Accela Optimization

City of Stockton, CA
Accela Permit Software Technical Support and Enhancement for the City of Stockton, California
(PUR 20-012)

Proposal
7/9/2020

Governing the Future Together
REQUEST FOR PROPOSALS (RFP)
ACCELA PERMIT SOFTWARE TECHNICAL SUPPORT AND
ENHANCEMENT FOR THE CITY OF STOCKTON,
CALIFORNIA (PUR 20-012)

ADDENDUM No. 3

DATE: 7/6/20

To All Potential Bidders:

A. This Addendum shall be considered part of the proposal documents for the above-mentioned project as though it had been issued at the same time and shall be incorporated integrally therewith. Where provisions of the following supplementary data differ from those of the original bid documents, this Amendment shall govern and take precedence. PROPOSENTS MUST SIGN THE ADDENDUM AND SUBMIT IT WITH THEIR PROPOSALS.

B. Proponents are hereby notified that they shall make any necessary adjustments in their estimates as a result of this Addendum. It will be construed that each proponent's proposal is submitted with full knowledge of all modifications and supplemental data specified herein.

PLEASE NOTE THE FOLLOWING CHANGES TO REQUEST FOR PROPOSALS (RFP)
ACCELA PERMIT SOFTWARE TECHNICAL SUPPORT AND ENHANCEMENT FOR
THE CITY OF STOCKTON, CALIFORNIA (PUR 20-012)

Questions & Answers

1. Is the Accela Civic Platform Agency Hosted or Accela Subscription?
   Our system is hosted by Accela via subscription.

2. For Scripting, is the City utilizing version 2.0 or 3.0 scripting?
   Much of the scripting is the older version. As we make updates we would like to change to the new version of the scripting.

3. For the existing records and/or new records, are any of those renewable processes? If so, how many?
   Potential new record types may be based on existing or be repeatable, but there may be stand-alone new records depending on our needs moving forward.

4. For Inspector Routing, is the desire to integrate with a 3rd party routing software, or is the need for auto-assignments within the Civic Platform using area/type of inspections?
   The City's intent is to maximize the capabilities inherent within Accela. If there is a strong business case that can be made for integrating a 3rd party routing software, then that can be considered.

5. For the data conversion of the Access database, what types of data are contained within the database (record details, user defined fields, inspection data, workflow data and/or fee/payment information)?
   The Accela database houses historical development project information for our engineering
team, including project details such as basis project information, tasks, and payment information related to bonds and cash securities.

6. The RFP was issued after the March date referenced in Addendum No 1. Please verify that an email with the pdf is all that is required for an acceptable response to the RFP, since the RFP (dated after the March COVID date specified in the Addendum) references 1 original, 4 copies and a USB?

Addendum #1 states all RFPs shall be submitted via email by referencing the project number and name in the subject line of the email. The submittals should be in .pdf format and sent via email to city.clerk@stocktonca.gov.


BIDDER MUST ACKNOWLEDGE THIS AMENDMENT BY SIGNING BELOW AND ATTACHING THE SIGNED AMENDMENT TO THE BID FORM:

Company Name  Byrne Software Technologies, Inc.
Contact Person  William Byrne
Signature  William Byrne
Date  7/7/2020

Proposals Due – Promptly by 2:00 P.M., Thursday, July 9, 2020, City Clerk’s Office.

City of Stockton Use Only below this line

Addendum acknowledged and signed? (Procurement Specialist’s Initial)
REQUEST FOR PROPOSALS (RFP)  
ACCELA PERMIT SOFTWARE TECHNICAL SUPPORT AND ENHANCEMENT FOR THE CITY OF STOCKTON, CALIFORNIA (PUR 20-012)

ADDENDUM No. 2

DATE: 7/1/20

To All Potential Bidders:

A. This Addendum shall be considered part of the proposal documents for the above-mentioned project as though it had been issued at the same time and shall be incorporated integrally therewith. Where provisions of the following supplementary data differ from those of the original bid documents, this Amendment shall govern and take precedence. PROPONENTS MUST SIGN THE ADDENDUM AND SUBMIT IT WITH THEIR PROPOSALS.

B. Proponents are hereby notified that they shall make any necessary adjustments in their estimates as a result of this Addendum. It will be construed that each proponent’s proposal is submitted with full knowledge of all modifications and supplemental data specified herein.

PLEASE NOTE THE FOLLOWING CHANGES TO REQUEST FOR PROPOSALS (RFP)  
ACCELA PERMIT SOFTWARE TECHNICAL SUPPORT AND ENHANCEMENT FOR THE CITY OF STOCKTON, CALIFORNIA (PUR 20-012)

Questions & Answers

1. Due to the current state, would you be willing to accept responses via email or does it have to be hard copies sent in the mail?

Addendum #1 states all RFPs shall be submitted via email by referencing the project number and name in the subject line of the email. The submittals should be in .pdf format and sent via email to city.clerk@stocktonca.gov.


2. Can you confirm that you are self-hosted?

Stockton is not self-hosted. Accela hosts the City’s Accela database.

3. What version of Accela is being used?

The City has the latest version that comes with being Accela-hosted

4. How many Accela users do you have?

104

5. What Accela modules are currently being used?
Accela Automation, Accela Mobile Add On, Accela Citizen Access

6. Please name all of the departments that use Accela

   Community Development (Building and Planning), limited use by other departments (MUD, Public Works, Fire Prevention) as it pertains to Building and Planning permit reviews

7. Do you have any interfaces? If so, please list.

   No

8. Please provide any additional information associated with the data to be converted from Microsoft Access Database into Accela.

   a. Description of data - Development project information and tracking including workflow updates, comments, monetary securities tracking such as bonds and deposits.

   b. Number of Rows or Transactions – Unsure of the number of Rows or Transactions; However, there are multiple data fields and 442 projects

BIDDER MUST ACKNOWLEDGE THIS AMENDMENT BY SIGNING BELOW AND ATTACHING THE SIGNED AMENDMENT TO THE BID FORM:

Company Name  Byrne Software Technologies, Inc.
Contact Person  William Byrne
Signature  William Byrne
Date  7-7-2020

Proposals Due – Promptly by 2:00 P.M., Thursday, July 9, 2020, City Clerk's Office.

Addendum acknowledged and signed? (Procurement Specialist's initial)
PROPOSAL DOCUMENTS

A) RFP – ACCELA PERMIT SOFTWARE TECHNICAL SUPPORT AND ENHANCEMENT
B) PUR 20-012
C) July 9, 2020

COMPANY NAME: Byrne Software Technologies, Inc.
CONTACT NAME: Brian McAllister
ADDRESS: 16091 Swingley Ridge Road, Suite 200
          Chesterfield, MO 63017

TELEPHONE NUMBER: 636-534-6138
EMAIL: bdm@byrnesoftware.com
CITY OF STOCKTON
REQUEST FOR PROPOSAL (RFP)

PROPOUNENT'S AGREEMENT

In submitting this proposal, as herein described, the proponent agrees that:

1. They have carefully examined the Scope of Work and all other provisions of this document and understand the meaning, intent and requirements of same.

2. They will enter into contract negotiations and furnish the services specified.

3. They have signed and notarized the attached Non-Collusion Affidavit form, whether individual, corporate or partnership. Must be ‘A Jurat’ notarization.

4. They have reviewed all clarifications/questions/answers on the City’s website at www.stocktonca.gov/adminbid.

5. Confidentiality: Successful Proponent hereby acknowledges that information provided by the City of Stockton is personal and confidential and shall not be used for any purpose other than the original intent outlined in the Request for Proposal. Breach of confidentiality shall be just cause for immediate termination of contract agreement.

Byrne Software Technologies, Inc.

FIRM

13091 Skyringle Ridge

ADDRESS Suite 300, Chesterfield, MO 63017

SIGNED BY Robert E. Cook

TITLE OR AGENCY

7/1/2020

DATE

E-MAIL ADDRESS

rec@byrnesoftware.com

TELEPHONE NO./FAX NO.

770-630-7075

NOTARY PUBLIC, NOTARY SEAL

STATE OF MISSOURI

ST. LOUIS COUNTY

COMMISSION # 16937977

MY COMMISSION EXPIRES 11/2024
NON-COLLUSION
AFFIDAVIT FOR INDIVIDUAL PROONENT

STATE OF CALIFORNIA, ss.
County of _____________________________________________

(insert)

being first duly sworn, deposes and says: That on behalf of any person
not named herein; that said Proponent has not colluded, conspired, connived or agreed, directly or indirectly with, or induced or solicited any other bid or person, firm or corporation to put in a sham bid, or that such other person, firm or corporation shall or should refrain from bidding; and has not in any manner sought by
collusion to secure to themselves any advantage over or against the City, or any person interested in said improvement, or over any other Proponent.

William Byrne
(Signature Individual Proponent)

Subscribed and sworn to (or affirmed) before me on this ______ day of ____________, 20___

by ____________________________________________, proved to me on the basis of satisfactory evidence to be the person(s) who appeared before me.

Seal

Signature

AFFIDAVIT FOR CORPORATION PROONENT

STATE OF CALIFORNIA, ss.
County of _____________________________________________

(insert)

William J. Byrne
(Chief Operations Officer of Byrne Software Technologies)

being first duly sworn, deposes and says: That they are the Chief Operations Officer of a corporation,
which corporation is the party making the foregoing bid, that such bid is genuine and not sham or collusive, or made in the interest or behalf of any person not
named herein; that said Proponent has not colluded, conspired, connived or agreed, directly or indirectly with, or induced or solicited any other bid or person, firm or corporation to put in a sham bid, or that such other person, firm or corporation shall or should refrain from bidding; and has not in any manner sought by
collusion to secure to themselves any advantage over or against the City, or any person interested in said improvement, or over any other Proponent.

William Byrne
(Signature Corporation Proponent)

Subscribed and sworn to (or affirmed) before me on this ______ day of ____________, 20___

by William J. Byrne, proved to me on the basis of satisfactory evidence to be the person(s) who appeared before me.

Seal

Signature

No. 3 AFFIDAVIT FOR FIRM, ASSOCIATION, OR CO-PARTNERSHIP

STATE OF CALIFORNIA, ss.
County of _____________________________________________

(insert)

each being first duly sworn, deposes and say: That they are a member of the firm, association or co-partnership,
designated as ____________________________________________, who is the party making the foregoing bid; that the other partner, or partners, are

in the interest or behalf of any person not named herein; that said Proponent has not colluded, conspired, connived or agreed, directly or indirectly with, or
induced or solicited any other bid or person, firm or corporation shall or should refrain from proposing; and has not in any manner sought by collusion to secure
to themselves any advantage over or against the City, or any person interested in said improvement, or over any other Proponent.

(Signature)

(Signature)

Subscribed and sworn to (or affirmed) before me on this ______ day of ____________, 20___

by ____________________________________________, proved to me on the basis of satisfactory evidence to be the person(s) who appeared before me.

Seal

Signature
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SECTION A: COVER LETTER

July 9, 2020

City Clerk
City of Stockton
425 North El Dorado Street
Stockton, CA 95202-1997

Re: REQUEST FOR PROPOSAL – TO PROVIDE ACCELA PERMIT SOFTWARE TECHNICAL SUPPORT AND ENHANCEMENT

Dear Members of the City Evaluation Panel:

These are challenging times and we want to help the City of Stockton navigate through successfully by optimizing your technology investment, the Accela Civic Platform.

Byrne Software Technologies, Inc. will work closely with the City’s Community Development Department (CDD) to coordinate strategic direction while implementing specific efficiencies. Our enclosed proposal details how Byrne is the preferred Accela Partner for providing all Accela Software Services. Our involvement will better help the City further engage with its citizens and satisfy the needs that are most important to City stakeholders.

Founded in 1985, Byrne Software Technologies is a privately held IT Consulting and Professional Services firm and a State Certified Woman Business Enterprise (WBE) located in Chesterfield (St. Louis County), MO. We have been a certified Accela Business Plus Partner for seven years and have seen tremendous growth in this practice area. Before our partnership with Accela, we developed our own permitting system that was developed for the Missouri Sewer District.

When governments and technology work together, great things happen. We are confident that we offer the best solution to optimize your Accela experience and invest in your success. The following response outlines our approach to meeting your project goals.

I am authorized to bind the company contractually. For any questions regarding this response or subsequent phases, please contact Brian McAllister, Associate Vice President, at (636)-534-6138 or bdm@byrnesoftware.com.

Thank you for your consideration,

Bob Cook
Chief Business Officer
SECTION B: MINIMUM EXPERIENCE QUALIFICATIONS SUMMARY

ABOUT BYRNE SOFTWARE
Founded in 1985, Byrne Software Technologies, Inc. is a privately held IT Consulting and Professional Services firm and a Missouri State Certified Woman Business Enterprise (WBE) located in Chesterfield (St. Louis County), MO.

Our clients span from coast to coast with projects ranging from application development to software services utilizing a variety of technologies.

We specialize in business and technology enabled solutions recognized for providing sustainable value for our customers and stakeholders. We have been a Certified Accela Value Added Reseller and Business Plus Service Partner (Accela’s Top Tier) for seven years. In addition, our technical staff has a combined 50+ years of Accela permitting and inspection configuration experience.

We can do everything Accela employees can do; except change the Accela source code. Our Accela Bronze Certified Implementation specialists can help you in all aspects of an implementation.

With over 34 years of software implementation experience, Byrne Software can meet the requirements outlined in this RFP as well provide additional services to complement your
current programs for additional value. Our skills, resources, location, size, and scalability sets us apart from other technical firms to be the best candidate for this engagement.

LOCATION: We are located in the Midwest, thus allowing us to offer extremely competitive rates.

SIZE & SCALABILITY: We are one of the largest Accela partners with 95 full time employees with diverse skills sets that can be used for almost any project. A team of 19 employees are currently focused on our Accela practice area.

ACCELA STAFF: Five of our Accela practice resources were previously employed by Accela.

TECHNICAL CERTIFICATIONS: Accela Bronze, Accela Scripting 3.0, Project Management Professional Certification (PMP), and Certified ScrumMaster (CSM).

INNOVATIVE SOLUTIONS – Byrne has a reputation of thinking outside of the box and bringing fresh innovative Accela solutions to customers.

Some of the Innovations include: The Contractors State License Board (CSLB) Connector Solution, Utilizing the Land Management Module as your IT Support Module, and the Retired Parcel Solution.

ACCELERATE AWARD WINNING PRESENTATIONS - Winner of Accelerate’s Civic Hero: Growing Businesses and Best Presentation.

We have been involved in approximately 60 Accela related projects similar to the requirements outlined in this RFP.

We are confident that we can fully satisfy the requirements described in the RFP.
• On-call support for miscellaneous tasks including but not limited to fee updates, scripting updates, workflow updating, and report writing.

• System Tune-Up & Project Implementation
  • Analysis and potential update of workflows for up to 20 record types
  • Analyze and update intake form configuration for 21 permit types
  • Phase 2 of CDD’s online permitting implementation affecting eight (8) permit record types. Tasks include workflow evaluation and updates, scripting updates, Accela Citizen Access form configuration
  • Configure capability for Inspector routing functionality
  • Conversion and import of a Microsoft Access Database into Accela
  • Creation of up to ten (10) new record types
  • Creation of up to ten (10) Crystal Reports which will include executive dashboards showing key performance indicators (TBD).
  • If capable, include the creation of up to three (3) dashboard reports on Tableau software, which will need to be connected to Accela.
  • Overhaul fee configuration to match current City Fee Schedule and utilize current Accela best practices related to scripting
SECTION C: MANAGEMENT/METHOD OF OPERATION

Byrne knows the importance of customer service and support. In fact, a few of our consultants pitched in recently at Accela Headquarters to assist in their Support Triage effort to reduce the backlog of issues.

Project success depends on effective communication and is important in every project. Improving communication maximizes success and minimizes risk. As a best practice, Byrne sets-up a SharePoint site for each customer for submitting and/or tracking work requests.

Byrne will assign the City of Stockton a Project Manager and Account Manager. These two people may be contacted by the City at any time, yet availability after normal business hours is not guaranteed.

Byrne currently staffs a Help Desk for eight companies. Our call Center hours are typically 8am – 5pm CST, M – F; however customer specific SLA's are developed and executed.
SAMPLE Service Desk Availability SLA

| Definition | Service Desk Availability refers to the required time frames during which certain Services provided by the Tier II Support Service must be available to End-Users. |

<table>
<thead>
<tr>
<th>Service Desk Availability</th>
<th>Service Measure</th>
<th>Performance Target</th>
<th>SLA Performance %</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tier II End-User Support</td>
<td>Schedule</td>
<td>(Monday–Friday, 7:00 a.m. – 7:00 p.m. CST/ Saturday 7:00am – 1:00PM CST) Except for Federally recognized holidays.</td>
<td>99.95%</td>
</tr>
</tbody>
</table>

**Formula**

Availability (%) = 100% − Unavailability (%)

Where Unavailability is defined as:

(Σ Outage Duration × 100%) ÷ (Schedule Time − Planned Outage)

<table>
<thead>
<tr>
<th>Measurement Interval</th>
<th>Measure Daily</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reporting Period</td>
<td>Report Monthly</td>
</tr>
<tr>
<td>Measurement Tool/Source Data</td>
<td>ServiceNow or Phone System</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Priority 1 (High)</th>
<th>Priority 2 (Medium)</th>
<th>Priority 3 (Low)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business and financial exposure</td>
<td>The application failure creates a serious business and financial exposure.</td>
<td>The application failure creates minimal business and financial exposure.</td>
</tr>
<tr>
<td>Work Outage</td>
<td>The application failure causes the client to be unable to work or perform some significant portion of their job.</td>
<td>The application failure causes the client to be unable to perform some small portion of their job, but they are still able to complete most other tasks. May also include questions</td>
</tr>
<tr>
<td>Priority 1 (High)</td>
<td>Priority 2 (Medium)</td>
<td>Priority 3 (Low)</td>
</tr>
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<td>------------------</td>
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<td>------------------</td>
</tr>
<tr>
<td></td>
<td>and requests for information.</td>
<td></td>
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</tbody>
</table>
SECTION D: REFERENCES
Please see the three (3) references below:

<table>
<thead>
<tr>
<th>Agency:</th>
<th>City of Fresno, California</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contact Name:</td>
<td>Bryce Hubbell</td>
</tr>
<tr>
<td>Contact Email:</td>
<td><a href="mailto:Bryce.Hubbell@fresno.gov">Bryce.Hubbell@fresno.gov</a></td>
</tr>
<tr>
<td>Contact Phone Number:</td>
<td>559-621-7181</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Agency:</th>
<th>Hillsborough County, Florida</th>
</tr>
</thead>
<tbody>
<tr>
<td>Project Description:</td>
<td>Ongoing Maintenance and Support Agreement. County lead Accela project work currently has our team focused on scripting.</td>
</tr>
<tr>
<td>Contact Name:</td>
<td>Melissa Chiong</td>
</tr>
<tr>
<td>Contact Email:</td>
<td><a href="mailto:ChiongM@HCFLGov.net">ChiongM@HCFLGov.net</a></td>
</tr>
<tr>
<td>Contact Phone Number:</td>
<td>813-274-6934</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Agency:</th>
<th>City of Lincoln, Nebraska</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contact Name:</td>
<td>Lana T. Tolbert</td>
</tr>
<tr>
<td>Contact Email:</td>
<td><a href="mailto:Itolbert@lincoln.ne.gov">Itolbert@lincoln.ne.gov</a></td>
</tr>
<tr>
<td>Contact Phone Number:</td>
<td>402-441-6456</td>
</tr>
</tbody>
</table>
SECTION E: FINANCIAL STATEMENT
This year Byrne Software will be celebrating its 35th year in business. Byrne is a private company that has continued to be financially sound throughout its existence and plans to be well into the future. A meeting can be scheduled with ownership and Chief Financial Officer to answer any financial related questions or concerns.
SECTION F: CORPORATE STRUCTURE/ORGANIZATION

Please see below the Byrne Management Team. We have a Certified Partner Accela practice of 19 people with approximately 60 Accela projects under our belts over the last seven years. We have never failed to deliver a project, nor have we ever been litigated against. Five of our staff are former Accela employees. In addition, Byrne has developed approximately 20 mobile applications; had twelve people working full-time at customer sites as staff augmentation (now they are working remotely), provides premium Help Desk support; and had people working full-time to augment Accela’s CRC (Help Desk). Other than changing Accela’s source code, there is nothing Accela-related that we cannot do. Byrne will assign a Project Manager and an Account Manager to the City.

Our team has 19 qualified employees that could be involved in this effort. Depending on the work requested, the skills required for implementation will be matched with the appropriate employees.
<table>
<thead>
<tr>
<th>TEAM MEMBER</th>
<th>RESPONSIBILITIES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business Analyst</td>
<td>The Business Analyst will work with all team members. Primary goals are to ensure efficiency, consistency and quality in delivery of Accela implementations.</td>
</tr>
<tr>
<td>Project Manager</td>
<td>The Project Manager will work closely with the City’s Project Manager to manage, track, facilitate and plan for all project activities. The Project Manager works with all team members and other stakeholders to ensure the timely delivery of a quality product. Responsibilities include but not limited to: Develop and maintain project plan Resource Management and tracking Establish priorities Provide expertise in requirements development and communication strategy Identify and mitigate issues and risk Provide direction, organize and run team meetings</td>
</tr>
<tr>
<td>Senior Application Developer</td>
<td>The Senior Application Developer will lead in the System Configuration analysis sessions. Responsible for the Implementation and Technical Consultants, working directly with client Subject Matter Experts (SMEs) and technical personnel throughout all aspects of the implementation Manages and assists in Business Analysis activities Manages and assists in Configuration activities Manages and assists in Technical Configuration activities</td>
</tr>
<tr>
<td>Application\Mobile Developer</td>
<td>Assists with the development of the project related to the design, code and testing of the project.</td>
</tr>
<tr>
<td>Technical Analyst</td>
<td>Technical team will participate in the System Configuration analysis sessions and will have primary responsibility for the configuration design of Accela. Responsible for the Implementation and Technical Consultants, working directly with client Subject Matter Experts (SMEs) and technical personnel throughout all aspects of our implementation Manages and assists in Business Analysis activities Manages and assists in Configuration activities Manages and assists in Technical Configuration activities</td>
</tr>
<tr>
<td>Data Conversion Specialist</td>
<td>Provide expertise in the area of data conversions including data mapping, configuration of conversion programs and, and database training. Provide qualified Technical Consultants with expertise in Accela's Data Conversion process and tools. Work with Technical resources to define the scope of the data and develop a comprehensive strategy for data conversion. Assess the quality of data to be converted into Accela (if needed) and develop an acceptable data cleanup strategy.</td>
</tr>
<tr>
<td>TEAM MEMBER</td>
<td>RESPONSIBILITIES</td>
</tr>
<tr>
<td>---------------------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td></td>
<td>Work with Technical resources to define the scope of data conversion testing and develop a comprehensive testing strategy.</td>
</tr>
<tr>
<td></td>
<td>Develop and execute the data conversion program.</td>
</tr>
<tr>
<td>Interface Specialist</td>
<td>Provide expertise in the area of interfaces, including:</td>
</tr>
<tr>
<td></td>
<td>Lead the analysis and requirements gathering sessions</td>
</tr>
<tr>
<td></td>
<td>Develop the interface specification document</td>
</tr>
<tr>
<td></td>
<td>Develop interface or adapter</td>
</tr>
<tr>
<td></td>
<td>Demonstrate operating interface</td>
</tr>
<tr>
<td>Web Designer</td>
<td>Consults with all team members regarding the design, technical and user roles of the web site, content and implementation.</td>
</tr>
<tr>
<td>Training Specialist</td>
<td>Training will be provided by qualified project personnel based on the needs of the city and project requirements.</td>
</tr>
<tr>
<td>Report Developer</td>
<td>Provide expertise in the area of reporting, including development of report specification documents and report development.</td>
</tr>
</tbody>
</table>

Please see the Appendix for sample resumes for Key Accela Personnel
SECTION G: PROPOSAL FEE (UNDER SEPARATE COVER)
Please see the separate file for Proposal Fee details
SECTION H: ADDITIONAL DATA
Here is what our clients are saying about us:

"Byrne did a phenomenal job helping the City of Fresno implement the Accela Civic Platform. It was a huge undertaking and Byrne helped us navigate the process from beginning to end and continues to assist us with system enhancements. We will continue to work with Byrne Software for our system enhancement needs because we know we can rely on them for their technical expertise and excellent customer service."

Bonique Emerson, MAUP, AICP, Planning Manager
Development and Resource Management Department
City of Fresno, California

"Byrne was instrumental in identifying and resolving a problem with our live hosted system that vexed the Accela support staff for many weeks. In a day, Byrne identified the issue and tested a fix that was fielded and resolved the issue. Once again, we are using Byrne again for some of our enhancements and post go-live follow up integration work."

Bob Russell
Deputy Director,
Planning and Building Department,
Humboldt County, CA
(707) 268-3701
WHY BYRNE?

- We have never failed to deliver on a project
- We have never been litigated against (amazing for 34 years in business)
- We bring fresh innovative Accela solutions to our customers