City of Providence
STATE OF RHODE ISLAND
◆

RESOLUTION OF THE CITY COUNCIL

No. 81

Approved February 26, 2021

RESOLVED, That the Members of the Providence City Council

hereby Authorize Approval of the following Contract Extension Award by the

Board of Contract and Supply, in accordance with Section 21-26(a) of the Code of

Ordinances.

Harris Govern
(Information Technology Department)

$1,172,450.00 for 36 months

IN CITY COUNCIL

FEB 1 8 2021

READ AND PASSED

Sabina Matos
PRES.

[signature]
CLERK

I HEREBY APPROVE.

[signature]
Mayor

Date: 2/26/21

January 28, 2021

Mr. Shawn Selleck
City Clerk's Office
City of Providence
25 Dorrance Street
Providence, RI 02903

Dear Shawn:

I am writing to request that the following requested contract awards be submitted to the City Council and the Finance Committee for approval:

- **Information Technology Department:**
    - o Contract extension with **Harris Govern** for Land Management Software and Support for a term of 36 months for an amount of **$1,172,450.00** in accordance with the Code of Ordinance, Section 21-26 (a);

- **Department of Planning & Development:**
    - o Request approval to enter into a contract with **Environmental Training Institute Association** to provide Lead Hazard Reduction Worker Training for the City's Lead Safe Providence Program in the amount not to exceed **$100,000.00** in accordance with the Code of Ordinance, Section 21-26 (b).

    - o Request approval to enter into a contract with **Community Action Partnership Providence CAPP)** to assist in enrolling household and processing application s for the City's Lead Safe Providence Program in the amount not to exceed $444,196.00 in accordance with the Code of Ordinance, Section 21-26 (b).

    - o Request approval to enter into a contract with **Childhood Lead Action Project (CLAP)** to provide Lead Hazard Reduction Worker Training to assist in the execution of the City's Lead Safe Providence Program in the amount not to exceed **$74,774.00** in accordance with the Code of Ordinance, Section 21-26 (b).

o   Request approval to enter into a contract with **Green & Healthy Homes Initiative (GHHI)** to assist in executing the City's Lead Safe Providence Program in the amount not to exceed **$83,765.50** in accordance with the Code of Ordinance, Section 21-26 (b).

o   Request approval to enter into a contract with **Prospect Chartercare St. Joseph Health Services (SJHC)** to assist in executing the City's Lead Safe Providence Program in the amount not to exceed **$91,024.50** in accordance with the Code of Ordinance, Section 21-26 (b).

Sincerely,

Gina M. Costa
Internal Auditor

Cc: Brenda Almonte, Director of Public Property
      Alejandro Tirado, Associate Director of Purchasing
      James J. Lombardi, III, Treasurer/Senior Advisor to City Council
      Jim Silveria, CIO
      Bonnie Nickerson, Director, Department of Planning & Development

CITY OF PROVIDENCE

January 21, 2021

The Honorable Jorge O. Elorza
Chairman, Board of Contract and Supply
City Hall
25 Dorrance Street
Providence, RI 02903

RE: **Requesting Approval of a Contract Extension with Harris Govern**

ID Number: 30962
Account Code(s):
1.   392-204-53401
2.   101-204-53440

Minority Participation: *0% MBE , 0%WBE*

Dear Mayor Elorza,

The Department of Information Technology respectfully requests approval to extend our contract with Harris Govern for Land Management Software and Support for a term of 36 months beginning on April 1, 2021 and ending on March 31, 2024 for a total amount not to exceed $1,172,450.00. The contract was originally awarded in 2004 and had the most recent expiration date of March 31, 2021.

We are seeking an extension to continue payments on annual support, software licenses and professional services. While Harris Govern continues to support our existing software version, the contract extension will provide funds for additional software licenses and professional services to upgrade the City's Govern Land Management and Tax Collection System the latest version. Providence has been using Govern's software for over 10 years, while maintaining support contracts, improving reporting, customizing billing scenarios, developing interfaces to other city and state systems, and hosting online tax payments. The version upgrade is needed to migrate to Govern's latest software platform, as they phase out the older technology the City is currently using.

The anticipated funding breakdown, pending budget approvals, is as follows:

FY21(due May, 2021)	101-204-53440	$120,000.00	392-204-53401	$0.00
FY22	101-204-53440	$120,000.00	392-204-53401	$433,542.00
FY23	101-204-53440	$120,000.00	392-204-53401	$356,612.00
FY24(Through March)	101-204-53440	$0.00	392-204-53401	$22,296.00

*Account 392-204 is the 2018 Master Lease. Funds have been allocated for this project in the Lease.

Harris Govern
760 N. Watters Road
Suite 100
Allen, TX 75013

Respectfully Submitted,

Jim Silveria

Jim Silveria, CIO

Kupth D. Lindbury

Financial Approval:

INFORMATION TECHNOLOGY DEPARTMENT
The Doorley Building | 444 Westminster St., 2nd Floor, Providence, Rhode Island 02903
401 680 5533 ph
www.providenceri.gov

OpenForms Migration Proposal ("Proposal")

Prepared For

THE CITY OF PROVIDENCE, RI
25 DORRANCE STREET
PROVIDENCE, RI 02903

JANUARY 19, 2021

Prepared By

Richard Beaini
Vice President, Major Accounts
Harris Govern, a Division of Harris Computer Systems

Harris
GOVERN

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COVER LETTER

January 19, 2021

Mr. Jim Silveria
City of Providence
Providence City Hall
25 Dorrance Street
Providence, RI 02903

Re: OpenForms Migration Proposal

Hi Jim,

Harris Govern is pleased to submit this Proposal ("Proposal") to the City of Providence ("City") to provide: migrate the current Govern for Windows environment to the latest Govern OpenForms version V6.X ("Project") where X denotes the latest OpenForms Version.

GOVERN OPENFORMS BENEFITS TO THE CITY OF PROVIDENCE

- With a Configurability that is <u>Unequalled</u> in the industry, it puts you in **TOTAL CONTROL** without being at the mercy of the vendor and helps drive system obsolescence.

- **Adaptive Information Display:** Through user-defined rules and queries, Govern provides a **dynamic**, screen and profile based, **VISUAL** context sensitive detail and adaptive information display which represents a giant leap forward in data access. It enables immediate, relevant, and actionable interactions between <u>DATA</u> & <u>USERS</u> using a visual contextual model as it provides the BIG PICTURE to your users. The use of colors and charts for numerical values make it easy for your staff to effortlessly view and categorize a lot of complex information quickly. When a value is of interest to the users, they can drill down into the details of such result/value.

- **MANUAL Tasks – Old School:** The City will have the **best-in-class** self-sufficiency and instantaneous access to vital information as your staff will govern with the **confidence** needed to drive **superior efficiency, productivity** and **self-reliance**. Staff will eliminate manual tracking of to-do items and deadlines through the many available features and functions:
  - **Scheduler:** Any report, batch, import, export can be scheduled to run at specific dates and times with recurring capabilities where e-mails of the results, including attachments, will be sent to the person scheduling the task or any other internal or external people. Furthermore, the Scheduler can post data extracts to your FTP site where external printing vendors can download the necessary files.
  - **Hibernate:** When staff exit the application for a meeting or a break or for the day and with the Hibernate Mode activated, Govern will bring those users back to the same screen they were on and to those same record(s) they were working with, all without locking any of the data. Govern helps Users eliminate any manual noting/tracking.

- o **Multiple Profiles:** Users do not have to write down the record they are working with to answer a telephone call or any questions posed by a supervisor or manager as they open the same screen multiple times.
- o **CoolBar & External Commands:** These features eliminate the need for a user to copy values, write them down then go into other applications to launch them enter the values in them and perform a search as Govern can automatically pass the parameters of the parcel or name they are on to the external system using a **SINGLE Search** and a SINGLE system.

- **Superior Efficiency & Productivity Gains:** With the many available tools, functions, features and especially configurability, Govern drives <u>ultimate</u> efficiency & productivity gains as users will save countless keystrokes, mouse movements, many tabs / screens / systems to go to in order to access the data they need. Streamline NOT only your processes to be effective & productive but also the Software you use on a daily basis. Do not let rigidity drive how you do things but rather you drive how the Software should work to meet your specific needs.

- **Data Redundancy:** By enabling data displays from other systems, your staff will have a <u>360 View of all transactions</u> related to a business, name, or parcel, using a **SINGLE Search** and a SINGLE system.

- **Self-Sufficiency:** Best-in-class features and capabilities that provide staff with the knowledgebase they need at their fingertips while enabling **optimal self-sufficiency**. Such knowledgebase access and independence provide your staff with the **Total Confidence** needed to effortlessly embrace the new system and effectively do their daily processes with confidence.

- **Where's My Data?:** Govern's CoolBar, Dashboard, QueryTool, Summary Screens, and Help capabilities provide your staff with a **Visual Learning Experience** and **Stronger Information Management** access to ALL their relevant data.

Please do not hesitate to contact me if you have any question or require further clarification. Thank you for your consideration.

Respectfully,

Richard Beaini
Vice President, Major Accounts
rbeaini@harriscomputer.com
Office: 1.855.574.9261 Ext: 76250
Mobile: 416-317-5177

1.0   THINKING BEYOND THE MIGRATION PROJECT

Govern provides an integrated Solution, in ONE database and using ONE Interface & Administrative functions, starting from data collection, to valuation, to assessment administration, to billing, collections, improvement / new permits, licensing, etc.

1.1   INTEGRATED DATABASE & SOFTWARE VALUE TO THE CITY OF PROVIDENCE
With a true integrated environment enabled by the Govern Software, the City of Providence will have:
- A **Single** Platform
- **ONE** database (No data duplication, no data exchanges/interfaces, and no added maintenance / risks)
- **ONE** software (user interface) to learn and use
- **ONE** application administration tools to learn and use
- **ONE** name, ONE address, etc. and yes, NO data duplication and NO inconsistencies
- **LESS** searches, keystrokes, clicks, mouse movements, etc.
- **LESS** time spent on processing activities
- **MORE** time spent on valuable analysis and instantaneous data access – Self-Sufficiency at best
- **EASY** access to data
- **LESS** systems to access and search for data – Less time to get to the needed data
- **IMPROVED** efficiencies and productivities – **YES, imagine a productive and efficient environment with less keystrokes, mouse movements, systems to access, etc.**

1.2   VALUE TO THE CITY OF PROVIDENCE
There are many reasons why an integrated Govern Software Solution would make sense to the City of Providence as it:
- *COST Savings*
  - Eliminates maintenance and support costs for multiple systems. With Govern, the City will have ONE maintenance costs vs. multiple costs.
  - Removes maintenance and support costs for interfaces between multiple systems.
- NO Data Duplication as it eliminates redundant data entry (same parcel, same owner, same taxing authorities …) – *Why enter parcel information, owner information, mailing indexes, etc.* **TWICE**? *Eliminate redundant data entry and tasks.*
- Removes the need to maintain interfaces between systems especially during version upgrades.
- Reduces the Information Technology Team's efforts required to:
  - Backup multiple databases and systems;
  - Maintain multiple databases and systems; and
  - Support multiple systems.
- Enables **ONE** place to maintain ALL relevant data, without missing one area to adjust (owner, address, mortgage companies, taxing authorities, etc.)
- Provides **ONE** data repository for your staff – Much efficient environment with less mouse movements, keystrokes, searches, screens, etc.

- Facilitates **ONE** data repository for your Citizens/Taxpayers – Much improved citizens' services.
- *Cross **VALIDATE Data*** before granting a permit, license, etc. as through data validation the City can ensure that NO permit or license is issued if a business or a person owes any property taxes or any other receivables.

1.3 INTEGRATED DATABASE & SOFTWARE VALUE TO INTERNAL STAKEHOLDERS (CITY STAFF)

Govern's **integrated** Database and Software brings a *unique value* to City staff:

- *Executive Team* – Imagine if the Executive Team have immediate up to the minute insight into:
  - o Appraised Values by Property Type, etc.
  - o Revenues by Tax type, property type, neighborhood, etc.
  - o Collected revenues from every revenue stream (mail-in, in office, online …)

  A simple ONE screen, configurable by City Application Administrators, with dashboards and/or grids, could easily provide them with immediate and relevant data. At any time, the Executive Team's requirements and needs change, City Application Administrators could further adjust it.

- *Supervisors & Managers* – Similar to the Executive Team, Supervisors & Manager could have proactive and measured insight into their specific areas (valuations by property type, valuations by neighborhood, revenue streams or other requirements). Improve decision-making capability by providing quick and easy access to configurable and accurate information.

- *End Users* – Through ONE search or one screen, users will have access to the information they need at their fingertips, regardless of where the data resides or what they are looking for.

1.4 DRAMATICALLY IMPROVE SERVICES & DATA ACCESS FOR EXTERNAL STAKEHOLDERS (CITIZENS/TAXPAYERS)

Based on Govern's integrated enterprise data model, the Govern Software offers your Citizens/Taxpayers a **TRUE** *One-Stop* Solution, through **ONE access point**, to the services they need from the City. Citizens/Taxpayers, and especially businesses, could:

- View / access their appraisal details;
- File Assessment Appeals;
- Apply for Exemptions;
- View their Real Property Tax details;
- Pay for their Real Property Taxes;
- View their Personal Property inventory;
- Pay for their Personal Property Taxes;
- View & Pay for any other receivables residing in Govern;
- Apply / view / access any license / permit / etc. that is issued by the City;
- File any type of applications / requests (home owner grant, exemptions, refunds, permits, licenses (animal / restaurant / arcade / special events / …), etc.); and more.

The eGovern Suite:

- Delivers 24/7 services to your taxpayers as well as internal audiences via the Internet. Our secure eGovern capabilities process web payments quickly and safely.
- Is accessible to anyone, anytime, from anywhere.

- Collects payments on-line are processed in real-time allowing citizens to verify their transactions and account information on the spot.
- Gives taxpayers back one of their most valuable resource – their time
- Improves taxpayers' Experience
- Provides better taxpayer communication
- Increases Government transparency
- Reduces taxpayers footprint and telephone calls

Publish AS MUCH data as you want to your Citizens/Taxpayers Online and Enable AS MUCH Services as you see fit.

With the retrieval of a particular parcel, account, license or name, your Taxpayers could have a **360View** of all active and historical transactions associated with their record.

1.5 FUTURE FULLY INTEGRATED PATH

With such integrated database and Suites of modules to handle:
- Tax
- Appraisal
- Workflow (Permits & Inspections, Licensing, Code Enforcement, Planning & Zoning ...)
- Business Tax (Hotel, Motel, Sales, Rental ... Taxes)

The City of Providence will have a path to migrate the Assessor's Office and the Building & Planning department to OpenForms which will help the City of Providence to:
- Drive *COST Savings*
  - o Eliminates maintenance and support costs for multiple systems. With Govern, the City will have ONE maintenance costs vs. multiple costs.
  - o Removes maintenance and support costs for interfaces between multiple systems.
- NO Data Duplication as it eliminates redundant data entry (same parcel, same owner, ...).
- Removes the need to maintain interfaces between systems especially during version upgrades.
- Reduces the Information Technology Team's efforts required to:
  - o Backup multiple databases and systems;
  - o Maintain multiple databases and systems; and
  - o Support multiple systems.
- *Cross VALIDATE Data* before granting a permit, license, etc. as through data validation the City can ensure that NO permit or license is issued if a business or a person owes any property taxes or any other receivables.

2.0   SCOPE OF WORK

2.1   HARRIS GOVERN SERVICES

This Harris Govern **Scope of Work** is defined as follows:

- No business process modifications will be incorporated as part of the migration other than those that may be required due to deprecation of features in the Software.
- Harris Govern will provide the following:
    - Assessment of existing hardware environments.
    - Install the OpenForms version on existing or new servers and create new databases specifically to perform the upgrade so existing environments are not impacted.
    - Install and enable the Scheduler Module in the test environment so the City can setup any report, batch process, and queries to run according to specific schedules.
    - Prepare Scope and Design Document reports.
    - Introduce the City's Team to Govern's standard screens, dashboards, searches, etc. for all modules via Train-The-Trainer training session.
    - Migrate all customizations/enhancements, listed under section 2.3 of this Proposal, from Govern for Windows to OpenForms V6.X and unit test their intended functionality assuming NO changes to the existing specifications.
    - Migrate all interfaces, listed under section 2.3 of this Proposal, from Govern for Windows to OpenForms V6.X and unit test their intended functionality assuming NO changes to the existing specifications.
    - Ensure **standard** reports are migrated to and operational in OpenForms environment.
    - Ensure all user-defined fields are migrated to the appropriate screens in the OpenForms environment.
    - Analyze what screens need to be adjusted so all existing fields are migrated and added to the new OpenForms screens.
    - Ensure all calculations and expressions are migrated accordingly to each of the screens.
    - Provide the City's Application Administrators with the following training:
        - OpenForms Designer
        - Business Entity Designer
        - GNA
        - Security
    - Provide assistance services as follows:
        - Batch Processes & Process Scheduling Setup (40 hours)
        - Coolbar (24 hours)
        - New Searches (32 hours)
        - New Screens (40 hours)
        - Reports Migration (80 hours)
        - QueryTool New Models (40 hours)
    - Provide Train-The-Trainer training through OpenForms Overview & New Features Training.
    - Provide Unit Testing & Corrections.
    - Provide Go-Live Services.
    - Provide Project Management.

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2.2 CITY SERVICES

As part of the upgrade, the City will assume the following responsibilities:

- Acquire, prepare, and setup any required hardware.
- Setup the required environments on the new hardware.
- Complete ALL **custom** reports migration to V6.X.
- Ensure existing custom reports are migrated, tested, and functioning in the OpenForms environment.
- Provide analysis, definition, documentation, configuration, testing, and deployment for any required added configuration (screens, searches, dashboards, reports, etc.)
- Adjust any existing and standard screens, searches, and dashboards.
- Setup all users with their security rights.
- Configure scheduled tasks (batches, reports, and queries).
- Participate in all sessions as defined in the Project plan.
- Assign necessary resources as identified in the Project plan.
- Provide End User training along with any required end user business process documentation.
- Complete Acceptance Testing & Corrections.
- Provide Go-Live and Post Go-Live Services.
- Provide Project Management services.

2.3 FURTHER SCOPE ITEMS

As part of the migration Project, Harris Govern will deliver the following items, with NO changes to the original specifications but changes could be managed through a Change Order process:

- Customizations – The following customizations will be migrated by Harris Govern to OpenForms Version 6.X:
  - Lien certificate
  - Custom code for duplicate next year
  - Correct serial Number
  - MV – Get current registration address
  - Rhode Island – PP tax roll
  - Rhode Island – TX tax roll
  - Rhode Island – MV tax roll
  - Interest penalty method for Rhode Island (riint)
  - Apply credit custom procedure for Providence
  - Lockbox custom changes
  - Generate tax freeze (HARMLS and PHSOUT) exemptions process
- Interfaces – The following interfaces will be migrated by Harris Govern to OpenForms Version 6.X:
  - IAS Interface
  - Import CLT assessment
  - Load MV registry file
  - MV - Import Active Property Tax Block
  - Lawson GL interface
  - State Exemption extract
  - Generate Delinquent File
  - Create Unpaid MV export

2.4 OUT OF SCOPE ITEMS

The City confirmed that the following items need to be removed from the migration process:

- Customizations:
  - Extract bill files(qy30)
  - Print bill files (qy27)
  - Generate GL – exclude differed
  - Cash collection custom code
  - Bill validation custom for providence
  - Bill as a report
- Interfaces:
  - None out of scope

3.0   MIGRATION PROCESS

The City will still have ONE production database. The migration process is described below:
- Your Production Database remain in full use by the users.
- We take a copy of the Production database to create an OpenForms Reference Database. During this stage, we expect that NO configuration and setup is done to the VB6 database related to the modules that are being migrated. Please note that the Reference Database would need to be backed-up nightly by the City so the setup is protected.
- We create an OpenForms deployment that would tie to the reference database.
- This step could happen at any time, depending on our deployment team, we create an OpenForms deployment that would tie to the Production but we do NOT perform any migration. We just setup a deployment.
- We start the migration on the Reference Database based on the proposed approach to V6.X and we migrate fields, calculations, etc. to OpenForms V6.X.
- The City would validate and test the reference database to ensure all components have been migrated and functioning properly.
- Once validated and tested, we export ALL the setup that have been performed in the Reference Database to an XML file.
- With go-live of Phase 1, migration scripts will be run through our admin module to bring the database to Version 6.0 then the XML file, that was exported from the Reference Database, would be imported into the Production database and spot checks are performed.
- Once validated, Production is NOW usable with OpenForms V6.0.
- We repeat the same process with V6.1 and the remaining modules during Phase 2.

From a backup perspective, yes we will be asking the City to add the Reference Database to its backup routine/schedules so we do not lose any setup that have been completed by our staff and/or yours.

4.0 PROJECT APPROACH, TIMELINE, & KICK-OFF

4.1 OPENFORMS MIGRATION PROJECT

The migration to OpenForms is not a simple upgrade from one version to another as many new tools, functions, and at times structural changes have been adopted in OpenForms in order to improve the dynamic flexibility and configurability of the Software. Below are examples of some of the changes and additions that have been incorporated in OpenForms:

- Constant, Formula and logical expressions are no longer available in OpenForms Version 6.1 as they have been substituted by a more dynamic, flexible, and robust "expressions" capabilities where the City can incorporate a simple constant, a simple calculation, all the way to a very complex routine.

- Coolbar queries are more dynamic and visual and they can range from a very simple routine of displaying owner name or balance or building picture or ... to a very complex one performing analysis on values as compared to prior years and visually presenting the outcome to the end users.

- Workflow is now very dynamic and flexible as its structure has been changed in order to offer such robust flexibility.

- SQL Server Reporting Services (SSRS) has been embedded within OpenForms as one of our reporting tool.

- Microsoft Mail Merge function is now embedded within OpenForms where simple correspondence with citizens can now be done with a Word document instead of a Crystal or SRSS report where end users will have better flexibility over the layout of the correspondence.

- E-Mail template building is part of the administrative module in OpenForms.

- NO double efforts in configuration as setup is done in one environment, for example development, then exported into XML and imported into another environment, for example test then production through the Environment Migration Tool ("EMT"). With the EMT, Clients can share setup of screens, dashboards, searches, and more amongst each other as well.

- Screen Designer: With this administrative module, Clients can change our standard screens and create new screens as needed using an easy drag and drop approach.

At least, the migration to OpenForms is *a brand new from scratch project* with unstable data conversions, complexities implementing a new software, vendor commitments, and more uncertainties that typically come with a new vendor and a new software.

We know our database and we know our Software inside and out and therefore the transition is easy and streamlined where we have developed some migration routines while others require manual attention and validations.

Therefore, our assigned resources will be from the technical group of our R&D department and we will not need to engage any Subject Matter Experts (SME) or Business Analysts (BA) from the City.

4.2 IMPACT ON YOUR RESOURCES

The migration to OpenForms is a technical migration rather than a full blown implementation and therefore, it will have:

- MINIMAL impact on your end users and subject matter experts as they will be more engaged in validating the requirements that would need to be migrated, attend acceptance testing user training, test the current functionalities in OpenForms and ensure they all calculate accurately (in

other words, the same results are being produced in OpenForms as Govern for Windows), attend end user training.

- HIGHER impact on your technical resources to migrate the custom reports, setup users with their rights in OpenForms, configure scheduled tasks (batches, reports, and queries), provide end user training, etc.

4.3 OPENFORMS PROJECT PATH

The Project will be phased as follows:

- Phase 1 will include the migration of Real Property Tax, Personal Property Tax, Motor Vehicle, Accounts Receivables and Collections to Version 6.0.
- Phase 2 will include the migration of Business License, License, and Complaints to Version 6.1.

With the completion of Phase 2, ALL modules will be running on version 6.1.

4.4 PROJECT TIMELINE

This Proposal assumes that this Project will be delivered based on a 2-phase model targeting roughly *9 months* timeline *for each phase*, depending on City deliverables. Any City delays or further time required will impact the proposed Project Management hours and changes will be managed through a Change Order process.

4.5 PROJECT KICK-OFF & START TARGET

All our OpenForms migration projects are run now by a dedicated team that is operating under the R&D group due to the technical nature of these projects. A Project Manager from our Professional Services Team manages the overall oversight and delivery of the Projects. As Clients sign up for the migrations, we are slotting them according to our delivery schedule, resources' availability, and number of Clients requiring the migration.

So, based on our **current** resources and active migration projects, we are targeting end of Q2 2022, or earlier if possible, as a start date for new migrations **pending no new contracts** are executed with other Clients as any new contracts will push this date further out for additional migration projects.

With the demand on the OpenForms migrations, we are taking a different approach to implementations as we will be hiring qualified new resource, depending on timely securing those qualified resources, to help expedite this schedule for current and new migrations.

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5.0 PRICE PROPOSAL

5.1 PRICE BREAKDOWN

OpenForms Migration Proposal
760 North Watters Rd Ste#100
Allen, TX 75073
www.harrisgovern.com

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Office: **City of Providence**
Contact: ,
Date: 1/12/2021

PRICING

OpenForms Migration

Software Licenses	Quantity	List Price	Costs	Extended Costs
Currently Licensed Modules & Users	1	$750,000	$750,000	$0
QueryTool	1	$15,000	$15,000	$15,000
System Administration Modules		$75,000	$0	$0
GoverN Administration	1			
Business Entity Designer	1			
OpenForms Designer	1			
Security Manager (GSM)	1			
Scheduler	1	$17,500	$17,500	$17,500
Web Services				
Property Web Services	0	$10,000	$0	$0
AR/CC Web Services	0	$10,000	$0	$0
Frameworks				
OpenForms Framework (OFF)	0	$75,000	$0	$0
Batch Process Framework (BPF)	0	$50,000	$0	$0
Custom Interfaces / Integration Migrations				
Custom Interfaces & Integrations	8	$121,600	$121,600	$121,600
Customizations / Enhancements Migrations				
Customizations & Enhancements	8	$139,840	$139,840	$139,840
	OpenForms Software & License Total		$1,073,940.00	$293,940.00

Software-For-Life Savings				$ (780,000.00)

Professional Services	Hours	Hourly Rate	Costs	
Migration Services including Project Management	2419			
Services for Add-On Modules	54			
Additional Training				
GNA Training		$ 190	$ 518,510	
OpenForms Designer Training	256			
Business Entity Designer				
Security Manager (GSM)				
	Professional Services Total		$ 518,510	

Software, License, & Professional Services TOTAL	$812,450

* Quote valid for 90 days from: **1/12/2021**

Additional Support and Maintenance	
	Total
Additional Software & License Support & Maintenance Fees Breakdown	
Phase 1 Additional Support & Maintenance Fees	*$20,647*
Phase 2 Additional Support & Maintenance Fees	*$17,602*
Phase 3 Additional Support & Maintenance Fees	*$0*
Phase 4 Additional Support & Maintenance Fees	*$0*
Year 1 - Additional Support & Maintenance Fees	**$ 38,249**

Additional Support and Maintenance Fees - Important to Note:

Each phases' Additional Support & Maintenance Fees are estimated and will vary based on the modules that are finally adopted for each phase.

Additional Support & Maintenance Fees will start with each phase's Go-Live for the corresponding modules, where applicable, and will be pro-rated to coincide with current the Support & Maintenance billing cycle.

Annual increase to the Support & Maintenance Fees will follow the current Contract/Agreement terms.

5.2 OPENFORMS MIGRATION PRICING CONSTRAINTS & ASSUMPTIONS

In its pricing, Harris Govern has made the following assumptions:

GENERAL ASSUMPTIONS

1. Harris Govern services will be provided as outlined in Section 2 of this Proposal based on the assumptions made in this section. For further required services beyond the proposed ones by Harris Govern, the City will have access to such services by following the Change Order process.

2. Harris Govern pricing assumes certain inherent assumptions including fixed Project duration (which will be defined during the initial Project stage), scope, etc. We will manage changes via a mutually agreed-to Project Change Order process.

3. Govern Software pricing is free on board (F.O.B.) City of Providence, RI.

4. The standard working day is 8 hours, Monday to Friday with the exception of City's public holidays.

FACILITIES AND ACCESS ASSUMPTIONS

5. At no charge to Harris Govern, the City needs to establish a work environment (preferably close to City's Project Manager and Project Team) for the Harris Govern Project personnel while providing their On-Site assignments. This work environment usually includes accommodations and workspace, desks, telephone lines, internet and computer systems connectivity, access to conference rooms for Project-related meetings, and any hardware and/or software resources required for the Project. Harris Govern Team personnel will provide their own laptops with internet connectivity capability.

6. As per City's coordinated security policies and procedures, the Harris Govern Team will have access to City's information system resources and designated work areas to support required operation, maintenance, and production activities throughout the Project implementation.

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7. As quickly as procedures permit, the City needs to provide the Harris Govern Project Manager with technical details, excluding confidential information, of existing systems details: servers, hardware details, operating systems, mainframe, databases, LANs, Intranet, and other systems, as necessary in order to prepare for the Harris Govern Environment Assessment deliverables.

8. The City's Project members will have access to the City's current system(s), policies, and procedures. The lack of access to such resources may adversely affect the Project schedule and costs.

9. The training facility (or facilities) should be equipped for the right number of training attendees plus an additional workstation for the instructor with proper access to the training database.

10. The training facility (or facilities) needs to have LCD Projector, Flip Chart, White Board and appropriate markers.

RESOURCES ASSUMPTIONS

11. The City needs to provide Project resources based on a preliminary Project organizational chart that will further be defined during the Project planning and initiation phase.

12. The City must provide the following resources based on the tasks identified in the Project plan and/or as agreed to by both Project Managers:
    A. Project Manager
    B. Business Experts from each department
    C. IT resources (database administrator, desktop and network resource, etc.) will be requested when required.
    D. Testers especially during the acceptance testing process but the business experts that participated in the Fit Analysis would perform the testing due to their gained knowledge of the application and their intimate knowledge of the business process that were defined during the Fit Analysis session.

    City resources could handle multiple functions listed above.

13. Based on the Project Scope and Planning sessions and for any potential delays imposed by City, Harris Govern might request additional City resources to help progress with the Project according to the set schedule.

HARDWARE, DATABASE, OPERATING SYSTEMS, DESKTOPS AND NETWORKING ASSUMPTIONS

14. Required Hardware (Desktops, Servers, Scanners, etc.) and Network components are supplied by the City and are properly operational prior to the start of the first Project activity.

15. Harris Govern will propose any necessary new hardware and the City is required to acquire the necessary hardware from any other source.

16. The City is responsible for providing any third party software (Operating System, RDBMS, WEB software, Microsoft Office Product, Melissa Data Mailer, etc.) that might be required to run any type of environment unless otherwise stated elsewhere our Proposal.

17. The City must follow the Harris Govern's recommended environments (operating system version, patches, RDBMS, hardware (servers and client) configuration, etc.) to run the Govern Software or request Harris Govern's written consent to changes to the proposed requirements made by the City.

18. Latest patches must be applied to all third party requirements (RDBMS, OS, etc.)

19. During the Project implementation, the City is responsible for providing the following:
    A. System administration and housekeeping on hardware, operating systems and network for the new systems.
    B. Database services diagnosis, performance and resolution related to the Govern Software and other software during the Project implementation.
    C. Database maintenance tasks as these include but not limited to, tasks associated with the creation, modification and problem resolution of table, view, index, space, and security within the different databases.
    D. Setup servers with recommended operating systems and backup software.
    E. Ongoing day-to-day operational requirements like backups, patches, reboots, etc.
    F. Network is accessible and operational.
    G. Servers are available for the necessary deliverables.

20. Harris Govern assumes that prior to the start of every Project activity; the Govern Software environment is made operational by the City for each of those activities as set by the Project plan.

SOFTWARE ASSUMPTIONS

21. If the City wishes to develop new reports and/or modify existing ones then Crystal Reports Professional Version is required.

22. Harris Govern has included the costs for the following add-on modules:
    A. Scheduler
    B. QueryTool

IMPLEMENTATION SERVICES ASSUMPTIONS

23. The hourly rate for the implementation services is $185 per hour but this rate is subject to change.

24. Harris Govern has not provisioned for the installation of Hardware, RDBMS and Operating System as we are expecting the City's personnel to setup these components in the different required environments.

25. Harris Govern will provide the necessary training so that City personnel become independent of Harris Govern and can make configuration changes and additions as the City's requirements change and grow.

26. Any additional reports are to be developed by the City's report writers.

27. Existing custom reports are to be migrated by the City to the OpenForms environment.

28. The proposed eGovern Suite is shipped with template reports that might require modifications. Harris Govern is assuming that the City will modify those Crystal Reports as needed.

29. Any additional required eGovern reports will be setup by the City as needed.

30. Additional reports could be identified during the scope session and assigned to either the City or Harris Govern. Please note that any extra reports assigned to Harris Govern are considered out of scope.

31. As part of the Security & Users Setup training session, Harris Govern will train the City personnel on the security aspects of the OpenForms version. Based on this training, it is expected that the City will setup all users, profiles, departments and their security rights in the required environments.

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32. The Govern OpenForms provides standard screens, standard searches, and standard dashboards and as part of the implementation and based on training, the City could setup as many additional screens, searches, and standard dashboards as needed.

TESTING ASSUMPTIONS

33. With the knowledge that is already built within the City's Project Team, City personnel will gain the necessary skills to perform testing runs that might be required above and beyond the Harris Govern proposed days.

34. City Project team needs to prepare required business test cases in preparation for the Acceptance Testing process.

35. For the Acceptance Testing, the City is expected to run necessary tests against the migrated Govern test database before deploying it into a production environment.

TRAINING ASSUMPTIONS

36. Harris Govern will be providing training sessions to the following City's personnel:
    A. Application Administrators
    B. Trainers

37. Harris Govern and the City's Project team will define training resource requirements (facilities, bookings, calendar, etc.) in preparation for any end user and other City resource training.

38. Harris Govern is proposing to adopt Train-The-Trainer approach and has priced the training accordingly.

39. City Trainers will setup any end user business process documentation required for the End User Training.

40. All training attendees must have a good working knowledge of the Microsoft Windows operating environment prior to taking any Harris Govern training course.

41. It is assumed that a maximum of 8 to 10 users will attend all training sessions.

TIMELINE ASSUMPTIONS

42. If the City of Providence wishes to take a less aggressive timeline then additional Project Management hours will be required, proportional to the extended timeline, and will be managed through a Change Order.

43. City staff must accept deliverables within a reasonable timeline of a written (to be defined during contract stage) request from the Harris Govern Project Manager unless the acceptance of such deliverables is driven by the Project plan or agreed to by both the City and Harris Govern.

44. City staff must provide Project related information and documentation within a reasonable timeline (to be defined during contract stage) of a written request from the Harris Govern Project Manager.

EXPENSES ASSUMPTIONS

45. The travel expenses will be billed at actual costs. Proper trips planning and advance scheduling will ensure such costs are managed appropriately by both Project Managers.

46. Harris Govern has not included any estimated travel expenses in its Proposal.

47. The assumed flight costs for all the travel trips are based on a 3-week advance booking notice.

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BILLING AND PAYMENTS ASSUMPTIONS

48. Billing for software will be done upon contract execution or a receipt of a Purchase Order ("PO").

49. Billing for services are outlined in section 6 of this Proposal.

50. Harris Govern will bill for expenses as incurred and as agreed to with the City.

51. Additional maintenance costs will be billed with each phase's go-live and will be prorated for the modules.

52. Applicable taxes are not included in Harris Govern's prices listed in this Proposal or anywhere else.

53. All prices listed in this Proposal are in US dollars.

GO-LIVE (PRODUCTION MOVE) AND POST GO-LIVE SUPPORT ASSUMPTIONS

54. As defined by Harris Govern in consultation with the City, Harris Govern and the City will support the Go-Live plan. During Go-Live, the City Project team will handle user calls and Harris Govern will provide diagnosis and resolution of any application related errors. Harris Govern will have appropriate resources, as defined by Harris Govern, on-site during the Go-Live cut over period.

55. The City needs to develop the operational procedures relative to its environment.

56. The City Project Team needs to fully prepare for the Go-Live transition.

6.0 BILLING & FORECAST

6.1 BUDGET FORECAST

With a target Project start of June/July 2022, Harris Govern provisions for the following annual budgeting breakdown based on the scope and assumptions made in this Proposal:

	BUDGET NUMBERS		
Budget Year	2021-2022	2022-2023	2023-2024
Annual Budget Numbers	$433,541.90	$356,612.20	$22,295.90

6.2 PAYMENT MILESTONES DETAILS

6.2.1 SOFTWARE & LICENSE

The following Software & License payment milestone applies:

Software & License Milestones			
Milestone ID	Description	Percentage	Amount
SL1	August 1, 2021	57%	$167,546.00
SL2	Start Phase 2	43%	$126,394.00
TOTAL SOFTWARE & LICENSE		100%	$293,940.00

6.2.2 IMPLEMENTATION SERVICES

The following services payment milestones apply to the phases of the Project:

SERVICES MILESTONES by PHASE			
YEAR 1 / PHASE 1			
Milestone ID	Description	Percentage	Amount
PS1	August 1, 2021	20%	$59,110.20
PS2	Start of Phase 1	25%	$73,887.75
PS3	Completion of "Scope/Fit" Process	25%	$73,887.75
PS4	Start of Acceptance Testing	20%	$59,110.20
PS5	Go-Live of Phase 1	10%	$29,555.10
TOTAL SERVICES YEAR 1 / PHASE 1		100%	$295,551.00
YEAR 2 / PHASE 2			
Milestone ID	Description	Percentage	Amount
PS6	Start Phase 2	35%	$78,035.65
PS7	Completion of "Scope/Fit" Process	25%	$55,739.75
PS8	Start of Acceptance Testing	30%	$66,887.70
PS9	Go-Live of Phase 2	10%	$22,295.90
TOTAL SERVICES YEAR 2 / PHASE 2		100%	$222,959.00

7.0 OPENFORMS TECHNICAL REQUIREMENTS

For technical requirements of the OpenForms environment, please refer to the Knowledge Base: https://kb.harrisgovern.com/100-systemreq/.

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8.0   TERMS AND CONDITIONS

8.1   INVOICING & PAYMENT TERMS

The City is expected to promptly review Harris Govern invoices and notify Harris Govern of any discrepancy or objection in writing within five (5) working days of the Harris Govern's invoice receipt. All Harris Govern invoices must be paid within thirty (30) calendar days of the date of Harris Govern's invoice.

If any undisputed invoice is not paid within thirty (30) calendar days after receipt of the invoice, additional late payment charge might apply on the unpaid amount together with the charges for the original will be invoiced to the City.

8.2   CONFLICT & RESOLUTION

If any sections of this Proposal provide conflicting information then it is the sole responsibility of Harris Govern to provide a revised Proposal and/or clarifications based on its sole discretion.

8.3   VALIDITY & CURRENCY

This proposal is firm for ninety (90) days from the date that appears on the cover page. All prices are in US dollars.

8.4   TAXES

Applicable taxes, if any, are not included in the prices on this proposal and are considered extra.

8.5   ERRORS & CORRECTIONS

This Proposal is subject to change due to errors, calculations, or other elements..

8.6   TERMINOLOGIES

Harris Govern might any time adjust its implementation services' symentics, terminologies, and processes where some of the elements listed in this Proposal become invalid or no longer used. Harris Govern reserves the right to adjust those terminologies by either providing a revised Proposal or supplement it through other documentation.

8.7   AGREEMENTS

The terms and conditions stipulated in the License Agreement as well as the Support and Maintenance Agreement are still in full effect and remain in force until new and up-to-date agreements are executed. New agreements will be negotiated and executed as part of this process.