the ARC IMS Map Service.
- Create two (2) Dynamic Themes.
- Create two (2) Proximity alerts.

For training, Accela will provide of on-site and/or remote WebEx training sessions distributed as follows:

Accela GIS Administrator Training	1/2 day
Accela GIS User Training	1/2 day

City Responsibilities:

- Arrange for the availability of appropriate people for the system installation, setup, testing, and quality assurance throughout the setup process
- Order and procure necessary hardware, non-Accela systems software, and networking infrastructure as specified by Accela.
- Provide people and physical resources based on the dates outlined in the project schedule.
- Prepare the hardware, software, and network in accordance with the specifications provided by Accela.
- Provide Accela with network access for remote installation and testing.

Acceptance Criteria: A peripheral acceptance check-off document will be created and used for the formal sign-off on this deliverable. The City will be asked to sign-off on each peripheral and respond within ten (10) working days of its delivery with an acceptance signature or an exception list. Accela has ten (10) working days to respond with corrections. If the City does not respond within ten (10) working days, each peripheral is considered accepted by the City.

DELIVERABLE 10: ACCELA WIRELESS

Definition: Accela will install and configure the Accela Wireless application. As part of this deliverable Accela will perform the configuration tasks required to ensure Accela Wireless interfaces with Accela Automation in both a test and production environment. It is anticipate that this will be used by building, code and engineering inspectors.

A City inspector will be able to perform the following activities:

- Result inspections in either store/forward or wireless mode for Application Types
- Print reports in the field

System Setup will include Accela's technical staff working with City IT managers to ensure that the components for hardware, software, database, network, and Internet are in place for the Accela Wireless test and production environments. Accela technical staff will validate the proper installation and configuration of the Accela Wireless self-hosted environment.

Specifically, Accela will perform the following tasks:

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- Install Accela software and perform quality assurance checks on the configuration and performance based on acceptance criteria mutually developed by Accela and the City.
- Demonstrate that the Accela Wireless applications are operational in the City computing environment thus communicating to the Permitting system.

The deliverable from the System Setup will be the installation of the Accela Wireless test and production environments. Acceptance will be from successful login to the Accela Wireless Client communicating to the Accela Wireless Subscription server.

System Configuration will include Accela's technical staff extending base configuration of Accela Wireless per the System Configuration Document. Specifically, the System Configuration will include the following:

- Modify labels, size of labels, visibility of labels, and how the Accela Wireless client communicates to the Accela Wireless Subscription Server.
- Assist in the configuration of the system for use in conjunction with the City's selected field printing device.
- Configure categories and up to 6 records for 12 Guidesheets, the City will be responsible for additional Guidesheet configuration.

Accela will provide [on-site and/or remote WebEx training sessions distributed as follows:

Accela Wireless Administrator Training	1/2 day
Accela Wireless Inspector Training	1/2 day

City Responsibilities:

- Arrange for the availability of appropriate people for the system installation, setup, testing, and quality assurance throughout the setup process
- Procure remote access devices and associated software
- Provide people and physical resources based on the dates outlined in the project schedule.
- Prepare the hardware, software, and network in accordance with the specifications provided by Accela.
- Provide Accela with network access for remote installation and testing.
- Provide information on the services and selected CAPs that the City desires to offer via Accela Citizen Access.

Acceptance Criteria: A peripheral acceptance check-off document will be created and used for the formal sign-off on this deliverable. The City will be asked to sign-off on each peripheral and respond within ten (10) working days of its delivery with an acceptance signature or an exception list. Accela has ten (10) working days to respond with corrections. If the City does not respond within ten (10) working days, each peripheral is considered accepted by the City.

DELIVERABLE 11: READINESS

Definition: System testing is the opportunity for the City to test the fully integrated, completed system including data conversion, interfaces, reports and configuration. During the system testing and acceptance period Accela will support the City as they test the system.

Accela and City Responsibilities:

- City shall identify a cross functional team of users to conduct the system testing.
- City shall prepare test scripts of their business processes using the accepted Configuration Document as a guideline.

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- City shall test the system against the prepared scripts for a mutually agreed upon period of time.

Acceptance Criteria: Accela shall prepare a System Acceptance Sign-off for the City to approve.

DELIVERABLE 12: TRAINING

Definition: This scope of work includes the following courses from the Accela University.

Product Overview – 1 Day
Daily User – 2 Days
Administrator – 3 Days
Accela Report Writer – 2 Days
Event Manager Script Training – 1 Day

Additionally, this scope of work assumes that end user training will be train-the-trainer and end users will be trained by City personnel. As requested, product training for end users is listed below as optional. The City Project Manager will work with the Accela Project Manager to identify those individuals to be trained in each of the above categories.

While Accela will provide standard Daily and Administrator User Guides, it is also recommended that the City create City-specific User Manuals for employees to empower them to use the system.

City Responsibilities:

- Properly select and prepare the power-users who will be participating in the training and subsequently training end users.
- Arrange the time and qualified people for the training who are critical to the project success.
- Users must be proficient in using PC's in a Windows environment.
- Users must be familiar with use of standard Internet browsers.
- Conduct City wide end user training.

Acceptance Criteria: This deliverable will be accepted when the training is completed and the appropriate sign-off, see Attachment A, has occurred by the City.

DELIVERABLE 13: DEPLOY

Definition: Production Go Live is defined as the first production use of the system. Accela will be on site during the cutover process and for 5 working days after to support the City end users and project team.

PROJECT ADMINISTRATION

Accela will perform project management services need to plan and monitor execution of the project in accordance with services outlined in the Scope of work. Generally these services include the following:

- Project plan management
- Change order management
- Issue log management and escalation
- Status reporting
- Project workspace management
- Resources management
- Meetings management
- Services review

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By mutual agreement some project management tasks may be shared between the Accela Project Manager and the City Project Manager. A detailed project plan will be maintained and monitored using Microsoft Project.

ACCEPTANCE

The Services contracted for in this scope of work will be considered accepted when all deliverables, as defined in the description of work, have been accepted by the City representatives.

KNOWLEDGE TRANSFER

It is expected that Accela will transfer appropriate knowledge of the system using formal training sessions and on-the-job mentoring to the City personnel so that the normal system configuration and support work can be performed without relying on Accela to perform these tasks.

CHANGE ORDERS

In the normal course of implementing a large information technology project things may occur that either directly require that implementation planning be changed, or necessitate the consideration of change. Change control discipline is the process for managing change in a way that serves the same budgetary, technical, operational, programmatic and administrative needs extant during the decision to implement. Within this context, modification to or deviation from the agreed goals, requirements, scope, schedule or changes that impact the delivery time or effort in hours agreed upon in the contract become subject to the change control process. Typical steps in this change control process include:

- The change requestor reviews the details of their change request with the City Project Managers;
- The Project Manager reviews the change request with core team members to identify the impact of the change and/or the implication to the implementation and documents the result of the meeting;
- The Project Manager reviews the change request, its impact document, and the implications to the implementation with the Program Sponsor and a decision about whether or not to proceed is made;
- The Program Manager informs the requestor about the decision; and,
- Updates the implementation scope and project plans per disposition decision where appropriate.

The agreed upon scope and functionality of the work to be performed and the results expected are documented a Statement of Work (SOW) and the contract. Any modification to or deviation from the agreed goals, requirements, scope, schedule or changes that have an impact on the delivery time or effort in hours agreed upon will be subject to change control procedures, in addition to appropriate addendums to other relevant administrative documents (e.g., the contract) where the affect of the change will be appropriately codified. In some instances, this requirement can be met by including an administrative "mechanism" by which changes are controlled and codified within the contract. The changes that are the results of the mechanism would then become codicils to the contract and made a part thereof.

The City Project Managers should have the authority to initiate change requests whenever there is a perceived need for a change that will affect the agreed upon schedule, functionality, and/or effort hours. Change control items must be monitored on a weekly basis, and reviewed during status meetings. The agreement of the parties documented on a project Change Request Form signifies agreement to a change in overall effort hours, requirements, schedule, and/or delivery schedule which in turn assumes a modification of the corollary sections of the projects governing documents.

An issue, where change is an outcome legitimately considered, can originate from a resolved problem or issue, a document, a conversation, or other form of communication. The City Project Manager and Accela Project Manager responsible for the area considered for change will:

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- Complete a Change Request Form for the proposed change(s) and submit copies to the relevant parties, possibly including subcontractors and other involved project team members to obtain their input on the proposal;
- Record the Change Request in a change control log;
- Investigate the impact of the proposed change;
- Evaluate the impact of not performing the change;
- Prepare a response to the proposed change; and,
- File the Change Request Form original in the project library.

The results of the investigations and evaluations should appropriately address the effect of the proposed change(s) on issues, proposals and benefits addressed in the City Project Manager and/or changes to the terms and conditions of the agreement to implement that project subsequently struck between the parties. The City and Accela Project Managers will discuss and finalize the change(s) and obtain authorization to proceed via sign-off of the Change Request Form. However, if the change is not agreed to, then:

- The City IT and Accela Project Managers will document the objection; and,
- The proposed change will be either re-negotiated, if possible, or withdrawn, with the reasons being documented on the Change Request Form.

Once the Change Request Form has been approved and signed then work can begin as described below:

- The Accela Project Manager will adjust project plans and schedules to incorporate the approved changes and present the adjustments for review and approval;
- Progress on all recorded changes will be reported at status meetings and all project managers must sign the Change Request Form once the change has been completed;
- The Change Request Form is returned to the appropriate Project Managers who will update the Change Request Log with the date the change was completed signifying the status and disposition of the change.

ASSUMPTIONS

The following assumptions apply to this project:

- City users and Accela will review their responsibilities before work begins to ensure that Services can be satisfactorily completed.
- City users, and Accela will be able to commit the time and resources necessary to participate in, and contribute to project activities
- City users, and Accela will use a collaborative approach
- City will provide Accela with reasonable access to its equipment, systems, personnel, and facilities to the extent needed to complete the Services.
- City will provide Accela with network access for remote installation and testing.
- City is responsible for purchasing third party hardware and software required for Accela Citizen Access, including but not limited to an online merchant account and all related hardware required by the merchant account provider for the handling of credit cards and/or checks.
- City is responsible for purchasing third party hardware and software required for Accela Wireless, including but not limited to remote devices and report writing software.
- City is responsible for purchasing third party hardware and software required for Accela GIS.

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- City will be responsible for the development of any additional reports identified during Configuration Analysis beyond those reports identified as a part of this effort.
- City will be responsible for the development of any additional scripts identified during Configuration Analysis beyond those scripts identified as a part of this effort.
- The historical permits conversion is based on the assumption that all fee amounts will be loaded as totals and not based on the fee tables.
- Document Management Assumptions: Document Management application must be able to support Web services for document upload and download. Functions limited to the following for the first cut: Document upload with linking key to CAP (permit, application or case) Document retrieval and display. Note, we can accept allowing the document display to be determined by the OS file type. For example, if the file type is a MSWord document, then we would be willing to accept that the user's computer would be able to accept that file type and bring it up in MSWord.

SCOPE OF WORK TIMELINE

Based on the assessment work and the initial project plan and anticipated staffing resources, it is expected that the project will take and estimated twelve to eighteen months duration time.

MILESTONES

Milestones identified by both Accela and the City will track progress on the project. Examples of standard project milestones include:

- Project Initiation
- Approval of Accela Configuration Document
- Approval of Data Conversion Maps
- Approval of Custom Script Specification
- Approval of Interface Specifications
- Approval of Report Specifications
- Approval of Configuration against Accela Configuration Document – Application Types, Workflow, Inspections, etc.
- Delivery of Custom Scripts
- Delivery of Interface
- Delivery of Reports
- Delivery of Training
- Acceptance of delivered custom scripts
- Acceptance of interfaces
- Acceptance of Reports
- Approval of System Testing
- Production Go Live

PROJECT RESOURCES AND LOCATION OF WORK

WORK LOCATION

Services contracted for under this Scope of Work may be performed remotely and/or at City's on-site facilities as deemed appropriate and reasonable for the successful completion of the Services detailed herein. When on-site facilities are required in City, the Accela Project Manager will coordinate with the City's Project Manager to secure suitable accommodations to meet the specific engagement requirements. It is anticipated that Accela will require facilities to accommodate on-site Business Analysis and Training.

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ACCELA RESOURCES

Accela will assign key Professional Services resources for this engagement with City. These individuals are well versed in the Accela Automation application, and are well qualified to lead this effort. It should be understood that Accela, at its sole discretion, may choose to augment or replace individuals on this team with other qualified team members at any time during the course of this effort. Accela's Project Manager shall assume full responsibility for the coordination of this team and its interaction with key City resources assigned to the effort.

CITY RESOURCES

Accela understands the City's desire to structure its own team, with the desire to establish a Steering Committee to help guide the implementation process at all levels of your organization. Accela is committed to working with you to help you determine the most appropriate structure for the administration of the project, and this can occur during Project Initiation.

Typical personnel roles provided by agencies to work with the Accela Engagement Team to deliver the Services are presented in this document as a guideline as you consider your team. City should also provide Technical Resources as required to assist in the loading and testing of Accela Automation software in the City's hosting environment, as well as to identify two to three users of the new system to be trained as administrators or "power users."

The following is a suggested list of functional roles for this project:

PROJECT SPONSOR

Responsibilities include the following:

- Ultimate responsibility for the success of the project.
- Creating an environment that promotes project buy-in.
- Driving the project through all levels of the agency.
- High-level oversight throughout the duration of the project.

CITY-WIDE PROJECT MANAGER

Responsibilities include the overall administration, coordination, communication, and decision-making associated with the implementation. The project manager will be responsible for understanding the business process decisions of each affected department to a degree that they can inform and advise relating to City-wide issue.

- Planning, scheduling, coordinating and tracking the implementation with Accela and across departments within the agency.
- Identifying and recruiting the in-house project implementation team.
- Attending the initial workshop training and weekly status review meetings.
- Ensuring that the project team stays focused, tasks are completed on schedule, and that the project stays on track.
- May have on-going role with maintenance of the system.

DEPARTMENT PROJECT LEAD(S)

Responsibilities include the administration, coordination, communication, and decision-making associated with their departmental upgrade. Additionally, department leads are responsible for interfacing with other department leads and having basic understanding of their use of the system.

- Planning, scheduling, coordinating and tracking the upgrade with Accela and within their department.
- Identifying and recruiting the in-house project upgrade team.
- Attending the initial workshop training and weekly status review meetings.

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- Ensuring that the project team stays focused, tasks are completed on schedule, and that the project stays on track.
- May have on-going role with maintenance of the system.

TECHNICAL ADMINISTRATOR

Primary responsibility for the technical environment during the software implementation. Additional responsibilities may include the day-to-day maintenance and enhancement of Accela Automation after the implementation is complete.

- Ensure that servers, databases, network, desktops, printers, etc. are available for system implementation and that they meet minimum standards.
- Assist Accela technical personnel during the implementation
- Maintain test and production databases.
- Perform day-to-day maintenance of the system.
- Install maintenance releases.
- Act as the primary technical resource for troubleshooting problems with the operating environment, including desktop configurations, LAN, etc.
- Establish and maintain backup, archival, and other customary maintenance routines consistent with standard database administrative practices.

Recommended requirements:

- An understanding of the business processes.
- An understanding of how to implement business rules configuration changes.
- The ability to incorporate system upgrades, with help from Accela.

DEPARTMENTAL REPRESENTATIVES

A user representative for each affected department or functional area must be appointed. These critical appointments may well determine the success of the Accela Automation implementation.

The departmental representative(s) should have a clear understanding of all the business processes that Accela Automation will affect within their department, and how those business processes cross-departmental boundaries. Ideally, they will have been involved in the initial purchasing decision and have a solid understanding of how the Accela Automation system will interact with departmental business processes. They will be the initial contact person within a department for all Accela Automation issues before, during, and after the implementation. This individual should be able to make solid business decisions, and have a vested interest in the success of the implementation of the system. Additionally, the ability to effectively communicate with their peers and the project team will be essential. Confidence that the right decisions are being made will promote acceptance by the general user community.

Schedule flexibility will be expected of the departmental representatives, as there will be crucial periods in the implementation process that will require dedicated time.

Responsibilities include:

- Attending the project kick-off and initial workshop training.
- Willing and able to gather data and make decisions about business processes.
- Assisting in creating the specifications for custom modifications.
- Reviewing and testing the completed modifications.
- Participating in the implementation of the Accela Automation solution.

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Recommended Requirements:

- Excellent communication skills.
- Clear understanding of the user's perspective and needs.
- Clear understanding of the current business processes.
- Respected and liked by users.

PRICING SUMMARY

Accela has prepared Services pricing to provide the City with Professional Services to complete the deliverables described in this document. This pricing is based on Accela's current understanding of the requirements of this engagement. Should the Statement of Work require modification upon completion of the Configuration Analysis task, Accela will work with the City to draft a mutually agreeable Statement of Work and reflect any additional costs that may be required as a result of this modification.

SERVICE FEES

Accela has identified the following Services pricing, reflecting agency self-hosting.

Deliverable	Amount
Initiation	$12,080.00
System Setup	$6,480.00
Configuration Analysis	$128,800.00
Configuration	$91,000.00
Custom Scripts	$30,240.00
Reports	$37,390.00
Address, Parcel Owner Interface	$12,480.00
Permits Plus Conversion	$45,360.00
Citizen Serve Conversion	$37,000.00
Financial Management Interface	$12,600.00
Revenue Collector Interface	$12,600.00
Skire Unifier Interface	$12,600.00
Selectron IVR Interface	$12,600.00
Document Management Solution Interface	$12,600.00
Training	$21,600.00
Deployment	$18,900.00
Project Management	$95,900.00
Accela Citizen Access	$49,100.00
Accela GIS	$21,870.00
Accela Wireless	$41,420.00
Sub Total	$712,620.00
Travel and Expense Estimate	$60,000.00
Total	$772,620.00

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INVOICING AND PAYMENT TERMS

Following is the Milestone payment plan for the services included in this scope of work. City agrees to pay all invoices upon receipt and is responsible for all applicable taxes associated with these Services.

Each of the milestones will be deemed payable upon the associated milestone description less a 10% hold back. The 10% hold back will be payable upon approval of System for move to PRODUCTION for each individual phase. This scope of work assumes that all deliverables will be completed in the first phase with the exception of Accela Citizen Access and the EDMS Interface. If the City and Accela agree to change this assumption, a formal change order will be executed that defines the change and the associated impact on the hold back.

Milestone	Milestone Description	Milestone Amount	Contracted Fees
Project Initiation	Contract Signing	$12,080.00	$12,080.00
Product Set Up	Contract Signing	$6,480.00	$6,480.00
Configuration Analysis	50% upon Project Kick Off	$64,400.00	$128,800.00
	50% upon approval of Configuration Document	$64,400.00	
Configuration	50% upon approval of Configuration Document	$45,500.00	$91,000.00
	50% upon approval of Accela provided configuration	$45,500.00	
Permits Plus Data Conversion	50% upon approval of the Permits Plus to Accela Automation data maps.	$22,680.00	$45,360.00
	50% upon approval of Data Conversion -- The measurement for approval is the delivered interface against the approved data maps in the support environment.	$22,680.00	
Conversion - Address, Parcel, Owner	50% upon approval of Data Maps – The City will sign off approval of the Parcel Source data to Accela Automation data maps. This approval is required prior to Accela commencing programming of Interface	$6,240.00	$12,480.00
	50% upon approval of Interface -- The measurement for approval is the delivered interface against the approved data maps in the support environment.	$6,240.00	
Conversion - Citizen Serve	50% upon approval of Data Maps	$18,500.00	$37,000.00
	50% upon approval of Interface -- The measurement for approval is the delivered conversion against the approved data maps in the support environment.	$18,500.00	
Interface - Financial	50% upon approval of Interface Specification	$6,300.00	$12,600.00
	50% upon approval of Interface -- The measurement for approval is the delivered interface against the approved specification in the support environment.	$6,300.00	

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Interface - EDMS	50% upon approval of Interface Specification	$6,300.00	$12,600.00
	50% upon approval of Interface -- The measurement for approval is the delivered interface against the approved data maps in the support environment.	$6,300.00	
Interface - Revenue Collector	50% upon approval of Interface Specification	$6,300.00	$12,600.00
	50% upon approval of Interface -- The measurement for approval is the delivered interface against the approved data maps in the support environment .	$6,300.00	
Interface - Selectron IVR	50% upon approval of Interface Specification	$6,300.00	$12,600.00
	50% upon approval of Interface -- The measurement for approval is the delivered interface against the approved specification in the support environment.	$6,300.00	
Interface - Skire	50% upon approval of Interface Specification	$6,300.00	$12,600.00
	50% upon approval of Interface -- The measurement for approval is the delivered interface against the approved specification in the support environment	$6,300.00	
Event Scripts	50% upon approval of the Event Script Specifications	$15,120.00	$30,240.00
	50% upon approval of half the Event Scripts -- The measurement for approval is the delivered script against the approved specification in the support environment.	$15,120.00	
Training	Upon delivery of each training day	$21,600.00	$21,600.00
Reports	50% upon approval the report specifications. This approval is required prior to Accela commencing programming of report.	$18,695.00	$37,390.00
	50% upon approval of the Reports -- The measurement for approval is the delivered report against the approved specification in the support environment.	$18,695.00	
Citizen Access	50% upon completion of configuration Analysis.	$24,550.00	$49,100.00
	50% upon approval -- The measurement for approval will be the delivery of the configuration against the approved configuration document in the support environment prior to the commencement of full integrated system testing.	$24,550.00	
Accela GIS	50% upon Installation. The City will review and approve base software installation and confirm readiness for commencement of analysis and configuration.	$10,935.00	$21,870.00

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	50% upon approval -- The measurement for approval will be the delivery of the configuration against the approved configuration document in the support environment prior to the commencement of full integrated system testing.	$10,935.00	
Accela Wireless	50% upon Installation. The City will review and approve base software installation and confirm readiness for commencement of analysis and configuration.	$20,710.00	$41,420.00
	50% upon approval -- The measurement for approval will be the delivery of the configuration against the approved configuration document in the support environment prior to the commencement of full integrated system testing.	$20,710.00	
Deployment	50% upon approval of System for move to PRODUCTION	$9,450.00	$18,900.00
	50% First PRODUCTION use of the system	$9,450.00	
Project Management	25% upon Contract Signing	$23,975.00	$95,900.00
	25% upon approval of Configuration Document	$23,975.00	
	25% upon approval of Accela provided configuration	$23,975.00	
	25% upon Approval of System for move to PRODUCTION	$23,975.00	
	Subtotal	$712,620.00	$712,620.00
Travel and Expenses	As Accrued	$60,000.00	$60,000.00
	Total	$772,620.00	$772,620.00

All out-of-pocket travel & lodging expenses incurred by Accela resources in the performance of these services and deliverables will be reimbursed by the City as incurred. Out-of-pocket travel and living expenses include but are not limited to all travel, airfare, travel hours, transportation, lodging, parking, and meals.

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ATTACHMENT A
DELIVERABLES ACCEPTANCE FORM

Please acknowledge acceptance in one of two ways:

1. sign and fax the document to Accela Accounting Department, Attention Billing: 925-560-0061, or
2. email the document as an attachment to billing@accela.com stating "accepted" in the subject line or body of the email message.

Accela Acceptance #:

Date:
Project Name/Code:
Contract/Agreement Name/Number/Date:
Accela Manager:

City agrees that Accela has successfully completed the following Deliverables / Milestones:

Deliverable / Milestone Item Name/#	Source / Reference Details	Amounts Billable
		$
		$

City agrees that Accela has successfully completed the Deliverables/Milestones described above and therefore agrees to pay all invoices in connection with the acceptance of the(se) Deliverables/Milestones in accordance with the terms of the related Contract/Agreement.

APPROVALS:
City Name:

_____
Signature

_____
Title

_____
Date

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MAINTENANCE AGREEMENT

1. Parties

ACCELA	CUSTOMER
Accela, Inc.	City of Peoria, Arizona
2633 Camino Ramon, Suite 120	8401 West Monroe Street
Bishop Ranch 3	
San Ramon, California 94583	Peoria, Arizona 61602
Attention: Colin Samuels	Attention: Vicky Maxwell
T: 925.659.3297	T: 623.773.5142
F: 925.659.3291	F: 623.773.7211
e-Mail: csamuels@accela.com	e-Mail: vicky.maxwell@peoriaaz.gov

This Maintenance Agreement ("MA") is intended for the exclusive benefit of the Parties; nothing herein will be construed to create any benefits, rights, or responsibilities in any other parties.

2. Term and Termination

2.1 Term Provided that Customer signs and returns this MA to Accela **no later than March 31, 2007**, this MA is effective on June 1, 2007 and will continue until June 30, 2012. Should Customer fail to renew its maintenance coverage or pay the applicable fees, Accela reserves the right to withhold all support. If Customer resumes maintenance coverage after one or more periods without such coverage, Customer will pay an amount equivalent to one hundred ten percent (110%) of all maintenance fees attributable to the period(s) without coverage, as such fees are calculated based upon pricing in effect at the time of resumption of maintenance coverage.

2.2 Termination Either party may terminate if the other party materially breaches this MA and, after receiving a written notice describing the circumstances of the default, fails to correct the breach within thirty (30) calendar days. Upon any termination or expiration of this MA, all rights granted to Customer are cancelled and revert to Accela.

3. Scope of Maintenance

3.1 Maintenance Services

3.1.1 Telephone Support Accela will provide Customer with a telephone number to contact the Customer Resource Center (CRC), Accela's live technical support facility, which is available from 6:00 a.m. until 6:00 p.m. Pacific time Monday through Friday, excluding Accela's observed holidays.

3.1.2 E-Mail Support Accela will provide Customer with one or more electronic mail addresses to which Customer may submit routine or non-critical support requests, which Accela will address during its regular business hours.

3.1.3 Online Support Accela will provide Customer with access to archived software updates and other technical information in Accela's online support databases, which are continuously available.

3.1.4 Remote Support When required to properly resolve a maintenance request, Accela will provide remote assistance to Customer via the WebEx™ Meeting Center™ environment or another mutually-acceptable remote communications method.

3.1.5 On-Site Support If Customer does not wish for Accela to resolve its maintenance requests remotely, Accela will provide on-site assistance to Customer at Accela's then-current time-and-materials rates. In addition to these charges, Customer will compensate Accela for associated airfare, lodging, rental transportation, meals, and other incidental expenses as such expenses accrue.

3.1.6 Software Updates Accela will provide revisions of and enhancements to maintained software products to Customer as such updates are generally-released by Accela.

3.2 Maintenance Limitations

3.2.1 Limitations Generally The following are not covered by this MA, but may be separately available at rates and on terms which may vary from those described herein:

a) Services required due to misuse of the Accela-maintained software products;
b) Services required due to software corrections, customizations, or modifications not developed or authorized by Accela;
c) Services required by Customer to be performed by Accela outside of Accela's usual working hours;
d) Services required due to external factors including, but not necessarily limited to, Customer's use of software or hardware not authorized by Accela;
e) Services required to resolve or work-around conditions which cannot be reproduced in Accela's support environment;
f) Services which relate to tasks other than maintenance of Customer's existing implementation and configuration of the Accela-maintained software products including, but not necessarily limited to, enhancing or adapting such products for specific operating environments;
g) Services requested by Customer to implement software updates provided by Accela pursuant to this MA; and
h) New or additional applications, modules, or functionality released by Accela during the term of this MA.

3.2.2 Legacy Releases Accela will provide maintenance support for the current release of each of its maintained software applications and for the release immediately preceding such current release. All other releases are deemed to be "Legacy Releases". Accela will respond to maintenance requests concerning Legacy Releases only using currently-available information. Services requiring additional research, engineering-level support, or coding or programming by Accela will not be provided pursuant to this MA, but may be separately available at rates and on terms which may vary from those described herein.

3.3 Warranty Accela will commence and complete the maintenance obligations described in this MA in a good and workmanlike manner, consistent with the practices and standards of care generally-accepted within and expected of Accela's industry, to ensure that the operation of the maintained software products does not materially differ from documented specifications. Accela may make repeated efforts within a reasonable time period to resolve maintenance requests. When a maintenance request cannot be resolved, Customer's exclusive remedy will be damages in an amount equal to the total of maintenance fees paid to Accela for the defective or non-conforming software products; where this MA has a multi-year term, such amount will be equal to the total of the maintenance fees paid to Accela for the defective or non-conforming software products for the twelve (12) calendar months immediately preceding Customer's maintenance request.

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3.4 Compensation

3.4.1 Maintenance Fees In exchange for the Maintenance Services described hereinabove, Customer will pay to Accela the amounts indicated in Exhibit A.

3.4.2 Payment Terms Amounts are quoted in United States dollars and do not include applicable taxes, if any. Customer will be responsible for payment of all federal, state or provincial, and local taxes and duties, except those based on Accela's income. If Customer is exempt from certain taxes, Customer will provide Accela with an appropriate certificate of exemption. Customer will be invoiced for all amounts as they become due. The payment terms of all invoices are net thirty (30) calendar days from the dates of the invoices. Any payment not paid to Accela within said period will incur a late payment fee equal to five percent (5%) of the amount past due and will accrue interest in an amount equal to one-and-a-half percent (1.5%) per month, compounded monthly, on the outstanding balance from the billing date. Accela may, at its sole discretion, suspend its obligations hereunder without penalty until payments for all past-due billings have been paid in full by Customer.

4. Confidentiality

4.1 Definitions "Disclosing Party" and "Recipient" refer respectively to the party which discloses information and the party to which information is disclosed in a given exchange. Either Accela or Customer may be deemed Disclosing Party or Recipient depending on the circumstances of a particular communication or transfer of information. "Confidential Information" means all disclosed information relating in whole or in part to non-public data, proprietary data compilations, computer source codes, compiled or object codes, scripted programming statements, byte codes, or data codes, entity-relation or workflow diagrams, financial records or information, client records or information, organizational or personnel information, business plans, or works-in-progress, even where such works, when completed, would not necessarily comprise Confidential Information. The foregoing listing is not intended by the Parties to be comprehensive, and any information which Disclosing Party marks or otherwise designates as "Confidential" or "Proprietary" will be deemed and treated as Confidential Information. Information which qualifies as "Confidential Information" may be presented to Recipient in oral, written, graphic, and/or machine-readable formats. Regardless of presentation format, such information will be deemed and treated as Confidential Information. Notwithstanding, the following specific classes of information are not "Confidential Information" within the meaning of this Section:

a) information which is in Recipient's possession prior to disclosure by Disclosing Party;
b) information which is available to Recipient from a third party without violation of this MA or Disclosing Party's intellectual property rights;
c) information disclosed pursuant to Subsection 4.4 below;
d) information which is in the public domain at the time of disclosure by Disclosing Party, or which enters the public domain from a source other than Recipient after disclosure by Disclosing Party;
e) information which is subpoenaed by governmental or judicial authority; and
f) information subject to disclosure pursuant to a state's public records laws.

4.2 Confidentiality Term The obligations described in this Section commence on the Effective Date and will continue until two (2) years following any termination or expiration of this MA ("Confidentiality Term").

4.3 Confidentiality Obligations During the Confidentiality Term, Recipient will protect the confidentiality of Confidential Information using the same degree of care that it uses to protect its own information of similar importance, but will in any case use no less than a reasonable degree of care to protect Confidential Information. Recipient will not directly or indirectly disclose Confidential Information or any

part thereof to any third party without Disclosing Party's advance express written authorization to do so. Recipient may disclose Confidential Information only to its employees or agents under its control and direction in the normal course of its business and only on a need-to-know basis. In responding to a request for Confidential Information, Recipient will cooperate with Disclosing Party, in a timely fashion and in a manner not inconsistent with applicable laws, to protect the Confidential Information to the fullest extent possible.

4.4 Publicity During the term of this MA, including the term of any amendment hereto, Accela may publicly disclose its ongoing business relationship with Customer. Such disclosures may indicate Customer's identity and the Accela product(s) and services provided or contracted to be provided to Customer, but may not expressly or impliedly indicate Customer's endorsement of Accela's products or services without Customer's prior written authorization.

5. Other Terms and Conditions

5.1 Customer Obligations As required, Customer will provide Accela with appropriate access to Customer's facilities, data systems, and other resources. If Security restrictions impair such access, Customer acknowledges that some maintenance services hereunder may not be provided to Customer. It is Customer's sole responsibility to maintain current backup copies of its data and of its implementation of Accela's software products. If Customer's failure to create proper backups substantially increases the difficulties of any remedial actions by Accela hereunder, Accela reserves the right to charge Customer for any extra work reasonably-attributable to such increased difficulty, as calculated at Accela's then-current time-and-materials rates.

5.2 Proprietary Rights The remedial methods, software updates, and product information provided to Customer pursuant to this MA are protected under the laws of the United States and the individual states and by international treaty provisions. Accela retains full ownership in such items and grants to Customer a limited, nonexclusive, nontransferable license to use the items, subject to the terms and conditions of this MA and other agreements between Accela and Customer.

5.3 Limitation of Liability Accela provides no warranty whatsoever for any third-party hardware or software products. Third-party applications which utilize or rely upon the Application Services may be adversely affected by remedial or other actions performed pursuant to this MA; Accela bears no liability for and has no obligation to remedy such effects. Except as set forth herein, Accela provides all Maintenance Services "as is" without express or implied warranty of any kind regarding the character, function, capabilities, or appropriateness of such services or deliverables. To the extent not offset by its insurance coverage and to the maximum extent permitted by applicable laws, in no event will Accela's cumulative liability for any general, incidental, special, compensatory, or punitive damages whatsoever suffered by Customer or any other person or entity exceed the fees paid to Accela by Customer during the twelve (12) calendar months immediately preceding the circumstances which give rise to such claim(s) of liability, even if Accela or its agents have been advised of the possibility of such damages.

5.4 Force Majeure If either party is delayed in its performance of any obligation under this MA due to causes or effects beyond its control, that party will give timely notice to the other party and will act in good faith to resume performance as soon as practicable.

5.5 Dispute Resolution This MA is governed by the laws of the State of California. Any controversy or claim arising out of or relating to this MA, or the breach thereof, will be settled by arbitration administered by the American Arbitration Association under its Commercial Arbitration Rules, including the Emergency Interim Relief Procedures, and judgment on the award rendered by the arbitrator may be entered in any court having jurisdiction thereof. The place of arbitration will be Santa Clara County,

California. Either party may apply to the arbitrator for injunctive relief until the arbitration award is rendered or the controversy is otherwise resolved. Either party also may, without waiving any remedy under this MA, seek from any court having jurisdiction any interim or provisional relief that is necessary to protect the rights or property of that party, pending the arbitrator's determination of the merits of the controversy. Each party will initially bear its own expenses and an equal share of the costs of the arbitration, but the prevailing party may be awarded its expenses, reasonable attorneys' fees, and costs. The failure of either party to object to a breach of this MA will not prevent that party from thereafter objecting to that breach or any other breach of this MA.

5.6 Assignment Accela may assign its rights and obligations hereunder for purposes of financing or pursuant to corporate transactions involving the sale of all or substantially all of its stock or assets. Accela may subcontract with qualified third parties to provide portions of the Maintenance Services described hereinabove.

5.7 Survival The following provisions will survive the termination or expiration of this MA: Section 2.1, as to Customer's obligation to pay any fees associated with a lapse in maintenance coverage upon resumption of such coverage; Section 3.3, as to limitation of remedy; Section 3.4 and all subsections thereof, as to Customer's obligation to pay any fees accrued or due at the time of termination or expiration; Section 4 and all subsections thereof; and Section 5 and all subsections thereof with the exceptions of Subsections 5.1 and 5.4.

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

5.9 Severability and Amendment If any particular provision of this MA is determined to be invalid or unenforceable, that determination will not affect the other provisions of this MA, which will be construed in all respects as if the invalid or unenforceable provision were omitted. No extension, modification, or amendment of this MA will be effective unless it is described in writing and signed by the Parties.

ACCELA	CUSTOMER
By: _____ (Signature)	By: _____ (Signature)
COLIN M. SAMUELS (Print Name)	Terrence L. Ellis (Print Name)
Its ASST. CORP. SECRETARY (Title)	Its City Manager (Title)
Dated: MARCH 27, 2007 (Month, Day, Year)	Dated: 3-23-07 (Month, Day, Year)

Exhibit Follows.

END OF DOCUMENT

ATTEST:

Mary Jo Kief, City Clerk

APPROVED AS TO FORM:

Stephen M. Kemp, City Attorney

L CON 03107

EXHIBIT A

Deliverables	Fees
First-Term Annual Maintenance for Accela Automation Land Management Module Licenses (1 Server License and 200 Named User Licenses) — Covers Period from July 1, 2007 Through June 30, 2008	$87,760.00
First-Term Annual Maintenance for Accela Citizen Access License (1 Population-Based Use License [Based Upon 138,000 Population]) — Covers Period from July 1, 2007 Through June 30, 2008	$7,495.00
First-Term Annual Maintenance for Accela Wireless Licenses (1 Server License and 40 Named User Licenses) — Covers Period from July 1, 2007 Through June 30, 2008	$20,992.00
First-Term Annual Maintenance for Accela GIS Licenses (1 Server License and 200 Named User Licenses) — Covers Period from July 1, 2007 Through June 30, 2008	$25,360.00
Subtotal of Fees — First Maintenance Term	**$141,607.00**
Second-Term Annual Maintenance for Accela Automation Land Management Module Licenses (1 Server License and 200 Named User Licenses) — Covers Period from July 1, 2008 Through June 30, 2009	$87,760.00
Second-Term Annual Maintenance for Accela Citizen Access License (1 Population-Based Use License [Based Upon 138,000 Population]) — Covers Period from July 1, 2008 Through June 30, 2009	$7,495.00
Second-Term Annual Maintenance for Accela Wireless Licenses (1 Server License and 40 Named User Licenses) — Covers Period from July 1, 2008 Through June 30, 2009	$20,992.00
Second-Term Annual Maintenance for Accela GIS Licenses (1 Server License and 200 Named User Licenses) — Covers Period from July 1, 2008 Through June 30, 2009	$25,360.00
Third-Term Annual Maintenance for Accela Automation Land Management Module Licenses (1 Server License and 200 Named User Licenses) — Covers Period from July 1, 2009 Through June 30, 2010	$87,760.00
Third-Term Annual Maintenance for Accela Citizen Access License (1 Population-Based Use License [Based Upon 138,000 Population]) — Covers Period from July 1, 2009 Through June 30, 2010	$7,495.00
Third-Term Annual Maintenance for Accela Wireless Licenses (1 Server License and 40 Named User Licenses) — Covers Period from July 1, 2009 Through June 30, 2010	$20,992.00
Third-Term Annual Maintenance for Accela GIS Licenses (1 Server License and 200 Named User Licenses) — Covers Period from July 1, 2009 Through June 30, 2010	$25,360.00
Fourth-Term Annual Maintenance for Accela Automation Land Management Module Licenses (1 Server License and 200 Named User Licenses) — Covers Period from July 1, 2010 Through June 30, 2011	$87,760.00
Fourth-Term Annual Maintenance for Accela Citizen Access License (1 Population-Based Use License [Based Upon 138,000 Population]) — Covers Period from July 1, 2010 Through June 30, 2011	$7,495.00
Fourth-Term Annual Maintenance for Accela Wireless Licenses (1 Server License and 40 Named User Licenses) — Covers Period from July 1, 2010 Through June 30, 2011	$20,992.00
Fourth-Term Annual Maintenance for Accela GIS Licenses (1 Server License and 200 Named User Licenses) — Covers Period from July 1, 2010 Through June 30, 2011	$25,360.00
Fifth-Term Annual Maintenance for Accela Automation Land Management Module Licenses (1 Server License and 200 Named User Licenses) — Covers Period from July 1, 2011 Through June 30, 2012	$87,760.00

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Deliverables	Fees
Fifth-Term Annual Maintenance for Accela Citizen Access License (1 Population-Based Use License [Based Upon 138,000 Population]) — Covers Period from July 1, 2011 Through June 30, 2012	$7,495.00
Fifth-Term Annual Maintenance for Accela Wireless Licenses (1 Server License and 40 Named User Licenses) — Covers Period from July 1, 2011 Through June 30, 2012	$20,992.00
Fifth-Term Annual Maintenance for Accela GIS Licenses (1 Server License and 200 Named User Licenses) — Covers Period from July 1, 2011 Through June 30, 2012	$25,360.00
Subtotal of Fees — Second Through Fifth Maintenance Terms	**$566,428.00**
Total of Fees	**$708,035.00[1]**

Milestone	Fees
June 1, 2007	$141,607.00
June 1, 2008	$141,607.00
June 1, 2009	$141,607.00
June 1, 2010	$141,607.00
June 1, 2011	$141,607.00
Total of Fees	**$708,035.00[1]**

[1] Total of Fees does not include applicable sales and use taxes, if any.

END OF DOCUMENT

ACCELA
Government Software

September 8, 2006

Jennifer Miller
City of Peoria, Materials Management
8314 West Cinnabar Avenue
Peoria, AZ 85345

Re: RFP P07-0007 – Permitting System Software

Dear Ms. Miller and Members of the Evaluation Team:

As both a valued and loyal customer of Accela, we are pleased to submit this Proposal to the City of Peoria, AZ.

Within this proposal, Accela offers Accela Automation, our flagship, enterprise-wide solution to meet your immediate, specified requirements. This integrated web-based solution allows the City of Peoria to utilize a single user-friendly environment for all permitting, code compliance and land-management activities. As well, this revolutionary solution integrates valuable add-on components such as, Accela GIS (ArcIMS), Accela Wireless (mobile application which extends inspection management capabilities to the field), and Accela Citizen Access (providing contractors and citizens 24/7 access to critical city services). Remaining a customer of Accela provides the additional benefit of being able to "swap" out your existing Permits Plus licenses for Accela Automation licenses at no cost (excluding services). Moreover, you can continue to utilize your existing IVR (Selectron) in combination with Accela Automation without the unnecessary cost of having to replace it. This ensures significant savings and shows the type of commitment to customer satisfaction that Accela demands.

Of greater importance, is the knowledge that key functionality currently residing in your Permits Plus system has been or is currently in the roadmap for Accela Automation. Critical functionality like inspection calendaring, modeling, sets and activity, project, development hierarchies currently exists.

As the industry leader in the governmental land management marketplace, Accela must continue to improve and enhance its applications through extensive research and development. This should provide the City of Peoria with the comfort and knowledge that their solutions partner is focused squarely on addressing the needs and issues currently facing agencies today.

Accela will undertake this project in partnership with the City of Peoria. This approach has been successful, in that we do not consider this assignment as a traditional vendor/client relationship. Under this proposed partnership approach, both parties have much to gain in the success of this project.

2633 Camino Ramon, Suite 120, Bishop Ranch 3, San Ramon, CA 94583 Tel: 925 659 3200 Fax: 925 659 3201

ACCELA
Government Software

We will apply the highest commitment and expertise to assure the greatest level of success. Most of all, our team recognizes the trust placed in each of us to perform and provide a solution which will exceed the requirements and expectations of the City.

I can be reached at our Corporate Offices at (925) 659-3247, and am authorized on behalf of Accela, Inc. to negotiate and sign official documents. As a secondary contact, you may direct questions or additional requests to your Regional Account Manager Peter Ramos who is available at (530) 848-1790 or via email at pramos@accela.com.

We thank you for your consideration of this Proposal and look forward to working with you on this important technology undertaking by the City of Peoria.

Respectfully submitted,

Julian D. Munoz, A.I.A,
Vice President

Enclosures

SOLICITATION AMENDMENT

Solicitation No:	P07-0007
Description:	Permitting System Software
Amendment No:	One (1)
Solicitation Due Date:	September 12, 2006
Solicitation Due Time:	5:00 p.m.

Materials Management Procurement
8314 West Cinnabar Avenue
Peoria, Arizona 85345-6560
Telephone: (623) 773-7115
Fax: (623) 773-7118

Buyer: Jennifer Miller

A signed copy of this Amendment shall be received by the City of Peoria, Materials Management with the proposal at the Solicitation Due Date and Time.

The solicitation due date has been extended to September 12, 2006 at 5:00 p.m.

Clarification:

Questions and responses are as follows:

All other provisions of this Solicitation shall remain in their entirety.

Vendor hereby acknowledges receipt and agreement with the amendment.

9/8/06
Signature Date

JULIAN D. MUÑOZ, V.P.
Typed Name and Title

ACCELA, INC.
Company Name

2633 CAMINO RAMON, #120
Address

SAN RAMON CA 94583
City State Zip

The above referenced Solicitation Amendment is hereby Executed

September 1, 2006

at Peoria, Arizona

Jennifer Miller, CPPB
Contract Officer

Copyright 2003 City of Peoria, Arizona
COP 207 (9/09/04)

Table of Contents

Tab 1: Executive Summary

Tab 2: Solution Functionality

Tab 3: GIS Requirement

Tab 4: Vendor & System Qualifications

Tab 5: IT Environment

Tab 6: Pricing

Tab 7: Additional Information

- City of Peoria – Questionnaire
- City of Peoria – Scope of Services
- Product Fact Sheets
  - Accela Land Management
  - Accela Vantage360 Fact Sheet
  - Accela Citizen Access
  - Accela GIS
  - Accela Wireless
- Accela Vantage360 Architecture Advantage & Administrators Guide
- Network Diagram and Layout
- Sample Contracts and Exceptions
  - License Agreement
  - Maintenance Agreement
  - Service Agreement
  - Exceptions to Terms and Conditions
- Insurance Documentation

Executive Summary

Introduction

The City of Peoria, Arizona is a long-time and highly-valued Accela customer. The City provides a complex array of public services to its citizens and business partners alike. It is the City's wish to implement an enterprise system which will provide greater efficiencies and thus, higher customer satisfaction - both internally and externally. This comprehensive solution, built around streamlining Building, Code Compliance and Land Management related business functions, must also support the integration of key external components, such as: GIS, wireless mobile inspections, online public access (to agency services) and integrated voice recognition (Selectron). This is powerfully realized using Accela's *proven,* feature-rich web-based solution, **Accela Automation**.

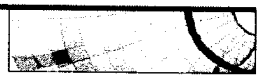
Accela Automation is effectively a web-based version of Permits Plus, currently incorporating most of the same robust functionality (along with an aggressive road-map to bring all critical Permits Plus functionality over). With over 350 Permits Plus customers, we recognize it is crucial to the success of Accela to make sure that this migration path does not include giving up key functionality an agency has become dependent on. Moreover, Accela has done and continues to do these conversions, thus we understand both databases and how to streamline the process (we have also built data conversion tools to lower the cost of that effort). Because of our experience, we can offer implementation/conversion options like an assisted (by agency), partial assisted or an Accela only effort. For this response, we have proposed that Accela accomplish the implementation/conversion, but other options exist and can certainly be discussed in order to further reduce cost.

Accela Automation requires no client to be installed on a workstation, is pure 100% Java-based and built around a 3-tiered architecture, which creates a more effective distributive approach with regard to its architecture. The system is easy to configure and maintain. Adding fields, changing workflows, or customizing the look of the interface are simple point and click procedures. The portal user-interface offers a unique, role-based, individualized look and feel. Imagine deciding what information you wish to see, how you want to see it and then, building it in a few seconds. Finally, it is a system that fits the user, versus requiring a user to fit the system.

As the City is well aware of, Accela remains the leader in the governmental land management marketplace and through extensive research and development continues to improve and enhance its applications. It is our belief, that the City is best positioned to be most successful staying committed to the Accela family of solutions and specifically Accela Automation.

The response herein satisfies the granular, as well as more general functional and operational requirements specified by the City, including:

- Enterprise solution approach and design (for departmental and inter-departmental access)
- Use of open standards and architecture for easy interoperability with other systems (XML, web-services, and JSR-168 compliance)
- GIS integration
- Public internet access to services
- Wireless field-inspection capabilities
- Selectron interactive voice recognition integration option.



Important Upfront Considerations Related to Accela, Inc.

It is of paramount importance to Accela that any continued partnership we enter into with the City of Peoria is done with eyes wide open for both parties. As such, Accela believes it critical to put forth some important points we would like the City to understand and keep in mind during the evaluation process.

1. Accela has twenty-five plus years in the Land Management and Asset Management space, and during that time we have built a customer base of 500+ agencies around the country that maintain over a 98% maintenance renewal rate with the company. This fact speaks to not only our complete commitment to providing excellent solutions that improve the daily operations of government in managing their land, assets and the people associated with the land and assets, but also to our ability to encorproate Best Practice processing into the development of our software solutions.

2. Accela Automation is the only repeatedly reference-able web-based solution on the market. With over six-years of development behind it, and 60 customers currently utilizing it, Accela Automation is far ahead of the web-based competition (most competitors are just starting to move into the web-based world).

3. The City of Peoria has a clear intention to leverage mobile field inspection capabilities. With Accela Wireless, the solution proposed herein, that desire can be effectively realized. Deployed in over 40 agencies across the country, Accela Wireless is the most robust remote application on the market for meeting land (and asset management) requirements. Accela Wireless allows inspectors and investigators to perform their work in the field either by utilizing *real-time* wireless connectivity (online) or syncing with the Accela Automation database at the end of the day (offline). Some of the significant benefits being realized by our customers include:

   Improved service to citizens by reducing the time it takes to obtain planning, building, utility, land use, and inspection approvals.
   Ability to generate additional revenue
   Reducing the costs associated with inspections, reporting, permitting, and tracking land and resource use
   Improved productivity by providing real-time access to information and eliminating unnecessary travel time, manual or redundant data entry

   In the case of the City of New Orleans, Accela Wireless proved to be the perfect vehicle to assist them in the recovery efforts. Using Accela Wireless, the City was able to perform 125,000 damage assessment inspections in just 2 months, and with as little as 21 inspectors. That type of efficiency allowed for citizens to return to their homes sooner and begin rebuilding their lives.

   Accela remains the only vendor in our space to receive Intel's Optimized for Centrino certification for mobile applications. More information on the Digital Communities partnership can be found in the additional information section of this response or at **http://www.govtech.net/digitalcommunities/starterkit/.**

4. In addition to providing the only repeatedly referenceable web-based land management system, we are in a unique position to discuss how Accela Automation can double as an

your agency can quickly assess damage and create a recovery plan. This solution provides your staff the immediate tracking, inspecting, and reporting capabilities needed to properly allocate *potentially limited* resources (in time of disaster) and receive state and federal relief funds more immediately.

We look forward to an onsite demonstration of the Accela Automation system and its technology for the City of Peoria. Once the City of Peoria selection team sees the solution in operation it will become clear that moving forward under Accela Wireless makes strategic, functional, and economic sense for the City and its citizens.

	SCOPE OF WORK Solicitation Number: **P07-0007**	**Materials Management Procurement** 8314 West Cinnabar Avenue Peoria, Arizona 85345-6560 Phone: (623) 773-7115 Fax: (623) 773-7118

4. Desired System Functionality
The ideal software solution will provide a feature rich environment that contains the tools to support a comprehensive management system for Permitting, Code Compliance, and Land Management for the City of Peoria. It is essential that the solution offers the ability to share information across departments and provide improved customer service, both internally and externally. At a minimum, the proposed solution must provide the following system functionality:
· Permitting & Land Management
· Code Compliance Processing
· Integration with existing enterprise GIS

· **Permitting & Land Management:** The City of Peoria requires Permitting and Land Management functionality for managing permit applications. This includes the generation process and all development activities involved prior to issuance, including tracking of plan reviews and inspections. Numerous City Departments will utilize this system to include: Fire, Engineering, Utilities and Community Development. The City of Peoria currently processes approximately 7,000 permits per year. The major tasks include:
· Data Entry & Collection and Searching
· Inspections, including scheduling
· Plan Review, Plan Tracking and Conditions of approval
· Programming & Customizing and Collecting Fees to support permitting fee changes and special Development fees
· Trust Accounts & Accounting credits against Impact Fees and Development Agreement Accounts
· Specific Geographic Information System (GIS) Requirements

	4.1.1 Data Entry & Collection and Searching Requirements:	**Current System Contain Functionality (Yes/No)**	**Reference to supporting Documentation or comments.**
a.	Maintain the following minimal detail on each permit/project application: Districts such as Streetlight Improvement Districts (SLIDs), Maintenance Improvement Districts (MIDs) and Fire Improvement Districts (FIDs), Type (Siteplan, Building Permit, Engineering Project); Class of work (Census data, single family, multi family, commercial, etc); Start date; Complete date; Issue date; Application date; Review dates; Expiration dates; Approval dates; Property information; Text & number fields (used to collect more specific data); Zoning; Occupancy type; Construction type; Inspection area, transportation zone, etc.	Yes	The Accela Automation system is able to provide its users with the ability to create an unlimited number of user-defined fields. Through the intervention of this feature, all details listed in this requirement can be accommodated for input, tracking and search purposes.
b.	Allow single entry (or recall of prior data) of	Yes	One Stop feature for creation of multiple

	data for multiple permit types and applications by a single applicant (i.e. one-stop application process)		applications at one time for the same applicant. Application copy and cloning features are also available.
c.	Allow attachments of scanned images, photographs and electronic files to parcel/address or projects, either by linking and launching other applications or built into the application.	Yes	The Accela Automation system is designed to enable the attachment of any electronic document (photograph, text, map, etc.) for attachment to any record in the system. Once attached the document can be viewed by any authorized user. The Accela Document Service also aids in the organization of these electronic attachments to aid staff users.
d.	Maintain a history on all permits issued including Certificates of Occupancy.	Yes	The history of each issued permit is entirely visible to each designated or authorized user of the system. Staff will be able to see what processes were involved, within an auditable framework, in achieving permit issuance, including the issuance of Certificate of Occupancy. Your staff will be able to not only configure the workflow to match the exact processes and tasks you desire to execute under a given permit type but once completed, to view how the individual permit was processed, according to a time and date record, and indicating information on the individual staff person who provided review or other input into the permitting process.
e.	Maintain detailed property information on each property on which a permit can be or has been issued including repayments requirements by feature (water, sewer, street, etc.).	Yes	As noted in an earlier response, the fact that the system allows for the creation of an unlimited number of user-defined fields, your departments will be able to maintain information pertaining to their individual or collective needs. Including those related to water, sewer and streets.
f.	Maintain a contractors/architect/engineer/developer master file, including email addresses.	Yes	The system comes equipped with a master file onto which contractors, architects, consultants, engineers, developers and other party information may be input and viewed. The system also has the capability to auto-populate this information if needed as part of the permit initiation process so there is no need to re-key or input this information onto the permit being applied for.

g.	Allow permits to be tracked by contractor regardless of the permit applicant.	Yes	Permits may be tracked by many methods including contractor. The system affords a great number of ways of searching for information.
h.	Allow the tracking of permits by the property owner.	Yes	The system affords a great number of ways of searching for information, including by property owner. The system also has the capability to auto-populate this information if needed as part of the permit initiation process so there is no need to re-key or input this information onto the permit being applied for.
i.	Allow multiple owners on a single property.	Yes	The system and many of its predecessor versions have allowed for multiple owners to be input and tracked.
j.	Allow the establishment of base information on a frequent applicant and automated selection to minimize data entry.	Yes	Reference data for contacts, addresses, owners, licensed professionals, etc. is stored and can be retrieved into an application to reduce the need for data entry.
k.	Allow the voiding of permits that have been issued, including fee reversal	Yes	Permits may be voided by the setting of a "void" disposition as an option to a given task. We recommended that such permits remain in the system for reporting and other statistical purposes rather than extracting them.
l.	Ability issuing of permits to one or more addresses, parcels or without a parcel or address.	Yes	Permits may be issued without the need to have a parcel or address.
m.	Ability to monitor the permit process as it relates to a development or subdivision, including internet capabilities for development staff, developers and public with different security or access levels.	Yes	The ability to monitor any permit process is inherent in the system. Users your City designates as authorized can be granted privileges to view the permit process. Public citizens are also afforded this visibility through the functionality provided by the Accela Citizen Access system. Each user or groups of users may be granted the access or privileges you deem necessary to the system.
n.	Ability to support a conditional approval, e.g. a conditional approval may allow construction to commence however certain conditions must be met prior to proceeding	Yes	Conditional approvals or any other tasks may be configured as part of the workflow to allow any other processes to go ahead. This configuration is easily

	past a previously defined milestone.		accomplished by trained users so that at any time, the City can re-configure a particular process to entertain the addition or removal of any step or task accordingly. In the cases you deem necessary, only those processes which you require to be completed can be complete prior to the commencement of the next process(es).
o.	Notification when a project, district, reviewer, developer, etc., meets certain triggers and/or criteria (e.g., when Certificates of Occupancy (C of O) are issued for 25% of the platted lots in a SLID).	Yes	Automatic notifications to individuals and/or groups is a standard feature of the system. In the case of this requirement, use of the Accela Automation Script Engine, a customized element of the system can be designed to trigger based on user-defined criteria such as the requirement describes.
p.	Ability to combine or batch several permits into a mass update for processing and payment.	Yes	Payments for permits may be processed by batch for mass updates.
q.	Ability to copy a model home for repetitive use such as for standard house permits	Yes	The system has the ability to use a given permit as a standard for the creation of other subsequent permits so that a model home, for instance, may be used to create other model or other permits from the original permit.
r.	Provide an "intelligent" lock feature of a property or permit activity (e.g. lock out a permit or property to prevent inspections from being scheduled but allow other transactions to occur such as payment for unrelated permits for that address).	Yes	Multiple condition types can be applied to addresses, parcels, owners, and applications.
s.	Provide a tickler file or report of permits that are ready to expire.	Yes	Ticklers can be used in a number of ways to prod notifications. Additionally, a report can be created that provides users with a listing of all "ready to expire" permits. The versatility of the Accela Report Writer allows for innumerable queries and reports to be extracted from the system database.
t.	Ability to link hierarchical levels of activity for association. For example, link permits to their associated subdivision or development, and link the subdivision or development to the master development area/agreement. Also allow ability to link	Yes	The Accela Automation system provides users with the unique ability to link permits in a hierarchical manner wither related to a subdivision or not. This linkage provides for many ways in which permit associated with a structure,

	permits to other permits (example, the Vehicular Non-Access Easement to the Pool permit).		complex or other entity may be aggregated together for the purposes required.
u.	Within linking capability, allow for field data to populate from the associated hierarchical levels. For example on a subdivision show all associated SLID data; show all associated permits with their balances in order to not allow the final acceptance of the subdivision with outstanding fees; pull down stipulations of approval required on permits; etc.	Yes	A hierarchy is maintained and changes or annotations made in one application can be copied or cascaded to related applications.
v.	Allow for linking capabilities between parcels, addresses, permits and licensed relationships (like contractor). For example, allow the linking of contractor license and insurance information to permits in order to prevent the issuance of permits on expired license or insurance.	Yes	For the example cited, the Accela Automation system uses another functionality which has been prevalent in our systems for many years. By associating a given contractor with a given permit, the system will automatically screen the license and other certification validity so that no permit can be issued when a contractor's license or insurance has expired.
w.	Capability to allow the general public or customer to look up building permit application information status via the Internet. Look-up capability shall be similar to that of an Internet based search engine, allowing a customer to look up a permit based upon partial information (keywords, addresses, applicant name).	Yes	All capabilities offered to the citizens of Peoria are available through the features of the Accela Citizen Access add-on. This web-based system accessible to your citizens provide them with a wealth of activities that they can conduct on a 24x7 basis without the intervention of any of your staff members. Among the functionality offered by Accela Citizen Access is being able to view the status of any permit, whether applied for by the Internet or by a visit to your offices. They can also search other information as well as schedule and re-schedule inspections, conduct full permitting for selected permit types (such as minor electrical and plumbing permits), establish a complaint, etc. There are many ways in which citizens can search for and locate information.
	4.1.2 Inspections Requirements:	**Current System Contain Functionality**	**Reference to supporting Documentation or comments.**

		(Yes/No)	
a.	Allow multiple inspection types.	Yes	The ability to have an unlimited number of inspection types has been a long standing feature of our permitting and licensing systems.
b.	Assess re-inspection fees in the field.	Yes	Fees may be re-accessed by office personnel or in the field by your inspection staff as necessary.
c.	Automatically generate Inspection notices, second inspections and renewals.	Yes	The generation of notices, second inspections, and renewals are all completed through the aid of the Accela Report Writer. This system allows for reports of all types to be created and printed in both office and field locations. Note: Accela does not provide any hardware unless indicated in the pricing section of this proposal.
d.	Print inspection checklists and track status on the tasks related to the checklist.	Yes	Inspection checklists may be printed, however, with the use of the Accela Wireless add-on, field staff can have these checklists on their laptops/other field equipment for viewing without the need for the physical printout if desired. Similarly, it is not necessary for track the status on the worksheets unless you desire to accomplish this as all tracking can be viewed on portable equipment in the field.
e.	Auto-update an inspection's expiration date. For example, building permit expiration "revolves", it is 180 days after last approved inspection not to exceed 2 years from date of permit.	Yes	The workflow component of the system will allow for the automatic update to the expiration of permits so that your business rules are followed, i.e. 180 days after last approved inspection with no time frame being longer than two years from the initiation of the permit.
f.	Allow for the use of hand held microcomputer devices for the collection of inspection information.	Yes	The Accela Wireless solution allows for a wide range of field devices, including laptops and handhelds. Once loaded onto these devices, this software provides for the accomplishment of inspections in an easy manner while also allowing for the transmission of inspection data in real-time or store-forward modes. Naturally, if Peoria desired not to have wireless connectivity,

			inspection information could always be downloaded at the start of the inspection day and then uploaded upon return of the inspector to the office.
g.	Allow for an unlimited number of inspections on each application.	Yes	The system allows for an unlimited number of inspections to be associated with any permit type. This provides for the widest possible flexibility in how you desire to conduct your business now and in the future.
h.	Allow the inspector to enter notes on each application.	Yes	Inspectors can enter notes applicable to each inspection in the system. There are abundant areas in the system where notes can be entered.
i.	Maintain the following minimal detail on each inspection: Type (Multiples); Description; Date and time; Inspector; Results; Status; violations; Comments; Next Inspection date; Inspection frequency	Yes	The Accela Automation system is able to provide its users with the ability to create an unlimited number of user-defined fields. Through the intervention of this feature, all details listed in this requirement can be accommodated for input, tracking and search purposes.
j.	Provide an IVR integration or solution to schedule inspections over the phone.	Yes	The Accela Automation system includes the Accela IVR system – a full function system designed to aid both internal users (i.e. inspector in the field) as well as your public citizens. Accela IVR is seamless integrated with the Accela Automation system. Accela has chosen to include Accela IVR as part of this proposal to the City of Peoria as it will be less costly than creating an interface to the City's existing IVR system.
k.	Provide web access that allows external users to schedule inspections via the internet.	Yes	The ability of external users, such as public citizens, to schedule inspections via the Internet is one of the features of the Accela Citizen Access system. This system has a wide range of functions it can allow citizens to perform without the assistance or intervention of city staff members.
l.	Capability of a customer to look up inspection results via the Internet	Yes	Inspection results obtained by citizens is one of the functions of the Accela Citizen Access system. This add-on system has been included in the pricing under this

			proposal.
m.	Ability to selectively distinguish between Building, Fire and Off-site inspection requirements	Yes	The City will have maximum practicality in choosing to selectively distinguish between inspections of one department vs another. Inspection components can be idealized for any one department as necessary.
	4.1.3 Plan Review & Plan Tracking and Conditions of Approval Requirements:	**Current System Contain Functionality (Yes/No)**	**Reference to supporting Documentation or comments.**
a.	Ability to take a permit or project application and monitor it through the approval or denial process. Include plan tracking tables that designate what process an application must follow to get approval. Include the monitoring of department approvals. Include chronological reporting.	Yes	The system is able to act mimic permit or project procedures from 'cradle to grave'. This means that regardless of the length or complexity of any procedure, the system is able to allow users to configure the process and have it adhere to this process thereby safeguarding your business rules. The system also provides a graphic indication of the process so that users can visualize where in the process the permit or project is at in real-time and what steps have been completed and what steps remain. Departmental approvals are all noted as part of the workflow component and all activities are done on a chronological basis.
b.	E-mail integration to allow for documents related to be emailed to one or several people listed on the project or permit.	Yes	Email notification is a standard feature of the system allowing automatic emails to be issued as part of any disposition to any task. Emails may be sent to individuals or groups as required by your business rules.
c.	Ability to electronically attach comments and track through the plan review process. Allow for storage of archival review comments (first, second reviews).	Yes	Comments are inherently electronically attached at any point in the workflow process they may be made, including the plan review process. All review comments made as part of the plan review process and integrated into the workflow component of the system automatically become a part of the plan review process in the order they are made by reviewers or other staff.

d.	Provide a table to store standard plan review comments to insert as needed with delimiters to allow staff to see only their relevant plan review comments, such as department, division, and specialty. For example, the structural plan reviewer can sort table to only see the plan review comments (International Building Codes) related to structures for quicker data entry.	No	An enhancement would be required to allow comment filtering. Further dialogue with appropriate city staff is needed to articulate customization costs to achieve this requirement.
e.	Capability to place the review process in hold status to stop the tracking of days because project is in stand still status until further information is received either from developer or other departments.	Yes	Dispositions terminology such as "Plan Hold" will automatically stop the workflow from continuing onward. This 'hold' will automatically remain until a reviewer has been satisfied that the work needed has been completed at which point a new disposition, e.g. "Successful Review" or any terms of your choice, are made to allow the workflow engine to continue in its processing of next steps.
f.	Allow the flexibility of number of concurrent reviews. Projects may have several sets that can be reviewed simultaneously by several divisions and more than one type of review may be in for a given project at the same time.	Yes	The system can accept multiple and concurrent reviews. Again, as stated in many responses, the system has been designed to entertain the most complex processing in large, enterprise agencies and adhere to these configured steps or tasks according to your business rules. Project which may consist of more than one set of drawings or documents may be structured for concurrent reviews as described in the requirement.
g.	Allow "intelligence" of a review to control status and significant dates tracked in other areas. For example, if 2nd Review is completed and reviewed at data entry of the approval in the tracking area a process could be run to change the project status to Approved.	Yes	The system can inherit the desired intelligence described in this requirement. It may be accomplished by configured system parameters as well as in conjunction with the Script Engine designed to allow for other automated actions to take place, including the setting of a disposition to "Approved" as indicated.
h.	Electronic Plan Review capabilities: Allowing capability of emails of electronic drawings to be received and reviewed with secured red-lining capabilities.	Yes	The system has the capability to accept and attach any type of electronic document or drawing to a record (permit, project, inspection, etc.). Once attached, the document may be redlined by our optional Brava Viewer which allows for

			the redlining of documents such as for comments for plan reviews and the like. Each redline is saved independently and becomes an indelible record of a plan reviewer's commentary. This comment may subsequently be forwarded by email to the author (architect, engineer, developer, etc.) for further work or review.
i.	Create ad-hoc reports and documents. Users should be able customize the relevant criteria based on document's or report's purpose.	Yes	The creation of reports, ad hoc queries is accomplished by two system elements: The Vantage360 architecture which can present summarized data into user-defined Portlets and by the integrated Accela Report Writer which is designed to work in conjunction with the Accela Automation database for extraction of information.
j.	Generate a professional letter in a Microsoft compatible format (Word, pdf, etc.) to the applicant that incorporates previously entered review comments. Document generator should be robust enough to provide spell and grammar check.	Yes	Templates and advanced report creation features are available. Spell-check and grammar check functions should be performed using an add-in tool like Google spell check or an office productivity application.
	4.1.4 Programming & Customizing and Collecting Fees Requirements:	**Current System Contain Functionality (Yes/No)**	**Reference to supporting Documentation or comments.**
a.	Provide user maintained tables for the computation of various fees to accommodate fee changes.	Yes	The City will have the ability to create, configure and structure the computation of any algebraic formula so that that fees can be automatically calculated. The system allows authorized users to make changes to fees so that the fee tables of the system can be as up to date as possible with changes in legislation, etc.
b.	Allow permit fees to be calculated in the following ways: Flat fee; Multiplier on key criteria (feet, each, etc.); Property valuation basis; Combination; variable table.	Yes	The system supports the calculation of fees by all of the methods described in this requirement. To date, every fee of every agency we have served in the span of our over 25 years has been successfully calculated. The Fee feature of Accela Automation is sophisticated and treats fees under a debit and credit

			system and under an auditable framework.
c.	Allow review fees to be calculated based on number of sheets submitted and number of reviews (e.g., $360/sheet for first review, no charge for second review, $250/sheet for third and subsequent reviews)	Yes	Fees can be calculated according to any alternative, including that related to the number of sheets submitted and the stipulations given in this requirement.
d.	Charges are to be automatically computed based on permit or project type.	Yes	Charges may be automatically computed for a permit, for instance, or may be levied manually, or be a combination of both – all as now exists in the way your City does business.
e.	Maintain on-line tracking of payments and fees billed, by permit, by payment type, by customer, by Agreement, etc.	Yes	The online tracking of all fees and charges, noted previously, is very robust and has many elements common to GAAP systems. Therefore, it satisfies the most stringent business rules of any agency.
f.	Allow integration with City's centralized cashiering system (System Innovators' Revenue Collector and Cashiering for Windows).	Yes	Integration with the City of Peoria's cashiering system has been anticipated and has been provided for under the pricing for this proposal. Accela has worked with innumerable interfaces to third party systems at its client sites and has developed effective mechanisms by which to create and satisfy the functionality desired between the Accela Automation system and those systems.
g.	Maintain detail financial information on each permit, including: Permit charge; Other charges, development fees, water meters, etc.; Inspection fees; Total charge; Total collected; Total offset; Various general ledger accounts.	Yes	The system is able to maintain as much financial detail as necessary. Each fee in the system also uses one or more accounting codes of your financial system so that there is an accurate reconciliation of funds received and accounted for.
	4.1.5 Trust Accounts & Development Impact Fee Credits and Development Agreement Accounts Requirement:	**Current System Contain Functionality (Yes/No)**	**Reference to supporting Documentation or comments.**
a.	Ability to establish a line of credit and to produce billing statements against that line of credit. Allow for deposits to be required	Yes	Accela's terminology for this procedure is 'trust accounts'. This system acts to accept payments which may be drawn

	and tracked.		down by various mechanisms including permit fees due or other charges. The system tracks the initial payment or account and also any subsequent deductions made so that there is a audit trail of all financial procedures under that account.
b.	Ability to track draws against accounts.	Yes	As noted in the last response, the system is able to track draw downs to these accounts.
c.	Ability to allow for equal distribution of Credits among all identified parcels or development units (dwelling units, sq. ft, etc.)	Yes	The trust account feature allows this to be done.
d.	Capability of setting up accounting for various development agreements to track credits or reimbursements based on a parcel, a subdivision, or a geographical zone. This capability would have to be customizable to various situations depending on needs of several departments involved. For example Developer A may get $10,000 worth of transportation credits that he can apply first come first serve for building permits. Each building permit may be $8,000 each but only $1,000 of each permit is for transportation. We would like the capability to know that Developer A was attached to the permit and to go get the $1,000 credit from the "credit" account and apply it to the fees due in the permit. Then the Developer A "credit" account balance would show that permit applied against it.	Yes	The trust account feature allows this to be done.

· **Code Compliance:** The City of Peoria requires functionality for managing Code Compliance. Currently the Code Compliance Department utilizes a web-based solution called CitizenServe. The Code Compliance Department handles approximately 6,500 cases per year. There are five (5) code officers who respond to received complaints plus conduct inspections based on their own observations. Each inspector processes 300 – 600 inspections per month. This code enforcement software solution must provide the ability to complete the following tasks:
· Feature rich generating, tracking, querying and reporting on compliance cases
· Produce pre-populated documents based on templates
· Ability to link documents, pictures and other attachments to compliance cases
· Provide interface to key applications such as Geographic Information System (GIS), county agency, state agency, etc.
· Wireless, real-time connectivity for field agents

	4.2 Code Compliance	**Current System Contain Functionality (Yes/No)**	**Reference to supporting Documentation or comments.**
a.	Ability to efficiently generate cases by providing drop-down lists, mandatory fields, prompts to indicate possible duplication of addresses, complainants, etc.	Yes	The Accela Automation system for Code Enforcement is a feature-rich system capable of generating, tracking, querying and reporting on any type of compliance case. The system, like others serving other functional needs of enterprise departments of municipal agencies, allows users to configure the system to meet any jurisdictional compliance need. The addition of Accela Wireless, an add-on product, allows for a complete field inspection system in which inspection staff have the ability to conduct their inspections in the field and accomplish a host of other activities in a real-time or store-forward mode. The system is able to use drop-down lists, allow for the creation of fields (mandatory or not), and allow for reviews to mitigate the duplication of address data, on all complaints.
b.	Provide interface to GIS system to allow code compliance software to reference appropriate Public Land Survey System (PLSS) sections.	Yes	The Code Enforcement component of the system is able to seamlessly link to the City's ESRI GIS system through the Accela GIS interface add-on. This interface acts to allow users to view data from the Accela Automation side or from the GIS side and has a wealth of functionality that it can perform combining both systems.

c.	Offer query ability to select record based on various categories such as: Inspector, area, case status, open/close dates, case type, complainant, method of reception, etc.	Yes	Queries may be completed by all of the listed elements of this requirement and others not mentioned.
d.	Provide effective and informative reports that reflect historical and current information. Also allow the ability to report via an ad hoc basis by Inspector, area, case status, open/close dates, case type, complainant, method of reception, etc.	Yes	The Accela Report Writer is responsible for the creation of all formal reports drawn from the system. Reports may be easily created by trained users using drag-and-drop functionality to report on any historical or current information stored in the system database. Some of the elements in this requirement can also be brought forward to view by the Vantage360 Architecture of the system which is designed to use Portlets to present information in a real-time basis without the need for repetitive queries.
e.	Provide statistical reports with appropriate summaries with flexible sort capabilities.	Yes	The Accela Report Writer is able to generate statistical reports with a host of sort capabilities.
f.	Provide sort capability via Inspector, area, case status, open/close dates, case type, complainant, method of reception, etc.	Yes	The reports may be sorted by the elements noted in this requirement and others additionally.
g.	Generate pre-populated documents based on templates that allow editing, text formatting, etc.	Yes	Users can create templates and edit text content in RTF format.
h.	Provide look-up capability that easily provides comprehensive case details such as: neighborhood, description, location, address, open date, close date, case type, open method, complainant name, etc.	Yes	There are a number of ways that users can view detailed and comprehensive information from the system.
i.	Provide case history listing (in chronological sequence) for all activity for given case.	Yes	The system automatically organizes information, which has been followed under the workflow engine component in a chronological order so that all designated users have the ability to view all activities in the order they have occurred.
j.	Provide alerts and appropriate prompts to alert users of overdue, pending, or upcoming tasks.	Yes	Alerts and similar other notifications abound in the system to support the workflow parameters. Alerts may be 'automatic' or be configured to suit a particular situation.

k.	Provide ability to link with county and state agencies for applicable updates.	Yes	Accela has been linking or interfacing its system with innumerable outside agencies like counties and state governments. While the system has the ability to create these interfaces, no links to County or State governmental agencies have been proposed under our pricing for this project unless specifically articulated in the pricing section.
l.	Provide mobile capability allowing real-time wireless connectivity for field workers.	Yes	The Accela Wireless add-on is the software responsible for providing the mobility and ease of doing business in the field. It is designed to support a variety of hardware and acts to greatly serve the needs of inspection staff. Data from the system is forwarded to the central database server in both real-time and store-forward mode. One of its features is that if immediate real-time connectivity is temporarily not available, the system will save the information in the inspector's hardware and automatically send the data once connectivity is restored.

5. In addition to the core System Functionality, there are several key areas of consideration and incorporation. Some of these items may be incorporated as part of the previous listed systems. The major categories include:
· Geobase
· GPS Interface
· Mobile Communications
· End User Tools
· Product Reporting

	5.1 Geobase Functionality to support Specific Geographic Information System (GIS) Requirement:	**Current System Contain Functionality (Yes/No)**	**Reference to supporting Documentation or comments.** – Is functionality included in the base product, future version or requires customization?
a.	If your solution provides an internal mapping tool, describe how you provide the ability to query spatial data (parcel number, address, intersections, etc.) from host GIS system.	Yes	Accela GIS is designed to support the needs of integrating an agency's GIS system with the Accela Automation system. Accela GIS is the primary interface tool used by Accela Automation clients to interface their land management systems with their GIS data. Built on ESRI's ArcIMS™ platform, Accela GIS utilizes

			GIS map information through Map Services created in ArcIMS and adds powerful Web-based GIS viewing and feature selection capabilities to Accela Automation. End-users can look up permits and parcels in Accela Automation, then click over to Accela GIS to view the selection, location, and associated GIS information. Similarly, end-users can select features in Accela GIS to auto-populate the initiation of new applications to Accela Automation. Accela GIS reads agency GIS layers. Any changes in the agency GIS layers will be reflected in Accela GIS. As an agency, for example, changes the owner name on a parcel in the GIS layer. That change will be reflected in the Accela GIS viewer and any new apps created will use the new data. Previously created applications will retain the data they were created with initially.
b.	Ability to query data (assets) from GIS Source data – Link of appropriate permitted features to Enterprise GIS including: · Ability to use the GIS as the Addressing Master Database – Import and Export of addressing information seamlessly from CMMS – including maintenance of data for change detection and update of existing information. – Bi-directional ability to view permit activity within a given geography. · Parcel Inventory – store applicable parcel information system from GIS for use in tracking permit activity – and the ability to review activity from the enterprise mapping system – not necessarily the vendor system. Bidirectional access to permit activity data linked to appropriate spatial information located on the enterprise system.	Yes	The Accela GIS add-on will be a necessary ingredient in aiding for the Accela Automation system to use the primary Addressing Master Database from the City's GIS system. Since the add-on is designed to seamlessly offer bi-directional abilities – one from system to the other and vice versa. Accela will also make provisions such that all address information will be pulled from the GIS side for the purposes of permit initiation so that all addresses used are from the GIS system.
c.	Ability to gather initial permit information (owner, address, site address, zoning, setbacks, repayments, Agree Code, etc.) via a GIS Selection – i.e. find the area of	Yes	The Accela Automation system is designed to auto-populate land data from wherever it might exist so that no re-keying of information is necessary upon

	interest (Parcel) and use the available information to auto-populate the forms where data are available. In essence the ability to drive the application for permit via a GIS Selection from the enterprise GIS.		permit initiation. In the requirement noted, it will be possible for users to select the "parcel" for the permit address, and bring this information into the Accela Automation system without re-keying of any data.
d.	Ability to post a GIS map relative to the asset of interest.	Yes	GIS maps, irrespective of asset interest, can be viewed from the Accela Automation system through the functionality offered by the Accela GIS add-on.
e.	Ability to track development ID's with GIS, in order that we can track the routing and timeline of the information, particularly the acceptance of Design plans, delivery of as-builts and infrastructure dedication	Yes	The Accela Automation system has had the ability to both complete parcel splits and aggregations as well as to keep a record of what has been completed under such activities. However, any "tieback" to the GIS system will involve customization which cannot be priced at this time until further research is completed in conjunction with City staff.
f.	Ability to store property characteristics (e.g. landuse, special use district, flood plain, hazardous material site, handicap accessibility, and service route information) of various types to the record and link back to geobase.	Yes	Property characteristics which are populated from the Accela Automation system can be brought back to the GIS address and parcel data linking this data by a common parcel.
g.	Ability to store/track parcel history of splits and combines (Parent/Child) and tie back to the Geobase for review.	Yes	The Accela Automation system has the ability to complete parcel splits and aggregations as well as to keep a record of what has been completed under such activities.
h.	Ability to store/track ownership history (up to count of 999) for any particular parcel and relate back to geobase.	Yes	This is accomplished by the parcel genealogy feature of the system.
i.	Ability to link any reportable items tied to property back to the geobase for review via map and/or tabular report.	Yes	This is part of the standard GIS functionality in Accela Automation
	5.3 Mobile Communications Requirement (In addition to InspecTrack:	**Current System Contain Functionality (Yes/No)**	**Reference to supporting Documentation or comments.** – Is functionality included in the base product, future version or requires customization?
a.	Document associated costs in the field	Yes	All field activities are performed through the aid of the Accela Wireless system unless your inspectors are downloading

			inspection information onto laptops in the morning and uploading inspection information in the afternoon after their daily inspections. In the case where Accela Wireless is being employed, the system will allow for costs and fees to be assessed in the field for one or more specific inspections. That information once received by the central database will become part of the permanent information stored relative to that record.
b.	Download information to laptop with realtime communication	Yes	This requirement appears to make the assumption that Accela Wireless will be used. Given that assumption, Accela Wireless is designed for instant, automatic and real-time communication of inspection data back to the central database.
c.	Built-in intelligence resolution for records that are updated in field and in office (i.e. which change "wins")	Yes	If an inspection record has not been closed, the most recently updated data from the field application will overwrite data entered in the office application.

5.4. End User tools:

· Describe any End User Tools (on-line query, help text, performance monitoring, etc.) that your solution provides.

Accela Response: Accela Automation provides the ability to query the database and report results in different formats. This is done using customizable reports and ad-hoc queries that can be created and used once or saved for future reuse and modification. Results can be displayed in a formatted report or chart, or exported in a format that can be imported to a spreadsheet or separate database application. The application comes with a fully indexed file of help notes and user instructions with search capability. Performance monitoring can be performed at the application or database level using a number of third-party software tools.

5.5. Product Reporting:

· The Vendor shall provide the City with a list of the standardized reports as part of the base product.

Accela Response: Please see the following page for a list of standard reports provided as part of the base product.

Materials Management Procurement
8314 West Cinnabar Avenue
Peoria, Arizona 85345-6560
Phone: (623) 773-7115
Fax: (623) 773-7118

ACCELA AUTOMATION® STANDARD REPORTS

Report Name	Description	Parameters
Address Activity	Details of applications associated with the specified address, for the specified module(s).	Address, Primary Address Only?, Module(s)
Assessor Report	Details (include valuation) of applications filed or issued during specified date range. User can filter by file date or by workflow task/date. Grouped by application type/subtype.	Application Type, Date Range, Filter By, Workflow Task & Status
Building Permit-HTML	Building Permit showing application details (e.g., job address, owner, applicant, contractor, valuation, fees, etc.) and customizable legal declaration. Legal declaration may be supplied by agency. In HTML format & accessed from Permit tab only.	Application Number
C404	C404 report to U.S. Census Bureau. Provides data required for the following C404 form sections: (3) New Residential Buildings, (4) Additions, Alterations & Renovations to Existing Structures, (5) Construction over $500,000	Application Type, Workflow Task & Status, Status Date
Certificate of Occupancy	Certificate of Occupancy, showing permit #, owner name and address, and property address.	Application Number
Fee Payment by Account	Details of payments and refunds applied during the specified date range. Grouped by account number.	Payment Date Range
Fee Payment by Application	Payment summaries for applications filed during the specified date range and for the specified application type (optional).	File Date Range, Application Type
Inspection Activity	Details of scheduled and completed inspections for the specified date range, inspector (optional) and application type (optional). Grouped by Inspector and date.	Inspection Date, Inspector, Application Type
Inspection Count	Count of inspections during the specified date range, both by Inspector and by Inspection Type. User can specify scheduled inspections, completed inspections, or both. User can choose to show counts by C404 code.	Inspection Date, Scheduled or Completed Inspections, Show Inspector-Inspection Details?, Count by C404 Code?
Inspection Request List	Details of scheduled inspections for the specified date, inspector, or application number. Inspections are grouped by inspector, then application number.	Inspection Date, Inspector, Application Number, Sort By
Inspection Result List	Details of inspections for which a result has been assigned, for the specified date, inspector, or application number. Inspections are grouped by inspector, then application number.	Inspection Date Range, Inspector, Application Number, Sort By
Monthly Permit Summary	Details of applications filed during the specified date range and for the specified application type (optional).	File Date Range, Application Type
Permit	Permit showing details including job address, work description, parcel number, owner, contractor, and fees.	Application Number
Violation History	Details of Enforcement (CRM) cases associated with the specified person or address.	Contact Type, Contact Name, Address, File Date

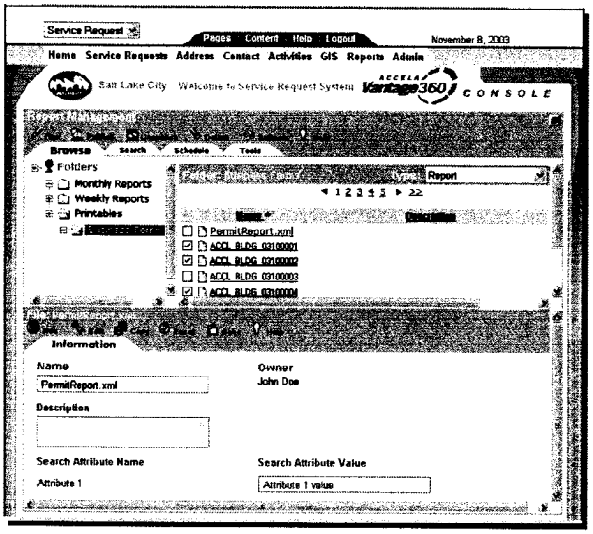
Notes:

All standard reports listed here are written in Accela Report Writer and generated in PDF format (except for *Building Permit-HTML*).

Tabular reports may be modified to export to Excel.

· Describe any custom report writer functionality, ability to schedule reports, and the formats that reports can be produced in as part of this solution.

Accela Response: Accela Automation includes a unique and built-in report writer and ad-hoc report query function system - Accela Report Writer. The Accela Report Writer system was designed with keen attention to presenting both an appealing and user-friendly interface as well as functionality specifically tailored to the non-technical user of most reporting systems found in the marketplace. Users can apply intuitively access tables and information from which data can be drawn and compiled. With its simple Graphical User Interface (GUI), users can build their queries on the fly. All manner of reports on work orders in process, issued work orders, closed work orders, inspection status and schedules, etc. as well as management reports may be created through Accela Reports and then saved in the report repository for future use.



Report Management Main Window

The Accela Reports Management System shown above is designed as a multi-tabbed system contained in a single main window. The Main Window contains four tabs, each providing a major group of functionality:

- The **Browse** Tab
- The **Search** Tab
- The **Schedule** Tab
- The **Tools** Tab

6. Vendor and System Qualifications

6.1. System Capabilities:
· Provide a summarized description of similar environments where the proposed solution has currently been in production for at least 3-5 years providing similar services.

Accela Response: The Accela Automation system is a compilation of land management systems that Accela has been continuously developing and implementing for over 25 years at governmental agencies nationwide. The specific Accela Automation solution was first implemented in the year 2000 and since that time has been implemented at over 50 separate agency sites. The following agencies are representative agencies that use the solution and/or its add-ons to automate a host of activities in their enterprise departments.

Accela Automation as the company's flagship product is creating excitement around the country. Accela Automation has recently been selected by the City of Spokane, WA, Brevard County, FL, City of Galveston, TX, St. Louis County Health, MO, City of Charlotte, NC, the Unified Government of Wyandotte County/Kansas City, KS, City of Oceanside, CA, City of Omaha, NE, Onslow County, NC, City of Rochester, MN, City of Nashville, TN, City of Chattanooga, TN, City of Oklahoma City, OK, Howard County, MD, Virginia Beach, VA, Pinal County, AZ and Guilford County, NC. Accela Automation upgrades are taking place at the City of Reno, NV, City of Benicia, CA, Sacramento County, CA, Washington DC Department of Health, and Contra Costa County, CA. Implementation is underway at Butler County, OH, Carroll County, MD, Howard County, MD, City of Westminster, CO, City of Hesperia, CA, and Accela Automation has just been put into production at City of Cleveland, City of New Orleans (also utilized for damage assessment and recovery after Hurricane Katrina), Pinal County, AZ and at the Miami Dade County Department of Environmental Resource Management (aka DERM) and is currently at "Go-Live" status at the South Florida Water Management District.

6.2. Vendor Qualifications:
· The Vendor should demonstrate a proven track record in providing reliable product software solutions across a series of successful project installation efforts. This should include the number of years in existence; number of customers; installation size; available user groups; the process to request modifications and any other pertinent information.

Accela Response: As a longtime client of the City of Peoria, the city is aware of the extensive domain knowledge and expertise that Accela holds as the industry leader in this space.

Accela is the leading provider of enterprise software solutions for asset management, emergency response, permitting, planning, licensing, public health, public works, and more. With over 25 years of experience working with state and local agencies, we have earned a winning reputation for our unparalleled domain knowledge and our commitment to quality and service. Today, Accela provides software products and services to over 500 government agencies all over the U.S., as well as in Canada and Puerto Rico.

In 1999, Accela was formally created through the merger of Sierra Computer Systems, Inc. and OpenData Systems, Inc., two leading firms in the permitting software industry, and Accela Corporation, a leading Internet technology firm. In 2001, the Company acquired and merged with two additional permit solutions providers with significant experience in the e-government space: Tidemark Solutions based in Seattle, WA and Kiva Systems of Sandy, Utah. In December of 2002, Accela made its most recent acquisition to integrate the capabilities and experience of Sussex Business Systems, a noted industry public sector Work Order and Asset Management system.

The size of our installations range from less than 10 users to hundreds of users at large, enterprise agencies. Accela customers have formed local and regional user groups and the firm also hosts an Annual User Conference which just took place in August 2006 at which over 600 of our clients were in attendance for a week-long conference dealing with every aspect of our solutions, practice, and technology.

Modifications to any Accela client system is made exclusively through the Customer Service Center (CRC) which has been specifically designed to answer all post-implementation questions and issues. The CRC has long hours of operation to account for support and maintenance over an 11-hour span every work day. The CRC also used automated mechanisms by which clients can request service on a 24x7 basis. For additional information we refer the reader to the Additional Information section of this proposal.

· Vendor's record should reflect experience in work of a similar nature and magnitude to that being proposed. Relevant experience must be associated with projects completed not more than five (5) years prior to the date of this RFI. The Vendor should be prepared to provide information regarding on-time and within budget information for previous similar experience.

Accela Response: We refer the reader to the three reference sites below as those, which will suffice to indicate work of a similar nature as to that envisioned under this implementation. All sites noted are those in which our projects were completed within the past five years. We will augment the discussion as to on-time and on-budget considerations at our interview with the city.

- Vendor must provide three references that are currently using the software they are proposing for the City of Peoria. Please include: the name of the organization; the size of the organization, contact names, length of time the customer has been using the solution; and any other pertinent information.

Accela Response: Please see the pages following this page for information regarding details of our reference sites.

References:

Accela has provided commercial off the shelf and customized solutions to over 500 governmental partner jurisdictions over the past 20 years. For more information on Accela's current clients and recent awards please visit our website at www.accela.com/company/clients.asp

Reference	**City of Cleveland - City-wide Permitting System**
Product	Accela Automation
Module	Land Management (permitting, inspection and complaints) and Licensing information
Accela Add-on Products	Accela Wireless Accela Citizen Access
Contract Signed	August, 2004
Project Start	September, 2004
Phase 1 Go-live Date	July, 2005
Overview	Implemented by Accela business partner, Attevo, Inc. 12 departmental implementation; Oracle database; ESRI shop; Data conversion for 15 databases; Remote inspecting (Intel Proof of Concept) for 175 inspectors, Citizen Access.
Contact Person/Title/Phone/Email	McKinney Morris, IT Analyst 216-664-2958 Mmorris@City.Cleveland.Oh.Us

	SCOPE OF WORK Solicitation Number: **P07-0007**	**Materials Management Procurement** 8314 West Cinnabar Avenue Peoria, Arizona 85345-6560 Phone: (623) 773-7115 Fax: (623) 773-7118

Reference	**City of Oklahoma City - Planning, Permitting and Licensing Information System**
Product	Accela Automation
Address	100 North Walker Oklahoma City, OK 73102
Module	Land Management (Permitting & Inspections and Planning) and Business Licensing
Accela Add-on Products	Accela GIS Accela Wireless Accela Citizen Access
Project Start	February, 2005
Phase 1 Go-live Date	Planned for November, 2006
Overview	An integrated Planning, Permitting and Licensing Information System City of Oklahoma City's Finance Department, Public Works Department, Planning Department, Fire Department, and the Water and Wastewater Utilities Department. Includes configuration of all CAP types, conversion of historic permit data, creation of reports, development of custom interfaces including a Cash Register System and implementation of add-on products.
Contact Person/Title/Phone/Email	Stan Reichert, Implementation Project Manager 405-409-3653 stan.reichert@okc.gov

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	Solicitation Number: **P07-0007**	

Reference	**Howard County, MD: Web-Based Inspections, Licensing, and Permitting System**
Product	Accela Automation
Module	Land Management (Permitting & Inspections and Enforcement) and Licensing
Accela Add-on Products	Accela GIS Accela Wireless Accela Citizen Access
Project Start	October, 2004
Phase 1 Go-live Date	March 2006
Overview	Includes configuration of all CAP types, assistance with conversion of historic permit data, creation of reports, development of custom interfaces including an interface to the Selectron IVR, and implementation of add-on products
Contact Person/Title/Phone/Email	Mark Von Wald, Implementation Project Manager 301-788-2593 pkw3@co.ho.md.us

	SCOPE OF WORK	**Materials Management Procurement** 8314 West Cinnabar Avenue Peoria, Arizona 85345-6560 Phone: (623) 773-7115 Fax: (623) 773-7118
	Solicitation Number: **P07-0007**	

Reference	**Palo Alto, CA - Web-Based Inspections, Licensing, and Permitting System**
Product	Accela Automation
Module	Land Management (Permitting & Inspections and Enforcement) and Licensing
Accela Add-on Products	Accela GIS Accela Citizen Access
Project Start	October, 2003
Go-live Date	November, 2004
Overview	Includes configuration of all CAP types, assistance with conversion of historic permit data, creation of reports
Contact Person/Title/Phone/Email	K.B. Paige, Project Manager 650-329-2284 kb.paige@cityofpaloalto.org

	SCOPE OF WORK	**Materials Management Procurement** 8314 West Cinnabar Avenue Peoria, Arizona 85345-6560 Phone: (623) 773-7115 Fax: (623) 773-7118
	Solicitation Number: **P07-0007**	

Reference	**Pinal County, AZ: Web-Based Permitting System**
Product	Accela Automation
Module	Accela Automation Land Management (Permitting & Inspections)
Accela Add-on Products	NA
Project Start	July 2004
Go-live Date	April 2005
Overview	Includes configuration of all CAP types, assistance with conversion of historic permit data, creation of reports
Contact Person/Title/Phone/Email	David Brown 520-404-9907

7. Information Technology Environment and Questionnaire

Technical fit is evaluated for all hardware and software purchased for the City of Peoria.

Current Standards – The City of Peoria complies with (and requires vendors who provide applicable solutions to help us uphold and adhere to) Payment Card Industry (PCI) (https://sdp.mastercardintl.com/pdf/pcd_manual.pdf) and Arizona Department of Public Safety (DPS) Data and Network Security standards. Additionally, the City of Peoria embraces Microsoft's Best Practices recommendations. Below is a description of the current environment and standards:

· Network infrastructure: Cisco Switched 10/100 network utilizing TCP/IP as the only network protocol. Municipal complex connected with GB fiber connections with remote locations primarily running on T1 connections. The network consists of converged voice and data running Cisco VoIP with QOS.
· Servers: HP Proliant servers running Microsoft Windows 2000 and Windows 2003 operating systems (latest Service Pack and Critical Updates applied), Windows 2003 Active Directory, Norton Antivirus Enterprise, CommVault Galaxy backup agents, HP System Insight Manager agents, and EMC storage agents for SAN connectivity and management.
· Storage Area Network: EMC CLARiiON CX500 attached to Cisco 9216 Fiber Channel Switches.
· Databases: Microsoft SQL Server 2000 with latest service packs and Critical updates. Microsoftenterprise per seat licensing in place, per processor purchased when required.
· Web servers: Windows Server 2000/2003
· Web application servers: Microsoft IIS 5.0/6.0, Cold Fusion MX 7.0, Apache-Jakarta-Tomcat Servlet and any other that runs under Microsoft IIS
· Web Applications: ASP/JSP/ASP.Net
· Payment Processing: Verisign Payflow Pro
· All public Web servers are isolated from the City network in a DMZ.
· E-mail: Microsoft Exchange 2003 SP2 with Outlook 2002 client.
· Application systems: Client-server or browser-based clients.
· Electronic Document Management: Alchemy, iCapture and Captaris Work Flow
· Reporting tool: Crystal reports 10 (single licenses), Access reporting.
· GIS: Desktop ArcGIS Version 9.1, ArcView and ArcINFO licensing levels; Server ArcSDE Version 9.1 running on MS SQL Server; Internet/Intranet Mapping System ArcIMS 9.1 – INTRANET ONLY access.
· Workstations: Dell hardware standard, OptiPlex GX620 Small Form Factor, Pentium 4 640/3.2 GHz, 2M800FSB, Hyper Threading (221-8398), 2.0 GB memory for all new purchases, PCs on 4-year replacement cycle; Microsoft Windows XP operating system (SP2 running Firewall and Automatic Updates), Microsoft Office XP Suite.
· Printers: Dell and HP hardware.
· Remote access: Cisco VPN, Citrix Application Server.

Technical Questionnaire

Please provide a technical overview of the system being proposed, including answers to the following questions. Failure to do so will result in loss of points for technical fit. These are the standard questions and not all of these questions may apply to your solution. If a question does not apply, please indicate in the Response area that it is not applicable. Vendors who are selected as finalists will be required to complete a more detailed technical questionnaire.

Accela Response: There are a series of documents which detail the Technical Architecture of the Accela Automation system. These documents are as follows and can be found in the Additional Information section of this Proposal.

1. Accela Vantage360 Fact Sheet
2. Accela Architecture Advantage
3. Vantage360 Architecture 6.2 Administrator Guide

We have provided written responses to each requirement in the following sections.

7.1	Servers	Response
a.	What is the recommended hardware platform?	Recommended Hardware: · Pentium 4 2.4GHz or better · IBM Compatible PC · 512MB RAM or more · 40GB HD · Internet Connection via analog modems, ISDN, xDSL, Cable modem, or dedicated frame-relay circuits (i.e. T1s) - please see the Vantage360 Fact sheet included in the Additional Information section of the proposal.

b.	What is the server operating system?	Recommended Server Requirements: Oracle/Intel deployment · Dual Intel Xeon 2.4GHz or better · 2GB RAM or more · 4 x 36.4GB SCSI Hard Drives configured with Oracle SAME · 10/100/1000Mb/s Network Interface Card Oracle/Solaris deployment · Dual UltraSPARC III 1.2MHz Processors or better · 2GB DIMMS RAM or more · Attached SAN with 4 x 36.4GB SCSI Hard Drives configured with Oracle SAME · 10/100/1000Mb/s Network Interface Card Microsoft SQL deployment · Dual Intel Xeon 2.4GHz or better · 2GB RAM or more · 3 x 36.4GB SCSI Hard Drive · 10/100/1000Mb/s Network Interface Card - please see the Vantage360 Fact sheet included in the Additional Information section of the proposal.
c.	How many servers are required for the production and test environment, including servers needed for optional modules such as web services?	This varies depending on products purchased, network configuration and number of concurrent users. Included, as an attachment is our recommended configuration, this can be streamlined and customized based on the individual jurisdiction and their circumstances.
d.	What is the recommended amount of disk storage space?	This information is provided on the Fact Sheets for each product proposed under this implementation.
e.	For servers that must be accessible to the Internet, please describe the DMZ firewall requirements to access servers on the internal network.	Web facing servers in the DMZ will require port 3080 to be opened (configurable) in order to communicate with the application server. This is http traffic.
f.	Do you include a separate license (without additional license fees) for a test environment?	No. A test environment is provided as part of the implementation effort.
7.2	Database	Response
a.	What is the database platform?	Accela Automation is compatible with both Oracle and Microsoft SQL platforms.

b.	How is connectivity made to the database (i.e., ODBC, individual user SQL login)?	The Accela Automation user does not connect to the database directly. He or she connects to the application which interfaces with the database through a business logic rules layer. This ensures data integrity and security. An administrator or another database application can access the database through admin tools, ODBC, XML and web services through appropriate security controls.
c.	If we sign a non-disclosure agreement, will you provide your ERD and/or data model?	Yes. It is standard procedure for us to get a signed NDA which then allows us to provide the City with the Entity Relationship Diagram and other confidential documents regarding the system.
d.	Assuming that at various times you will need access to our data for technical support, please provide your methods for obtaining this remote access.	Access to support an implemented system is always done with permission and approval of the respective client. Access could be any one of client-approved mechanisms.
e.	As previously stated, our DBMA standard Microsoft SQL Server 2000 with the latest service pack and critical updates. Does your application support our standard?	Yes. The Accela Automation system operates under a MS SQL Server 2000 environment and as well under the Oracle RDBMS.
7.3	Application	Response
a.	How is the application licensed?	The system is licensed based on concurrent users and by the number of licenses needed additionally for any of the system add-ons like Accela GIS, Accela Wireless, etc.
b.	What components are installed and run on the server?	Please see the Vantage360 fact sheet.
c.	Please estimate the amount of workload placed on the server and the amount of workload placed on the client.	Highly dependent on number of users. The application server is most highly utilized at 5-15% CPU (hourly average) in most implementations.
d.	What reporting tools are included or can be used with the application? Does the application come with standard reports?	The application system is provided with its own internal reporting and query system – the Accela Report Writer – which is a drag-and-drop system to fill a wide realm of reporting needs by users we would train as part of the implementation of the system. The system also supports reporting by Crystal Reports.

e.	How often are patches and major upgrades released? How are they installed on the server?	Accela releases a major release every six months. All minor releases that include patches are issued as a point release. A point release is a product release that does not align with our Engineering Plan of Record (POR) release schedule, which we base on the Accela Product Development Cycle (APDC). We deliver two kinds of point release: Enhancement Point Releases and Defect Resolution Point Releases.
f.	Does the application include an archive utility?	No

g.	How is security managed?	Accela Automation provides a multi-level security system where the system administrator has full control on user access. This control on user access is granted based on a single user logon ID and grants that user specific rights and privileges to the system. Users: Security policies allow your agency to control access to the different application types and workflow processes based on user group privileges. You can apply a level of security that allows only certain users to access certain application types or workflow functions. This provides security for viewing and modifying individual tasks and applications. You can restrict access based upon user groups. All agencies and user groups default to full access unless you create an agency-level security policy. Each user is assigned to a user group. Accela Automation allows four levels of user groups to allow for agencies, departments, and divisions within an agency. You can restrict a user group's access to specific application types within Accela Automation. Since there are four levels of application types, there may be overlapping security policies for a user group's access to any given application type. There are three levels of access: none, read-only, and full. Citizen: Accela Citizen Access allows agencies to generate a citizen-specific PIN that grants a citizen access to agency information. Without this PIN, a citizen cannot access agency information. Administrators can choose to review a PIN request before granting a PIN to a citizen. System Administrator: The Database Administration Module allows a System Administrator to create, store, and assign user groups having similar access capabilities. When a new user is assigned a user ID and password, the System Administrator can select from a pre-established User Access Group, or if needed customize user access to create a new Group. For example the system administrator can hide fields from being viewed by a user type.

7.4	Security	Response
a.	Are transmissions (outside the server/system) encrypted, including authentication and data transfer? If so, by what method?	HTTPS, if desired

b.	How is the data stored on the system (user accounts database, configuration files, customer data, etc.) secured and/or encrypted?	Security and/or encryption are handled by the database product.
c.	By default, System or User accounts to not have Domain Admin permissions. Is this a foreseeable issue for the application's integration or functionality?	No. Application administration does not require domain admin rights.
d.	Does the SQL logon IDs use Windows Security, SQL Security, or a Mixed Security model?	Mixed or SQL Security can be used.
e.	Does the application require a specific System account, or does it use the Local System account?	Local system account
f.	What permissions does the administrator of the application require on the server itself?	Normal user permissions.
g.	Does application support Microsoft Windows Updates set to Automatically download/install the latest Critical patches?	Accela Automation requires no software installation on the user's PC but relies only on the PC's browser. It is not affected by any activities that occur on the user's PC, including automatic download and installation of MS Windows updates and critical patches.
h.	Does the application provide integration with Microsoft Windows' Event Viewer, or its own logging/auditing mechanism?	It's own logging/audit in the file system
i.	Does the application provide any Performance Monitor counters (to integrate w/Microsoft Perf Mon utility)?	No
j.	Do you offer a security template for the server(s) that disables all non-essential services, protocols and components?	No
k.	Peoria standardizes upon application of all latest service packs and (critical/security) hot-fix patches. Is this a problem for the application or any of its components?	Accela supports the certification of Accela Automation on the latest available service packs and patches for authorized web application and database software platforms and browsers.
7.5	Workstations	Response
a.	What desktop operating systems are supported?	Recommended Operating system: · Windows 2000 or XP · Internet Explorer 6.x or Netscape 8.x · Adobe Acrobat Reader (download free at www.acrobat.com) · Screen resolution is between 800x600 and 1024x768

b.	How are client upgrades installed?	Accela releases a major release every six months. All minor releases that include patches are issued as a point release. A point release is a product release that does not align with our Engineering Plan of Record (POR) release schedule, which we base on the Accela Product Development Cycle (APDC). We deliver two kinds of point release: Enhancement Point Releases and Defect Resolution Point Releases. Accela Engineering Delivers an Enhancement Point Release when customers require the delivery of new functionality in a timeframe that does not match Accela's scheduled release dates. Accela Engineering Delivers a Defect Resolution Point Release when customers require the delivery of defect resolutions in a timeframe that does not match Accela's scheduled release dates. Accela maintains a history of product version upgrades on our customer support site. http://www.accela.com/support/productupdates.asp
c.	Are any additional hardware peripherals required?	No.
7.6	Integration	Response
a.	Does the application integrate with Microsoft Office and Outlook?	Accela Automation includes Microsoft Outlook-based Portlets that End-users can place on their Consoles. There are two Portlets available: One that shows an End-user's local inbox and provides functionality for creating new messages, forwarding, et cetera. Another Portlet contains an End-user's Outlook Calendar appointments and provides functionality for scheduling new appointments, rescheduling, et cetera.

b.	Is GIS integration available?	Yes. Integration with GIS is provided by Accela GIS. Accela GIS is the primary interface tool used by Accela Automation clients to interface their land management systems with their GIS data. Built on ESRI's ArcIMS™ platform, Accela GIS utilizes GIS map information through Map Services created in ArcIMS and adds powerful Web-based GIS viewing and feature selection capabilities to Accela Automation. End-users can look up permits and parcels in Accela Automation, then click over to Accela GIS to view the selection, location, and associated GIS information. Similarly, end-users can select features in Accela GIS to auto-populate the initiation of new applications to Accela Automation. Accela GIS reads agency GIS layers. Any changes in the agency GIS layers will be reflected in Accela GIS. As an agency, for example, changes the owner name on a parcel in the GIS layer. That change will be reflected in the Accela GIS viewer and any new apps created will use the new data. Previously created applications will retain the data they were created with initially.
c.	Does the application integrate with Alchemy document imaging or document management software? If not, what other document imaging or document management software does your application integrate with?	Accela supports web services as an interface tool. This proposal includes services pricing for a web services interface to a document management software system
d.	Does your application utilize a specific version of Crystal Reports or some custom subset of Crystal Reports?	Accela Automation provides a generalized Report Writer Common Service capability that enables: • Crystal • Oracle • Accela's Internal Report Writer • Other Web-enabled Report Writer • Other types of reports or processes (HTML, EXE, JSP, batch processes, etc.)
e.	Is integration with Selectron's InspecTrack available?	No. It is intended that Accela Wireless be used to supplant and achieve full integration with the Accela Automation system without the need of a specific interface.
f.	Is integration with PeopleSoft General Ledger available?	No current installation includes PeopleSoft GL integration.
g.	If you do not provide an IVR solution, are you able to integrate with our existing Selectron Voice Permits IVR?	We are providing the Accela IVR solution as part of this proposal. It is a full-featured system, which is inherently integrated with the Accela Automation solution.

h.	The City of Peoria currently has interface requirements for cashiering (System Innovators's products Revenue Collector and Cashier for Windows). Does your application currently offer integration with System Innovators? If not, please provide an estimate for this integration.	We have not performed integration with the noted System Innovator's product and have factored in the creation of an interface to that existing system at the City. Please see our pricing section for more information.
i.	What types of potential integration does your solution offer [permit initiation, permit review, address integration (GIS Master Address database), parcel integration (Numbers), Special District calculations via GIS query, etc.].	Accela Automation has a variety of integration solutions available through contractual arrangements for one-time data migration and ongoing dynamic data export and import with other data sources.
j.	Do you provide integration with Firehouse Software? This application is used by the Fire Inspectors. Currently, there are approximately ten (10) data fields that require entry in BOTH the Permitting system and Firehouse software. These fields include business address and permit information.	Accela has the ability to create an interface with the Firehouse system that would eliminate the need for double data entry. An interface, specifying ten (10) data fields, is included in the services pricing portion of this proposal.
k.	Integration with Skire's Unifier to provide basic Permit information.	As indicated, Accela will create an interface to the Skire system. Please see our pricing section for more information.

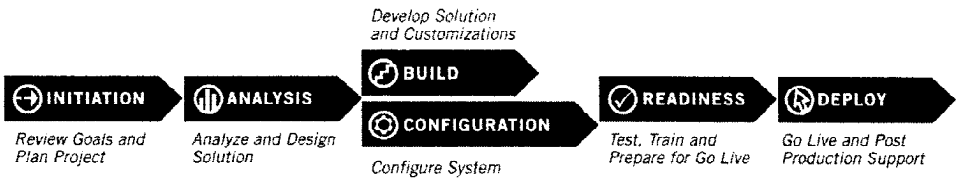
7.7	Additional modules	Response
a.	What additional modules are available, such as web services or remote accesses?	**Accela Automation Public Health and Safety** – tracks and manages the permit and inspection activities that ensure that community health standards are upheld and environmental health regulations are enforced. **Accela Automation Licensing** - automates the licensing, registration, and renewal program for your agency including general business licenses, pet licenses, simple and complex registrations, occupational licensing etc. **Accela Asset Management** – allows agencies to manage Street, Water, Stormwater, Sewer, Fleet, Parks, Buildings or any other type of asset. **Accela Service Request** – Accela Service Request™ automates and manages interdepartmental or citizen requests for service, complaints, or inquiries. Accela Service Request allows you to organize and manage requests and strengthen citizen relations. Combining Accela GIS™ with Accela Service Request adds the capability to visually map and track service request incidents. **Accela Add-on Technology:** **Accela Citizen Access** - provides a complete solution where citizens and contractors can access services and carry out entire processes on-line. **Accela GIS** - provides direct access to view geographic representations of all land-use and zoning information associated with a parcel, permit, inspection or plan. **Accela Wireless** - gives field staff direct, real-time wireless or off-line extension of Accela Automation. **Accela IVR** - is an Interactive Voice Response system, which provides customers with 24-hour access to permit and inspection services.
b.	What additional hardware or software is required to support those modules?	Accela has provided these individual Fact Sheets to highlight the technology needed to support these additional modules.

8. Vendor Strategy and Process Information

8.1. Implementation Strategy: The Vendor must present an installation plan addressing three major components of the proposed project solution: approach, timeline and organization.

Accela Response: Accela is committed not only to providing a superior software solution for the City of Peoria's current and future needs, but also to assist the state in the successful implementation and deployment of the solution. A successfully installed system is not based solely on the offered functionality, but also on the expertise, experience, and clarity of the vendor and the agency's staff. Accela has over 25 years of providing planning, permitting and licensing systems for the public sector and is the only vendor in this market to have successfully installed and deployed a true 3-tier web-based solution.

Accela Services has developed its Accela Implementation Methodology (AIM) to define the project lifecycle for Accela-managed AA implementations and provide a series of standard deliverable templates. AIM has proven to be an invaluable tool in helping Accela successfully manage its projects and deliver AA's targeted results and benefits for its customers. The following diagram depicts the implementation process per AIM, typically applicable to most implementations; this is broken down into six project stages:



8.2. Data Conversion:
· Contractor should state in their proposal the steps for data conversion and the anticipated City involvement, including number of hours and number of staff required, during initial set up and conversion. Currently, the City has multiple data sources including Citizen Serve and Accela's PermitsPlus.

Accela Response: In accordance with the AIM (Accela Implementation Methodology), several data conversions tests are scheduled prior to the implementation of the data into the production database. During these data conversion test cycles, the Accela data conversions team executes test scripts (provided by the client at the beginning of the project) to verify that the data is accurate from a database perspective. Any test scripts that allow the data conversions team to test the data through the application will also be executed, if provided by the client. Data conversion release notes will be provided after each conversion to verify record counts of inputs and outputs. In addition, the client is heavily involved in the testing phase to verify the data conversion. The client is required to sign off on the data conversion before Accela proceeds with the final data conversion into the production database. By working with the Accela project team to follow the methodology, reviewing reports, and testing the application, the client should be able to verify that all of the data loaded is satisfactory prior to implementation into a production

8.3. Project Management:
· The Vendor along with the City is responsible for managing the overall implementation effort including activities conducted by other Vendors and the City personnel.

Accela Response: Accela proposes to provide professional consulting services for the City of Peoria as required to successfully implement Accela Automation and associated add-on products in support of the Permitting System for Permitting, Code Compliance, and Land Management.

Accela will work with state staff to optimize Accela's portfolio of software, best practices, and customer experience to enable the City of Peoria to successfully deploy its Accela Automation solution and meet its functionality, timing and cost requirements and transition from Accela's Permit Plus environment.

· Activities will include (at a minimum): project supervision; work program administration and coordination activities; project time and expense management; change control management and quality management, as well as provide a weekly written project status report.

Accela Response: In addition to the response above, Quality assurance processes and procedures permeate virtually every aspect of an Accela Automation implementation, from the initial business process reviews and information gathering, to the integration, data conversion, custom development, training, and production phases. Project participants for the software implementation consists of seasoned engineers, technicians, trainers, documentation specialists, data conversion and interface experts, database architects, report developers, and others to form a cohesive team that has the responsibility for their respective specialties within the overall project.

In the normal course of implementing a large information technology project stuff happens that either directly requires that implementation planning be changed, or necessitates the consideration of change. Change control discipline is the process for managing change in a way that serves the same budgetary, technical, operational, programmatic and administrative needs extant during the decision to implement. The agreed upon scope and functionality of the work to be performed and the results expected are documented in a Statement of Work (SOW), the RFP, our response to the RFP, and the contract. Any modification to or deviation from the agreed goals, requirements, scope, schedule or changes that have an impact on the delivery time or effort in hours agreed upon needs to be subject to change control procedures, in addition to articulation in any other administrative documentation (e.g., the contract) where the affect of change is appropriately codified. In some instances, this requirement that can be met by including a "mechanism" by which changes are controlled and codified within the contract. The writings that are the results of the mechanism would then become supplements to the contract and thus made a part thereof.

During the initiation of this project Accela will work with Peoria staff to establish and communicate the project communication plan, including: status meetings, progress tracking and reporting mechanisms, issue/risk management plans, budget management and resource management plans.

8.4. Product Documentation:
· The Vendor is responsible for providing system and user documentation for the base product. The Vendor will modify the documentation as required to reflect the City's customization. · The Vendor will provide at least one master and one copy of systems documentation for hardware, operating software and applications software. As well as system administration documentation and training manuals. Electronic copies in MS Word format are required.

Accela Response: Accela provides each client with the documentation necessary for the system or peripherals, which the agency has acquired and implemented. This documentation is provided at no additional charge since it is inherently part of the implementation tools and documents that are necessary to give users and system administrators' knowledge about the facets and operation of the system. User guides or system manuals are provided. The Accela Automation System Entity Relationship Diagram (ERD) is also provided once both parties execute non-disclosure agreements.

Other documents include the following:

- Getting Started Guide
- Accela Automation Administrator's Guide
- Accela Automation User Guide
- User Profile User and Administrator Guide
- Local Announcements and online Help User and Administrator Guide
- Project Management User and Administrator Guide
- Set Processing User and Administrator Guide
- Conditions User and Administrator Guide
- Fee and Cashier User and Administrator Guide
- Inspections User and Administrator Guide
- People User and Administrator Guide
- Property User and Administrator Guide
- Workflow and Smart Manager User and Administrator Guide
- Document Service User and Administrator Guide
- Event Manager Script Engine User and Administrator Guide
- Flash Demo (on AA Navigation)

Etc.

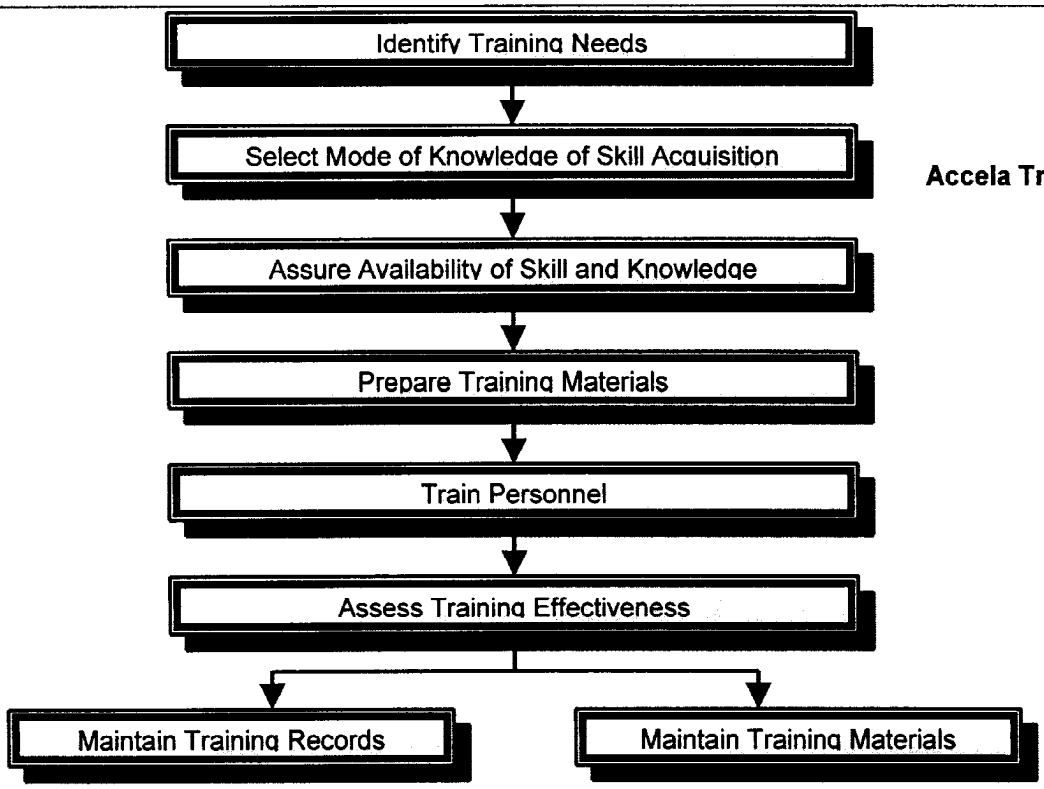
· The Vendor will grant the right to make as many documentation copies for use by the City's database employees as needed. In addition, as part of the ongoing license fee, the Vendor will provide one master and one copy of all documentation upgrades for all future system modifications and enhancements.

Accela Response: Accela allows the City of Peoria to make copies as needed.

8.5. Product Training:
· Provide an estimated cost for delivering Vendor led end-user training for approximately 100 concurrent users. This should include, recommended training class size, appropriate training sessions for basic as opposed to Power Users, a sample training plan and applicable training methodology.

Accela Response: Please see the pricing section of the proposal for all cost associated with Training, Please see the following pages for Training methodology and details.

Materials Management Procurement
8314 West Cinnabar Avenue
Peoria, Arizona 85345-6560
Phone: (623) 773-7115
Fax: (623) 773-7118



Accela Training Methodology

The Management of systems training will be done to ensure that the City of Peoria personnel have the knowledge and skills needed to achieve program objectives using their new Permitting System. The following figure depicts a typical process for managing training. It starts by identifying training requirements. Approaches for acquiring knowledge...and skills are identified and evaluated. Training plans will be developed that directly address the acquisition of required skills and knowledge. Training materials will be developed for each training course or instruction. City staff will be trained in accordance with the training plan and training materials. Training is assessed to determine how well it meets of the City's operational and administrative needs. Maintenance of training records and training materials enable determination of trends and recall of what has transpired

Types of Training

Accela specializes in providing government agencies with the necessary tools to maintain and support the software they are provided. Accela Automation is especially geared to making the agency and its technical staff as self-sufficient as possible so they can eventually modify the initial configuration to accommodate the agency's changing parameters and operations.

Training is typically accomplished most effectively for both Accela and its clients by deploying a "train the trainer" approach. This approach allows an agency to use the talents of super users or other knowledgeable personnel to conduct formal training classes for the various subsets of users involved with the implementation. Accela will train such power users in all aspects of the application, both from a typical user perspective and from that of the technical or administrative personnel. The Train the Trainer approach empowers large agencies to conduct the training sessions at its convenience and with personnel that is familiar to all users. Accela is available to support any combination of training classes required.

In addition to this baseline knowledge transfer through the entire implementation, Accela will conduct formal training sessions. Accela training professional will conduct off-site using WebEx communications or on-site training can be provided as stipulated in the contract between Accela and the agency.

In order to ensure that agency power users have the required in-depth knowledge, skills and ability to operate, administer, maintain, support and train other users on their new system, Accela will embark on a programmed process of transferring system knowledge at the onset of development and continued through implementation and acceptance testing. Power-User Training is not an independent step in this service package, but rather takes place throughout the remaining System Setup, Application Configuration, and Data Conversion stages.

In addition to this baseline knowledge transfer through the entire implementation, Accela will conduct formal training sessions. Accela training professional will conduct off-site using WebEx communications or on-site training can be provided as stipulated in the contract between Accela and the agency.

This is a listing of training available for this project:

Training Processes and Procedures
- Accela University Process and Procedures
- Course Evaluation

Class Outlines
- Class 1— Administration for Clients
- Class 2— Administration for Partners
- Class 3— Daily Usage
- Class 4 - An Introduction

Class Agendas
- Class 1— Administration for Clients
- Class 2— Administration for Partners
- Class 3— Daily Usage
- Class 4 - An Introduction

Course Descriptions
- Course 1— Agency Profile and Configuration
- Course 2— User Profiles
- Course 3— Applications, Workflows and Processes
- Course 4— System Automation Usage
- Course 5— Inspections
- Course 6— Conditions
- Course 7— People and Property
- Course 10— Using Applications and Workflows
- Course 11— Adding Property and People
- Course 12— Daily Cashiering and Fee Payment
- Course 13— Processing Inspections
- Course 14— Automating Your Work

The following page shows the outline for Class 1 – Administration for clients

	SCOPE OF WORK	Materials Management Procurement
	Solicitation Number: **P07-0007**	8314 West Cinnabar Avenue Peoria, Arizona 85345-6560 Phone: (623) 773-7115 Fax: (623) 773-7118

Class Description
The Administration for Clients class is designed to prepare clients who use Accela Automation in two areas:

Design/Build Concepts – Participants will learn the major design/build concepts of Accela Automation. The skill sets learned are essential for any Administrative level role played by the client. Clients will become fully familiar with these concepts so they may either completely build out the Agency on their own or assist in business analysis and process design.

Long Term System Management - Participants will learn how to manage the day to day operation of Accela Automation and perform minor on-going system enhancements and changes.

Class Length
The Administration for Clients class is a 3-day class.

Recommended Class Size
Administration classes should be limited to 7-10 participants.

Intended Class Audience
This course is designed for Agency IT Administrators/Managers, Building Department Administrators/Managers and Subject Matter Experts (SME's) who may assist in the system design and/or build out, or long-term management of Accela Automation.

Example Titles/Roles:

Tile Examples:
IT Department Director, IT System Manager, Building Department Director, Supervisor of Inspectors. Fee Manager

Role Examples:
Counter Technician, Cashier, Inspections Supervisor, Department Administrative Assistant, Systems Designer

Instructional Delivery Methods
Instructor-led with intensive hands-on exercises and live system configuration.

Skills Gained
At the end of this course, participants will be able to:
Create and Maintain Applications (Permits, Code Enforcement, Licensing)
Create and Maintain Workflows
Create and Maintain Processes
Create and Maintain Fees and Fee Schedules
Create and Maintain Inspection Schedules
Create and Maintain User Groups and Users
Create and Maintain the User experience such as Searches/Results and Summary/Headers

Prerequisites
Technical knowledge of software and computer systems.

· All end user training is conducted within the City's training facilities.

Accela Response: Accela does conduct training at the facilities as directed by the city.

8.6. Product Testing:
· The Vendor is responsible for conducting a comprehensive systems test utilizing the City's environment and data (such as the Accounting String). Though the Vendor is responsible for all testing, verification testing by the City must be allowed to take place.

Accela Response: Accela will work with the City to prepare and review a High-Level System Testing Plan for each department. . This plan will outline the system requirements for each department and outline what components of the system meet those specific requirements. Further, the test plan will establish the means for both Accela and the agency to cross check the system requirements to the capabilities of the system. This plan will then be detailed out in creation of the User Acceptance Test Plan in later stages of this project.

The User Acceptance Testing Stage has the following objectives:

- Jointly create and execute the User Acceptance Test Plan for the agency to execute to ensure their requirements are met (the User Acceptance Test Plan will be executed by the agency in the next stage of the project).
- Create Organizational Change Management Plan to ensure that the enhancements/ modifications to the agencies job roles are clearly documented and the plans to train the respective user groups on the system are created.
- Work with the Accela Approval Team to successfully execute the User Acceptance Test Plan and gain approval and signatures that the terms and conditions of the system have been met.

The following activities will be performed to achieve the above objectives:

The Accela team will work with the agency in executing the User Acceptance Test Plan to ensure the requirements of the agency have been met by the new system.

- The Accela project team will create the Organizational Change Management Plan to include the training documentation for the agency's user groups of each department. The Organizational Change Management Plan will include the changes to the job roles within the agency and the necessary plans to implement the new workflows to the agency's workforce.
- Schedule and conduct testing sessions with each participating department to execute the User Acceptance Test Plan, and document the results of the testing. If necessary, corrections will be made to the system (providing the corrections are deemed to be in-scope for the project).
- Schedule an executive session to review the successful completion of the User Acceptance Test Plan and gain signature that the system meets the in-scope requirements of the agency and gain approval to execute the Deployment Plan (part of Organizational Change Management Plan)

8.7. Product Installation:
· The proposed solution must include a task-based work plan identifying activities and resources (internal and external) required for successful installation and implementation of the proposed solution component.

Accela Response: Please see the timeline provided at the end of this section.

8.8. Support:
· Post Installation – The Vendor must provide immediate production critical support for the City during the first 90 days of operation. Successful completion of this Post Installation phase will lead to System Acceptance and final payment.
· Ongoing Support – At a minimum, the Vendor must include information and estimated pricing associated with all aspects of ongoing support and maintenance activities for the first five (5) years.

Accela Response: This is our Support Accela stands committed to the service provided to our clients. The Customer Resource Center is designed to provide you with upper-tier support upon first contact. All clients with a current maintenance and support agreement with Accela will have unlimited access to the CRC.

The CRC is the focal point at Accela to serve as your agencies contact. The CRC works closely with ALL departments within the Accela organization. This gives our CRC team the knowledge and access needed to provide quality services and support and ensures that all of Accela's resources are available for you.

The Customer Resource Center is dedicated to answering your questions and resolving your issues. Specifically, we provide the following Maintenance Related Services:

- Telephone Support - Accela will provide Customer with a telephone number to contact the Customer Resource Center (CRC), Accela's live technical support facility, which is available from 4:00 a.m. until 6:00 p.m. Pacific time Monday through Friday, excluding Accela's observed holidays.
- E-Mail Support - Accela will provide Customer with one or more electronic mail addresses to which Customer may submit routine or non-critical support requests, which Accela will address during its regular business hours.
- Online Support - Accela will provide Customer with access to archived software updates and other technical information in Accela's online support databases, which are continuously available.
- Remote Support - When required to properly resolve a maintenance request, Accela will provide remote assistance to Customer via the WebEx™ Meeting Center environment or another mutually-acceptable remote communications method.
- On-Site Support - If Customer does not wish for Accela to resolve its maintenance requests remotely, Accela will provide on-site assistance to Customer at Accela's then-current time-and-materials rates. In addition to these charges, Customer will compensate Accela for associated airfare, lodging, rental transportation, meals, and other incidental expenses as such expenses accrue.
- Software Updates - Accela will provide revisions of and enhancements to maintained software products to Customer as such updates are generally-released by Accela.

CRC Representative Responsibilities:

- Put forth the best effort to resolve the incidents you submit
- Document each Incident and its resolution
- Escalate incidents to other Accela departments as and when necessary
- Track the duration of open incidents and ensure that they are moving forward
- Communicate the progress of your open incidents to you on a regular basis
- Deliver fixes and workarounds for your incidents
- Confirm with you that the incident has been resolved
- Provide information in a timely and professional manner

Contact Information:

Location: Accela Customer Resource Center
Accela West Coast Offices
1731 W. Walnut Ave.
Visalia, CA 93277

Phone: (559) 627-1959 x 5
Email: support@accela.com
Web: http://www.accela.com/support/support.asp

There are three ways to contact the CRC:

- By Phone. This is the best way to contact the CRC if your issue is critical.
- By e-mail. This is the best way to contact the CRC if your issue is complex or requires a lot of detail or attachments and is not critical.
- From the Web. This is the best way if you like a structured format to facilitate your documentation of the issue.

The CRC staff stands ready to serve all client issues and is available to address and internally route all technical support aspects leading to resolution.

All pricing associated with support are in the pricing section of this proposal.

8.9. Product Demonstrations:
· Each vendor must be able to conduct product demonstrations (based on commercially available product features) as required.
· Vendors must clearly state if they demonstrate any functionality that they did not include in their proposal.
· Each vendor must be willing and able to complete a more detailed Information Technology technical questionnaire and follow-up conference call.

Accela Response: Accela acknowledges and shall comply with the demonstration requirements outlined here.

City of Peoria AZ Pricing

Table 1 - Total Licensing Cost	Software	Annual Maintenance
Software Licensing		
Agency Hosted		
For detail see table 2		
Accela Automation		
Land Management	$318,860	$63,772
Accela Citizen Access	$37,475	$7,495
Accela Wireless	$104,960	$20,992
Accela GIS	$90,860	$18,172
Subtotal Licensing Cost	$552,155	$110,431
Permits Plus to Accela Automation Customer Upgrade Discount		
Accela Automation - Land Management	(318,860)	
Total Licensing Cost	**$233,295**	**$110,431**

Table 2 - Total Services Cost See attached Implementation Services worksheet for details	Services
Total Services Cost	**$673,080**

Total Project Cost	**$906,375**	**$110,431**

Table 3 - Software License Details	Number of Licenses	Cost
Accela Automation – a three-tiered, web-based application that provides a complete solution for automate workflow, forms management, activity tracking, cashiering, and many other mission critical tasks.		
Accela Automation Land Management - tracks and Manages all of your land use and community development activities including permits, building safety, inspections and reviews.	140	$318,860

Accela Add-on Products		
Accela Citizen Access - provides a complete solution where citizens and contractors can access services and carry out entire processes on-line.	based on population - 138,000	$37,475
Accela Wireless - gives field staff direct, real-time wireless or off-line extension of Accela Automation.	40	$104,960
Accela GIS - provides direct access to view geographic representations of all land-use and zoning information associated with a parcel, permit, inspection or plan.	140	$90,860

SERVICE FEES

Accela has identified the following Services pricing, reflecting agency self-hosting.

Deliverable	Amount
Initiation	$ 12,080
System Setup	$ 6,480
Configuration Analysis	$ 75,600
Configuration	$ 66,380
Custom Scripts	$ 30,240
Reports	$ 37,390
Address, Parcel Owner Interface	$ 12,480
PermitsPlus Conversion	$ 45,360
Citizen Serve Conversion	$ 22,680
Financial Management Interface	$ 12,600
Firehouse Interface	$ 12,600
Revenue Collector Interface	$ 12,600
Skire Unifier Interface	$ 12,600
Selectron IVR Interface	$ 12,600
Document Management Solution Interface	$ 12,600
Training	$ 21,600
Deployment	$ 18,900
Project Management	$ 95,900
Accela Citizen Access	$ 49,100
Accela GIS	$ 21,870
Accela Wireless	$ 21,420
Sub Total	$ 613,080
Travel and Expense Estimate	$ 60,000
Total	$ 673,080

OPTIONAL

Deliverable	Amount	
Daily User Training (100 Users – 7 Courses)	$	35,000
Sub Total	$	35,000
Travel and Expense Estimate (4 trips)	$	14,000
Total	$	49,000

INVOICING AND PAYMENT TERMS

100% of server software, software licenses, and 1st year maintenance costs outlined above are due upon contract signing. 15% of services are due upon contract execution and the remaining 85% due upon mutually agreed to milestones during the course of the implementation. Actual Travel and Expenses billed as accrued. All services costs are strictly tied to Accela's defined understanding of the scope of work. Any additional efforts outside of defined scope will be subject to additional costs (through a required change order).

Table 4 Accela's Hourly Service Rates	
Implementation Specialist	$175.00/hour
Programmer	$185.00/hour
Data Conversion Engineer	$185.00/hour
Database Administrator	$185.00/hour
Report Writer	$175.00/hour
Web Consultant	$185.00/hour

Specific Notes:

Pricing is valid for a period of 120 days from proposal submission (9/6/06).

Customer upgrade discount is restricted to current customers of Accela's Permitting Systems. Accela will swap out current number of existing permitting system licenses, in exchange for Accela Automation licenses. Upgrade is restricted to Accela Automation only.

Additional user pricing:
> Accela Wireless - User License Packs (includes 5 named users per pack) - $9,995
> Accela GIS - User License Packs (includes 5 named users per pack) - $2,995

A run-time only license of ESRI's ArcIMS product is included with the Accela GIS product. Annual maintenance of $1,500 per year will be paid by the agency direct to ESRI (if the City does not already have a run-time license).

Accela Payment Terms: 100% of server software, software licenses, and 1st year maintenance costs outlined above are due upon contract signing. 15% of services are due upon contract execution and the remaining 85% due upon mutually agreed to milestones during the course of the implementation. Actual Travel and Expenses billed as accrued. All services costs are strictly tied to Accela's defined understanding of the scope of work. Any additional efforts outside of defined scope will be subject to additional costs (through a required change order).

Any applicable taxes are the responsibility of the City of Peoria.

This proposal does not include costs for potential hardware, or remote computing devices (PDA's, Laptops, Tablets) for field inspectors.

Information regarding the Accela Financial Services financing options available upon request.

General Pricing Notes;
The pricing set forth herein reflects information generally known to Accela, supplied to Accela by City of Peoria, and based on Accela's interpretation of the RFP. Further information gathered through detailed investigation by Accela is required before a final Statement of Work and pricing can be mutually agreed upon.

Service costs are subject to a yearly increase based on CPI.

Prior to Contract execution, Accela may request a mutually agreed upon evaluation of the City of Peoria's business practices and operations in preparation of the final Statement of Work.

3rd Party Software (Licenses Required) The following 3rd party software is not included in the Accela Software Installer. Separate licenses are required.

- Macromedia ColdFusion MX for J2EE, Version 6.1, Enterprise Edition (per Web sever)
- Microsoft SQL version, MS SQL Server 2000, Microsoft Windows 2000/2003
- Oracle option, Oracle RDBMS version 9i, Sun Solaris8/
- Brava v5.0 (for enhanced viewing of documents) Optional

The following 3rd party software is included in the Accela Software Installer. No additional licenses are required.

- Jet Speed Portal Software
- JBoss 3.0.6 with integrated Tomcat 4.1.18
- Vembu SwisSQL API 1.7 (for MS SQL Server version only)
- Java 2 Standard Edition SDK, version 1.4.2_02
- Java 2 Enterprise Edition SDK, version 1.3.1_04
- Jakarta Ant, version 1.5.1
- DataDirect ODBC/JDBC Drivers (Accela branded)

All billing terms are due net-30 from invoice.

Contractor proposes that the parties negotiate all payment schedule terms in good faith, using Contractor's standard payment schedule (described above) as a starting point for such negotiations.

Additional Information

The listed information follows this page.

- City of Peoria – Questionnaire
- City of Peoria – Scope of Services
- Product Fact Sheets
  - Accela Land Management
  - Accela Vantage360 Fact Sheet
  - Accela Citizen Access
  - Accela GIS
  - Accela Wireless
- Accela Vantage360 Architecture Advantage & Administrators Guide
- Network Diagram and Layout
- Sample Contracts and Exceptions
  - License Agreement
  - Maintenance Agreement
  - Service Agreement
  - Exceptions to Terms and Conditions
- Insurance Documentation

	QUESTIONAIRE	**Materials Management Procurement** 8314 West Cinnabar Avenue Peoria, Arizona 85345-6560 Phone: (623) 773-7115 Fax: (623) 773-7118
	Solicitation Number: **P07-0007**	

Please list a minimum of three (3) references who the Materials Management Division may contact:

Accela Automation as the company's flagship product is creating excitement around the country. Accela Automation has recently been selected by the City of Spokane, WA, Brevard County, FL, City of Galveston, TX, St. Louis County Health, MO, City of Charlotte, NC, the Unified Government of Wyandotte County/Kansas City, KS, City of Oceanside, CA, City of Omaha, NE, Onslow County, NC, City of Rochester, MN, City of Nashville, TN, City of Chattanooga, TN, City of Oklahoma City, OK, Howard County, MD, Virginia Beach, VA, Pinal County, AZ and Guilford County, NC. Accela Automation upgrades are taking place at the City of Reno, NV, City of Benicia, CA, Sacramento County, CA, Washington DC Department of Health, and Contra Costa County, CA. Implementation is underway at Butler County, OH, Carroll County, MD, Howard County, MD, City of Westminster, CO, City of Hesperia, CA, and Accela Automation has just been put into production at City of Cleveland, City of New Orleans (also utilized for damage assessment and recovery after Hurricane Katrina), Pinal County, AZ and at the Miami Dade County Department of Environmental Resource Management (aka DERM) and is currently at "Go-Live" status at the South Florida Water Management District.

Accela has provided commercial off the shelf and customized solutions to over 500 governmental partner jurisdictions over the past 20 years. For more information on Accela's current clients and recent awards please visit our website at www.accela.com/company/clients.asp

Reference	**City of Cleveland - City-wide Permitting System**
Product	Accela Automation
Module	Land Management (permitting, inspection and complaints) and Licensing information
Accela Add-on Products	Accela Wireless Accela Citizen Access
Contract Signed	August, 2004
Project Start	September, 2004
Phase 1 Go-live Date	July, 2005
Overview	Implemented by Accela business partner, Attevo, Inc. 12 departmental implementation; Oracle database; ESRI shop; Data conversion for 15 databases; Remote inspecting (Intel Proof of Concept) for 175 inspectors, Citizen Access.
Contact Person/Title/Phone/Email	McKinney Morris, IT Analyst 216-664-2958 Mmorris@City.Cleveland.Oh.Us

	QUESTIONAIRE	**Materials Management Procurement** 8314 West Cinnabar Avenue Peoria, Arizona 85345-6560 Phone: (623) 773-7115 Fax: (623) 773-7118
	Solicitation Number: **P07-0007**	

Reference	**City of Oklahoma City - Planning, Permitting and Licensing Information System**
Product	Accela Automation
Address	100 North Walker Oklahoma City, OK 73102
Module	Land Management (Permitting & Inspections and Planning) and Business Licensing
Accela Add-on Products	Accela GIS Accela Wireless Accela Citizen Access
Project Start	February, 2005
Phase 1 Go-live Date	Planned for November, 2006
Overview	An integrated Planning, Permitting and Licensing Information System City of Oklahoma City's Finance Department, Public Works Department, Planning Department, Fire Department, and the Water and Wastewater Utilities Department. Includes configuration of all CAP types, conversion of historic permit data, creation of reports, development of custom interfaces including a Cash Register System and implementation of add-on products.
Contact Person/Title/Phone/Email	Stan Reichert, Implementation Project Manager 405-409-3653 stan.reichert@okc.gov

	QUESTIONAIRE	**Materials Management Procurement** 8314 West Cinnabar Avenue Peoria, Arizona 85345-6560 Phone: (623) 773-7115 Fax: (623) 773-7118
	Solicitation Number: **P07-0007**	

Reference	**Howard County, MD: Web-Based Inspections, Licensing, and Permitting System**
Product	Accela Automation
Module	Land Management (Permitting & Inspections and Enforcement) and Licensing
Accela Add-on Products	Accela GIS Accela Wireless Accela Citizen Access
Project Start	October, 2004
Phase 1 Go-live Date	March 2006
Overview	Includes configuration of all CAP types, assistance with conversion of historic permit data, creation of reports, development of custom interfaces including an interface to the Selectron IVR, and implementation of add-on products
Contact Person/Title/Phone/Email	Mark Von Wald, Implementation Project Manager 301-788-2593 pkw3@co.ho.md.us

	QUESTIONAIRE	**Materials Management Procurement** 8314 West Cinnabar Avenue Peoria, Arizona 85345-6560 Phone: (623) 773-7115 Fax: (623) 773-7118
	Solicitation Number: **P07-0007**	

Reference	**Palo Alto, CA - Web-Based Inspections, Licensing, and Permitting System**
Product	Accela Automation
Module	Land Management (Permitting & Inspections and Enforcement) and Licensing
Accela Add-on Products	Accela GIS Accela Citizen Access
Project Start	October, 2003
Go-live Date	November, 2004
Overview	Includes configuration of all CAP types, assistance with conversion of historic permit data, creation of reports
Contact Person/Title/Phone/Email	K.B. Paige, Project Manager 650-329-2284 kb.paige@cityofpaloalto.org

	QUESTIONAIRE	**Materials Management Procurement** 8314 West Cinnabar Avenue Peoria, Arizona 85345-6560 Phone: (623) 773-7115 Fax: (623) 773-7118
	Solicitation Number: **P07-0007**	

Reference	**Pinal County, AZ: Web-Based Permitting System**
Product	Accela Automation
Module	Accela Automation Land Management (Permitting & Inspections)
Accela Add-on Products	NA
Project Start	July 2004
Go-live Date	April 2005
Overview	Includes configuration of all CAP types, assistance with conversion of historic permit data, creation of reports
Contact Person/Title/Phone/Email	David Brown 520-404-9907

	QUESTIONAIRE	**Materials Management Procurement** 8314 West Cinnabar Avenue Peoria, Arizona 85345-6560 Phone: (623) 773-7115 Fax: (623) 773-7118
	Solicitation Number: **P07-0007**	

Has your firm been certified by any jurisdiction in Arizona as a minority or woman owned business enterprise?

Yes _____ No ___XXX___

If yes, please provide details and documentation of the certification.

ACCELA
Government Software

THE LEADING PROVIDER OF
GOVERNMENT ENTERPRISE MANAGEMENT SOLUTIONS

Accela Services

Accela Automation Implementation Scope of Services

City of Peoria, Arizona

September 7, 2006
Version 1.0

Accela is a leading developer of enterprise management solutions for state and local governments. We provide agencies with products and services that reduce workload, increase efficiencies, and automate processes, while providing citizens and businesses with easier, more convenient access to government services. Accela has more than two decades of experience developing and installing government applications for permitting, licensing, planning, code enforcement, public works and more. Today, Accela provides software products and services to over 500 government agencies all over the U.S., as well as in Canada and Puerto Rico.

The Accela professional services team provides comprehensive analysis, design, development, and deployment services to successfully implement Accela solutions at your agency.

TABLE OF CONTENTS ERROR! BOOKMARK NOT DEFINED.

ENTERPRISE IMPLEMENTATION APPROACH 3

ACCELA AUTOMATION IMPLEMENTATION PROCESS 3

SOLUTION 4
SOLUTION OVERVIEW 4
ACCELA AUTOMATION SELF-HOSTED SOLUTION 4
PROJECT INITIATION 4
DELIVERABLE 1: CONFIGURATION ANALYSIS AND COMPLETION OF THE SYSTEM CONFIGURATION DOCUMENT 5
DELIVERABLE 2: SYSTEM SETUP 6
DELIVERABLE 3: CONFIGURATION 6
DELIVERABLE 4: REPORTS 7
DELIVERABLE 5: CUSTOM SCRIPTS 7
DELIVERABLE 6: INTERFACES 8
DELIVERABLE 7: DATA CONVERSION 9
DELIVERABLE 8: ACCELA CITIZEN ACCESS 10
DELIVERABLE 9: ACCELA GIS 11
DELIVERABLE 10: ACCELA WIRELESS 11
DELIVERABLE 11: READINESS 12
DELIVERABLE 12: TRAINING 12
DELIVERABLE 13: DEPLOY 13
PROJECT ADMINISTRATION 13
OPTIONAL 13
PRODUCT TRAINING 13
ACCEPTANCE 13
KNOWLEDGE TRANSFER 14
CHANGE ORDERS 14
ASSUMPTIONS 15
PROPOSED SOLUTION TIMELINE 16
MILESTONES 17

PROJECT RESOURCES AND LOCATION OF WORK 17

WORK LOCATION 17
ACCELA RESOURCES 17
CITY RESOURCES 17
PROJECT SPONSOR 18
PROJECT MANAGER 18
TECHNICAL ADMINISTRATOR 18
DEPARTMENTAL REPRESENTATIVES 19

PRICING SUMMARY 19

SERVICE FEES 19
OPTIONAL 20
INVOICING AND PAYMENT TERMS 20
ATTACHMENT A DELIVERABLES ACCEPTANCE FORM 21

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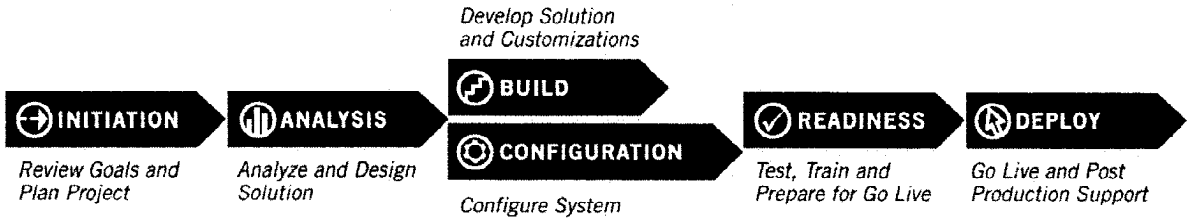
ENTERPRISE IMPLEMENTATION APPROACH

ACCELA AUTOMATION IMPLEMENTATION PROCESS

Accela is committed not only to providing a superior software solution for the City's current and future needs, but also to assist the City in the successful implementation and deployment of the solution. A successfully installed system is not based solely on the offered functionality, but also on the expertise, experience, and clarity of the vendor and the agency's staff. Accela has over 25 years of providing planning, permitting and licensing systems for the public sector and is the only vendor in this market to have successfully installed and deployed a true 3-tier web-based solution.

Accela Services has developed its Accela Implementation Methodology (AIM) to define the project lifecycle for Accela-managed AA implementations and provide a series of standard deliverable templates. AIM has proven to be an invaluable tool in helping Accela successfully manage its projects and deliver AA's targeted results and benefits for its customers.

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



Within these project stages are an extensive series of deliverables that Accela assumes primary responsibility for completing with support from client staff.

Accela identifies each opportunity to migrate a customer from one software platform to another not only as an opportunity to implement the latest technologies, but also as an opportunity to review current business processes, current approaches to automation, and policies and procedures that define the delivery of government services. To this end, each migrate begins with a series of Configuration Analysis sessions that will provide the opportunity for Accela to meet directly with City personnel and discuss each of the business processes that will be implemented in the new solution. This is an excellent way to identify key process efficiencies, both for each individual department as well as across the enterprise, which can help streamline and optimize the processes to be implemented. As a part of this effort, Accela will also identify key Accela Automation features that can best support these processes. The initial work undertaken during Configuration Analysis in conjunction with City personnel will end in the development of a Configuration Document that will establish the roadmap for all design and configuration efforts throughout the implementation project and establish the benchmarks for testing and acceptance at the conclusion of the project.

A critical component to AIM is a pre-defined reference data set (*"Reference Configuration"*) created by Accela Services staff to embody a "best practices implementation" for Building, Planning and Code Enforcement departments. This tool both simplifies the implementation process and accelerates its completion by greatly reducing the analysis and configuration work typically required. The *Reference Configuration* contains standard application types, fee schedules, workflows, user groups and other standard reference data based on experience working with

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numerous agencies. Also included is a set of six standard reports and 10 event manager script frameworks that can be used to streamline several oft-used business processes by providing a sound baseline framework for writing event scripts.

Accela will assign a Project Manager to lead all aspects of the implementation process. The Project Manager will staff the project with both implementation and technical consultants as required to accomplish the implementation tasks and stated deliverables.

SOLUTION

SOLUTION OVERVIEW

To meet the city's objectives to increase efficiency and improve customer service Accela is proposing to replace the City's existing software application for permitting, code enforcement and land management with the Accela Automation Land Management solution. Accela GIS, Accela Citizen Access and Accela Wireless are included to further extend Accela Automation functionality.

ACCELA AUTOMATION SELF-HOSTED SOLUTION

This proposal assumes the City will host Accela Automation and any add-on products they opt to include. The enterprise implementation will leverage a single, centralized Accela Automation database that will serve any Departments, as well as potential peripheral users throughout the City. The City may choose either Oracle or SQL.

As a part of the Configuration Analysis effort, Accela and its team of technical consultants will work closely with key City Department Managers to coordinate the City's acquisition and installation of hardware as required for the Accela Automation hosting environment. Once the hosting environment has been created, Accela will assist the City in the creation of two server environments to support Accela Automation – a Test environment and a Production environment to support the live use of the application post go-live. Schematic networking diagrams noting suggested hardware equipment and configuration are provided elsewhere in this document.

PROJECT INITIATION

Definition: Project initiation is an opportunity to ensure the project starts in a well-organized, structured fashion while re-confirming City and Accela expectations regarding the implementation. Accela will work with City personnel to:

- Finalize staffing for the project teams. Guidelines and recommendations for the City project staffing are addressed in the Project Staffing section of this document.
- Conduct several formal conference calls and a formal on site kick off meeting. The objectives of these meetings include a formal transition from sales process to implementation process, review roles and responsibilities, review the contract and review project scope.
- Establish project logistics including communications norms, status reporting, issue/risk management, work locations, etc.
- Review and adjust project scope based on additional findings, if necessary.
- Review infrastructure requirements and preparation (with designated City technical staff).
- Finalize an integrated project plan that includes resource allocation for all tasks (in cooperation with the City Project manager).

In addition Accela will:

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- Install the Reference Configuration. The reference configuration is a pre-configured building module utilizing best practices. The reference configuration is intended to be used for training and to be leveraged for configuration through out the implementation.
- Provide the core implementation team with one day of high level training on the application based on the reference configuration.

DELIVERABLE 1: CONFIGURATION ANALYSIS AND COMPLETION OF THE SYSTEM CONFIGURATION DOCUMENT

Definition: During the Configuration Analysis phase of this project Accela will conduct interviews with subject matter experts from all the Departments to:

- Collect data and create flow diagrams for every affected business process, both for each individual Department and across the entire enterprise.
- Collect from agency employee names and responsibilities in order to document the accounts, logons, and security mechanisms required for the system setup.
- Collect from agency examples of referral agency and contractor lists, input requirements, forms, data fields, output requirements, documents, letters, reports and procedures needed to configure the application.
- Document and identify notification points and automation opportunities (such as for system generated E-mails).
- Collect from agency and document fee schedules and fee assessment procedures, including penalties and payment collection steps.
- Collect from agency and 0utline processes for inspection scheduling, making work assignments, and monitoring inspection status.
- Collect from agency formats and data elements needed to design data conversions and handle interfacing needs.

Accela's Project Manager will coordinate the compilation of the information collected during the Configuration Analysis into a configuration document that will detail all aspects of the proposed configuration. The Project Team, consisting of representatives from both Accela and the City, will conduct a formal review for the purpose of "sign-off" on the configuration document deliverable.

City Responsibilities:

- Arrange for the availability of appropriate technical computing environment and system analysts to support the Business Analysis activities.
- Make available the appropriate City key users and content experts to participate in the Business Analysis and verify the accuracy of the documented workflows, input/output formats, and data elements.
- Provide information and data in the formats specified by Accela that will be needed for system setup and application configuration.

Acceptance Criteria: The Configuration Document will be accepted when Accela and the City agrees that each business process has been appropriately documented. The City will be asked to sign-off on the configuration document and respond within ten (10) working days of its delivery with an acceptance signature or an exception list. Accela has ten (10) working days to respond with corrections. If the City does not respond to the sign off request within ten (10) working days, the configuration document is considered accepted by the City. Acceptance must be completed prior to System Configuration.

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DELIVERABLE 2: SYSTEM SETUP

Definition: During the System Setup step of this project, Accela's technical staff will work with the City IT managers to ensure that the components for hardware, software, database, network, and Internet are in place for the self-hosted test and production environments. Accela technical staff will validate the proper installation and configuration of the Accela Automation self-hosted environment.

Specifically, Accela will perform the following tasks:

- Perform a remote system check of the installation.
- Install Accela software and perform quality assurance checks on the configuration and performance based on acceptance criteria mutually developed by Accela and the City.
- Demonstrate that the Accela Automation Land Management and Accela Citizen Access applications are operational in the City computing environment.

The deliverable from the System Setup will be the installation of the self-hosted test and production environments.

City Responsibilities:

- Arrange for the availability of appropriate people for the system installation, setup, testing, and quality assurance throughout the setup process
- Order and procure necessary hardware, non-Accela systems software, and networking infrastructure as specified by Accela.
- Provide people and physical resources based on the dates outlined in the project schedule.
- Prepare the hardware, software, and network in accordance with the specifications provided by Accela.
- Provide Accela with network access for remote installation and testing.

Acceptance Criteria: The System Setup will be accepted when Accela and City representatives agree that the self-hosted environments for test and production are successfully installed and configured. The City will be asked to confirm acceptance, see Attachment A, and respond within ten (10) working days of its delivery with an acceptance signature or an exception list. Accela has ten (10) working days to respond with corrections. If the City does not respond within ten (10) working days, the System Setup is considered accepted by the City.

DELIVERABLE 3: CONFIGURATION

Definition: The pricing in this proposal includes the configuration as documented in the approved configuration document. This includes but is not limited to the application type, workflow, fees, application specific information, conditions and inspections. City key user personnel will be involved and will be trained to be able to do this work. It is anticipated that application creation will transition from an Accela role to a City responsibility by the end of the project.

Acceptance Criteria: The configuration will be accepted when Accela and the City agree that all requirements, objectives, and scope have been appropriately configured as documented in the approved Configuration Document. The City will be asked to sign-off on the configuration and respond within ten (10) working days of its delivery with an acceptance signature or an exception list. Accela has ten (10) working days to respond with corrections. If the City does not respond within ten (10) working days of the request for sign-off, the configuration is considered accepted by the City.

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DELIVERABLE 4: REPORTS

Definition:

The Configuration Document will define the reports and documents that are currently in use. An evaluation will be done to map these needs to available standard reports and reports which need to be custom created. In addition to the standard reports included in the new Land Management application, Accela will create new or alter up to seven (7) custom reports broken down by level of effort and identified in the configuration document. It is expected that, after the appropriate training on the report writing tools is completed, City personnel will be able to handle the creation of report for all additional and future report requirements. If required, upon execution of a change order, Accela can develop additional, reports, forms, letters, and other documents on behalf of The City.

Reports are classified by level of effort: high, medium, and low. High is defined as a report containing significant calculation and detail - typically a financial statistical report. The majority of reports are medium which is defined as a report displaying non calculated and minimal calculated data fields. Reports with a low level of effort are typically letters or notices that contain contact information and basic application data. This proposal includes ten (10) reports broken down as follows: two (2) high, three (3) medium and two (2) low. The Accela project manager will work with the City project manager to determine which level of effort each individual report is classified.

Prior to the development of a report the City will approve a design specification document. The specification document will be created jointly by the City and Accela. The approved document will be used as a basis for determining completion and approval of the deliverable.

City Responsibilities:

- Make available the appropriate City key users and content experts to participate in the report specification development and validation activities.
- Provide information and data in the formats specified by Accela that will be needed for the report configurations.

Acceptance Criteria: A sample report run against a test database will be delivered for each identified report. The City will be asked to sign-off on the each report and respond within ten (10) working days of its delivery with an acceptance signature or an exception list. Accela has ten (10) working days to respond with corrections. If the City does not respond within ten (10) working days, the report will be considered accepted by the City.

DELIVERABLE 5: CUSTOM SCRIPTS

Definition: This proposal includes eight (8) custom scripts. The scripts will be identified during the Configuration Analysis phase. Prior to the development of a script the City will approve a design specification document. The specification document will be created jointly by the City and Accela. The approved document will be used as a basis for determining completion and approval of the deliverable.

City's Obligation:

- Allocate the time for qualified business and technical experts for the interface requirements sessions that are critical to the project success.
- Provide complete and accurate information in a timely manner.
- Ensure that the data populates successfully according to the script requirements document.
- Allocate the time for qualified personnel to test the interface for acceptance

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Acceptance Criteria: Each custom script will be accepted when the City agrees that all requirements, objectives, and scope have been appropriately delivered against the approved scope document. The City will be asked to sign-off the custom script and respond within ten (10) working days of its delivery with an acceptance signature or an exception list. Accela has ten (10) working days to respond with corrections. If the City does not respond to the sign-off request within ten (10) working days, the Script is considered accepted by the City.

DELIVERABLE 6: INTERFACES

Definition:

Address, Parcel, Owner Interface:
Based on a review of City's requirements during the Needs Analysis, Accela will deliver an interface between the City Assessor Office and the Accela Land Management system to populate Address, Parcel and Owner (APO) information. The City Assessor department will create a flat file of APO data in the predefined Accela format, which Accela will use to update the Land Management system. This process can be set up to run at whatever frequency the City determines is appropriate.

Financial Management System Interface:
The initial estimate is for 80 hours of T&M to develop the interface to their PeopleSoft financial system. The first step will be to complete the requirements analysis and determine the level of effort required to complete the interface development. If the requirements analysis indicates that additional time beyond the allocated 80 hours will be needed to complete the interface development, the City will have the option of proceeding after the execution of a project change order at the established rate for data conversion assistance of $185/hour.

Revenue Collector Interface:
The initial estimate is for 80 hours of T&M to develop the interface to the revenue collection system. The first step will be to complete the requirements analysis and determine the level of effort required to complete the interface development. If the requirements analysis indicates that additional time beyond the allocated 80 hours will be needed to complete the interface development, the City will have the option of proceeding after the execution of a project change order at the established rate for data conversion assistance of $185/hour.

Skire Unifier Interface:
The initial estimate is for 80 hours of T&M to develop the interface to the Skire Unifier system. The first step will be to complete the requirements analysis and determine the level of effort required to complete the interface development. If the requirements analysis indicates that additional time beyond the allocated 80 hours will be needed to complete the interface development, the City will have the option of proceeding after the execution of a project change order at the established rate for data conversion assistance of $185/hour.

Firehouse Interface:
The initial estimate is for 80 hours of T&M to develop the interface to the Firehouse system. The first step will be to complete the requirements analysis and determine the level of effort required to complete the interface development. If the requirements analysis indicates that additional time beyond the allocated 80 hours will be needed to complete the interface development, the City will have the option of proceeding after the execution of a project change order at the established rate for data conversion assistance of $185/hour.

Document Management Solution Interface:

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The initial estimate is for 80 hours of T&M to develop the interface to a Document Management system. The first step will be to complete the requirements analysis and determine the level of effort required to complete the interface development. The document management application must be able to support Web services for document upload and download. If the requirements analysis indicates that additional time beyond the allocated 80 hours will be needed to complete the interface development, the City will have the option of proceeding after the execution of a project change order at the established rate for data conversion assistance of $185/hour.

Selectron IVR Interface:
The City requires an interface to Accela Automation Inspection scheduling and status features will be leveraged to the public through an interface to Selectron IVR. While Accela has an existing relationship with Selectron that allows Selectron IVR to be integrated with Accela Automation for inspection scheduling and tracking purposes, the responsibility for the maintenance of the interface becomes the responsibility of Selectron and the County.

City's Responsibilities:

- Allocate the time for qualified business and technical experts for the interface requirements sessions that are critical to the project success.
- Provide complete and accurate information in a timely manner.
- Provide problem-free data to the format specified by Accela including an accurate data dictionary for the data set.
- Assist in the interface/data mapping process.
- Ensure that the data populates successfully according to the interface requirements document.
- Allocate the time for qualified personnel to test the interface for acceptance

Acceptance Criteria: Each interface will be accepted when the City agrees that all requirements, objectives, and scope have been appropriately defined in the interface, and that an appropriate sign-off, see Attachment A, has occurred by the City. The City will be asked to sign-off the interface and respond within ten (10) working days of its delivery with an acceptance signature or an exception list. Accela has ten (10) working days to respond with corrections. If the City does not respond to the sign-off request within ten (10) working days, the interface is considered accepted by the City.

DELIVERABLE 7: DATA CONVERSION

Definition: Accela will provide data migrations/conversions in support of the Accela Automation solution:

Citizen Serve History Conversion:
Accela will assist the City in the conversion of existing case records from the existing Citizen Serve database to the Accela Automation database. For this identified data source Accela has included 144 hours of assistance for this effort, including assistance in data mapping, data extraction, script development for conversion, data testing and validation, and final data migration/conversion. It is expected and anticipated that the City will provide resources knowledgeable with the history data source(s) to assist in the data migration/conversion effort. Accela also expects that all data to be migrated/converted into Accela Automation be scrubbed as may be necessary by City resources prior to migration/conversion.

PermitsPlus History Conversion:

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The conversion of historic data from the existing PermitsPlus database is one of the most significant aspects of the upgrade from PermitsPlus to Accela Automation. Although Accela has tools in place to expedite this conversion process, the highly configurable nature of PermitsPlus typically means that each PermitsPlus customer configures and modifies the application to fit its particular business needs. Therefore we expect that standard tools for conversion will only address a portion of the historic data conversion effort. Specific data mapping and conversion efforts will need to be undertaken to ensure that all relevant historic data is converted to the new system and is available for use immediately upon cutover from Tidemark Advantage.

Accela will work directly with City personnel to perform a Technical Review/Configuration Analysis to examine idiosyncrasies and errors in the existing dataset, data structure, and data input – all important elements that have direct bearing on the insertion of historic data into Accela Automation. The City will provide Accela with a sample data set in order to perform this analysis effort.

The required data mapping effort will be a joint exercise between key City personnel and Accela data conversion experts. Once the data mapping has been defined, Accela will ask that a representative of the City sign off on the data maps. With approval in place, Accela will make any required modifications to standard conversion scripts and any other conversion programming that may be required.

The sample data set will be loaded in the Accela Automation support environment established for the City implementation at which time the City and Accela will undertake validation of the converted data. Upon acceptance of the sample data conversion, Accela will proceed to run the complete PermitsPlus historical data conversion. This data will continue to be housed in the Support environment and will provide data for system configuration validation and report and document validation as well.

At the conclusion of the project, one final data conversion will be run against the then-current PermitsPlus historic data for loading into the final live Production environment.

City Responsibilities:

- Allocate the time for qualified business and technical experts for the data-mapping sessions that are critical to the project success.
- Provide complete and accurate information in a timely manner.
- Provide problem-free data to the format specified by Accela including an accurate data dictionary for the data set.
- Assist in the data-mapping process.
- Ensure that the data is converted successfully according to the data-mapping document.
- Allocate the time for qualified personnel to test the conversion for acceptance

Acceptance Criteria: These conversions will be accepted when the City agrees that all requirements, objectives, and scope have been appropriately defined in the conversion, and an appropriate sign-off, has occurred by the City. The City will be asked to sign-off on each conversion and respond within ten (10) working days of its delivery with an acceptance signature or an exception list. Accela has ten (10) working days to respond with corrections. If the City does not respond within ten (10) working days, each conversion is considered accepted by the City.

DELIVERABLE 8: ACCELA CITIZEN ACCESS

Definition: Accela will deliver to the City users the specifications and application software for the Accela Citizen Access add-on module. The Accela Citizen Access implementation will include the ability for a citizen to research permit activity, determine statuses of active permit applications, applying for and obtaining Permits and schedule inspections

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for active permits. Accela will work with the City to determine the specific application types that are to be extended to citizens and configure Accela Citizen Access up to two (2) applications for on line access. Additionally, Accela will assist in the configuration of the system for use in conjunction with the City's selected credit card merchant account for online payments.

Accela Citizen Access allows the City to create different views to the data -- these views are called consoles. This proposal includes 4 consoles. Three for citizens: contractor, homeowner/builder and citizen access view only, plus one management consoles.

City Responsibilities:

- Arrange for the availability of appropriate people for the system installation, setup, testing, and quality assurance throughout the setup process
- Procure appropriate online merchant account for processing of online credit card payments.
- Provide people and physical resources based on the dates outlined in the project schedule.
- Prepare the hardware, software, and network in accordance with the specifications provided by Accela.
- Provide Accela with network access for remote installation and testing.
- Provide information on the services and selected CAPs that the City desires to offer via Accela Citizen Access.

Acceptance Criteria: A peripheral acceptance check-off document will be created and used for the formal sign-off on this deliverable. The City will be asked to sign-off on each peripheral and respond within ten (10) working days of its delivery with an acceptance signature or an exception list. Accela has ten (10) working days to respond with corrections. If the City does not respond within ten (10) working days, each peripheral is considered accepted by the City.

DELIVERABLE 9: ACCELA GIS

Definition: Accela will install and configure Accela GIS to link and leverage existing City GIS information, including assistance with establishing the map service to be used in conjunction with Accela GIS and configuration of one dynamic theme as defined by the City.

Acceptance Criteria: A peripheral acceptance check-off document will be created and used for the formal sign-off on this deliverable. The City will be asked to sign-off on each peripheral and respond within ten (10) working days of its delivery with an acceptance signature or an exception list. Accela has ten (10) working days to respond with corrections. If the City does not respond within ten (10) working days, each peripheral is considered accepted by the City.

DELIVERABLE 10: ACCELA WIRELESS

Definition: Accela will perform the configuration tasks required to ensure Accela Wireless interfaces with Accela Automation in both a support and production environment. This proposal does not include Accela's configuration of guide sheet categories or guide sheet detail.

City Responsibilities:

- Arrange for the availability of appropriate people for the system installation, setup, testing, and quality assurance throughout the setup process
- Procure remote access devices and associated software
- Provide people and physical resources based on the dates outlined in the project schedule.

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- Prepare the hardware, software, and network in accordance with the specifications provided by Accela.
- Provide Accela with network access for remote installation and testing.
- Provide information on the services and selected CAPs that the City desires to offer via Accela Citizen Access.

Acceptance Criteria: A peripheral acceptance check-off document will be created and used for the formal sign-off on this deliverable. The City will be asked to sign-off on each peripheral and respond within ten (10) working days of its delivery with an acceptance signature or an exception list. Accela has ten (10) working days to respond with corrections. If the City does not respond within ten (10) working days, each peripheral is considered accepted by the City.

DELIVERABLE 11: READINESS

Definition: System testing is the opportunity for the City to test the fully integrated, completed system including data conversion, interfaces, reports and configuration. During the system testing and acceptance period Accela will support the City as they test the system.

Accela and City Responsibilities:

- City shall identify a cross functional team of users to conduct the system testing.
- City shall prepare test scripts of their business processes using the accepted Configuration Document as a guideline.
- City shall test the system against the prepared scripts for a mutually agreed upon period of time.

Acceptance Criteria: Accela shall prepare a System Acceptance Sign-off for the City to approve.

DELIVERABLE 12: TRAINING

Definition: This proposal includes the following courses from the Accela University.

Product Overview – 1 Day
Daily User – 2 Days
Administrator – 3 Days
Accela Report Writer – 2 Days
Event Manager Script Training – 1 Day

Additionally, this proposal assumes that end user training will be train-the-trainer and end users will be trained by City personnel. As requested, product training for end users is listed below as optional. The City Project Manager will work with the Accela Project Manager to identify those individuals to be trained in each of the above categories.

While Accela will provide standard Daily and Administrator User Guides, it is also recommended that the City create City-specific User Manuals for employees to empower them to use the system.

City Responsibilities:

- Properly select and prepare the power-users who will be participating in the training and subsequently training end users.
- Arrange the time and qualified people for the training who are critical to the project success.
- Users must be proficient in using PC's in a Windows environment.
- Users must be familiar with use of standard Internet browsers.

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- Conduct City wide end user training.

Acceptance Criteria: This deliverable will be accepted when the training is completed and the appropriate sign-off, see Attachment A, has occurred by the City.

DELIVERABLE 13: DEPLOY

Definition: Production Go Live is defined as the first production use of the system. Accela will be on site during the cutover process and for 5 working days after to support the City end users and project team.

PROJECT ADMINISTRATION

Accela will perform project management services need to plan and monitor execution of the project in accordance with services outlined in the Proposed Solution. Generally these services include the following:

- Project plan management
- Change order management
- Issue log management and escalation
- Status reporting
- Project workspace management
- Resources management
- Meetings management
- Services review

By mutual agreement some project management tasks may be shared between the Accela Project Manager and the City Project Manager. A detailed project plan will be maintained and monitored using Microsoft Project.

OPTIONAL

PRODUCT TRAINING

Accela University offers a Daily Usage course based on the standard product and reference configuration which is two days in duration and has a class size limit of 15 students. This course is designed for Agency Users who will be expected to use the new system post implementation. Example titles include Office Manager, Counter Technician, Inspector, Cashier, Administrative Assistant, Department Manager, while example roles include cashiering, inspecting, administration and managing.

While providing a good baseline, this course does not include processes specific to the city. If the city opts to purchase this training, the City should follow up with training classes specific to their business processes conducted by City super users.

ACCEPTANCE

The Services contracted for in this Proposed Solution will be considered accepted when all deliverables, as defined in the description of work, have been accepted by the City representatives.

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KNOWLEDGE TRANSFER

It is expected that Accela will transfer appropriate knowledge of the system using formal training sessions and on-the-job mentoring to the City personnel so that the normal system configuration and support work can be performed without relying on Accela to perform these tasks.

CHANGE ORDERS

In the normal course of implementing a large information technology project things may occur that either directly require that implementation planning be changed, or necessitate the consideration of change. Change control discipline is the process for managing change in a way that serves the same budgetary, technical, operational, programmatic and administrative needs extant during the decision to implement. Within this context, modification to or deviation from the agreed goals, requirements, scope, schedule or changes that impact the delivery time or effort in hours agreed upon in the contract become subject to the change control process. Typical steps in this change control process include:

- The change requestor reviews the details of their change request with the City Project Managers;
- The Project Manager reviews the change request with core team members to identify the impact of the change and/or the implication to the implementation and documents the result of the meeting;
- The Project Manager reviews the change request, its impact document, and the implications to the implementation with the Program Sponsor and a decision about whether or not to proceed is made;
- The Program Manager informs the requestor about the decision; and,
- Updates the implementation scope and project plans per disposition decision where appropriate.

The agreed upon scope and functionality of the work to be performed and the results expected are documented a Statement of Work (SOW) and the contract. Any modification to or deviation from the agreed goals, requirements, scope, schedule or changes that have an impact on the delivery time or effort in hours agreed upon will be subject to change control procedures, in addition to appropriate addendums to other relevant administrative documents (e.g., the contract) where the affect of the change will be appropriately codified. In some instances, this requirement can be met by including an administrative "mechanism" by which changes are controlled and codified within the contract. The changes that are the results of the mechanism would then become codicils to the contract and made a part thereof.

The City Project Managers should have the authority to initiate change requests whenever there is a perceived need for a change that will affect the agreed upon schedule, functionality, and/or effort hours. Change control items must be monitored on a weekly basis, and reviewed during status meetings. The agreement of the parties documented on a project Change Request Form signifies agreement to a change in overall effort hours, requirements, schedule, and/or delivery schedule which in turn assumes a modification of the corollary sections of the projects governing documents.

An issue, where change is an outcome legitimately considered, can originate from a resolved problem or issue, a document, a conversation, or other form of communication. The City Project Manager and Accela Project Manager responsible for the area considered for change will:

- Complete a Change Request Form for the proposed change(s) and submit copies to the relevant parties, possibly including subcontractors and other involved project team members to obtain their input on the proposal;
- Record the Change Request in a change control log;
- Investigate the impact of the proposed change;
- Evaluate the impact of not performing the change;
- Prepare a response to the proposed change; and,

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- File the Change Request Form original in the project library.

The results of the investigations and evaluations should appropriately address the effect of the proposed change(s) on issues, proposals and benefits addressed in the City Project LCS and/or changes to the terms and conditions of the agreement to implement that project subsequently struck between the parties. The City and Accela Project Managers will discuss and finalize the change(s) and obtain authorization to proceed via sign-off of the Change Request Form. However, if the change is not agreed to, then:

- The City IT and Accela Project Managers will document the objection; and,
- The proposed change will be either re-negotiated, if possible, or withdrawn, with the reasons being documented on the Change Request Form.

Once the Change Request Form has been approved and signed then work can begin as described below:

- The Accela Project Manager will adjust project plans and schedules to incorporate the approved changes and present the adjustments for review and approval;
- Progress on all recorded changes will be reported at status meetings and all project managers must sign the Change Request Form once the change has been completed;
- The Change Request Form is returned to the appropriate Project Managers who will update the Change Request Log with the date the change was completed signifying the status and disposition of the change.

ASSUMPTIONS

The following assumptions apply to this project:

- City users and Accela will review their responsibilities before work begins to ensure that Services can be satisfactorily completed.
- City users, and Accela will be able to commit the time and resources necessary to participate in, and contribute to project activities
- City users, and Accela will use a collaborative approach
- City will provide Accela with reasonable access to its equipment, systems, personnel, and facilities to the extent needed to complete the Services.
- City will provide Accela with network access for remote installation and testing.
- City is responsible for purchasing third party hardware and software required for Accela Citizen Access, including but not limited to an online merchant account and all related hardware required by the merchant account provider for the handling of credit cards and/or checks.
- City is responsible for purchasing third party hardware and software required for Accela Wireless, including but not limited to remote devices and report writing software.
- City is responsible for purchasing third party hardware and software required for Accela GIS.
- City will be responsible for the development of any additional reports identified during Configuration Analysis beyond those reports identified as a part of this effort.
- City will be responsible for the development of any additional scripts identified during Configuration Analysis beyond those scripts identified as a part of this effort.
- The historical permits conversion is based on the assumption that all fee amounts will be loaded as totals and not based on the fee tables.
- Document Management Assumptions: Document Management application must be able to support Web services for document upload and download. Functions limited to the following for the first cut: Document upload with linking key to CAP (permit, application or case) Document retrieval and display. Note, we can

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accept allowing the document display to be determined by the OS file type. For example, if the file type is a MSWord document, then we would be willing to accept that the user's computer would be able to accept that file type and bring it up in MSWord. A Company supplied viewer is acceptable but not necessary.

PROPOSED SOLUTION TIMELINE

Based on the assessment work and the initial project plan and anticipated staffing resources, it is expected that the project will take and estimated nine to twelve months duration time. Below is a list of the deliverables, associated projected duration and estimated start/finish dates. The durations and dates are estimates and the actual schedule will be adjusted and finalized during the project initiation phase.

Deliverable	Duration	Estimated Start	Estimated Finish
Project Implementation	**198 days**	**Fri 12/29/06**	**Tue 10/2/07**
Project Initiation	15 days	Fri 12/29/06	Thu 1/18/07
Configuration Analysis	40 days	Fri 1/19/07	Thu 3/15/07
Software/Hosting Environment System Setup	10 days	Mon 1/22/07	Fri 2/2/07
Configuration	40 days	Fri 3/16/07	Thu 5/10/07
Reports Development	40 days	Thu 5/10/07	Thu 7/5/07
PermitsPlus Data Conversion	50 days	Fri 5/11/07	Thu 7/19/07
Citizen Serve Data Conversion	50 days	Fri 5/11/07	Thu 7/19/07
Citizen Access	37 days	Fri 5/11/07	Mon 7/2/07
Financial Management Interface	30 days	Thu 3/15/07	Thu 4/26/07
Revenue Collector Interface	30 days	Fri 3/23/07	Thu 5/3/07
Skire Unifier Interface	30 days	Fri 3/30/07	Thu 5/10/07
Firehouse Interface	30 days	Thu 4/5/07	Thu 5/17/07
Document Management Interface	30 days	Fri 3/30/07	Thu 5/10/07
Selectron IVR Interface	30 days	Fri 4/13/07	Thu 5/24/07
Assessor Parcel Owner Interface	25 days	Thu 3/1/07	Thu 4/5/07
Accela GIS Implementation	15 days	Tue 4/10/07	Mon 4/30/07
Accela Wireless Implementation	15 days	Tue 4/17/07	Mon 5/7/07
Training	45 days	Fri 3/16/07	Thu 5/17/07
System Testing and Acceptance	10 days	Fri 7/20/07	Thu 8/2/07
End User Training	30 days	Fri 8/3/07	Thu 9/13/07
Cutover to Production Environment	2 days	Fri 9/14/07	Mon 9/17/07
Final System Testing and Acceptance	10 days	Tue 9/18/07	Mon 10/1/07
System Launch	1 day	Mon 10/1/07	Mon 10/1/07

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MILESTONES

Milestones identified by both Accela and the City will track progress on the project. Examples of standard project milestones include:

- Project Initiation
- Approval of Accela Configuration Document
- Approval of Data Conversion Maps
- Approval of Custom Script Specification
- Approval of Interface Specifications
- Approval of Report Specifications
- Approval of Configuration against Accela Configuration Document – Application Types, Workflow, Inspections, etc.
- Delivery of Custom Scripts
- Delivery of Interface
- Delivery of Reports
- Delivery of Training
- Acceptance of delivered custom scripts
- Acceptance of interfaces
- Acceptance of Reports
- Approval of System Testing
- Production Go Live

PROJECT RESOURCES AND LOCATION OF WORK

WORK LOCATION

Services contracted for under this Scope of Work may be performed remotely and/or at City's on-site facilities as deemed appropriate and reasonable for the successful completion of the Services detailed herein. When on-site facilities are required in City, the Accela Project Manager will coordinate with the City's Project Manager to secure suitable accommodations to meet the specific engagement requirements. It is anticipated that Accela will require facilities to accommodate on-site Business Analysis and Training.

ACCELA RESOURCES

Accela will assign key Professional Services resources for this engagement with City. These individuals are well versed in the Accela Automation application, and are well qualified to lead this effort. It should be understood that Accela, at its sole discretion, may choose to augment or replace individuals on this team with other qualified team members at any time during the course of this effort. Accela's Project Manager shall assume full responsibility for the coordination of this team and its interaction with key City resources assigned to the effort.

CITY RESOURCES

Accela understands the City's desire to structure its own team, with the desire to establish a Steering Committee to help guide the implementation process at all levels of your organization. Accela is committed to working with you to

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help you determine the most appropriate structure for the administration of the project, and this can occur during Project Initiation.

Typical personnel roles provided by agencies to work with the Accela Engagement Team to deliver the Services are presented in this document as a guideline as you consider your team. City should also provide Technical Resources as required to assist in the loading and testing of Accela Automation software in the City's hosting environment, as well as to identify two to three users of the new system to be trained as administrators or "power users."

The following is a suggested list of functional roles for this project:

PROJECT SPONSOR

Responsibilities include the following:

- Ultimate responsibility for the success of the project.
- Creating an environment that promotes project buy-in.
- Driving the project through all levels of the agency.
- High-level oversight throughout the duration of the project.

PROJECT MANAGER

Responsibilities include the overall administration, coordination, communication, and decision-making associated with the implementation. Project manager will be responsible for understanding the business process decisions of each affected department to a degree that they can inform and advise relating to City-wide issue.

- Planning, scheduling, coordinating and tracking the implementation with Accela and across departments within the agency.
- Identifying and recruiting the in-house project implementation team.
- Attending the initial workshop training and weekly status review meetings.
- Ensuring that the project team stays focused, tasks are completed on schedule, and that the project stays on track.
- May have on-going role with maintenance of the system.

TECHNICAL ADMINISTRATOR

Primary responsibility for the technical environment during the software implementation. Additional responsibilities may include the day-to-day maintenance and enhancement of Accela Automation after the implementation is complete.

- Ensure that servers, databases, network, desktops, printers, etc. are available for system implementation and that they meet minimum standards.
- Assist Accela technical personnel during implementation.
- Maintain test and production databases.
- Perform day-to-day maintenance of the system.
- Install maintenance releases.
- Act as the primary technical resource for troubleshooting problems with the operating environment, including desktop configurations, LAN, etc.
- Establish and maintain backup, archival, and other customary maintenance routines consistent with standard database administrative practices.

Recommended requirements:

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- An understanding of the business processes.
- An understanding of how to implement business rules configuration changes.
- The ability to incorporate system upgrades, with help from Accela.

DEPARTMENTAL REPRESENTATIVES

A user representative for each affected department or functional area must be appointed. These critical appointments may well determine the success of the Accela Automation implementation.

The departmental representative(s) should have a clear understanding of all the business processes that Accela Automation will affect within their department, and how those business processes cross-departmental boundaries. Ideally, they will have been involved in the initial purchasing decision and have a solid understanding of how the Accela Automation system will interact with departmental business processes. They will be the initial contact person within a department for all Accela Automation issues before, during, and after the implementation. This individual should be able to make solid business decisions, and have a vested interest in the success of the implementation of the system. Additionally, the ability to effectively communicate with their peers and the project team will be essential. Confidence that the right decisions are being made will promote acceptance by the general user community.

Schedule flexibility will be expected of the departmental representatives, as there will be crucial periods in the implementation process that will require dedicated time.

Responsibilities include:

- Attending the project kick-off and initial workshop training.
- Willing and able to gather data and make decisions about business processes.
- Assisting in creating the specifications for custom modifications.
- Reviewing and testing the completed modifications.
- Participating in the implementation of the Accela Automation solution.

Recommended Requirements:

- Excellent communication skills.
- Clear understanding of the user's perspective and needs.
- Clear understanding of the current business processes.
- Respected and liked by users.

PRICING SUMMARY

Accela has prepared Services pricing to provide the City with Professional Services to complete the deliverables described in this document. This pricing is based on Accela's current understanding of the requirements of this engagement. Should the Statement of Work require modification upon completion of the Configuration Analysis task, Accela will work with the City to draft a mutually agreeable Statement of Work and reflect any additional costs that may be required as a result of this modification.

SERVICE FEES

Accela has identified the following Services pricing, reflecting agency self-hosting.

Deliverable	Amount

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Initiation	$	12,080
System Setup	$	6,480
Configuration Analysis	$	75,600
Configuration	$	66,380
Custom Scripts	$	30,240
Reports	$	37,390
Address, Parcel Owner Interface	$	12,480
PermitsPlus Conversion	$	45,360
Citizen Serve Conversion	$	22,680
Financial Management Interface	$	12,600
Firehouse Interface	$	12,600
Revenue Collector Interface	$	12,600
Skire Unifier Interface	$	12,600
Selectron IVR Interface	$	12,600
Document Management Solution Interface	$	12,600
Training	$	21,600
Deployment	$	18,900
Project Management	$	95,900
Accela Citizen Access	$	49,100
Accela GIS	$	21,870
Accela Wireless	$	21,420
Sub Total	$	613,080
Travel and Expense Estimate	$	60,000
Total	$	673,080

OPTIONAL

Deliverable	Amount	
Daily User Training (100 Users – 7 Courses)	$	35,000
Sub Total	$	35,000
Travel and Expense Estimate (4 trips)	$	14,000
Total	$	49,000

INVOICING AND PAYMENT TERMS

100% of server software, software licenses, and 1st year maintenance costs outlined above are due upon contract signing. 15% of services are due upon contract execution and the remaining 85% due upon mutually agreed to milestones during the course of the implementation. Actual Travel and Expenses billed as accrued. All services costs are strictly tied to Accela's defined understanding of the scope of work. Any additional efforts outside of defined scope will be subject to additional costs (through a required change order).

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ATTACHMENT A
DELIVERABLES ACCEPTANCE FORM

Please acknowledge acceptance in one of two ways:

1. sign and fax the document to Accela Accounting Department, Attention Billing: 925-560-0061, or
2. email the document as an attachment to billing@accela.com stating "accepted" in the subject line or body of the email message.

Accela Acceptance #:

Date:
Project Name/Code:
Contract/Agreement Name/Number/Date:
Accela Manager:

City agrees that Accela has successfully completed the following Deliverables / Milestones:

Deliverable / Milestone Item Name/#	Source / Reference Details	Amounts Billable
		$
		$

City agrees that Accela has successfully completed the Deliverables/Milestones described above and therefore agrees to pay all invoices in connection with the acceptance of the(se) Deliverables/Milestones in accordance with the terms of the related Contract/Agreement.

APPROVALS:
City Name:

_____
Signature

_____
Title

_____
Date

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ACCELA
Government Software

ACCELA LAND MANAGEMENT
An Accela Automation Module

Fact Sheet
Release 6.2

DESCRIPTION
Accela Land Management™ tracks and manages all of your land use and community development activities including permits, building safety, inspections and reviews, zoning, project plans, code enforcement, and more. It allows your entire staff to have access to input data, verify activities, check permit status, and obtain complete parcel information instantly. You can speed up the process of getting from application to occupancy, while reducing errors and data redundancy with a single database.

Accela Land Management is built on Accela's Vantage360 architecture and integrates seamlessly with all Accela add-on products: Accela Citizen Access™, Accela GIS™, Accela IVR™, and Accela Wireless™. (Please see the latest *Accela Vantage360 Fact Sheet* for more information.)

FEATURES
Accela Land Management 6.2 features include:

- **Electronic file attachments** – End-users can either simply drill into a hyperlink name of a file attachment or click the [View] to open an electronic file. If a file type is one that the End-user's workstation operating system recognizes, it automatically opens in the native software associated with the file type. End-users have the ability to classify file attachments into categories for easy file attachment management. End-users select a Document Category (such as "Site Plan", "Photo", etc.) from a drop-down list when they add a new document. Agencies have an option to use third-party EDMS systems that are compatible with XML-based standard Web Service functions to upload, download, and view electronic files.

- **Fee and cashier management** – Fee and cashiering functionality includes the ability to automatically invoice fee items. Accela Automation Administrators configure which fees automatically invoice using fee setup administration tools. Automatic fee invoicing is available to both Agency-internal end-users and Citizen-users via Accela Citizen Access. In addition to automatic fee invoicing, Administrators can quickly define fee schedules with fee formulae by linear equation, subtotal, and project valuation. End-users can assess, invoice, and receive full or partial payment for each application. Accela Land Management tracks pre-paid accounts that licensed professionals use to draw payments for Permits against. Accela Land Management also provides payment review and a transaction audit trail.

- **Inspection management** – Accela Land Management provides inspection scheduling, rescheduling, or canceling, with inspection comments. Inspection management provides inspection result status update, comment, and supervisor override. Administrators can configure automatic inspection scheduling using inspection calendars, discipline, districts and workload. Administrators can configure inspection guidesheets by inspection type, with default guidesheets and a list of additional guidesheets from which inspectors can choose. Combined with Accela Wireless (See the latest Accela Wireless Fact Sheet for more information), Accela Land Management provides a comprehensive inspection management solution.

- **IntelliScript™ integration** – IntelliScript is an extremely powerful configuration tool that lets Administrators define question-and-answer-based processes that walk end-users through completing key business tasks. IntelliScripts consist of reusable questions that make setting up new IntelliScript scripts extremely easy and efficient. IntelliScript is an Accela Vantage360 common service that comes with all Accela Automation modules.

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- **Permit application submission and tracking** – Provides a complete beginning-to-end view of the permit application process. End-users can apply for permits, attach and manage electronic files associated with a permit application, collaborate with other end-users to complete and log workflow tasks, and print a permit on-line. End-users can review permit application status and see the results of workflow tasks assigned to other end-users.

- **Reporting tools and standard reports** – Accela Land Management provides a set of standard reports so that agencies can get started quickly. Additional ad hoc query and reporting tools enable end-users to create additional reports as necessary. A sample set is provided with v 6.2.

- **Workflow management** – Accela Workflow allows extensive customization to match and enforce agency business processes and allows agencies to track application and permit processes throughout the entire lifetime. Accela Workflow provides cost-reducing process automation functionality such as task assignment, routing, and e-mail notification.

DEPLOYMENT OPTIONS

Since Accela Land Management 6.2 sits atop the Accela Vantage360 Architecture, please see the latest *Accela Vantage360 Architecture Fact Sheet* for an explanation of deployment options.

PACKAGING OPTIONS

For Accela-hosted deployments, Accela Land Management is available in both Basic and Standard Editions.

The Basic Edition ships with a set of preconfigured role-based Vantage360 Consoles that let agencies get started quickly with minimal configuration options. Pre-configured consoles are based on best practices and provide the necessary functionality for each user role. Consoles that are included with the basic edition include: building official console, building plan checker console, cashier console, counter clerk console, and inspection manager console.

The Standard Edition provides the full breadth of configuration flexibility of Accela Automation.

SUPPORTED PLATFORMS

Since Accela Land Management 6.2 sits atop the Accela Vantage360 Architecture, please see the latest *Accela Vantage360 Architecture Fact Sheet* for details on supported platforms.

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ACCELA
Government Software

ACCELA VANTAGE360
Accela Automation Architecture

Fact Sheet
Release 6.2

DESCRIPTION
Accela Automation is built on the Accela Vantage360™ architecture and features a powerful set of common services that provide a unique end-user experience that can be personalized for every employee. Accela Vantage360 leverages CRM principles developed in the private sector to provide Citizen Relationship Management in the public sector and integrate enterprise information resources to let end-users access this information from any perspective.

FEATURES
Accela Vantage360 6.2 common features include:

- **Accela Document Service** – A thin-client, single-source portal that provides file upload and download. Optionally, Accela Document Service utilizes Informative Graphics' Brava Enterprise 5 for viewing files, redlining, and file version management. Brava Enterprise 5 supports almost 200 file formats. (Please visit www.bravaviewer.com/brava_enterprise.htm for more information regarding supported file formats and other information.)

- **Accela GIS™ Portlet** – End-users can use an integrated GIS portlet to map a record such as a service request or permit application by address.

- **Credit Card Processing** – Directly in the Vantage360 interface credit cards can be processed for application against fees.

- **CSV Export** – End-users can export the contents of any List Portlet directly to an Excel™ spreadsheet for additional reporting and analysis activities.

- **Customized, Role-Based Consoles** – Agencies can create consoles targeted to specific agency roles, allowing end-users to see only the information they need to efficiently do their jobs. Administrators can configure filters and portlets to create customized role-based consoles. Administrators can also configure console labels and text to match agency-specific terminology. End-users can further personalize their consoles, choosing which portlets they want to see and arranging columns in List Portlets. End-users can also define their own QuickQueries to focus in on specific data they want to see in their consoles.

- **Customizing List Portlets** – End-users can define how many records per page list portlets should return, in addition, end-users can quickly switch between 'short' and 'long' record lists on list portlets.

- **Filters and QuickQueries™** – Filters and QuickQueries let end-users see data they need to see, in the way they want to see it. This allows end-users to do their jobs more effectively. Administrators configure role-based Filters, thus allowing end-users to see only authorized data. QuickQueries are dynamic queries that either administrators or end-users can configure and save. For example, a call center agent may set up a QuickQuery to select and display only open and high-priority service requests of a certain type.

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- **Graphical Form Portlet Layout Designer** – Accela Vantage360 allows agency Administrators to configure Form Portlet layout to best meet the agency's needs. Cells can span multiple columns and rows and administrators can set tab order.

- **Importing/Exporting Objects between Vantage360 Environments** – Implementers or administrators can import and export the following objects between Vantage360 environments:

    - Alerts & Messages
    - Consoles (with pages and portlet pointers)
    - Data Filters
    - IntelliScripts
    - Portlets
    - QuickQueries
    - Rules
    - SmartCharts
    - SmartChart Queries
    - View Filters

- **Integration Support** – Vantage360 provides multiple solutions for integration with external applications. Remote external applications can securely invoke Vantage360-based product business objects.

- **IntelliScript™** – Accela IntelliScript increases end-user effectiveness and accuracy. This technology enables service professionals to easily ask the right questions to citizens at the right time, thereby ensuring the quality of each contact. Accela IntelliScript provides a logical, step-by-step method for collecting information and performing key business tasks. Administrators can build and refine Accela IntelliScript without any programming. Accela IntelliScript lets Administrators deploy scripts over the Internet so that citizens can easily follow step-by-step processes to complete key tasks.

- **JSR-168 and RSS compliance** – Accela Vantage360 Consoles are a zero-deploy, role-based UI paradigm that lets end-users (including citizens via public access) interact with their information in the way they need to perform key business tasks. We deploy consoles via JSR-168 (Java Specification Request) compliant portal managers, leveraging the benefits of JSR-168 and RSS (Really Simple Syndication) to easily incorporate information from external sources directly into end-user Consoles.

- **LDAP/Active Directory** – Accela Vantage360 includes LDAP (Lightweight Directory Access Protocol) support to allow single-point security administration for Accela Automation End-users.

- **List tab record count indicators** – End-users can see whether a sub tab contains records without clicking on the sub tab to manually check.

- **Portlet Building Blocks** – Vantage360 allows Accela to build products with a reusable set of visual, browser-based components, or "portlets". Common portlets include Alert, Bulletin Board, FAQ, Form, List, SmartCharts, and Quick Links. Because we leverage an ever-expanding library of reusable portlets, we gain tremendous efficiency in product development and testing. This allows us to respond more quickly to customer enhancement requests, and allows us to customize role-based end-user consoles.

- **Reference Configuration for Rapid Implementation** – Vantage360 ships with a reference configuration of role-based consoles that allow agencies to rapidly go live with only minor configuration changes.

- **Public Access Portlets** – We leverage a set of reusable, streamlined public access portlets for citizen use. Agencies seamlessly incorporate public access portlets into their Web sites for both anonymous and registered citizens.

- **Reporting** – Accela Report Writer allows end-users to query, analyze, and extract information from their Vantage360-based product database. Agencies can take advantage of robust formatting capabilities to produce professional-looking printed

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reports, complete with color graphics and charts. All Vantage360 reporting tools are browser-based—there is no need to download bulky desktop applications. End-users can generate and share reports with other agency staff.

- **Single, Consolidated Database** – Vantage360 contains a single database on top of which we build all our Vantage360-based products. This provides tremendous benefit from the perspective that, no matter which product(s) end-users work with, all end-users always see current, synchronized data across the enterprise.

- **SmartCharts™** – SmartCharts provide at-a-glance summarized business information so end-users can view actionable data and take steps to improve agency operations. SmartCharts provide multiple charting objects (bar, line, gauge, odometer, et cetera) that appear on an end-user console to provide key business indicator information. During implementation, Accela Services customizes SmartCharts to display key agency-specific information.

- **Three-tier Architecture** – Vantage360 is a true three-tier architecture. The presentation tier is a zero-deploy, browser-based thin client. All business logic resides in an industry-standard middle tier. Only data resides in the database tier. This makes deployment and administration easy for both agencies and Accela.

ACCELA-HOSTED DEPLOYMENT

Accela offers hosting services as a deployment option for Accela Automation modules. The only requirements for the agency are workstations and Internet connections for each end-user.

ACCELA-HOSTED HARDWARE AND SOFTWARE REQUIREMENTS

Accela Automation modules have these requirements for each end-user workstation:

End-user Workstations	
Minimum Hardware Requirements	**Minimum Software Requirements**
• Pentium 4 1.2GHz or better • IBM Compatible PC • 256MB of RAM • Internet Connection via analog modems, ISDN, xDSL, Cable modem, or dedicated frame-relay circuits (i.e. T1s)	• Windows 2000 or XP • Internet Explorer 6.x or Netscape 8.x • Adobe Acrobat Reader (download free at www.acrobat.com) • Screen resolution is between 800x600 and 1024x768
Optimal Hardware Requirements	**Optimal Software Requirements**
• Pentium 4 2.4GHz or better • IBM Compatible PC • 512MB RAM or more • 40GB HD • Internet Connection via analog modems, ISDN, xDSL, Cable modem, or dedicated frame-relay circuits (i.e. T1s)	• Windows 2000 or XP • Internet Explorer 6.x or Netscape 8.x • Adobe Acrobat Reader (download free at www.acrobat.com) • Screen resolution is between 800x600 and 1024x768

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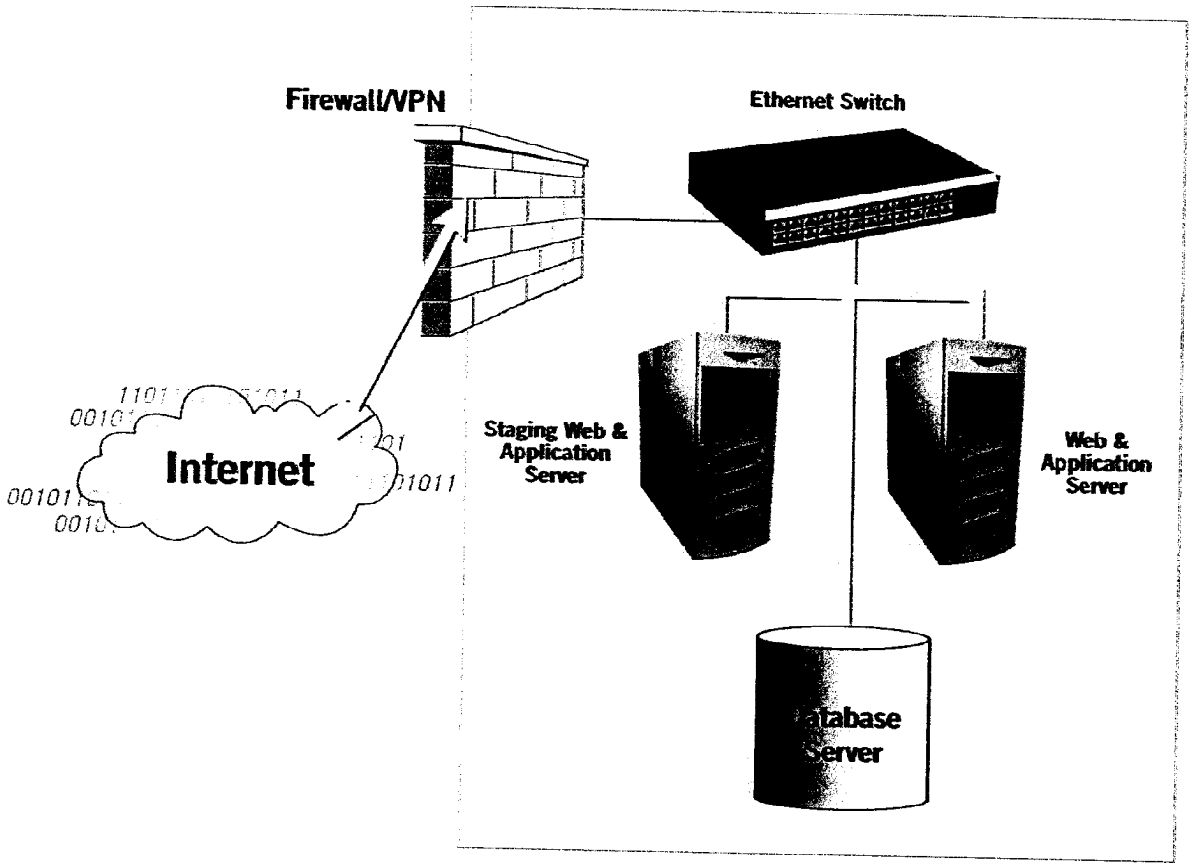
AGENCY-HOSTED DEPLOYMENT

Agencies can install and operate Accela Automation modules at their own facilities. Below are descriptions of deployment configurations and software and operating system requirement descriptions.

AGENCY-HOSTED DEPLOYMENT CONFIGURATIONS

This diagram shows the minimal deployment configuration for Accela Vantage360-based modules (for Agencies with approximately 50 or less Named Users, depending upon Agency-specific usage characteristics):



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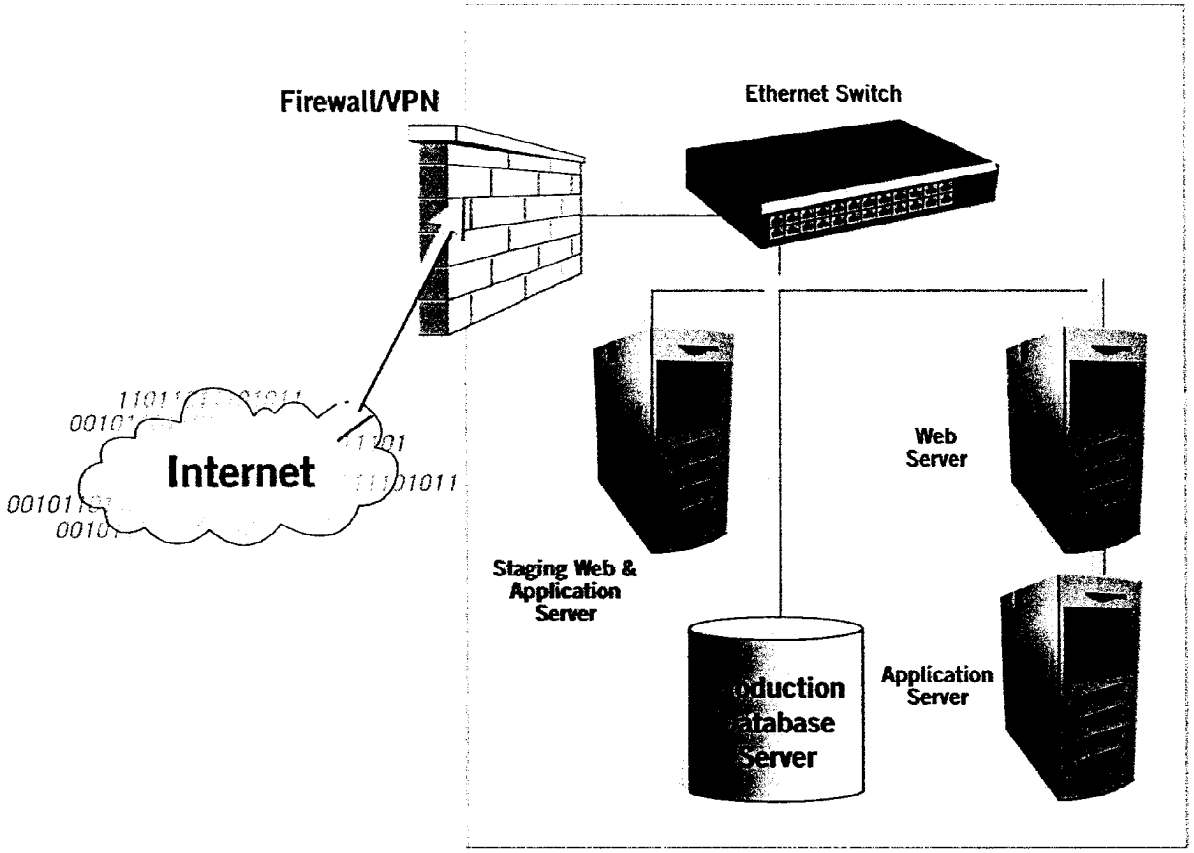
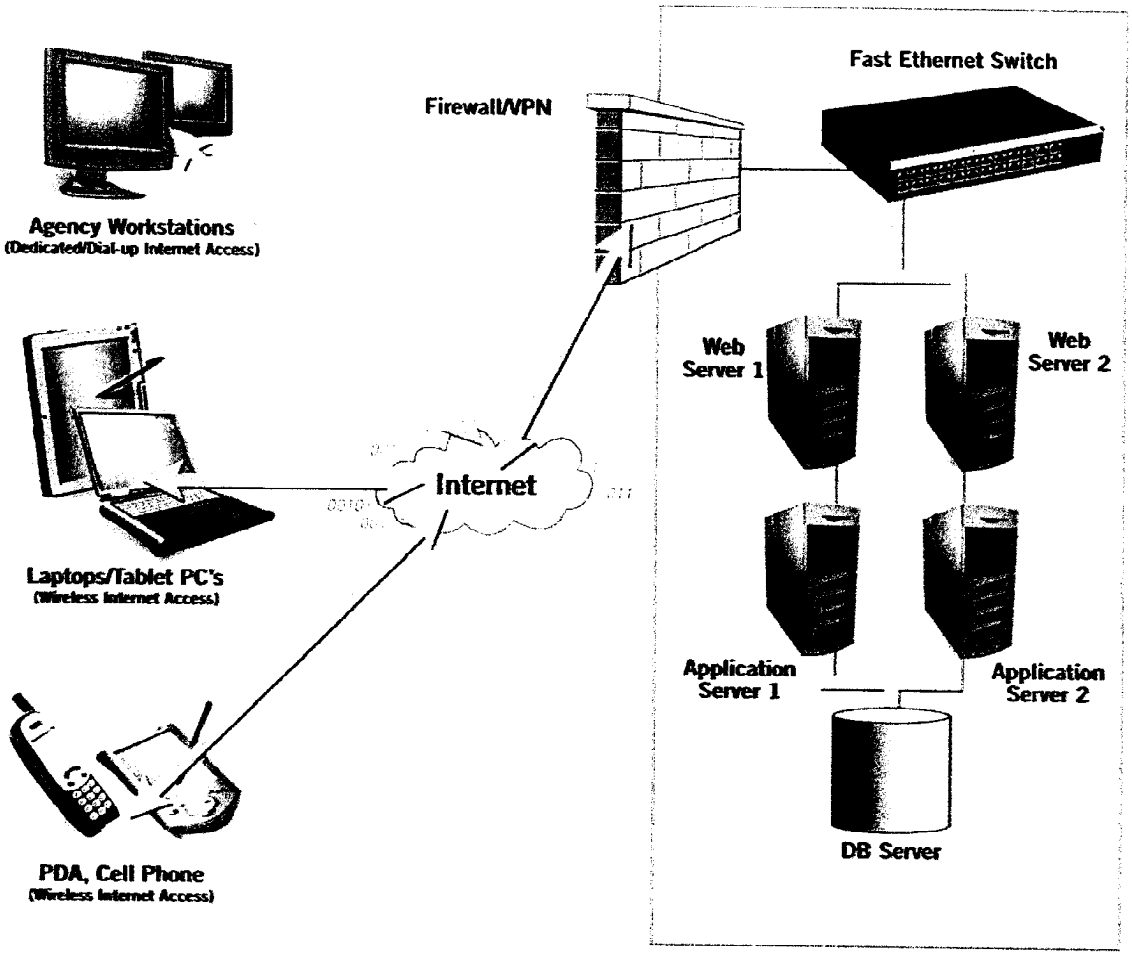
This diagram shows the typical deployment configuration for Accela Vantage360-based modules (for Agencies with approximately 100 or less Named Users, depending upon Agency-specific usage characteristics):



This diagram shows a high-volume deployment configuration for Accela Vantage360-based modules (for Agencies with approximately 100 or more Named Users, depending upon Agency-specific usage characteristics):



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AGENCY-HOSTED HARDWARE AND SOFTWARE REQUIREMENTS

Accela Vantage360-based modules have these hardware and software requirements:

End-user Workstations	
Minimum Hardware Requirements	**Minimum Software Requirements**
• Pentium 4 1.2GHz or better • IBM Compatible PC • 256MB of RAM • Internet Connection via analog modems, ISDN, xDSL, Cable modem, or dedicated frame-relay circuits (i.e. T1s)	• Windows 2000 or XP • Internet Explorer 6.x or Netscape 8.x • Adobe Acrobat Reader (download free at www.acrobat.com) • Screen resolution is between 800x600 and 1024x768
Optimal Hardware Requirements	**Optimal Software Requirements**
• Pentium 4 2.4GHz or better • IBM Compatible PC • 512MB RAM or more • 40GB HD • Internet Connection via analog modems, ISDN, xDSL, Cable modem, or dedicated frame-relay circuits (i.e. T1s)	• Windows 2000 or XP • Internet Explorer 6.x or Netscape 8.x • Adobe Acrobat Reader (download free at www.acrobat.com) • Screen resolution is between 800x600 and 1024x768

Production Web Server	
Minimum Hardware Requirements	**Minimum Software Requirements**
• Firewall/VPN - Hardware based appliance such as Netscreen-25 • VPN connection for Accela access • Intel Pentium 4 2.4GHz or better • 2GB DDR RAM or more • 2 x 18.1GB SCSI Hard Drive or larger (RAID 1) • 10/100/1000Mb/s Network Interface Card • Additional servers for load balancing and high availability if needed	**Accela-provided:** • JBoss 4.0.2 with integrated Tomcat 5.5 • Java 5 SDK, version 1.5.0_06 • Jakarta Ant, version 1.6.5 **Agency-provided:** • Microsoft Windows Server 2000/2003 • Allaire/Macromedia ColdFusion MX for J2EE, Version 6.1, per Web sever, Enterprise Edition (Please see www.macromedia.com/software/coldfusion/ for more information.)

Production Application Server

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Production Application Server	
Minimum Hardware Requirements	**Minimum Software Requirements**
• Intel Pentium 4 2.4GHz or better • 2GB DDR RAM or more • 2 x 18.1GB SCSI Hard Drive or larger (RAID 1) • 10/100/1000Mb/s Network Interface Card • Additional servers for load balancing and high availability if needed	**Accela-provided:** • JBoss 4.0.2 with integrated Tomcat 5.5 • Java 5 SDK, version 1.5.0_06 • Jakarta Ant, version 1.6.5 • Viador BI-Portal Suite, version 7.01 (for Accela Report Writer) • Vembu SwisSQL API 1.7 (for MS SQL Server version only) **Agency-provided:** • Microsoft Windows Server 2000/2003 • Optional: Informative Graphics Brava Enterprise (Please visit www.bravaviewer.com/brava_enterprise.htm for more information.)

Staging Web and Application Server	
Minimum Hardware Requirements	**Minimum Software Requirements**
• Intel Pentium 4 2.4GHz or better • 2MB RAM or more • 36.4GB SCSI or IDE Hard Drive or larger • 100MB Network Interface Card	**Accela-provided:** • JBoss 4.0.2 with integrated Tomcat 5.5 • Java 5 SDK, version 1.5.0_06 • Jakarta Ant, version 1.6.5 • Vembu SwisSQL API 1.7 (for MS SQL Server version only) **Agency-provided:** • Microsoft Windows Server 2000/2003 • Allaire/Macromedia ColdFusion MX for J2EE, Version 6.1, per Wel sever, Enterprise Edition

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Production Database Server	
Minimum Hardware Requirements	Minimum Software Requirements
Oracle/Intel deployment • Dual Intel Xeon 2.4GHz or better • 2GB RAM or more • 4 x 36.4GB SCSI Hard Drives configured with Oracle SAME • 10/100/1000Mb/s Network Interface Card Oracle/Solaris deployment • Dual UltraSPARC III 1.2MHz Processors or better • 2GB DIMMS RAM or more • Attached SAN with 4 x 36.4GB SCSI Hard Drives configured with Oracl SAME • 10/100/1000Mb/s Network Interface Card Microsoft SQL deployment • Dual Intel Xeon 2.4GHz or better • 2GB RAM or more • 3 x 36.4GB SCSI Hard Drive • 10/100/1000Mb/s Network Interface Card	**Accela-provided:** • None **Agency-provided:** Microsoft SQL RDBMS deployment • Microsoft Windows Server 2000/2003 • Microsoft SQL Server 2000 or higher Oracle RDBMS deployment • Sun Solaris 8 or higher • Oracle 9i Database Server or higher

Optional Items for High-volume Deployments	
Minimum Hardware Requirements	Minimum Software Requirements
Load Balancing and High Availability: • Fast Gigabit Ethernet Switch - E.g. Cisco 29xxXL Fast Ethernet Switch • Load Balancer – Hardware-based appliance such as F5 Big-IP	**No software required**

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ACCELA
Government Software

ACCELA CITIZEN ACCESS
An Accela Automation Add-on Product

Fact Sheet
Release 6.2

DESCRIPTION
Accela Citizen Access™ delivers a cost-effective way to move traditional counter and call center services to the Web, providing citizens with easy and convenient on-line access to government services. Citizens save time and money by being able to apply and pay for permits, schedule inspections, and look up information from the convenience of their home or office.

Accela Citizen Access provides functionality for both anonymous citizens who infrequently interact with an agency to perform simple tasks, and for registered citizens who regularly interact with an agency and perform key business tasks such as application entry, tracking, and update.

Because Accela Citizen Access sits atop Accela's Vantage360 Architecture (See the latest *Accela Vantage360 Architecture Fact Sheet* for more information.), agencies can easily streamline Accela Automation Portlets and expose them to citizens over the Internet. Vantage360 IntelliScript™ provides Administrators with the capability to create easy-to-use, step-by-step, question-and-answer-driven processes that walk citizens through virtually any process. Accela Citizen Access seamlessly integrates with Accela GIS and Accela Document Service to provide citizens with location mapping and file upload and download capabilities. All information that citizens enter into Accela Citizen Access resides in the same database that the agency utilizes, ensuring that all information is in-sync and up-to-date.

FEATURES
All Accela Citizen Access features require either the Accela Land Management module and/or the Accela Service Request module. If a feature requires a specific module, we indicate the module requirement. Existing features in Accela Citizen Access 6.2 include:

- **Accela Document Service integration** – Accela Citizen Access provides seamless integration to Accela Document Service. Accela Document Service allows citizens to upload and download electronic files associated with a license, permit, and/or service request. Using the Brava 5 Viewer™, citizens can also redline, add comments to, and automatically save edited electronic files associated with a license, permit, and/or service request. Accela Document Service is an Accela Vantage360 common service that comes with all Vantage360-based modules. (Please see the latest *Accela Vantage360 Fact Sheet* for more information.)

- **Accela GIS integration** – Accela Citizen Access provides seamless integration to Accela GIS. Using Accela GIS, citizen-users can view address-based information on a GIS map, add addresses to a permit or service request record, and identify service request locations that do not apply to a specific address. Agencies need Accela GIS to implement this functionality. (Please see the latest *Accela GIS Fact Sheet* for more information.)

- **Allowing organization relationships among citizens** – Organizations are an easy and effective way for citizens to collaborate on key business tasks they perform with an agency. Citizens can set up organizations with multiple citizen members. If an organization member creates a record, such as a permit application, all organization members have access to that record. For example, a general contractor creates an organization that includes several of his employees. Whenever one of his employees applies for a new permit using Accela Citizen Access, all of his employees have access to the permit application to review status, complete tasks, upload file attachments, etc.

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- **Anonymous and Registered Citizen support** – Agencies can allow citizens to perform key business tasks as anonymous citizens. Anonymous users do not need to register or provide identification information.

- **Business license application, payment, and renewal** – Provides a complete beginning-to-end view of the business license application process. Citizens can complete a business license application, pay the license fee, and print the license on-line. Agencies can deploy business license application tasks in an easy-to-follow, step-by-step process using IntelliScript™. Agencies need the Accela Licensing module to implement this functionality.

- **Deleting Alerts from an Alert Portlet** – As well as having alerts expire based on duration of time, citizens can manually remove alerts from their Alert Portlet, letting them focus only on alerts that still require attention.

- **Inspection management** – Citizens can manage their own inspections online by looking up inspection status, scheduling inspections, rescheduling inspections and cancelling them in necessary.

- **IntelliScript™ integration** – IntelliScript is an extremely powerful configuration tool that lets Administrators define question-and-answer-based processes that walk citizens through completing key business tasks. IntelliScripts consist of reusable questions that make setting up new IntelliScript scripts extremely easy and efficient. IntelliScript is an Accela Vantage360 common service that comes with all Vantage360-based modules.

- **Managing robust citizen profile information** – When citizens register in order to be access agency services, they set up a profile with information such as e-mail address, which organization they want to belong to, and which agencies they want access to via Accela Citizen Access.

- **Permit application submission and tracking** – Provides a complete beginning-to-end view of the permit application process. Citizens can apply for permits, attach and manage electronic files associated with a permit application, collaborate with other citizens to complete and log workflow tasks, and print a permit on-line. Citizens can review permit application status and see the results of workflow tasks assigned to agency staff. Agencies can deploy permit application tasks in an easy-to-follow, step-by-step process using IntelliScript™. Agencies need the Accela Land Management module to implement this functionality (Please see the latest *Accela Land Management Fact Sheet* for more information.)

- **Proactive alerting** – Accela Citizen Access can proactively alert Citizens based on business rules Administrators configure. For example, Accela Citizen Access can alert citizens when a permit application reaches a specific status or when it is time to renew a business license. Alerts are an Accela Vantage360 common service that comes with all Vantage360-based modules.

- **Providing citizen-specific Personal Identification Numbers (PINs)** – Accela Citizen Access allows agencies to generate a citizen-specific PIN that grants a citizen access to agency information. Without this PIN, a citizen cannot access agency information. Administrators can choose to review a PIN request before granting a PIN to a citizen.

- **Reporting citizen information** – Accela Citizen Access provides agencies with several standard reports that present information regarding citizen transactions and queries, usage statistics, and inspection schedule requests.

- **Requesting inspections** – Citizens can request inspection dates and times (AM or PM) for inspections associated with permit applications. Agencies need the Accela Land Management module to implement this functionality. (Please see the latest *Accela Land Management Fact Sheet* for more information.)

- **Service request submission and tracking** – Provides a complete beginning-to-end view of the service request process. Citizens can enter service requests, and attach and manage electronic files associated with a service request. Citizens can review service request status and see the results of tasks assigned to agency staff. Agencies can deploy service request submission as an easy-to-follow, step-by-step process using IntelliScript™. Agencies need the Accela Service Request module to implement this functionality. (Please see the latest *Accela Service Request Fact Sheet* for more information.)

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- **Validating contractor licenses** – Citizens can look up a contractor and review the contractor's current license status. Agencies need the Accela Licensing module to implement this functionality.

DEPLOYMENT OPTIONS

Since Accela Citizen Access 6.2 sits atop the Accela Vantage360 Architecture, please see the latest *Accela Vantage360 Architecture Fact Sheet* for an explanation of deployment options.

SUPPORTED PLATFORMS

We test and certify Accela Citizen Access 6.2 using Internet Explorer™ 6.X and Netscape™ 7.X. Accela Citizen Access 6.2 provides a User Interface based on JavaScript 1.2 and complies with the HTML 4.0 standard, which are both compatible with the vast majority of Internet browsers that Citizen-users would choose to use.

Since Accela Citizen Access 6.2 sits atop the Accela Vantage360 Architecture, please see the latest *Accela Vantage360 Fact Sheet* for further details on supported platforms.

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ACCELA
Government Software

ACCELA WIRELESS
An Add-on Product for Accela Automation

Fact Sheet
Release 6.2

DESCRIPTION

Accela Wireless is a mobile government application that extends inspection management capabilities to the field for inspections, code enforcement, work orders, service requests, and more. Accela Wireless is compatible with PDAs, laptops, Tablet PCs, and other devices running on the Microsoft Pocket PC, Windows 2000, or Windows XP operating systems.

Accela Wireless provides a platform for secure, wireless inspection activities, including inspection schedules, inspection data input and sign-off, and creation of unscheduled inspections in the field. Accela Wireless provides field staff with direct, real-time access to the information they need to perform and manage inspections in the field.

Field staff can perform inspection activities either in real-time mode while on-line, or in store-and-forward mode while off-line. Accela Wireless conforms to customer inspection processes, increases staff productivity, and provides up-to-the minute information regarding inspection activities.

NEW FEATURES

Accela Wireless 6.2 adds the following new features:

- **Attaching Phone Number to an Inspection** – End-users can attach a phone number to each inspection request.
- **Configuring the Display of Additional Information** – Using the preferences section of Accela Wireless Client, End-users can configure the display of Additional Information. Tree view remains the default configuration. End-users can select from Tree View, Group Tree View, and List Panel views.
- **Deleting Downloaded CAP Files** – End-users delete the contents of the user data folder that contains the files downloaded for use in Accela Wireless Client.
- **Editing Custom Inventory File** – Administrators edit a custom inventory file when making inventory changes to the default inventory or a User Group inventory. This feature allows Administrators to retain customizations when upgrading Accela Wireless.
- **Exposing System Data to Scheduled Tasks** – End-users create scheduled tasks that include all system data elements.
- **Group Updating of Inspections** – Accela Wireless Client allows End-users to update, reschedule, and cancel multiple inspections in one process.
- **Merging CAP Query into CAP List Criteria** – Accela Wireless Client merges CAP Query criteria into the CAP List criteria form.
- **Removing Previously Installed Versions of Accela Wireless Client** – Accela Wireless Client installer adds a feature that removes previously installed versions of Accela Wireless Client, while maintaining custom inventory file configurations.

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- **Setting Data Entry Fields as Required** – Accela Wireless adds a feature that allows an Administrator to set Accela Wireless Client data entry fields as required

- **Supporting Dual Core Processing**– Accela Wireless integrates with the Intel Mobile Platform SDK to enable dual core processing support. This feature optimizes Accela Wireless for use in dual processor environments.

PRODUCT REQUIREMENTS

To run Accela Wireless 6.2, Agencies must have Accela Automation 6.1.2

FEATURES

Existing features in Accela Wireless 6.2 include:

- **Auto login** – Inspectors can enter Accela Wireless Client without re-entering their login after they have logged into Accela Wireless Client for the first time.

- **Automatic document downloads** – Administrators specify documents of a certain type to automatically download documents from Accela Automation to Accela Wireless Client during upload and download in Accela Wireless Client.

- **Batch printing** - Accela Wireless Client batches all print jobs into a temporary print queue until the inspector chooses to print one, some, or all the print jobs.

- **Button bar with tool tips** – Inspectors can go to frequently used screens and perform common functions with one click by using the button bar with tool tips.

- **CAP management and research** - Inspectors can download key CAP information with each inspection; this information includes CAP fee information, flags and holds, contacts, parcel address, conditions, and additional inspections. Inspectors can edit CAP status, address, and inspection information, and add contacts, holds, inspections, and parcels.

  Inspectors can look up CAPs on the fly or save queries for later execution. Inspectors can save queries and use them again. Query functionality includes the ability for inspectors to look up CAPs by type, status, ID, description, parcel number, owner, address, inspection type, assigned inspector, inspection date, inspection district, open inspection, and map address (tract, block, and lot).

  Inspectors can also create new CAPs. Inspectors can create a new CAP at the same time as a new inspection, or inspectors can search for an existing CAP and attach the new inspection.

- **Customizable screens and buttons/labels** - Accela can configure the screens, buttons, and labels in Accela Wireless client to match the business needs of the customer.

- **Group inspection resulting** – Inspectors can result multiple inspections of multiple types on one consolidated screen in Accela Wireless Client, including tracking information and comments.

- **Downloading attached documents** – Inspectors receive a list of attached documents with each Case, Application, and Permit (CAP), and manually choose documents for download.

- **Downloading inspections assigned to another inspector** – Inspectors can set the inspection download criteria to download inspections assigned to another inspector.

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- **Drawing sketches** - Inspectors can draw sketches directly in Accela Wireless Client, attach sketches to inspections, and upload sketches to Accela Automation.

- **Electronic signatures** – Both inspectors and contractors can sign-off on inspections with personal signatures. Signatures can print on inspection report.

- **File attachment** - Inspectors can attach files to inspections and upload the files to Accela Automation. Files can be of any format, but view ability is limited to whether the local device has the appropriate viewer.

- **GPS** - Accela Wireless allows for integration with NMEA-compliant GPS devices for automated entry of Latitude and Longitude coordinates. Inspectors can also enter Latitude and Longitude coordinates manually.

- **Inspection management and research** - Accela Wireless is first and foremost an inspection management tool with which inspectors can receive, conduct, and sign-off inspections in the field using a handheld device or laptop computer. Inspection management functionality includes the ability for inspectors to complete, cancel, reschedule, or reassign inspections. Inspectors download their inspection lists/schedules based on dates, inspection types, and CAP IDs, and can manually reorder the inspections based on need.

  When conducting inspections, inspectors have access to customizable inspections guidesheets with default assignment by inspection type. Guidesheet functionality includes predefined standard comments and guidesheet values, and the ability to copy guidesheet items from one inspection to another.

  Inspectors can create new inspections on the fly and manually enter the address for the new inspection. In this case, they are assigned as the default inspector. Inspectors can also clone new inspections from existing inspections with the ability to select the specific inspection data to copy from the existing inspection to the new inspection.

  During an inspection, inspectors can temporarily save the in-progress inspection to the local device without submitting a final disposition to Accela Automation. Inspectors can then retrieve, resume, and submit the inspection at a later time.

- **Inspection routing** - Inspectors receive optimized inspection routes with driving directions and route maps.

- **Inspector defined columns on list views** - Inspectors can define the columns they wish to see on list view screens.

- **Integration of Intel Mobile Platform SDK** – The incorporation of the Intel Mobile Platform SDK includes the following enhancements to improve client monitoring capabilities:

  - **Monitor Network Connection Availability** – Use the Intel Mobile Platform SDK to automatically monitor network availability through Accela Wireless.
  - **Determine Available Bandwidth** – Use the Intel Mobile Platform SDK to automatically determine available bandwidth for the current connection.
  - **Determine Available Bandwidth Quality** – Use the Intel Mobile Platform SDK to automatically determine available bandwidth quality for the current connection.
  - **Limit Accela Wireless Bandwidth Usage** – Use the Intel Mobile Platform SDK to limit the amount of bandwidth used by Accela Wireless client. An End-user can control the amount of bandwidth used from the User Preferences form.
  - **Automatic Sizing of Data Requests based on Available Bandwidth** – Use the Intel Mobile Platform SDK to measure the client device to server effective bandwidth. This feature will dynamically change the size of data requests from Accela Wireless client based on the available bandwidth.
  - **Monitor Remaining Battery Power of Mobile Device** – Use the Intel Mobile Platform SDK to monitor the remaining battery power on the mobile device. When the remaining battery power drops below 5% remaining, Accela Wireless client prompts an End-user to Save.

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- **Off-line/On-line modes** – Inspectors can run Accela Wireless in either on-line mode where they have real-time Internet access via wireless or a LAN to Accela Automation, or off-line mode where the inspector performs work in the field and synchronizes inspection information with Accela Automation when a connection is available.

- **Online Help Files** - Accela Wireless has Help files to provide users with assistance on specific screens and functionality.

- **Parcel management and research** - Inspectors can look up parcels on the fly or save queries for later execution. Queries can be saved and be used again. Query functionality includes the ability for inspectors to look up parcels by CAP ID, CAP status, parcel number, map address, parcel owner, and address. Query results are displayed in tree-view format and parcel data includes parcel ID, address, map address, contact, and owner.

  Inspectors can also select specific parcels and create a new inspection on the parcel.

- **Proxy server support** - Administrators can configure Accela Wireless to require end-users to connect to Accela Wireless Server through a proxy server.

- **Reporting** - Accela Wireless includes a standard inspection summary report (Windows 2000 & XP) that includes all essential inspection related data, including guidesheet items and conditions. Inspectors can generate the report in PDF format and print it out in the field.

  Accela Wireless Client generates an XML file that contains all inspection data elements in the product. Administrators can develop custom reports using this XML file as the baseline from which to remove data elements not needed, and to add agency logo, formatting, et cetera.

- **Security** - Accela Wireless uses 128-bit SSL encryption between Accela Wireless Client and Accela Wireless Server (optional when Agency-hosted – see agency-hosted deployment option below) and end-user logon/password security and data encryption when using a digital certificate.

- **Sort by Individual Address Fields** – End-users can now sort by individual address fields. This allows End-users the ability to sort by street name and then by number, etc.

- **Software upgrades** - Agencies can implement Accela Wireless Client software upgrades in the field.

- **Standard comments** – Inspectors can use a list of standard comments from Accela Automation when entering comments into any comments field in Accela Wireless Client.

- **Transaction log** - Transactions in Accela Wireless are logged and can be reviewed by each inspector. Information tracked includes CAP ID, inspection type, address, date/time, status, and transmittal status.

- **Windows XP/2000 and Pocket PC compatibility** - Agencies can deploy Accela Wireless Client on laptops with Windows XP or Windows 2000, or on handheld computers with the Pocket PC operation system.

- **Importing images into the Drawing Tab in Accela Wireless Client** – Inspectors can import images into the Drawing Tab in Accela Wireless Client and use drawing features to sketch on the image. Inspectors can then save the new image and upload it to Accela Automation.

ACCELA-HOSTED DEPLOYMENT

Accela offers hosting service as a deployment option for Accela Wireless for Accela Automation. The only requirement for the agency

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is Accela Wireless Client hardware and Internet connections for each Accela Wireless Client end-user.

ACCELA-HOSTED HARDWARE AND SOFTWARE REQUIREMENTS

Accela-hosted Accela Wireless has these hardware and software requirements:

Accela Wireless Client	
Hardware Requirements	Software Requirements

Agency-provided:
• Handheld devices that run the Pocket PC 2000, Pocket PC 2002, or Pocket PC 2003 operating systems
  o 400 MHz processor or better
  o At least 10 MB available storage space
  o Wireless card (Not necessary if a customer wants to use the Accela Wireless Client in a purely off-line/store-and-forward mode)
• Laptop or tablet PC
  o Pentium III or better
  o 128 MB RAM or more
  o At least 100 MB HDD space
  o Wireless card (Not necessary if a customer wants to use the Accela Wireless Client in a purely off-line/store-and-forward mode)
	Accela-provided:
	• Accela Wireless Client
	• Microsoft .NET Framework 1.1
	
	Agency-provided:
	• For handheld devices, one of the following:
	  o Pocket PC 2000
	  o Pocket PC 2002
	  o Pocket PC 2003
	• For printing from handheld device (optional): PIEprint v. 1.13 from Field Software Products ($24.95 per user, volume discounts available)
	• For laptops or tablet PCs, one of the following:
	  o Windows XP
	  o Windows 2000

AGENCY-HOSTED DEPLOYMENT

Agencies can install and operate Accela Wireless for Accela Automation at their own facilities. Below are descriptions of deployment configurations and software and operating system requirement description.

AGENCY-HOSTED DEPLOYMENT CONFIGURATIONS

The Agency-hosted deployment has the following network architecture:

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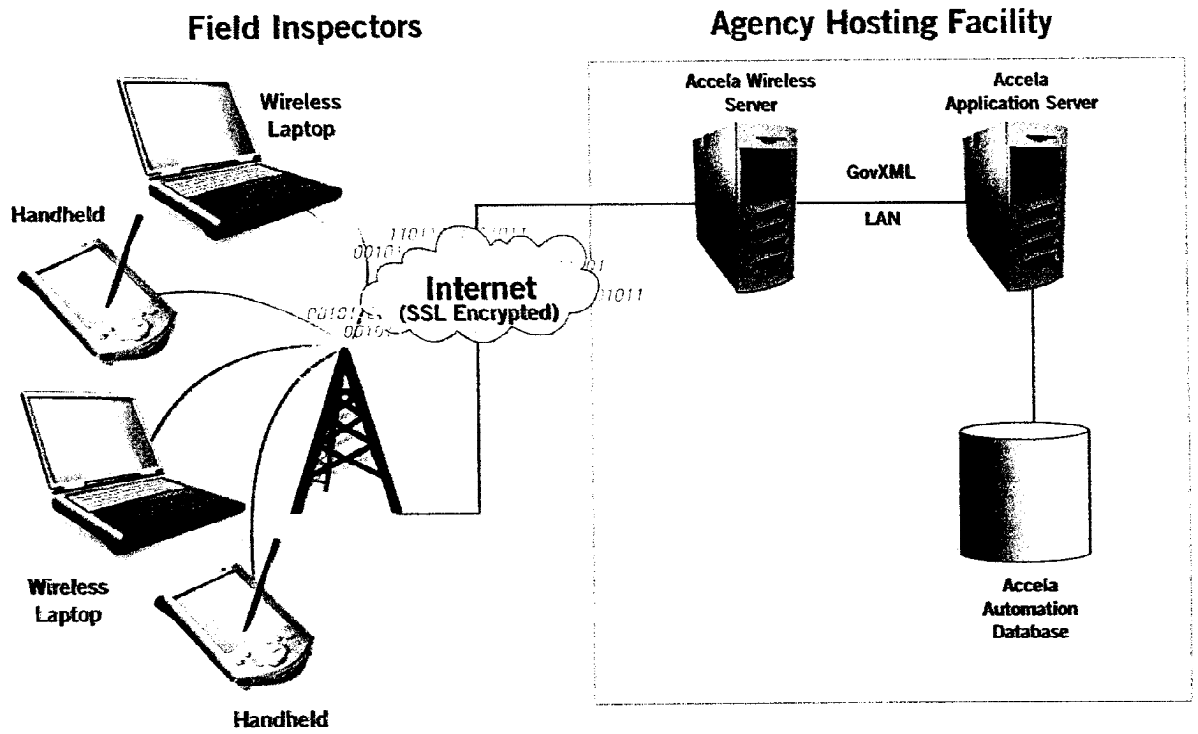

AGENCY-HOSTED HARDWARE AND SOFTWARE REQUIREMENTS

Agency-hosted Accela Wireless has these hardware and software requirements:

Accela Wireless Client	
Hardware Requirements	Software Requirements

Agency-provided:
• Handheld devices that run the Pocket PC 2000, Pocket PC 2002, or Pocket PC 2003 operating systems
  o 400 MHz processor or better
  o At least 10 MB available storage space
  o Wireless card (Not necessary if a customer wants to use the Accela Wireless Client in a purely off-line/store-and-forward mode)
• Laptop or tablet PC
	Accela-provided:
	• Accela Wireless Client
	• Microsoft .NET Framework 1.1
	
	Agency-provided:
	• For handheld devices, one of the following:
	  o Pocket PC 2000
	  o Pocket PC 2002

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Accela Wireless Client	
○ Pentium III or better ○ 128 MB RAM or more ○ At least 100 MB HDD space ○ Wireless card (Not necessary if a customer wants to use the Accela Wireless Client in a purely off-line/store-and-forward mode)	○ Pocket PC 2003 • For laptops or tablet PCs, one of the following: ○ Windows XP ○ Windows 2000

Accela Wireless Server	
Hardware Requirements	**Software Requirements**
Agency-provided: • Pentium III 1.4 GHz or better • 512 MB RAM or more • 18.2 GB SCSI HDD or more • 2 X 10/100/1000 NICs • NetScreen 5XP Firewall (10 end-users)	**Accela-provided:** • Accela Wireless Server • Microsoft Data Access Components (MDAC) 2.8 or later • Microsoft .NET Framework 1.1 • Microsoft SQL Server 2000 Desktop Engine (MSDE) • Microsoft Visual J# .NET Version 1.1 Redistributable Package **Agency-provided:** • Windows 2000 Server • SSL Certificate (optional) • Microsoft IIS 5.1

Accela Automation Application Server	
Hardware Requirements	**Software Requirements**
Agency-provided: • Pentium III 1.4 GHz or better • 512 MB RAM or more • 2 X 18.2 GB SCSI HDD or more • 2 X 10/100/1000 NICs	**Accela-provided:** • Accela Automation Application Server **Agency-provided:** • Windows 2000 Server

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Government Software

ACCELA GIS
An Accela Add-on Product

Fact Sheet
Release 6.2

DESCRIPTION
Built on the ArcIMS™ platform by ESRI®, Accela GIS™ provides automated maps from a central database and gives end-users direct access to view geographic representations of all land-use, zoning, and infrastructure information associated with a parcel, permit, inspection, or plan. Accela GIS utilizes GIS map information through map services created in ArcIMS. End-users can easily look up these activities, then click over to Accela GIS to view associated GIS information.

NEW FEATURES
Accela GIS 6.2 adds the following new features:

- **Adding Tools to Edit & Redline Interfaces** – Accela GIS adds Navigation, Search, and Query tools to the Editing and Redlining Interfaces. Accela GIS also adds Data Management Tools to the Editing Interface.
- **Automatic Map Service Saving** – When an Administrator makes a map service change that requires the Administrator to save the map service in order for the change to take effect, Accela GIS automatically prompts the Administrator to save the map service.
- **Committing Multiple Objects** – This enhancement allows an End-user to commit multiple objects to a SDE layer as a single process. A progress bar displays during processing, and upon completion an End-user can view a log of processing actions.
- **Detail Window Behavior Modifications** – Accela GIS clears the Detail Window as End-users make Detail Window requests and the Details tab is not available unless data is present in the details screen.
- **Enhanced Print & Save Output** – Accela GIS enhances the print & save output functionality so an Agency can setup a disclaimer in the administration site. Accela GIS also enhances the print & save output by scaling pieces of the output based upon paper size.
- **Grouping Layers** – Accela GIS allows administrators to group layers in the layer list. The group layers display in tree view. An End-user can turn on or off an entire group layer or individual layers within a group.
- **Passing City to Portlet** –Administrators configure Accela GIS Portlets to pass a city attribute to Accela Automation when using the Locate Address tool in the Address Locater Portlet. In the Layer Settings screen within the Portlet Configuration administration interface, Administrators have the option for configuring Accela GIS to pass a city value.
- **Query Results Shading** – End-user runs a Query and the results remain shaded until cleared with the Clear or Clear All buttons. Also, Accela GIS removes the shading for a new Query or Identify.
- **Reordering Download Output Columns** – Accela GIS administrators reorder download output file columns.

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- **Route Map Display** – Accela GIS optimizes the display of a route map image it sends to Accela Wireless. A map route image contains text sizing that is appropriate for the map size so that no labels extend beyond map image boundaries. The map zooms and centers according to the extent of the route map.

- **Schedule Inspections** – Accela GIS allows an End-user to schedule inspections. End-users provide required information and Accela GIS performs the necessary task using GovXML methods. Accela GIS provide confirmation that the inspection scheduled successfully or Accela GIS provides an error message stating the inspection was not scheduled.

PRODUCT REQUIREMENTS

To utilize the functionality available in Accela GIS 6.2, agencies must have one of the following permitting applications:

- Accela Automation 6.2
- Kiva DMS and KivaNet 8.0 or later
- 'PERMITS' Plus 5.2.4 or later
- Tidemark Advantage 3.5.1 or later

FEATURES

Existing features in Accela GIS 6.2 include:

- **Accela ERS (Emergency Response System)** – As part of the Accela ERS solution, Accela GIS plays a key role in post-disaster analysis and recovery activities. Accela GIS allows end-users to select an area of parcels, automatically create ERS inspections for the parcel area, and as inspection results post to the permit system database, display color-coded inspection results. With this information, EOC managers can intelligently deploy resources to the areas most affected by a disaster event.

- **Add Object** – An independent editing interface allows end-users to add objects representing geographic features or assets to configured edit layers. When adding objects, end-users enter attribute information describing the new objects. The Add Object functionality requires that the map layers be managed within ArcSDE™ (Spatial Database Engine), ESRI's DBMS-based software.

- **Address Locater Portlet** – Within the Vantage360 screens of Accela Automation, the GIS portlet provides improved navigation capabilities for ease of use in searching for and capturing addresses.

- **Associating New Objects to an application** – New objects that have been added to edit layers from within the editing interface can immediately be associated to an application expediting the permitting process.

- **Associate Edit Layer to Application Type** – Within Accela Automation, administrators associate Accela GIS edit layers to application types on the Application Type screen for the purpose of limiting which edit layers end-users can add objects to when specific applications are selected.

- **Auto-populate** – Associating geographic objects to an application. Once the relationship between the Accela Automation permitting data and the GIS data is established, parcel ID, owner, address data as well as application-specific information or any other attribute data can automatically populate a new permit application. Accela GIS also provides interface for associating an Agency's GIS map layer object attributes to Application Specific Info fields. This is especially useful for Agencies that maintain data, such as zoning, city or lot description, within their GIS map layers.

- **Buffer Selection** – When an end-user creates a buffer around an object or selection of objects, Accela GIS returns a list of buffered objects contained within or intersected by this buffer. The buffer objects can then be exported or converted to the selected set of objects.

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- **Commit Object** – A function of the editing interface, Commit Object provides end-users the ability to upload new edit layer objects to the corresponding production map layer.

- **Configurable CAP Data and Parcel Data Download** – Admin-users can specify which CAP and Parcel data end-users download from within the CAP Data and Parcel Data tabs of the Selection list

- **Configuring Selection List properties** – Administrators can customize the tab and label text displayed in the Selection List for each Tabbed Layer Group or User Group. Administrators can also enable or disable the Command Function ability based on Group.

- **Configuring Zoom Factor for Zoom Bars** – Administrators can establish how many individual bars appear in the Zoom Bar, defining zoom granularity.

- **Displaying multiple Map Services** – End-users can retrieve, display, and query multiple Map Services from within the same map viewer window.
- **Displaying Parcel and Permit Data** – This functionality allows end-users to select one or more parcels and display associated parcel and permit information.

- **Dynamic Themes** – This flexible feature allows Administrators to create customized map views based on parcel or permit information. If enabled, end-users can also customize certain aspects of dynamic themes by defining extended reference parameters for a Dynamic Theme query statement.◆ These are some examples of dynamic themes, assuming necessary data exists:
  - Display the locations of all active code enforcement cases, color-coded by type of violation
  - Display the locations of all commercial building permits issued in calendar year 2005
  - Display the locations of all inspection requests for today that are not complete, color-coded by permit type
  - Display the locations of all pending zoning variance applications, color-coded by assigned planner name
  - Display the locations of all restaurant/food service inspections that failed in the last month
  - Display the locations of all buildings inspected after an earthquake, color-coded by placard color (Red, Yellow, Green), based on information gathered by Accela ERS (Emergency Response System)
  - Display the locations of all water department service requests received last month, color-coded by complaint type

  The Dynamic Theme interface also allows end-users to either display dynamic theme results with the specified symbology or to select the map layer objects associated to the dynamic theme. This would be especially useful, for example, to an end-user in the Planning Department who wants to export the selected parcels which comprise pending zoning variance applications.

  ◆ *Reference parameter functionality is not currently available with Kiva.*

- **EDMS link for CAPs** – End-users can link to EDMS files for individual CAPs from within the Selection list when an object associated to one or more CAPs is selected.

- **ERS Portlet** – Within the Vantage360 screens of Accela Automation, the ERS portlet provides the ability to capture X,Y coordinate locations for events in addition to address locations

- **Highlighting GIS objects returned from a query** – After running a query on a map layer's attributes, end-users can specify which one of the returned objects they want to see and the map viewer will zoom to and highlight that object.

- **Legend Enhancements** – This function allows Administrators to globally set tabbed or single display mode, available Active Layer radio buttons, and Visible Layer check boxes.

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- **Map Printing & Save Output Options** – Within the Print and Save Map interfaces, end-users can specify whether or not they want print, on subsequent output pages, CAP and Parcel text data for the selected objects. End-users can also choose from four new output paper sizes: 17"x22", 22"x34", 34"x44", and 28"x40".

- **Measure Tool** – The measure tool allows end-users to measure a single distance between two points and to measure cumulative distance by clicking on any number of points in succession.

- **Profiling** – This functionality allows end-users to click on an object of the active layer or click at a location within the Accela GIS Viewer and quickly determine which layer objects intersect the clicked object or location.

- **Proximity Alerts** – Proximity alerts display important information to end-users when an object or point contains or intersects another object, such as a flood plain, or is within a specified distance of another object, such as a church or school.[•] Examples are:
  - Is this application with 1000 feet of a church or school?
  - Is this application in an impact fee area? What are the fees?
  - What zoning or land use classification contains this object(s)?
  - Is this point or object in an area of liquefaction potential or a flood plain?

  [•] *This functionality is not yet available in Tidemark Advantage or Kiva.*

- **Public Access** – With Accela Citizen Access, an Accela Automation add-on, citizen-users can open a map window and pan, zoom and identify map objects, locate points of interest around the city or jurisdiction, as well as print and save maps to their computers.

- **Re-associate Applications to Committed Map Layer Objects** – When using Accela Automation and PERMITS Plus, when end-users commit edit layer objects to production layers within Accela GIS, the permitting application re-associates to the production layer object any CAPs previously associated to the edit layer object.

- **Redlining interface** – Accela GIS provides a redlining interface that allows end-users to draw point, line, polygon, and text objects on a map and print the map or save the map to an HTML-formatted layout.

- **Reverse Geocoding** – Reverse Geocoding is the process an end-user follows to obtain an address for an object or location within the Accela GIS Viewer. An end-user clicks at any point in the Address Locater portlet (within the Vantage360 screens) and Accela GIS returns the nearest address to the clicked point.

- **Route Mapping and Tiling** – With Accela Automation and PERMITS Plus, the Accela GIS Optimized Routing functionality analyzes a list of addresses or stops and calculates the most efficient travel path using ESRI's Route Server™ extension to ArcIMS

- **Saving Map Layer settings** – Automatically preserves map layer settings for individual users of the Accela GIS map viewer for use in subsequent sessions.

- **Saving Maps** – This function allows end-users to save their current map view in an HTML file. End-users can send these files as e-mail attachments or include them in other applications or presentations.

- **Saving Queries** – This function allows end-users to create and save queries that generate a specific view of GIS data based on attributes of the map objects.

- **Scale-specific Zooming and Printing** – This functionality allows end-users to zoom to or print at a specified map scale.

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- **Search** – End-users can search for objects using various attributes such as parcel number, street address, property owner name, and other data elements. Administrators can also set tabbed search categories such that end-users can search for objects by criteria from those categories. For example, by address category, specifying street name or combination of other address attributes; or by permit data category, specifying permit type or date range, etc.

- **Shift-Unselect function** – If a group of objects is selected, the end-user can unselect an object with any of the selection tools by clicking on the object while the shift key is pressed.

- **User Profiles** – This function allows Administrators to configure role-based access to specific GIS-related functionality.

- **Vantage 360-based GIS Portlets** – Portlets provide GIS map views from within Accela Vantage 360-based applications. Portlets allow end-users quicker access to location and area information, and return address or other information from the displayed map layer(s).

- **Viewer Customization** – This functionality allows Administrators to manage access to the map tools available to end-users.

- **Zoom In Cap** – This functionality prevents end-users from zooming in too close on a map and arriving at an unusable map view or scale.

- **Zoom to Buffer Objects** – Allows end-users to specify whether they want to zoom to the extent of buffer objects after a performing a buffer operation.

DATA REQUIREMENTS / FUNCTIONALITY MATRIX

The following matrix details the GIS data requirements necessary for agencies to utilize the specific functions of Accela GIS.

Functionality	Data Requirements [1]
Adding Objects	Vector-formatted SDE data
Auto-populate	GIS map layer data in vector format with accurate jurisdictional attribute data.
Buffering	GIS map layer data in vector format. End-users can select any geographic object in vector format and create a surrounding buffer.
Data Export	GIS map layer data in vector format
Dynamic Themes	A map service comprised of any vector map layers covering the extent of the agency's jurisdiction, with accurate attribute data
Profiling	GIS map layer data in vector format with accurate jurisdictional attribute data.
Proximity Alerts	GIS map layer data in vector format with accurate jurisdictional attribute data.
Accela ERS (Emergency Response System)	A map service comprised of any raster or vector map layer data covering the extent of an Agency's jurisdiction.
Accela GIS Optimized Routing	Commercial dataset from Tele-Atlas, NAVTEQ, or DMTI in the SDC file format.

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[1] *Unless otherwise specified, vector-formatted data can be either ESRI Shapefiles or SDE data*

ACCELA-HOSTED DEPLOYMENT

Accela offers hosting service as a deployment option for Accela Automation customers using Accela GIS. The only requirement for the agency is that an end-user workstation has an internet connection and has access to the Accela Automation host site.

ACCELA-HOSTED HARDWARE AND SOFTWARE REQUIREMENTS

Accela-hosted Accela GIS 6.1.2 has the following hardware and software requirements:

Accela GIS End-User Workstation	
Recommended Hardware	Software / Operating System [2]
Agency-provided: • Pentium III or better • 256 MB RAM • Internet connection	Agency-provided: • Internet Explorer 6 or later OR Netscape 7 or later

AGENCY-HOSTED DEPLOYMENT

Agencies can install and operate Accela GIS at their own facilities for use with Accela Automation, Tidemark Advantage, 'PERMITS' Plus, and Kiva products. Below are descriptions of deployment configurations and software and operating system requirements.

AGENCY-HOSTED DEPLOYMENT CONFIGURATIONS

The Agency-hosted deployment has the following network architecture:

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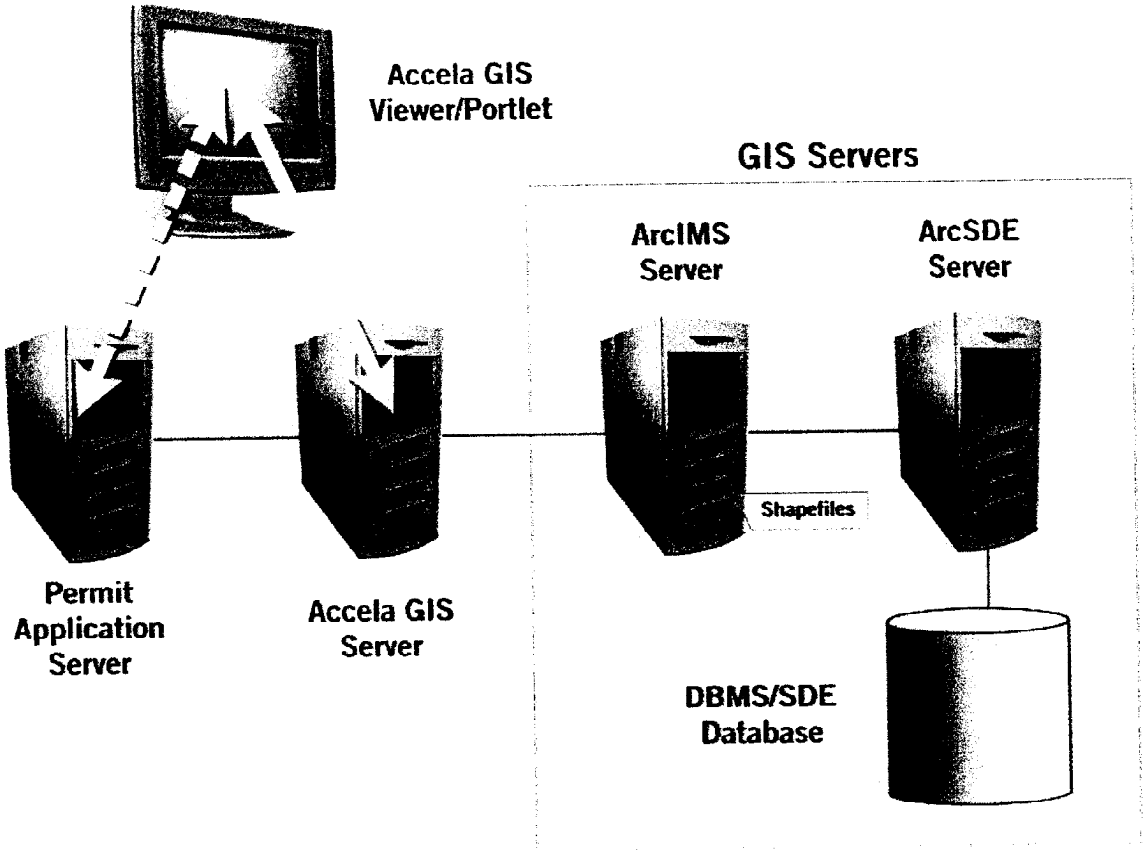

For optimal performance, Accela recommends that ArcIMS and ArcSDE reside on different servers.

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AGENCY-HOSTED HARDWARE AND SOFTWARE REQUIREMENTS

Agency-hosted Accela GIS 6.1.2 has the following hardware and software requirements:

Accela GIS End-User Workstation	
Recommended Hardware	**Software / Operating System [2]**
Agency-provided: • Pentium III or better • 256 MB RAM • Internet Connection	Agency-provided: • Internet Explorer 6 or later OR Netscape 7 or later

Accela GIS Server	
Recommended Hardware	**Software / Operating System [2]**
Agency-provided: • 2.0 Ghz processor • 1 GB RAM • 9 GB hard disk drive	Accela-provided: • Accela GIS server software • Accela GIS Optimized Routing (if purchased by agency) • Microsoft SQL Server 2000 Desktop Engine Rel. A (MSDE) • Jakarta Tomcat 5.0.28 • Sun Java 2 Development Kit (JDK) 1.4.2_05 Agency-provided: • Windows 2003 Server or Windows 2000 Server • The corresponding version of Microsoft IIS (Internet Information Server)

[2] *Software / operating system references assume application of current patches and updates*

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ArcIMS Server	
Recommended Hardware / Operating System	**Software**
Agency-provided: • For current ArcIMS system requirements, please visit the System Requirements link on ESRI's ArcIMS Support Site	Agency-provided: • ArcIMS 9.0 or ArcIMS 9.1 *only* [3] • Shapefile map layer data (May reside on different server) • ArcIMS Route Server extension (Available from ESRI – Required only if Accela GIS Optimized Routing is purchased) • ArcMap Server (Available from ESRI – Required only if creating ArcIMS services from data formats other than shapefiles or SDE layers)

ArcSDE Server [4]	
Recommended Hardware / Operating System	**Software**
Agency-provided: • For current ArcSDE system requirements, please visit the System Requirements and Product Compatibility Matrix links on ESRI's ArcSDE Support Site	Agency-provided: • ArcSDE 8.3, 9.0 or 9.1 (Recommended when using Dynamic Themes) ▪ Add Object functionality requires ArcSDE 9.x • DBMS – supported by ArcSDE (see links under Recommended Hardware / Operating System)

[3] *Agencies which already have ArcIMS can use their existing license. Agencies that do not already have ArcIMS may obtain a fully functioning license from ESRI for the cost of the first year of maintenance, currently $2,000. Contact an Accela Regional Account Manager for details.*

[4] *The ArcSDE Server is not needed if no GIS map layer data is in SDE format.*

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The Accela Architecture Advantage

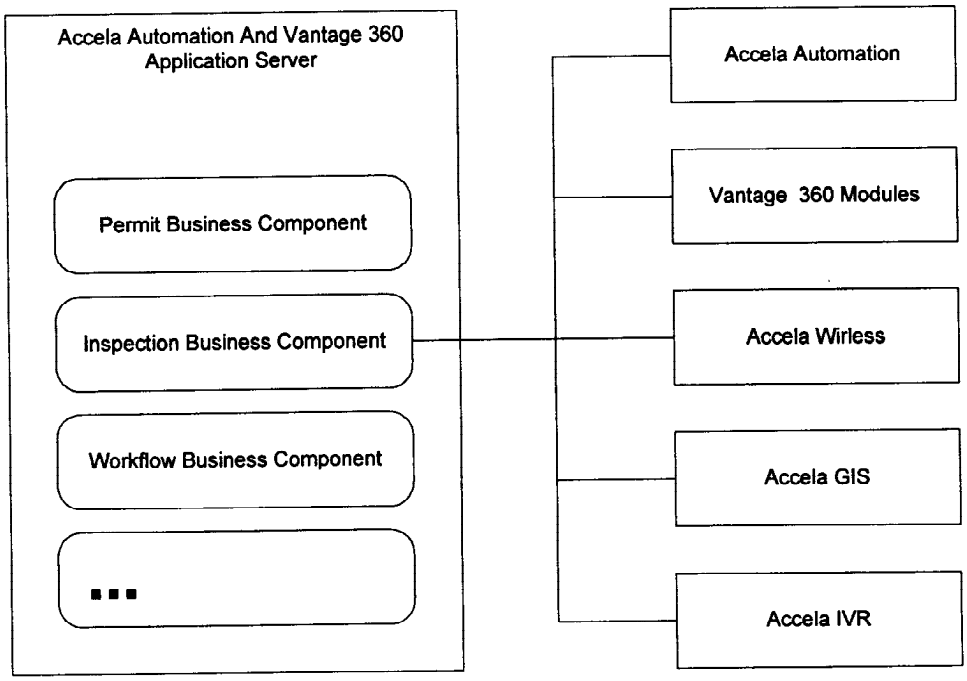
Introduction

Accela's software architecture is based on industry standards for achieving flexible reliable scalable easy-to-use and inexpensive enterprise computing. It utilizes the Java 2 Enterprise Edition (J2EE) standards for the Accela Automation and Vantage 360 products, and is constructed with a web server that hosts the display logic and session management and an application server that hosts the business logic as a set of reusable business components. This construction provides multiple integration options that offer flexibility and standards compliant access with a well-defined interface to lower integration costs. The J2EE based architecture also ensures that Accela's products are scalable and platform independent for easy deployment. These advantages provide a robust industry standard platform for enterprise e-government operations.

Foundation Of Reusable Components

The application server hosts the reusable business components. These components contain the business logic of the system. Business logic includes complex procedures such as permit creation, scheduling inspections, and updating workflow. The components are used by the various Accela products along with other systems that integration with Accela products. This not only lowers costs by avoiding unnecessarily duplication of effort, but also ensures that all systems enforce the same logic at all times.

Figure 1 – Component Reuse



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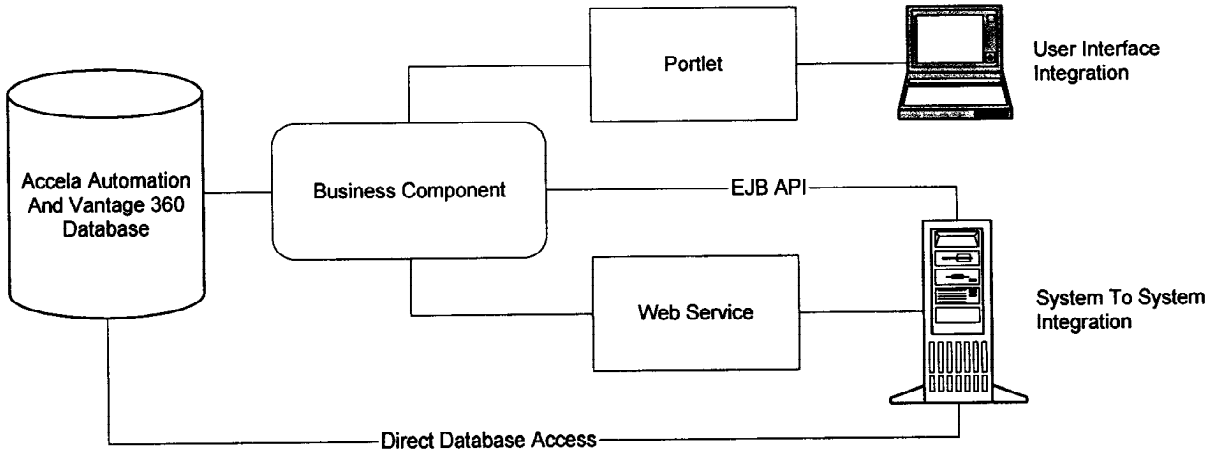
Flexible Inexpensive Integration Options

The business components are constructed using the Enterprise Java Beans (EJB) standard. This ensures that the business components can be access both by Java based interface programs, but also allows the procedures to be automatically exposed as web services as well. Web services are a programming language independent XML based interface that also provides reliable long distance data transport. The EJB foundation also allows for automatically generated documentation in an industry standard format.

Figure 2 – Multiple Integration Options



Accela's Vantage 360 based products have the additional advantage of user interface integration. The interfaces of these products are provided as a set of portlets. Portlets are the user interface equivalent of a reusable business component. Portlets are composed together into pages. A page may include Accela portlets side by side with portlets displaying data from any information resource the users desire. Portal engines handle composing pages of portlets. Accela's portlets support the JSR168 standard that allows them to run on any JSR168 compliant portal engine.

Scalable Platform Independent Deployments

Through utilization of the J2EE industry standard Accela's compliant products can be deployed to any standard J2EE server. All modern J2EE servers provide benefits such as robust transaction handling for stability and clustering capabilities. By basing its business components on the J2EE standards Accela's software is multithreaded so that it can scale vertically by running simultaneously on multiple CPUs within a server. Standard J2EE server support for fault tolerant clustering allows Accela's software to scale horizontally by adding multiple servers and dividing the load of user requests across the cluster. By supporting both vertical and horizontal scaling Accela's customers can achieve the best price-to-performance ratios and reduce system administration resource needs.

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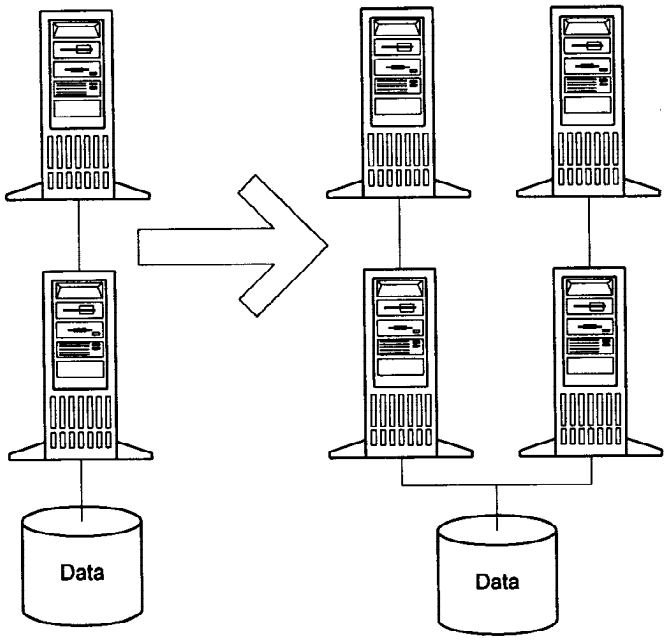
Figure 3 – Vertical and Horizontal Scalability



Conclusion

Reusable components based on industry standards such as J2EE and JSR168 allow Accela's software to achieve greater flexibility reliability and scalability while simultaneously reducing costs for deployment, integration, and administration.

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ACCELA
Government Software

THE LEADING PROVIDER OF
GOVERNMENT ENTERPRISE MANAGEMENT SOLUTIONS

Accela Automation® 6.2

Vantage360® Architecture

Administrator Guide

Accela Automation VantageV360 Administrator Guide

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TABLE OF CONTENTS

Introduction vii

Obtaining Technical Assistance vii
Typographic Conventions Followed in This Guide viii
Related Publications viii

Chapter 1
Getting Started 9

Navigating Accela Automation 9
Understanding the User Interface 12

Chapter 2
Using Accela Automation 17

Working within Portlets 17
Customizing Your Console 25

Chapter 3
Customizing Forms and Lists 31

Accessing and Assigning the View 31
Working with Forms 34
Working with Lists 38
Removing a Customized View 41
Copying a Customized View 42

Chapter 4
Data Filters 43

Creating a Data Filter 43
Editing a Data Filter 47
Deleting a Data Filter 49
Assigning a Data Filter 50
Removing a Data Filter Assignment 51

Chapter 5
QuickQueries 53

Managing Global QuickQueries 53
Managing User Defined QuickQueries 58

Chapter 6
IntelliScripts 61

Setting up Questions 62
Setting up Answers 65
Setting up Pages 67
Setting up Page Items 70
Setting up Scripts 73
Setting Up Script Branches 77
Setting Up IntelliScript Associations 82
Finding Script Sessions 83

Chapter 7
SmartCharts 85

Introducing SmartCharts 85
Creating a SmartChart 87
Editing a SmartChart 91
Deleting a SmartChart 93
Assigning a SmartChart to a User Group 93
Removing a SmartChart from a User Group 97
Managing SmartChart Queries 98

Chapter 8
Display Settings 101

Changing the Console Color Scheme 101
Changing Display Text 102
Customizing Message Content 106
Displaying a Logo in the User Information Portlet 107
Managing the Flow Diagram Display 109

Chapter 9
Assignments 115

Setting up Automatic Assignment 115

Making Workflow Task Assignments 120

Chapter 10
Messages 123

Creating a Message 123
Editing a Message 124
Deleting a Message 125
Choosing a Message Recipient 125
Removing a Message Recipient 126

Chapter 11
Alerts 129

Creating an Alert 129
Editing an Alert 130
Deleting an Alert 131
Choosing an Alert Recipient 131
Removing an Alert Recipient 132

Chapter 12
Setting Up Rules 135

Creating a Rule 135
Editing a Rule 141
Deleting a Rule 141
Rule Associations 142

Chapter 13
Link Portlets 145

Adding a Link Portlet 145
Searching for a Link Portlet 147
Editing a Link Portlet 148
Removing a Link Portlet 149
Defining a Portlet Link 150
Adding a Link to a Portlet 151
Editing a Link in a Portlet 152
Removing a Link from a Portlet 154

Chapter 14
Managing Citizen Access Users 155

Searching for Citizen Access Public Users 155
Resetting a Public User's Password 156

Chapter 15
Exporting and Importing Settings 157

Exporting Settings 157
Importing Settings 158

Glossary 159

Index 161

INTRODUCTION

This guide explains how to to set-up and use the administrative features unique to Accela Automation Vantage 360. As a system administrator, you use the administrative features of Accela Automation to support your agency's daily operations.

You administer Accela Automation through a web browser. Once you connect to your permitting system database, by directing your browser to the Accela Automation web address, you access the information and administrative features you need to configure Accela Automation. In addition to the standard features and functions provided by Accela, you can make your agency's unique features and functionality available to other users. The Accela Automation web address is provided by your Accela Implementation support team.

This guide assumes that you are familiar with and have a working knowledge of web browsers and the Accela Automation system. Your agency may have also purchased add on Accela products such as Accela Geographic Information System or Accela Wireless. For instructions on administering those types of products, refer to the specific documentation that came with your peripheral product.

To get started administering Accela Automation for the first time, see Chapter 1, "Getting Started" on page 9.

Note: Refer to this guide to set-up funtionality unique to Vantage 360. To set-up all other Accela Automation configurations refer to the Accela Automation Administrator guide.

Obtaining Technical Assistance

Visit the Accela Customer Resource Center site as a starting point for all technical assistance at http://www.accela.com/support/support.asp. At the site, you can search the knowledge base to find answers to commonly asked questions about our products, register at the Accela Forum to join in an information exchange with other Accela users.

If after visiting Accela's Customer Resource Center (CRC) site you still have questions, or you encounter any problems as you use the product, contact your system administrator or another in-house technical expert. If you have determined that you need professional technical assistance, ask your agency's designated contact to call the CRC at (559) 627–1959 ext. 5. The Accela CRC is available Monday through Friday 6:00 AM to 6:00 PM (Pacific Daylight/Standard Time).

Before calling, please have this information available for the CRC representative:

- The Accela product and version
- Any steps to replicate the issue, including an error message or error number
- Screen shots, if possible
- Clarify if the problem is specific to a machine or to a user
- Identify exactly when the problem began
- What was changed, if anything, on your computer or your network. Was new software loaded, is there a new
- A copy of your configuration file, if appropriate

Typographic Conventions Followed in This Guide

Note these typographical conventions when reading this guide.

>	In step-by-step instructions, consecutive menu selections are indicated by a closed caret (>). For example, Choose **File > Print > Page Setup**.
Bold text	In step-by-step instructions, the names of menus, buttons, and fields on a page appear in a bold sans serif typeface. For example, Click the **Submit** button.
" "	In step-by-step instructions, text you need to enter into text fields appears in quotation marks. For example, Enter "Pending" in the **Status** field.
`Courier font`	`Courier` font indicates configuration file content, command line text, such as SQL statements, or other similar information that an administrator needs to enter for installation and configuration.
Italic	Text in *italic* indicates the results when you perform an action in an Accela product. For example, Click the **Save** button. *The system saves the changes you made.*

Related Publications

The Accela Automation product family provides a set of documents for end-users and a set for system administrators. The installation and system configuration documents, for system administrators, include:

Accela Automation Vantage 360 Administrator Guide (this guide)

End-user documents include:

Accela Automation Land Management User Guide

Accela Automation Service Request User Guide

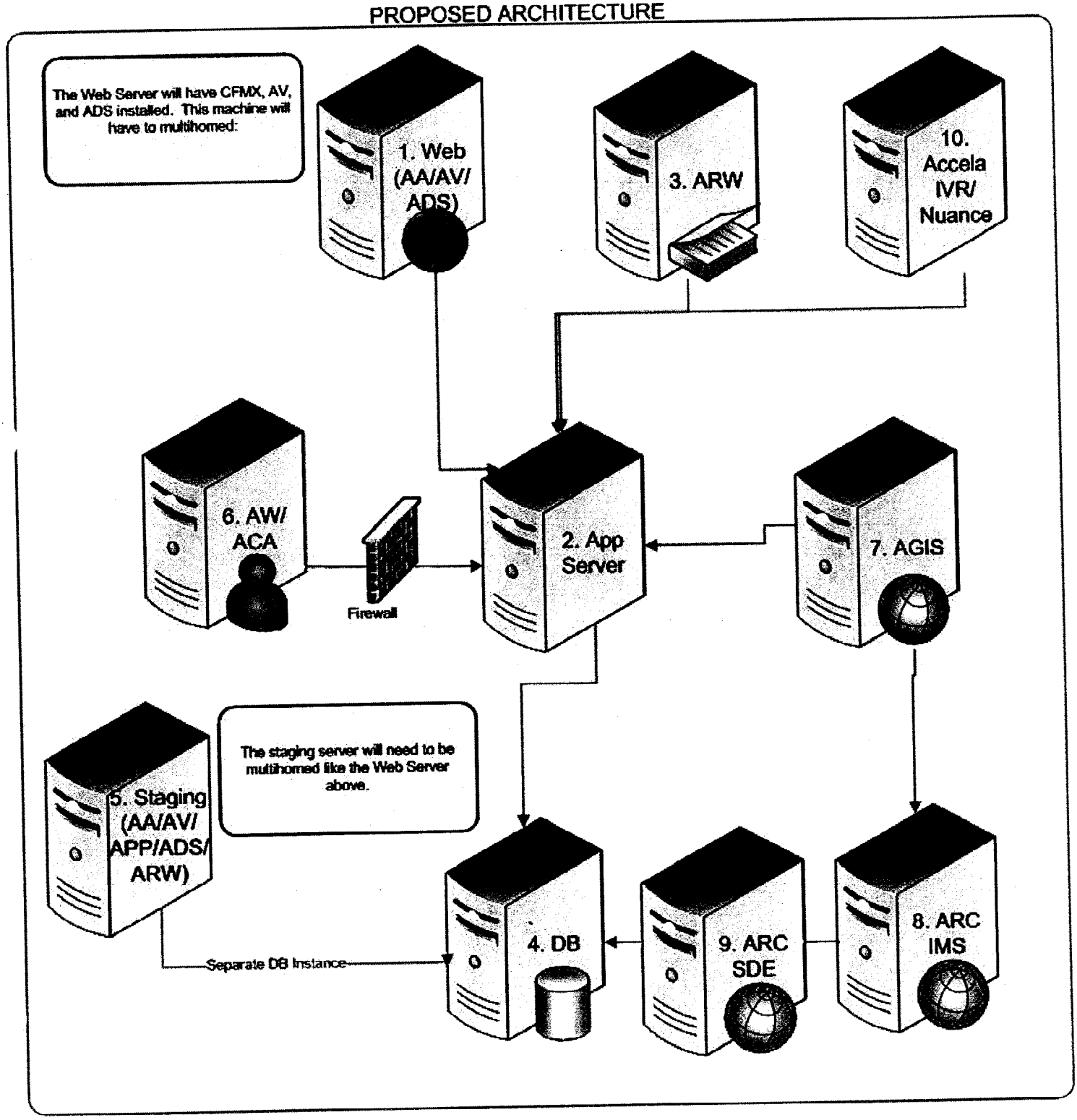
Accela Automation Citizen Access User Guide

User Documentation Feedback

Accela wants to provide you with the most accurate and useful documentation possible. We welcome your feedback and will use it to improve future versions of this guide. Send an email message with your feedback to documentation@accela.com. Please include the product name and version number, whether it is a printed manual or online help, topic title, and a brief description and context of the suggestion.

	ACCELA			
	Generic			
Accela Services	SIZE	DATE 10.04.05	AUTHOR: Larry Cooper	REV 1
	SCALE 1 : 1	DRAFT COPY	SHEET 1 OF 1	

PROPOSED ARCHITECTURE



07358

CONTRACT AMENDMENT

Solicitation No: P07-0007 Page 1 of 4
Description: Permitting System Software
Amendment No: One (1) Date: 04/17/08

Materials Management Procurement
8314 W. Cinnabar Ave.
Peoria, AZ 85345
Telephone: (623) 773-7115
Fax: (623) 773-7118

Buyer: Lisa Houg, CPPB

P07-0007, LCON03107 is being amended to remove the EDMS Interface from the contract. The City of Peoria has determined that this interface is no longer required. The City will use tools from their EDMS vendor to interface to the Accela Automation project. No configuration or interface services will be required from Accela.
Eliminate Deliverable M12 – Approval of EDMS Interface Spec - $6,300
Eliminate Deliverable M13 – Approval of EDMS Interface - $6,300
Total Project Cost Impact - $12,600

Contractor hereby acknowledges receipt and agreement. A signed copy shall be filed with the City of Peoria, Materials Management Division.

Signature	Date	Typed Name and Title	Company Name
	4/18/2008	SVP Services Lee Ann Slinkard	Accela, Inc.

Address	City	State	Zip Code
2633 Camino Ramon, Suite 120	San Ramon	CA	94583

Attested by:

Mary Jo Kief, City Clerk

CC Number

LCON03107A
Contract Number:

Official File

City Seal

Requested by: Lauren Lupica, Sr. IT Project Consultant

Recommended by: Lisa Houg, Contract Officer

Ellen Van Riper, Assistant City Attorney

Approved as to Form: Stephen M. Kemp, City Attorney

The above referenced Contract Amendment is hereby Executed 5/19/08, 2008, at Peoria, Arizona.

Herman F. Koebergen, Materials Manager

L CON 03107A

ACCELA
Government Software

THE LEADING PROVIDER OF
GOVERNMENT ENTERPRISE MANAGEMENT SOLUTIONS

Accela Implementation Methodology
(AIM)

Change Order

AIM Project Administration Document

Version 1.0

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CHANGE ORDER

Agency:	Peoria AZ	CO #:	04
Project:	PEOR1AAUPG	Date:	03/11/2008
Contract #:		Date:	
Amendment #:		Date:	
Lease Agreement #:			
SOW #:			
Initiating Department:	Services		
Initiated By:	Matthew Hart		

Change Category: ☐ Product ☒ Project ☐ Contract

Priority: ☒ High/Critical ☐ Medium ☐ Low

PROJECT CHANGE DESCRIPTION/TASK SUMMARY:

1. EDMS Interface
   - The City of Peoria has determined that this interface is no longer required. They will use tools from their EDMS vendor to interface to the Accela Automation project. No configuration or interface services will be required from Accela.
   - Eliminate Deliverable M12 – Approval of EDMS Interface Spec - $6,300
   - Eliminate Deliverable M13 – Approval of EDMS Interface - $6,300

Total Project Schedule Impact:
Total Project Resource Impact:
Total Project Cost Impact: -$12,600

DISPOSITION COMMENTS:

Disposition: ☐ Approved ☐ Rejected ☐ Closed ☐ See Comments
Date:

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SIGNATURE AND ACCEPTANCE

The above Services will be performed in accordance with this Change Order/Work Authorization and the provisions of the Contract for the purchase, modification, and maintenance of the Accela systems. The approval of this Change Order will act as a Work Authorization for Accela and/or Agency to perform work in accordance with this Change Order, including any new payment terms identified in this Change Order. This Change Order takes precedent and supercedes all other documents and discussions regarding this subject matter.

Accepted By: **<Agency name>**	**Accepted By:** **Accela, Inc.**
By:	By: See attached cover amendment.
Print Name: Glen Van Nimwegen	Print Name:
Title: Director of Community Development	Title:
Date: 03·18·08	Date:

07358

CONTRACT AMENDMENT

Solicitation No: P07-0007 Page 1 of 10
Description: Permitting System Software
Amendment No: Two (2) Date: 5/7/08

Materials Management Procurement
8314 W. Cinnabar Ave.
Peoria, AZ 85345
Telephone: (623) 773-7115
Fax: (623) 773-7118

Buyer: Lisa Houg, CPPB

P07-0007, LCON03107 is being amended to reflect the following changes to the contract:

1) Accela Citizen Access – This is a wording change only. The SOW referred to "IntelliScripts" but this manner of providing the functionality has been replaced in their latest version. There is no project cost impact.
2) Financial Management System Interface – The SOW stated that here would be one-way interface between Accela and PeopleSoft. It has been determined that this needs to be a two-way interface. Project Cost Impact - $12,600. <u>It is now determined that this interface is not needed. The Financial Management System Interface is thereby removed. There is no project cost impact.</u>
3) Firehouse Interface – The interface was left out of the original SOW and added in by the attached document. <u>It is now determined that this interface is not needed. The Firehouse Interface is thereby removed. There is no project cost impact.</u>

Contractor hereby acknowledges receipt and agreement. A signed copy shall be filed with the City of Peoria, Materials Management Division.

Signature	Date	Typed Name and Title	Company Name
Matthew J Hart	5/28/2008	MATTHEW J HART SR. PROJECT MGR	Accela, Inc.

Address	City	State	Zip Code
2633 Camino Ramon, Suite 120	San Ramon	CA	94583

Attested by:

Mary Jo Kief, City Clerk

CC Number

LCON03107B
Contract Number:

Official File

City Seal

Lauren Lupica 5/28/08
Requested by: Lauren Lupica, Sr. IT Project Consultant

Lisa Houg
Recommended by: Lisa Houg, Contract Officer

Ellen Van Riper, Assistant City Attorney
Approved as to Form: Stephen M. Kemp, City Attorney

The above referenced Contract Amendment is hereby Executed 5/29/08, 2008, at Peoria, Arizona.

Herman F. Koebergen, Materials Manager

I. CON 03107B

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GOVERNMENT ENTERPRISE MANAGEMENT SOLUTIONS

Accela Implementation Methodology
(AIM)

Change Order

AIM Project Administration Document

Version 1.0

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CHANGE ORDER

Agency: Peoria AZ
Project: PEORIAAUPG
Contract #:
Amendment #:
Lease Agreement #:
SOW #:
Initiating Department: Services
Initiated By: Matthew Hart

CO #: 01
Date: 11/02/2007
Date:
Date:

Change Category: ☐ Product ☒ Project ☐ Contract
Priority: ☐ High/Critical ☐ Medium ☒ Low

PROJECT CHANGE DESCRIPTION/TASK SUMMARY:

1. Statement of Work Deliverable 8: Accela Citizen Access
   - The document refers to IntellScript which are no longer used in the configuration of the ACA product. Instead of IntellScript Accela will configure the system for
     - One online application process
     - Contractor views as registered users
     - Inspection scheduling
     - Permit/Application query and display

Total Project Schedule Impact: None
Total Project Resource Impact: None
Total Project Cost Impact: None

DISPOSITION COMMENTS:

Disposition: ☒ Approved ☐ Rejected ☐ Closed ☐ See Comments
Date: 11/21/2007

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SIGNATURE AND ACCEPTANCE

The above Services will be performed in accordance with this Change Order/Work Authorization and the provisions of the Contract for the purchase, modification, and maintenance of the Accela systems. The approval of this Change Order will act as a Work Authorization for Accela and/or Agency to perform work in accordance with this Change Order, including any new payment terms identified in this Change Order. This Change Order takes precedent and supercedes all other documents and discussions regarding this subject matter.

Accepted By: <Agency name>	Accepted By: Accela, Inc.
By:	By:
Print Name: Glen Van Ningen	Print Name: Larry E Cooper
Title: Comm. Dev. Director	Title: Regional Services Director
Date: 01-07-08	Date: 11/21/07

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Accela Implementation Methodology
(AIM)

Change Order

AIM Project Administration Document

Version 1.0

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CHANGE ORDER

Agency: Peoria AZ
Project: PEOR1AAUPG
Contract #:
Amendment #:
Lease Agreement #:
SOW #:
Initiating Department: Services
Initiated By: Matthew Hart

CO #: 02
Date: 11/02/2007
Date:
Date:

Change Category: ☐ Product ☒ Project ☐ Contract
Priority: ☒ High/Critical ☐ Medium ☐ Low

PROJECT CHANGE DESCRIPTION/TASK SUMMARY:

1. Financial Management System Interface
   - Statement of Work specifies a one way interface from Accela to PeopleSoft. The City requires the interface to also allow for data to be sent from PeopleSoft to Accela. The PeopleSoft system will send reimbursement data back to the Accela system.
   - A data mapping document will be created and approved. This document will specify which data fields from Accela Automation will be available to PeopleSoft.
   - Accela will provide the City with a web service (WSDL and associated .exe). The City or PeopleSoft will be responsible for writing the web service from PeopleSoft to the Accela web service. Accela will provide advisory services to the City regarding the Accela web service. Accela will ensure data passed correctly populates the fields identified in the mapping document.

Total Project Schedule Impact: 30 days
Total Project Resource Impact:
Total Project Cost Impact: $12,600

DISPOSITION COMMENTS:

Disposition: ☒ Approved ☐ Rejected ☐ Closed ☐ See Comments
Date: 11/21/2007

© 2006 Accela, Inc.

SIGNATURE AND ACCEPTANCE

The above Services will be performed in accordance with this Change Order/Work Authorization and the provisions of the Contract for the purchase, modification, and maintenance of the Accela systems. The approval of this Change Order will act as a Work Authorization for Accela and/or Agency to perform work in accordance with this Change Order, including any new payment terms identified in this Change Order. This Change Order takes precedent and supercedes all other documents and discussions regarding this subject matter.

Accepted By: <Agency name>	Accepted By: Accela, Inc.
By: [signature]	By: [signature]
Print Name: Glen Van Nimwegen	Print Name: Larry E. Cooper
Title: Comm. Dev. Director	Title: Regional Services Director
Date: 01-07-08	Date: 11/21/07

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GOVERNMENT ENTERPRISE MANAGEMENT SOLUTIONS

Accela Implementation Methodology
(AIM)

Change Order

AIM Project Administration Document

Version 1.0

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CHANGE ORDER

Agency: Peoria AZ
Project: PEOR1AAUPG
Contract #:
Amendment #:
Lease Agreement #:
SOW #:
Initiating Department: Services
Initiated By: Matthew Hart
Change Category: ☐ Product ☒ Project ☐ Contract
Priority: ☒ High/Critical ☐ Medium ☐ Low

CO #: 03
Date: 11/02/2007
Date:
Date:

PROJECT CHANGE DESCRIPTION/TASK SUMMARY:

1. Firehouse Interface
   - The City requires an interface to City's Firehouse software system. This interface will send permit information from the initial building permit to Firehouse when the temporary and/or final Certificate of Occupancy is issued.
   - A data mapping document will be created and approved. This document will specify which data fields from Accela Automation will be made available to Firehouse.
   - The City will provide Accela with a flat file format that will be accepted by the Firehouse application.
   - Accela will develop the procedures to create the file that Firehouse will use to populate their system with the appropriate data.
   - Accela will provide the data in the approved format from the Accela Automation test environment and City will load the data into the appropriate Firehouse environment, at which time the City and Accela will undertake validation of the converted data. The data maps will then be adjusted by the City to accommodate any issues identified in the testing. This process will be repeated once for a total of two test runs of the conversion from the test environment.
   - There will be two deliverables with 50% of the cost payable after approval of the deliverable.
     - Approval of the Data Map
     - Approval of the Interface – The measurement of the approval is the delivered Interface against the approved specification in the support environment.

Total Project Schedule Impact: 30 days
Total Project Resource Impact:
Total Project Cost Impact: $12,600

DISPOSITION COMMENTS:

Disposition: ☒ Approved ☐ Rejected ☐ Closed ☐ See Comments
Date: 11/21/2007

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SIGNATURE AND ACCEPTANCE

The above Services will be performed in accordance with this Change Order/Work Authorization and the provisions of the Contract for the purchase, modification, and maintenance of the Accela systems. The approval of this Change Order will act as a Work Authorization for Accela and/or Agency to perform work in accordance with this Change Order, including any new payment terms identified in this Change Order. This Change Order takes precedent and supercedes all other documents and discussions regarding this subject matter.

Accepted By: <Agency name>	Accepted By: Accela, Inc.
By:	By:
Print Name: Glen Von Minnwegen	Print Name: Larry E. Cooper
Title: Community Dev. Director	Title: Region Services Director
Date: 01.07.08	Date: 11/21/07

07358

CONTRACT AMENDMENT

Solicitation No: P07-0007 Page 1 of 9
Description: Permitting System Software
Amendment No: Three (3) Date: 05/07/08

Materials Management Procurement
8314 W. Cinnabar Ave.
Peoria, AZ 85345
Telephone: (623) 773-7115
Fax: (623) 773-7118

Buyer: Lisa Houg, CPPB

P07-0007, LCON03107 is being amended to develop additional automation of functionality within the new permitting system. Project Cost Impact - $125,060.00.

Contractor hereby acknowledges receipt and agreement. A signed copy shall be filed with the City of Peoria, Materials Management Division.

Signature	Date	Typed Name and Title	Company Name
	5/16/2008	Lee Ann Slinkard SVP	Accela, Inc.

Address	City	State	Zip Code
2633 Camino Ramon, Suite 120	San Ramon	CA	94583

Attested by:

Mary Jo Kief, City Clerk

7C 052105
CC Number

LCON03107C
Contract Number:

Official File

City Seal

5/28/08
Requested by: Lauren Lupica, Sr. IT Project Consultant

Lisa Houg
Recommended by: Lisa Houg, Contract Officer

Ellen Van Riper, Assistant City Attorney
Approved as to Form: Stephen M. Kemp, City Attorney

The above referenced Contract Amendment is hereby Executed June 3, 2008, at Peoria, Arizona.

Terrence L. Ellis, City Manager

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Accela Implementation Methodology
(AIM)

Change Order

AIM Project Administration Document

Version 1.0

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CHANGE ORDER

Agency: Peoria AZ
Project: PEOR1AAUPG
Contract #:
Amendment #:
Lease Agreement #:
SOW #:
Initiating Department: Services
Initiated By: Matthew Hart
Change Category: ☐ Product ☒ Project ☐ Contract
Priority: ☒ High/Critical ☐ Medium ☐ Low

CO #: 05
Date: 04/22/2008
Date:
Date:

PROJECT CHANGE DESCRIPTION/TASK SUMMARY:

1. Develop Additional Scripts
   - In addition to the automation scripts identified in the contract the City requires other automation processes to be developed as part of the system implementation.
   - The required automation scripts have been documented in the spreadsheet Additional Event Scripts Estimate.
   - The Budget, Building, Code, Engineering, Planning and Fire scripts will be billed on a time and material basis as worked. The estimated hours for the development of the scripts are

Department	Estimated Hours	Estimated Amount
Budget	200	$ 37,000
Building	120	$ 22,200
Code	48	$ 8,880
Engineering	104	$ 19,240
Planning	160	$ 29,600
Fire	32	$ 5,920
All	12	$ 2,220
Total		$ 125,060

   - Accela will make best effort to complete all scripts within the estimated hours but the true complexity will not be known until development starts. Accela will keep the City appraised on the development progress and the accuracy of the estimate. If additional hours are required to complete the scripts another Change Order will be required.

Total Project Schedule Impact: None
Total Project Cost Impact: $125,060

DISPOSITION COMMENTS:

Disposition: ☒ Approved ☐ Rejected ☐ Closed ☐ See Comments
Date: **04/22/2008**

SIGNATURE AND ACCEPTANCE

The above Services will be performed in accordance with this Change Order/Work Authorization and the provisions of the Contract for the purchase, modification, and maintenance of the Accela systems. The approval of this Change Order will act as a Work Authorization for Accela and/or Agency to perform work in accordance with this Change Order, including any new payment terms identified in this Change Order. This Change Order takes precedent and supercedes all other documents and discussions regarding this subject matter.

Accepted By: <Agency name>	Accepted By: Accela, Inc.
By:	By:
Print Name: Herman Koebergen	Print Name: Lee Ann Stinkard
Title: Materials Manager	Title: SUP Services
Date: 5/28/08	Date: 5/16/2008

05/16/2008 14:39 +1-925-659-3201 ACCELA, INC. PAGE 06/06

Planning Event Script Definitions

Process name	Business Rules	Accela Rules	Result	Type	Level	Est. Hours
1000ft Proximity Alert	For a group care home, Do not allow Group Care homes to exist within a 1000ft proximity of each other.	Upon submittal of application, perform proximity verification.	GIS Proximity Alert	Real Time		4
Alert Fire Department	For a group care home, Upon Approval of GIS and Planning Review, send e-mail to Building Safety, Fire Dept, and Police Dept	E-mail Content to be determined by City.	Send E-mail	Real Time		8
Assign Tasks to Assigned Planner	For all Planning Apps, Assign Planner that is assigned to initial Plan Review task to all subsequent tasks that are assigned to 'Planner'	If submitting or updating application, assign all tasks assigned to job title(Planner) to the employee id in ASI field (Assigned Planner)	Assign Task	Real Time		12
Distribute Notice of Application Deadline	For Admin Relief, Notify person assigned to Distribute Notices of Application that task must be performed within 3 days of Application Submittal.					8
Generate Design Review	For Site Plan, If Generate Design Review = 'Y' then generate child Design Review application	If updating and ASI field (Generate Design Review) = 'Y' then generate child Design Review application	Generate child Design Review application	Real Time		12
Minor Review Process Adjustment	In the event the General Plan Amendment is a minor amendment, then skip to second P/Z review process.	If updating Task (Standard Review) and Status = 'Approved' and ASI field (Amendment Type) = 'Minor', then branch to Task 060 P/Z Notifications & P/Z Staff Report	Skip Tasks	Real Time		8
Occupancy Limitation	Group Care Homes cannot have over 10 occupants (excluding caregivers)	If ASI field (Number of Occupants) > 10, cancel and throw message (Cannot have more than 10 occupants)	Cancel submittal and throw message	Real Time		4
Place Admin Relief Notice on Property	For Admin Relief, Upon approval, place a notice on the parcel indicating that there is an Administrative Relief against the property.		Add Notification to Parcel	Real Time		8
Place Conditional Use Notice on Property	For Conditional Use, Place notice of approved conditional use on property with expiration date.		Add Notification to Parcel	Real Time		4
Place Notice on Property or Site Plan Submittal Requirement	For Site Plan, Upon approval, place a notice on the property that refers to the site plan ammendment.		Create Notice	Real Time		4
Populate 30-day Begin and End Date	For Annexations, Upon filing of the blank petition, populate 30-day Begin and End Date fields.	If updating Task (File Blank Petition) and Status = 'Complete', then set ASI field 30-day Waiting Start = Status Date; set ASI field 30-day Waiting End = Status Date + 30.	Populate ASI Fields with appropriate dates	Real Time		4

Planning Event Script Definitions

Process name	Business Rules	Accela Rules	Result	Type	Level	Est Hours
Prevenet Post Action Items	For Annexations, Do not allow the Posting of Action Items to Occur before the Ordinance Effective Date	If updating Task (Post Action Items) and Task Status = 'Complete' and ASI field (Ordinance Effective Date) > Current Date then cancel; throw message	Throw Message: Cannot post action items before Reaching Ordinanace Effective Date.	Real Time		4
Prevent Circulation of Petition	For Annexations, Do not allow the Circulation of Petition to occur before the 30-day waiting period is up.	If updating Task (Circulate Petition) and Task Status = 'Complete' and ASI field (30-day Wating End Date) > Current Date then cancel; throw message	Throw Message: Cannot circulate petitions before 30-day waiting period has ended.	Real Time		4
Prop 207 Required	For Conditional Use or Rezoning or Zoning Text amendment, If Prop 207 is required, require population of Waiver Received Date and Recording Number	If submitting or updating ASI data and ASI field (Prop 207 Required) = 'Y' and (ASI field (Waiver) Received Date is null or ASI field (Recording Number) is null) then cancel and throw message.	Throw message	Real Time		4
Regulation of Temporary Use	For Temporary Use Permits, If Duration is 1 to 30 days, only allow 2 permits within a 12 month period. If Duration is 31 to 60 days, then only allow 1 permit within 12 month period.			Real Time		16
Require Population of Appeal Deadline	For Site Plan, Require user to fill out Appeal Deadline before changing Distribute Notice of Decision status to 'Decision Issued'	If Updating Task (Distribute Notice of Decision) and Status = 'Decision Issued' and ASI field (Appeal Deadline) is null, then cancel and throw message 'Cannot change status to Decision Issued without filling out Apeal Deadline'.	Cancel; Throw message	Real Time		4
Require Pre-application CAP	For Conditional Use or General Plan or Preliminary Plat or Rezoning or Zoning Text Amendment, Require that a Pre-application CAP is completed before allowing acceptance of application.	If updating Task (Application Submittal) and Status = Complete, check for parent Pre-application having Status of Closed.	Check for parent and status.	Real Time		4
Send Effective E-mail Notification	For Rezoning, Send E-mail containg calculated Effective Date on Post Action Items to GIS	City to determine content of e-mail.	Send E-mail	Real Time		8
Send E-mail to Code Enforcement	For Temporary Use Permits, Upon approval, send e-mail to the code enforcement department. See E-mail Notification section for details.		Send E-mail	Real Time		4
Set Effective Date	For General Plan, Set Effective Date to 30 days after the completion of the Adoption Hearing.	If updating Task (City Council Adoption Hearing) and Status = 'Approved' then Set ASI field (Effective Date) = Status Date + 30 days.	Set ASI Effective Date	Real Time		4

Planning Event Script Definitions

Process name	Business Rules	Accela Rules	Result	Type	Level	Est Hours
Set Effective Date	For Rezoning, Set Effective Date to 30 days after City Council approves request	If updating Task (City Council Hearing) and Status in (Approved, Denied) then ASI field(Effective Date) = Status Date	Set Effective Date	Real Time		4
Set Effective Date	For Zoning Text Amendment, Set Effective Date to 30 days after City Council approval	If updating Task(City Council Hearing) and Status = 'Approved' then set ASI field (Effective Date) = Status Date + 30 days.	Set Effective Date	Real Time		4
Set Expiration Date	For Admin Relief, Set Expiration Date to 60 days after the decision date (Date when Plan Manager Review is Completed). This must be modifiable.	If updating Task (Planning Manager Review) and Status in (Approved, Denied, Split Decision) and ASI field (Expiration Date) is null then set ASI field (Expiration Date) = Status Date + 60 days. Expiration Date is not a Read Only Field.	Set Expiration Date	Real Time		8
Set Expiration Date	For Preliminary Plat, Set Expiration Date to 1 year after date of approval (When Standard Review is Approved, Or Appeal is Upheld	If updating Task (Standard Reviews) and Status = Approved,then set ASI field (Expiration Date) = Status Date + 1 Year; If updating Task(Appeal) and Status = 'Upheld' then set ASI field Expiration = Status Date + 1 Year	Set Expiration Date	Real Time		8
Set Expiration Date	For Annexations, Set Expiration date to 1 year after the petition has been circulated	If updating Task(Circulate Petition) and Status = 'Complete', then set ASI field (Expiration Date) = Status Date + 1 year.	Set Expiration Date	Real Time		4
Set Expiration Date	For Temporary Use Permits, Expiration date will be set to Effective Date + Duration.	If updating and ASI field (Effective Date) is not null, set Expiration Date = Effective Date + value in ASI field (Duration)	Set Expiration Date	Real Time		4
Set Extended Expiration Date	For Site Plan, If Site Plan Extension = 'Y' then extend expiration date by six months. One time only.		Set Expiration Date	Real Time		8
Set Ordinance Effective Date	For Annexations, Set Ordinance Effective Date to 30 days after Adoption Hearing	If updating Task(CC Adoption Hearing) and Status in (Approved, Denied),then set ASI field (Ordinance Effective Date) = Status Date + 30 days.	Set Ordinance Effective Date	Real Time		4
Set Protest Deadline	For Admin Relief, Set Protest Deadline to 10 days after Notice of Application is complete.	If updating Task (Notice of Application) and Status = 'Complete' then set ASI field (Protest Deadline) = Status Date + 10 days.	Set Deadline for Protest	Real Time		4
Set Refferendum Deadline	For General Plan or Rezoning or Zoning Text Amendment, Set Referrendum Deadline, and Effective Date when City Council approves or denies request.	If updating Task (City Council Hearing) and Status in (Approved, Denied) then ASI field (Referrendum Deadline) = Status Date + 30 days.	Set Referrendum Date	Real Time		4
Update Distribute Notice of Decision Status	For Site Plan, If Appeal Deadline has been reached, update the Distribute Notice of Decision status to approved.	If ASI field (Appeal Deadline) >= current date, then update Task (Distribute Notice of Decision) = 'Approved'	Update task status and activate next task.	Real Time		4

Planning Event Script Definitions

Process name	Business Rules	Accela Rules	Result	Type	Level	Est Hours
Site Plan	Site plan auto makes a design review	Assuming the ASI field is used to know when to generate the design review, the level of effort is low		Realtime		8
All Planning CAPS	TSI [Notice of Decision Postcard] set to not required (Need ES to require if status not Withdrawn or Reclassified)	Because this applies to all planning cap types, the testing and different scenarios will be time consuming, the effort to develop for one scenario is low however		Realtime		20
Annexation	ES for Test Criteria to calc percent of ownership	Proximity alert? Further clarification is required to determine the level of effort for this script. Assume high level for now.		Realtime		24
Conditional Use	ES batch process if App reaches appeal deadline change P/Z Hearing task status to [No Appeal Submitted]			Batch		12
Sign Permit	Triggering Inspections: -Trigger Electrical Inspection when 'Illuminated' = 'Y' -Trigger Footing Inspection when sign type is 'Free Standing' and Free Standing Height is >= 6' 8" -Trigger Footing Inspection when sign is Subdivision ID or Future Development.	This may be a canidate for 6.5 changes and inspection workflow. TBD as worked on.		Realtime		8
Sign Permit	Require population of Address field in Sign ASI table when the Type = 'Building Fascia Mounted'			Realtime		4
				Total		**160**

CONTRACT AMENDMENT

Solicitation No: P07-0007
Description: Permitting System Software
Amendment No: Four (4) Date: 08/14/08

Materials Management Procurement
8314 W. Cinnabar Ave.
Peoria, AZ 85345
Telephone: (623) 773-7115
Fax: (623) 773-7118

Buyer: Lisa Houg, CPPB

P07-0007, LCON03107 is being amended to address the following (see attached for additional information):

A) The City of Peoria will withhold the retention payment for the payment milestone for the Conversion.
B) Accela will provide the City of Peoria a License Professional Standards document that documents the requirements to create input tables to be used to convert their existing contractor records.
C) A 10% retention will be withheld from the remaining invoices for the time and materials billing for script development identified in Accela's Change Order 05 (Amendment #3).

Contractor hereby acknowledges receipt and agreement. A signed copy shall be filed with the City of Peoria, Materials Management Division.

Signature	Date	Typed Name and Title	Company Name
Richard H. Wagner	9/11/08	RICHARD H. WAGNER	Accela, Inc.

Address	City	State	Zip Code
2633 Camino Ramon, Suite 120	San Ramon	CA	94583

Attested by:

Mary Jo Kief, City Clerk

CC Number

LCON03107D
Contract Number:

Official File

City Seal

Requested by: Lauren Lupica, IT Project Manager

Recommended by: Lisa Houg, Contract Officer

Ellen Van Riper, Assistant City Attorney

Approved as to Form: Stephen M. Kemp, City Attorney

The above referenced Contract Amendment is hereby Executed 9/16/08, 2008, at Peoria, Arizona.

Herman F. Koebergen, Materials Manager

L CON 03107D

ACCELA
Government Software

THE LEADING PROVIDER OF
GOVERNMENT ENTERPRISE MANAGEMENT SO

Accela Implementation Methodology
(AIM)

Change Order

AIM Project Administration Document

Version 1.0

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CHANGE ORDER

Agency: Peoria AZ
Project: PEOR1AAUPG
Contract #:
Amendment #:
Lease Agreement #:
SOW #:
Initiating Department: Services
Initiated By: Matthew Hart
Change Category: ☐ Product ☒ Project ☐ Contract
Priority: ☐ High/Critical ☐ Medium ☒ Low

CO #: 06
Date: 08/05/2008
Date:
Date:

PROJECT CHANGE DESCRIPTION/TASK SUMMARY:

The City of Peoria will withhold the retention payment for the payment milestone for the Conversion – Address Parcel Owner until Accela enhances the system to allow the passing of Address Parcel and Owner information from GIS when initializing a CAP.

Total Project Schedule Impact: None
Total Project Resource Impact: None
Total Project Cost Impact: None

DISPOSITION COMMENTS:

Disposition: ☐ Approved ☐ Rejected ☒ Closed ☐ See Comments
Date:

© 2006 Accela, Inc.

SIGNATURE AND ACCEPTANCE

The above Services will be performed in accordance with this Change Order/Work Authorization and the provisions of the Contract for the purchase, modification, and maintenance of the Accela systems. The approval of this Change Order will act as a Work Authorization for Accela and/or Agency to perform work in accordance with this Change Order, including any new payment terms identified in this Change Order. This Change Order takes precedent and supercedes all other documents and discussions regarding this subject matter.

Accepted By: **<Agency name>**	**Accepted By:** **Accela, Inc.**
SIGNATURE ON AMENDMENT COVER PAGE By: Lauren Lupiza	SIGNATURE ON AMENDMENT COVER PAGE By: Richard H Wagner
Print Name: Lauren Lupiza	Print Name: RICHARD H. WAGNER
Title: IT Project Manager	Title: PROJECT MANAGER
Date: 9/4/08	Date: 9/11/08

ACCELA
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GOVERNMENT ENTERPRISE MANAGEMENT SOLUTIONS

Accela Implementation Methodology
(AIM)

Change Order

AIM Project Administration Document

Version 1.0

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CHANGE ORDER

Agency: Peoria AZ
Project: PEOR1AAUPG
Contract #:
Amendment #:
Lease Agreement #:
SOW #:
Initiating Department: Services
Initiated By: Matthew Hart
Change Category: ☐ Product ☒ Project ☐ Contract
Priority: ☒ High/Critical ☐ Medium ☐ Low

CO #: 07
Date: 08/05/2008
Date:
Date:

PROJECT CHANGE DESCRIPTION/TASK SUMMARY:

1. License Professional Conversion

Accela will provide the City of Peoria a License Professional Standards document that documents the requirements to create the input tables to be used to convert their existing contractor records. After the City populates the input tables per the document the Accela interface team will develop the interface to populate the Accela system with the appropriate data. Accela expects that all data to be imported into Accela Automation be scrubbed as may be necessary by City resources prior to import.

Accela will provide these services to the City at no cost.

Total Project Schedule Impact: None
Total Project Resource Impact: None
Total Project Cost Impact: None

DISPOSITION COMMENTS:

Disposition: ☐ Approved ☐ Rejected ☐ Closed ☐ See Comments
Date:

© 2006 Accela, Inc.

SIGNATURE AND ACCEPTANCE

The above Services will be performed in accordance with this Change Order/Work Authorization and the provisions of the Contract for the purchase, modification, and maintenance of the Accela systems. The approval of this Change Order will act as a Work Authorization for Accela and/or Agency to perform work in accordance with this Change Order, including any new payment terms identified in this Change Order. This Change Order takes precedent and supercedes all other documents and discussions regarding this subject matter.

Accepted By: **<Agency name>**	**Accepted By:** **Accela, Inc.**
SIGNATURE ON AMENDMENT COVER PAGE By: Lauren Lupica	SIGNATURE ON AMENDMENT COVER PAGE By: Richard H. Wagner
Print Name: Lauren Lupica	Print Name: RICHARD H. WAGNER
Title: IT Project Manager	Title: PROJECT MANAGER
Date: 9/11/08	Date: 9/11/08

ACCELA
Government Software

THE LEADING PROVIDER OF
GOVERNMENT ENTERPRISE MANAGEMENT SOLUTIONS

Accela Implementation Methodology
(AIM)

Change Order

AIM Project Administration Document

Version 1.0

© 2006 Accela, Inc.

CHANGE ORDER

Agency: Peoria AZ
Project: PEOR1AAUPG
Contract #:
Amendment #:
Lease Agreement #:
SOW #:
Initiating Department: Services
Initiated By: Matthew Hart
Change Category: ☐ Product ☒ Project ☐ Contract
Priority: ☒ High/Critical ☐ Medium ☐ Low

CO #: 08
Date: 0805/2008
Date:
Date:

PROJECT CHANGE DESCRIPTION/TASK SUMMARY:

A 10% retention will be withheld from the remaining invoices for the time and material billing for script development identified in Change Order 05 – Additional Script Development. The retention will be paid when the final script is approved or at system go live which ever occurs first.

Total Project Schedule Impact: None
Total Project Cost Impact: None

DISPOSITION COMMENTS:

Disposition: ☒ Approved ☐ Rejected ☐ Closed ☐ See Comments
Date: **08/05/2008**

© 2006 Accela, Inc.

SIGNATURE AND ACCEPTANCE

The above Services will be performed in accordance with this Change Order/Work Authorization and the provisions of the Contract for the purchase, modification, and maintenance of the Accela systems. The approval of this Change Order will act as a Work Authorization for Accela and/or Agency to perform work in accordance with this Change Order, including any new payment terms identified in this Change Order. This Change Order takes precedent and supercedes all other documents and discussions regarding this subject matter.

Accepted By: **<Agency name>**	**Accepted By:** **Accela, Inc.**
SIGNATURE ON AMENDMENT COVER PAGE By: Lauren Lupica	SIGNATURE ON AMENDMENT COVER PAGE By: Richard H Wagner
Print Name: Lauren Lupica	Print Name: RICHARD H. WAGNER
Title: IT Project Manager	Title: PROJECT MANAGER
Date: 9/11/08	Date: 9/11/08

CONTRACT AMENDMENT

Solicitation No P07-0007 Page 1 of 2
Description Permitting System Software
Amendment No Five (5) Date 01/27/09

Materials Management Procurement
8314 W Cinnabar Ave
Peoria, AZ 85345
Telephone (623) 773-7115
Fax (623) 773-7118

Buyer Lisa Houg

A In accordance with Special Terms and Conditions, Contract Extension, the above referenced contract is hereby extended **The new contract term is 04/01/09 to 03/31/10 . CONTRACT EXTENSION ONE (1)**

B Standard Terms and Conditions are amended to reflect the following changes Paragraph 3, Applicable Law, Paragraph 19, Right to Audit Records, and Paragraph 32, Public Record, are hereby deleted and replaced with the following

3. **APPLICABLE LAW:** In the performance of this agreement, contractors shall abide by and conform to any and all laws of the United States, State of Arizona and City of Peoria including but not limited to federal and state executive orders providing for equal employment and procurement opportunities, the Federal Occupational Safety and Health Act and any other federal or state laws applicable to this agreement

Contractor specifically understands and acknowledges the applicability to it of the Americans with Disabilities Act, the Immigration Reform and Control Act of 1986, and the Drug Free Workplace Act of 1989 In addition, if this agreement pertains to construction, Contractor must also comply with A R S § 34-301, as amended (Employment of Aliens on Public Works Prohibited) and A R S § 34-302, as amended (Residence Requirements for Employees)

Contractor hereby acknowledges receipt and agreement A signed copy shall be filed with the City of Peoria, Materials Management Division

Signature	Date	Typed Name and Title	Company Name
	2/26/09	Colin M Samuels Asst Corporate Secretary ~~Mathew Hart~~	Accela, Inc

Address	City	State	Zip Code
2633 Camino Ramon, Suite 120	San Ramon	CA	94583

Attested by

Mary Jo Kief, City Clerk

CC Number

LCON03107E
Contract Number

Official File

City Seal

(Rev 02/01/08)

Requested by Lauren Lupica, IT Project Manager

Recommended by Lisa Houg, Contract Officer

Ellen Van Riper, Assistant City Attorney

Approved as to Form Stephen M Kemp City Attorney

The above referenced Contract Amendment is hereby Executed

3/11/09, _____, at Peoria, Arizona

Herman A Koebergen, Materials Manager

L CON 03107E

CONTRACT AMENDMENT

Materials Management Procurement
8314 W Cinnabar Ave
Peoria, AZ 85345
Telephone (623) 773-7115
Fax (623) 773-7118

Buyer Lisa Houg

Under the provisions of A R S § 41-4401, Contractor hereby warrants to the City that Contractor and each of its subcontractors ("Subcontractors") will comply with, and are contractually obligated to comply with, all Federal immigration laws and regulations that relate to their employees and A R S § 23-214(A) (hereinafter, "Contractor Immigration Warranty")

A breach of the Contractor Immigration Warranty shall constitute a material breach of this agreement and shall subject Contractor to penalties up to and including termination of this agreement at the sole discretion of the City The City may, at its sole discretion, conduct random verification of the employment records of Contractor and any Subcontractors to ensure compliance with the Contractor Immigration Warranty Contractor agrees to assist the City in regard to any random verifications performed

Neither Contractor nor any Subcontractor shall be deemed to have materially breached the Contractor Immigration Warranty if Contractor or the Subcontractor establishes that it has complied with the employment verification provisions prescribed by §§ 274A and 274B of the Federal Immigration and Nationality Act and the E-Verify requirements prescribed by A R S §23-214(A)

The provisions of this Paragraph must be included in any contract Contractor enters into with any Subcontractors who provide services under this agreement or any subcontract "Services" is defined as furnishing labor, time or effort in the State of Arizona by a contractor or subcontractor Services include construction or maintenance of any structure, building or transportation facility or improvement to real property

Contractor warrants, for the term of this agreement and for six months thereafter, that is has fully complied with the requirements of the Immigration Reform and Control Act of 1986 and all related or similar legal authorities

This contract shall be governed by the City and Contractor shall have all remedies afforded each by the Uniform Commercial Code, as adopted in the State of Arizona, except as otherwise provided in this contract or in statutes pertaining specifically to the City This contract shall be governed by the laws of the State of Arizona and suit pertaining to this contract may be brought only in courts in the State of Arizona

This contract is subject to the provisions of ARS §38-511, the City may cancel this contract without penalty or further obligations by the City or any of its departments or agencies if any person significantly involved in initiating, negotiating, securing, drafting or creating the contract on behalf of the City or any of its departments or agencies, is at any time while the contract or any extension of the contract is in effect, an employee of any other party to the contract in any capacity or a consultant to any other party of the contract with respect to the subject matter of the contract

19. **RIGH T TO AUDIT RECORDS:** The City may, at reasonable times and places, audit the books and records of any Contractor as related to any contract held with the City This right to audit also empowers the City to inspect the papers of any Contractor or Subcontractor employee who works on this contract to ensure that the Contractor or Subcontractor is complying with the Contractor Immigration Warranty made pursuant to Paragraph 3 above

32. **PUBLIC RE CORD:** All offers submitted in response to this solicitation shall become the property of the City and shall become a matter of public record available for review, subsequent to the award notification, in accordance with the City's Procurement Code However, subsequent to the award of the contract, any information and documents obtained by the City during the course of an audit conducted in accordance with Paragraph 19 above for the purpose of determining compliance by Contractor or a Subcontractor with the Contractor Immigration Warranty mandated by Paragraph 3 above shall remain confidential and shall not be made available for public review or produced in response to a public records request, unless the City is ordered or otherwise directed to do so by a court of competent jurisdiction

CONTRACT AMENDMENT

Solicitation No P07-0007 Page 1 of 2
Description: Permitting System Software
Amendment No: Six (6) Date 7/06/09

Materials Management Procurement
8314 W. Cinnabar Ave.
Peoria, AZ 85345
Telephone: (623) 773-7115
Fax: (623) 773-7118

Buyer: JenniferMiller

Maintenance fees are reduced by 15% through years 2009 – 2013 per the attached agreement

Contractor hereby acknowledges receipt and agreement. A signed copy shall be filed with the City of Peoria, Materials Management Division.

Signature	Date	Typed Name and Title	Company Name
	23 July 2009	COLIN H. SANDERS	Accela, Inc.

Address	City	State	Zip Code
2633 Camino Ramon, Suite 120	San Ramon	CA	94583

Attested by

Mary Jo Kief, City Clerk

CC Number

LCON03107F
Contract Number

Official File

City Seal

(Rev 02/01/08)

Requested by: Kris Lambertus, IT Manager

Recommended by: Jennifer Miller, Contract Administrator

Approved as to Form: Stephen M Kemp, City Attorney

The above referenced Contract Amendment is hereby Executed

July 29, 2009, at Peoria, Arizona

Herman F Koebergen, Materials Manager

AMENDMENT

1. Parties

ACCELA	CUSTOMER
Accela, Inc.	City of Peoria, Arizona
2633 Camino Ramon, Suite 120	8401 West Monroe Street
Bishop Ranch 3	
San Ramon, California 94583	Peoria, Arizona 61602
Attention: Contracts Administration	Attention: _____
T: 925.659.3200	T: _____
F: 925.407.2722	F: _____
e-Mail: contractsadmin@accela com	e-Mail: _____

2. Effective Date Provided that Customer signs and returns this Amendment to Accela **no later than June 30, 2009**, this Amendment to the Maintenance Agreement ("Agreement") dated March 23, 2007 between the Parties is effective as of the date of Customer's signature ("Effective Date").

3. Term of Agreement The Agreement is extended until June 30, 2014.

4. Deliverables and Compensation The following table replaces Exhibit A to the Agreement:

Deliverables	Fees
First-Term Annual Maintenance for Accela Automation® Land Management Module Licenses (1 Server License and 200 Named User Licenses) –Covers period from July 1, 2007 through June 30, 2008	$87,760.00
First-Term Annual Maintenance for Accela Citizen Access™ (1 Population Based Use License Based Upon 138,000 Population) –Covers period from July 1, 2007 through June 30, 2008	$7,495.00
First-Term Annual Maintenance for Accela Wireless™ (1 Server License and 40 Named User Licenses) –Covers period from July 1, 2007 through June 30, 2008	$20,992.00
First-Term Annual Maintenance for Accela GIS™ (1 Server License and 200 Named User Licenses) –Covers period from July 1, 2007 through June 30, 2008	$25,360.00
Sub-Total of Fees	**$141,607.00**
Second-Term Annual Maintenance for Accela Automation Land Management Module Licenses (1 Server License and 200 Named User Licenses) –Covers period from July 1, 2008 through June 30, 2009	$87,760.00
Second-Term Annual Maintenance for Accela Citizen Access (1 Population Based Use License Based Upon 138,000 Population) –Covers period from July 1, 2008 through June 30, 2009	$7,495.00
Second-Term Annual Maintenance for Accela Wireless (1 Server License and 40 Named User Licenses) –Covers period from July 1, 2008 through June 30, 2009	$20,992.00
Second-Term Annual Maintenance for Accela GIS (1 Server License and 200 Named User Licenses) –Covers period from July 1, 2008 through June 30, 2009	$25,360.00
Sub-Total of Fees	**$141,607.00**
Third-Term Annual Maintenance for Accela Automation Land Management Module Licenses (1 Server License and 200 Named User Licenses) –Covers period from July 1, 2009 through June 30, 2010	$87,760.00
Third-Term Annual Maintenance for Accela Citizen Access (1 Population Based Use License Based Upon 138,000 Population) –Covers period from July 1, 2009 through June 30, 2010	$7,495.00

Third-Term Annual Maintenance for Accela Wireless (1 Server License and 40 Named User Licenses) –Covers period from July 1, 2009 through June 30, 2010	$20,992.00
Third-Term Annual Maintenance for Accela GIS (1 Server License and 200 Named User Licenses) –Covers period from July 1, 2009 through June 30, 2010	$25,360 00
15% Customer Discount	($21,241.05)
Sub-Total of Fees	**$120,365.95**
Fourth-Term Annual Maintenance for Accela Automation Land Management Module Licenses (1 Server License and 200 Named User Licenses) –Covers period from July 1, 2010 through June 30, 2011	$87,760.00
Fourth-Term Annual Maintenance for Accela Citizen Access (1 Population Based Use License Based Upon 138,000 Population) –Covers period from July 1, 2010 through June 30, 2011	$7,495.00
Fourth-Term Annual Maintenance for Accela Wireless (1 Server License and 40 Named User Licenses) –Covers period from July 1, 2010 through June 30, 2011	$20,992.00
Fourth-Term Annual Maintenance for Accela GIS (1 Server License and 200 Named User Licenses) –Covers period from July 1, 2010 through June 30, 2011	$25,360.00
15% Customer Discount	($21,241.05)
Sub-Total of Fees	**$120,365.95**
Fifth-Term Annual Maintenance for Accela Automation Land Management Module Licenses (1 Server License and 200 Named User Licenses) –Covers period from July 1, 2011 through June 30, 2012	$87,760.00
Fifth-Term Annual Maintenance for Accela Citizen Access (1 Population Based Use License Based Upon 138,000 Population) –Covers period from July 1, 2011 through June 30, 2012	$7,495.00
Fifth-Term Annual Maintenance for Accela Wireless (1 Server License and 40 Named User Licenses) –Covers period from July 1, 2011 through June 30, 2012	$20,992.00
Fifth-Term Annual Maintenance for Accela GIS (1 Server License and 200 Named User Licenses) –Covers period from July 1, 2011 through June 30, 2012	$25,360.00
15% Customer Discount	($21,241 05)
Sub-Total of Fees	**$120,365.95**
Sixth-Term Annual Maintenance for Accela Automation Land Management Module Licenses (1 Server License and 200 Named User Licenses) –Covers period from July 1, 2012 through June 30, 2013	$87,760.00
Sixth-Term Annual Maintenance for Accela Citizen Access (1 Population Based Use License Based Upon 138,000 Population) –Covers period from July 1, 2012 through June 30, 2013	$7,495.00
Sixth-Term Annual Maintenance for Accela Wireless (1 Server License and 40 Named User Licenses) –Covers period from July 1, 2012 through June 30, 2013	$20,992.00
Sixth-Term Annual Maintenance for Accela GIS (1 Server License and 200 Named User Licenses) –Covers period from July 1, 2012 through June 30, 2013	$25,360 00
15% Customer Discount	($21,241.05)
Sub-Total of Fees	**$120,365.95**
Seventh-Term Annual Maintenance for Accela Automation Land Management Module Licenses (1 Server License and 200 Named User Licenses) –Covers period from July 1, 2013 through June 30, 2014	$87,760.00
Seventh-Term Annual Maintenance for Accela Citizen Access (1 Population Based Use License Based Upon 138,000 Population) –Covers period from July 1, 2013 through June 30, 2014	$7,495.00
Seventh-Term Annual Maintenance for Accela Wireless (1 Server License and 40 Named User Licenses) –Covers period from July 1, 2013 through June 30, 2014	$20,992 00

Seventh-Term Annual Maintenance for Accela GIS (1 Server License and 200 Named User Licenses) –Covers period from July 1, 2013 through June 30, 2014	$25,360.00
15% Customer Discount	($21,241.05)
Sub-Total of Fees	**$120,365.95**
Total of Fees	**$885,043.75**

Milestone	**Fees**
June 1, 2007	$141,607.00
July 1, 2008	$141,607.00
July 1, 2009	$120,365.95
July 1, 2010	$120,365 95
July 1, 2011	$120,365.95
July 1, 2012	$120,365.95
July 1, 2013	$120,365.95
Total of Fees	**$885,043.75**

Total of Fees does not include applicable sales and use taxes, if any.

5. Terms and Conditions

4.1. Unless specifically amended, modified, or supplemented by this document, all terms and conditions of prior written agreements between the parties shall remain unchanged and in full force and effect. The parties expressly disclaim any alternate terms and conditions accompanying drafts and/or purchase orders issued by Customer.

4.2. If any particular provision of this document is determined to be invalid or unenforceable, that determination shall not affect the other provisions which shall be construed in all respects as if the invalid or unenforceable provision were omitted

ACCELA

By: _____
Signature

COLIN M. SAMUELS
Print Name

Its ASST. CORP. SECRETARY
Title

Dated: 28 JULY 2009
Month, Day, Year

CUSTOMER

By. _____
Signature

_____
Print Name

Its _____
Title

Dated· _____
Month, Day, Year

END OF DOCUMENT

ORIGINAL

CONTRACT AMENDMENT

Solicitation No: P07-0007 Page 1 of 1
Description: Permitting System Software
Amendment No: Seven (7) Date: 7/28/2010

Materials Management Procurement
9875 N. 85th Ave., 2nd Fl.
Peoria, AZ 85345
Telephone: (623) 773-7115
Fax: (623) 773-7118

Buyer: Jennifer Miller

In accordance with Special Terms and Conditions, **Contract Extension**, the above referenced contract shall expire on 3/31/10. CONTRACT EXTENSION TWO (2)

NEW CONTRACT TERM:

Contract Term: 4/01/10 TO 03/31/11

Contractor hereby acknowledges receipt and agreement. A signed copy shall be filed with the City of Peoria, Materials Management Division.

Signature	Date	Typed Name and Title	Company Name
	Aug. 10, 2010	Colin Samuels Asst. Corporate Secretary	Accela, Inc.

Address	City	State	Zip Code
2633 Camino Ramon, Suite 120	San Ramon	CA	94583

Attested by:

Mary Jo Waddell, City Clerk

CC Number

LCON03107G
Contract Number:

Official File

City Seal
(Rev 02/11/10)

Requested by:

Recommended by:
Ellen Van Riper, Assistant City Attorney

Approved as to Form: Stephen M. Kemp, City Attorney

The above referenced Contract Amendment is hereby Executed August 19, 2010, at Peoria, Arizona.

Herman F. Koebergen, Materials Manager
for

L CON 03107G

CONTRACT AMENDMENT

Solicitation No. P07-0007 Page 1 of 1
Description: Permitting System Software
Amendment No. Eight (8) Date: 11/22/10

Materials Management Procurement
9875 N. 85th Ave., 2nd Fl.
Peoria, AZ 85345
Telephone: (623) 773-7115
Fax: (623) 773-7118

Buyer: Jennifer Miller

In accordance with the Contract Special Terms and Conditions, **Contract Extension**, the above referenced contract shall expire on 03/31/11. CONTRACT EXTENSION THREE (3)

THE NEW CONTRACT TERM:

Contract Term: 04/01/11 to 03/31/12

Contractor hereby acknowledges receipt and agreement. A signed copy shall be filed with the City of Peoria, Materials Management Division.

Signature	Date	Typed Name and Title	Company Name
	22 FEB 2011	Colin Samuels Asst. Corporate Secretary	Accela Inc.

Address	City	State	Zip Code
2633 Camino Ramon, Ste. 120	San Ramon	CA	94583

Attested By:
Wanda Nelson
City Clerk

Director: John Imig, Director CTO/IT

Project Manager: Lauren Lupica, Project Manager, IT

CC Number

LCON03107H
Contract Number

Approved as to Form: Stephen M. Kemp, City Attorney
Ellen Van Riper, Assistant City Attorney

The above referenced Contract Amendment is hereby Executed

March 1, 2011, at Peoria, Arizona

Herman F. Koebergen, Materials Manager
for

City Seal
Copyright 2003 City of Peoria, Arizona
(Rev 01/05/09)

Official File

L CON 03107H