PROPOSAL

Centricity PLL Citizen Portal

Prepared for:

Town of Whitestown, IN
6210 Veterans Drive
Whitestown, IN 46075

December 1, 2023

CONTACT:

Brandon Wright
801-376-8160
bwright@centricitygis.com
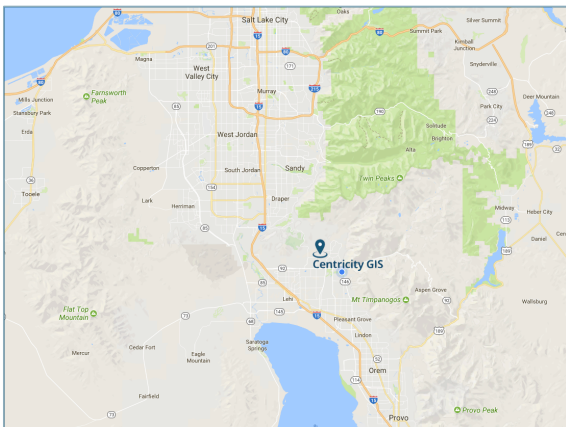
Table of Contents

About Centricity GIS

Introduction

Centricity GIS, LLC is a GIS Consulting company offering implementation, data, and application development services. Our founder, Brandon Wright, has 19 years of experience in GIS, Asset Management, and systems integration. All of our technical staff have at least 5 years of expertise in their discipline.

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

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

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

Experience.

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

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

Centricity GIS has performed over 50 unique Cityworks implementations over nearly 19 years in the Asset Management and Permitting Industry. The flexibility and power of the Cityworks platform correlates with our extensive knowledge in system design and implementation.

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

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

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

Cover Pages/Executive Summary

December 1, 2023

Subject: Centricity PLL Citizen Portal

Whitestown:

This proposal is for providing implementation services regarding Centricity PLL Citizen Portal. Centricity GIS is a Cityworks Business Partner and is based in Cedar Hills, Utah. I previously worked for Cityworks and have over 19 years of experience in completing Cityworks implementation projects.

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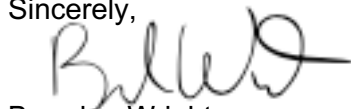
Centricity PLL Citizen Portal:

- Centricity PLL Citizen Portal Setup
    - Kickoff Meeting and Feature Analysis
    - Configuration of the Centricity PLL Citizen Portal
- Payment Processor – Mountain Star Payment Processing
- Review of Configured Portal
- Go-live Support
- Continued Support Post Go-Live

Note: Cityworks Case API Extended License is needed for the Centricity PLL Citizen Portal.

We are very excited about this opportunity. I am the direct contact for this proposal, and I will personally oversee all services provided under this proposal. Please let me know if you have any questions or concerns regarding this proposal.

Sincerely,

Brandon Wright
Founder | President
801-376-8160

Firm Description & Project Organization

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

We continue to set the standard for high quality GIS Centric and Cityworks implementation projects, especially in utility industry for Water, Sewer, Storm, Gas and Electric backed by staff with a wide range of industry and technical experience having over 20 years of experience in GIS and 25 years in Cityworks implementation.

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

Partners:

- Cityworks Business Partner Network
- ESRI Silver Partner

Management

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

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

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

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

Asset Management Software: Cityworks PLL and AMS

Databases: Access, SQL Server, Oracle, Geodatabase

Reporting Tools: Crystal Reports, SQL Server Reporting Services

Qualifications and Past Performance

The following table shows the combined project experience of our team.
- Centricity GIS Reference Sites

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

Cityworks
A TRIMBLE COMPANY

EDUCATION

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

Brandon Wright
Founder/Project Oversight

Mr. Wright has over 20 years of experience providing Asset Management and GIS services to public agencies. Mr. Wright has been responsible for directing asset management projects and addressing logistical and technical concerns. Prior to working at Centricity GIS, Mr. Wright worked Cityworks for 10 years.

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

Summary of Skills

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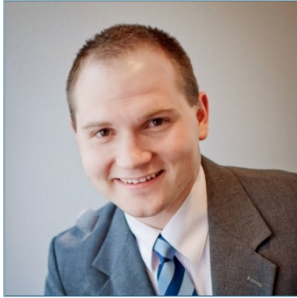
Representative Projects

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

EDUCATION

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

BA Degree, Political Science, Brigham Young University - Idaho

Daniel Widenhouse
Product/Project Manager

Mr. Widenhouse has over 9 years of experience providing Asset Management and GIS services to public agencies. Mr. Widenhouse has been responsible for overseeing and directing asset management and permitting projects. Prior to working at Centricity GIS, Mr. Widenhouse has worked for several public agencies including City of Saratoga Springs, UT and Rexburg, ID and administered their PLL and AMS systems.

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

Summary of Skills

- Expertise using ESRI's ArcGIS software products, ArcGIS Desktop 10.x, ArcGIS Server, ArcGIS Online
- Experience in administration of Cityworks AMS & PLL
- Database experience with SQL Server
- Azure Logic Apps, Azure Data Factory

Representative Projects

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

Fee/Cost Proposal

Task	Description	Total Cost
1	**Centricity PLL Citizen Portal Annual License**	$ 13,000
	• 1st Year of Service • Continued support after Go-Live • *Payment Processor – Mountain Star Payment Processing* • **Annual Renewal Rate of $13,000 USD per year**	
2	**Centricity PLL Citizen Portal Implementation**	$ 5,000
	• Conduct kickoff meeting and workflow analysis • Configure Centricity PLL Citizen Portal • Payment Processing Connect • Review of Configured setup • Admin and User Training	
	Total for Centricity PLL Citizen Portal (Year 1)	**$ 18,000**

Notes:
- Annual Renewal for Centricity PLL Citizen Portal is $13,000/yr.
- Mountain Star Payment Processing – https://mstarpp.com/
    - Itemized Payments
    - Reconciliation Reports

Scope of Work

A. INTRODUCTION

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

**Prerequisite – Cityworks PLL Case API Extended (Cityworks will normally work with you to convert the Cityworks Public Access Portal license into the Case API Extended needed for the Centricity PLL Citizen Portal

- Centricity PLL Citizen Portal Installation and Setup
  - Kickoff Meeting and Workflow Analysis
  - Configuration of the Centricity PLL Citizen Portal
- Review of Configured Portal
- Go-live support
- Continued Support Post Go-Live

The following tasks are included in this scope of work:

TASK 1: KICKOFF MEETING AND WORKFLOW ANALYSIS (REMOTE OR ONSITE)

Meet with Town staff to review workflows that have be created and configured in the Cityworks PLL Application.

Tasks:

1. Meet with Town staff to review and understand the Town workflows for PLL
2. Get documentation from Town that will provide the basis for the PLL Portal configuration.
   a. Review Cycles
   b. Notification requirements
   c. Current Cityworks PLL Configuration
   d. Payment Processing Information
   e. Form requirements

Deliverable Milestones

---

a. Meeting Notes

TASK 2: CONFIGURATION OF CENTRICITY PLL CITIZEN PORTAL

Configuration of PLL workflows into Centricity PLL Citizen Portal.

Tasks:

1. Setup of and Configuration of required notifications, fees, forms, data collection, Payment Processing and automations into Centricity PLL Portal.

Deliverable Milestones:

   a. Configured Portal

TASK 3: REVIEW OF CONFIGURED PLL PORTAL (REMOTE)

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

Tasks:

1. Portal Review
2. Requirement/configuration changes as needed

Deliverable Milestones:

   a. Meeting Notes
   b. Configuration changes

TASK 4: ADMIN TRAINING (REMOTE)

Centricity GIS will provide remote training for the primary, or "Administrator" users of Centricity PLL Portal.

Deliverable Milestones:

   a. Admin Training completed

TASK 5: GO-LIVE SUPPORT (REMOTE)

Centricity GIS will provide remote support for go-live, including phone calls to help citizens, additional requests from staff, or any required bug fixes or issues.

TASK 6: CONTINUED SUPPORT AFTER GO-LIVE (REMOTE OR ONSITE)

Centricity GIS will provide support after go-live for any additional requests, bug fixes, or additional configuration inside the Centricity PLL Portal.