

**Proposal for  
The City of Freeport,  
Illinois**



*Community Development and Public Works Software*

**Table of Contents**  
**iWorQ Pricing Proposal**

*Executive Summary*. . . . . 3

*Sole-Source Contract*. . . . . 4

*Project Initiation & Management* . . . . .5

*Implementation Phases*. . . . . 8

*Pricing Information*. . . . . 10

*Services & Support* . . . . . 12

*Guidelines & Signature Page* . . . . . 14

## Executive Summary

Thank you for your interest in iWorQ Systems, we have been providing government software solutions since 2001 and serve more than 1,000 customers throughout the United States and Canada, which demonstrates long-term viability and commitment to our customer base. iWorQ Systems leads the industry in delivering hosted web-based solutions and was the first vendor in this market to provide a fully web-based solution for local governments.

Since governments normally have limited capital budgets, we lease our applications so that our clients are not confronted with large initial capital investments and our annual support and maintenance fees do not increase year to year. We have found that this model allows city and county governments to plan for growth in a cost-conscious way and enables us to provide best in class products and continuing services to our clients.

To access iWorQ all you need is an internet connection and your choice of device including desktops, laptops, smartphones (iPhone, Android) and tablet devices (iPad, Galaxy, etc.) The system's graphical user interface, including all screens and dashboards, is natively touch screen enabled allowing your staff the flexibility to determine which device to utilize inside the office or in the field.

We will follow up with you to review any questions you may have about this proposal and the next steps in your procurement process.

*Best Regards,*

A handwritten signature in black ink that reads "Adam Laing". The signature is written in a cursive, flowing style.

Adam Laing  
VP of Business Development

## **Sole-Source Contract**

iWorQ software is a uniquely designed platform that enables our customers the ability to easily configure and add data (numeric, lookup, text, and date fields) on the fly, which requires zero technical understanding or background to perform. In addition to being able to add new fields, iWorQ's integrated report builder automatically makes available all newly created fields for immediate tracking and reporting without any coding or SQL scripting allowing you to create ad-hoc or saved reports. The ease of steps and manner in which iWorQ enables its customers to manage this process without knowing any proprietary programming or database languages is unlike any other platform in this market and therefore, iWorQ can provide its solutions and services through a sole-source contract. In addition, iWorQ is the only vendor/supplier/distributor/provider of our unique software platform.

## **Application Description**

iWorQ software solutions and professional services together provide a seamless fit for Freeport's Inspection and Work Order software project. Having implemented over 1,000 customer agencies and configuring a unique fit for each one provides our team the experience and background required to ensure a successful implementation for your city.

iWorQ's browser-based software is an off-the-shelf system which requires no custom modifications to the code, only configuration of the application which requires no coding. As it is already utilized by hundreds of offices of all different sizes, we can scale and configure as much as needed for each implementation in order to meet your project goals. The system will provide Freeport workers' access in the field and in the office, assuring your staff will be efficient and have all the data necessary to run a paperless system. iWorQ's hosted solution provides a smooth transition from your system, because much of the complexity of setting up the server hardware and networking environment is not required, which helps save time, money, and resources for Freeport.

Since iWorQ's applications are configurable, we are able to provide a familiar and intuitive system that easy to use and understand. For example, when a user logs in, their screen contains only the fields on their dashboard that are pertinent to them, which makes the training process resonate with each of the end users. iWorQ implementers will consult with each department during the set-up process to configure the applications in order to meet the unique needs of each of your departments.

## Project Initiation and Management

Throughout the history of our company, iWorQ's success with adding and maintaining customers can be accredited to our carefully structured methodology and approach with each implementation. Our phased project methodology allows regular checkpoints and frequent opportunities to ensure that both iWorQ's and Freeport's team members are in sync. During the planning phase, our project teams meet to analyze how each department at Freeport operates today, and how you would like your new system to work going forward. Based on our discussions, we create a project plan, agree on major milestones, and set a project schedule. The project plan will also address communications, managing risk and change management.

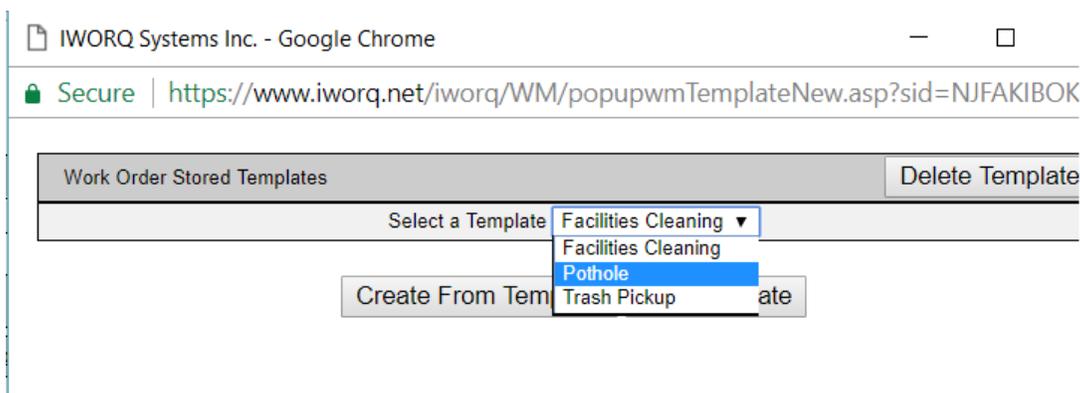
Throughout the project, iWorQ and Freeport project managers hold regular status meetings in which both teams report on progress, tasks, and timelines, as agreed upon during the planning phase and outlined in the project plan. The iWorQ project manager acts as your main point of contact during the project and works with your staff to ensure that adequate communication takes place, guaranteeing that the project moves along smoothly.

iWorQ has standard documentation to record decisions made during the project. These documents list tasks, person responsibilities, decisions made, etc. We provide you with copies of all our documentation for your project. We also work with you to meet any reporting and documentation requirements.

## Developing Specific Deliverables for Your Project

The iWorQ team works with Freeport's subject matter experts (that you assign) during the initiating and planning phases to determine what deliverables to build for your solution (e.g., reports, documents, templates, and dashboards etc.). After we create a deliverable, we test it to ensure it meets your specifications and then pass it to your project team for user acceptance.

**Figure 1.1**



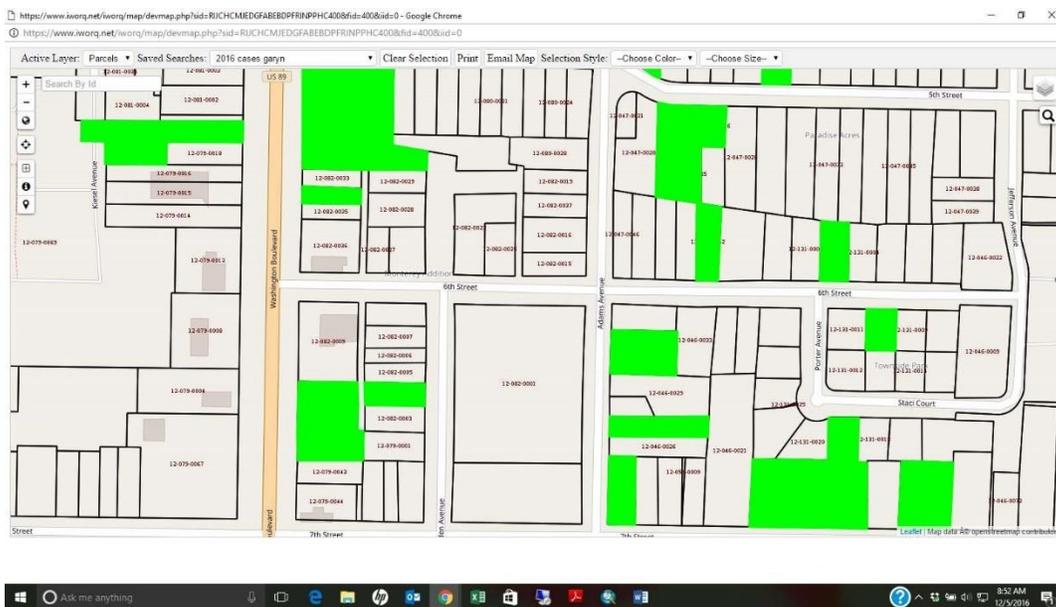
*The above screen shows how easy it is to automate a work order or inspection template.*

**Figure 1.2**

Assigned Employees <span>?</span>					<span>?</span> Update Employees
	Employee	Hours	Multiplier	Rate	Total
✘	Mike Smith	0	1	25.00	\$0.00
✘	Scott Jardine	0	1	15.00	\$0.00
					Cost: \$0.00
Assigned Equipment <span>?</span>					<span>?</span> Update Equipment
	Equipment	Amount	Units	Rate	Total
✘	Front Loader	0	Hours	25	\$0.00
					Cost: \$0.00
Assigned Material <span>?</span>					<span>?</span> Update Material
	Material	Amount	Units	Rate	Total
✘	Asphalt	0	TON	66	\$0.00
					Cost: \$0.00
					Total Cost: \$0.00

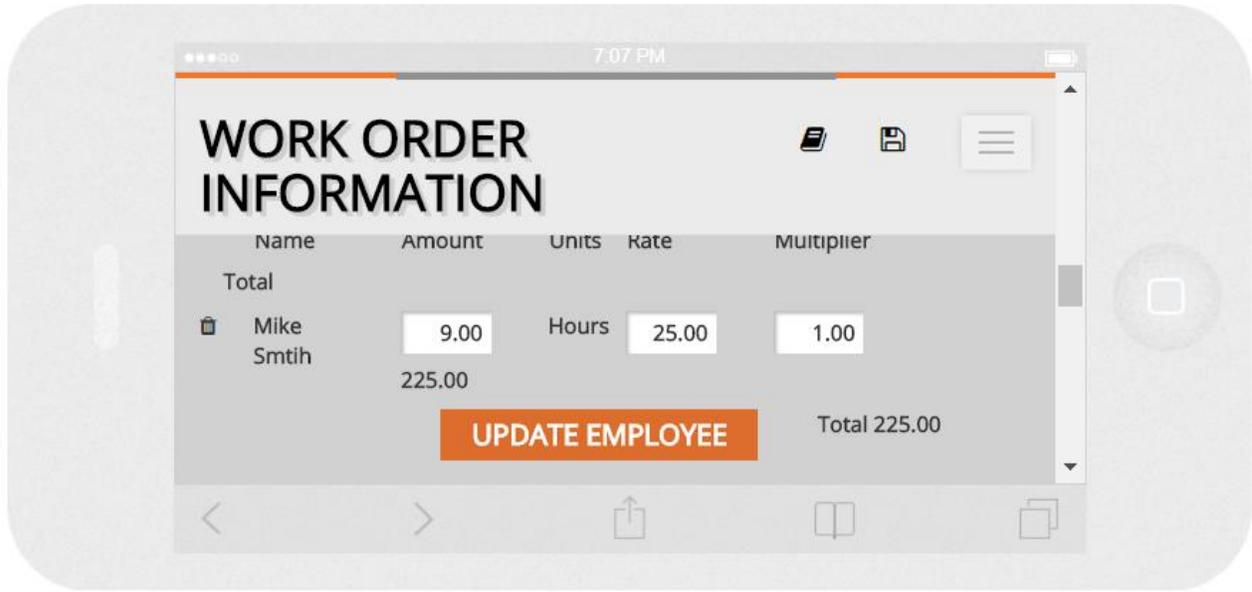
The above Screen shows the result of selecting a work order template, which can be tied to an asset and automatically provide specified equipment, procedures, material, and employee information making it easy and quick to create standard work orders with just a few clicks of the mouse.

**Figure 1.3**



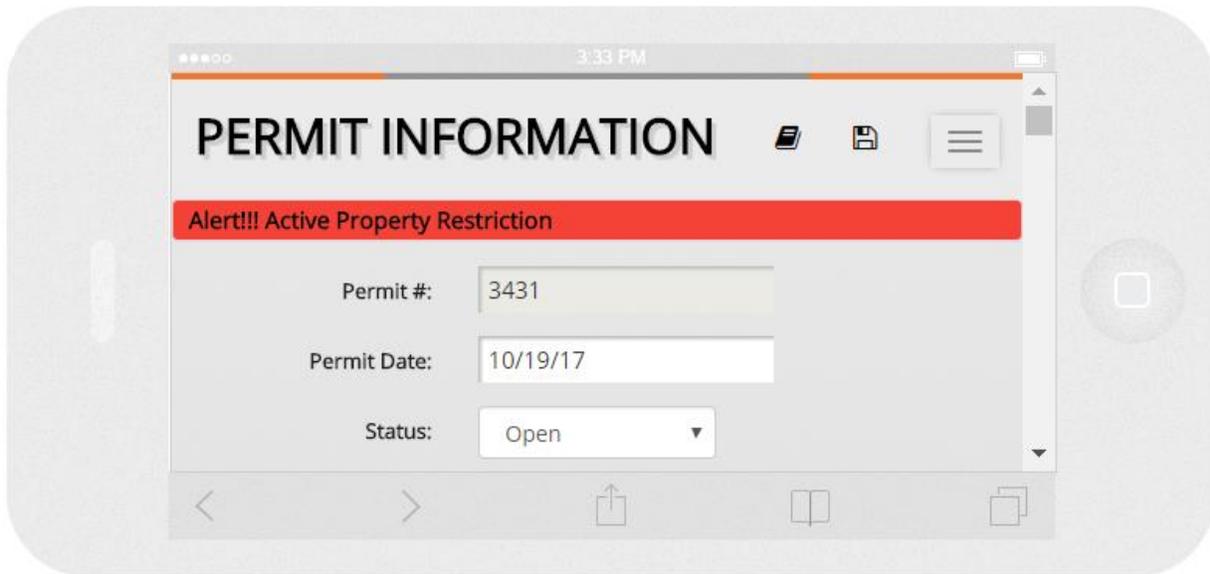
Map above shows Responsive interface- Showing the parcel layer with highlighted parcels representing specific properties where inspections, permits, and or code cases have been created. The user can select, display, and edit data for permits and code cases directly from the map.

**Figure 1.4**



*The screenshot shows iWorQ's Mobile HTML 5 Interface making access in the field easy to update job costing including employee time, inventory, equipment, and materials.*

**Figure 1.5**



*The screenshot shows iWorQ's Mobile HTML 5 Interface making access in the field easy to use for managing permit details or inspections.*

## **Implementation Phases**

Your project is configured through a four-phased approach that includes Initiation, Planning, Executing, and Closing phases. Throughout these phases, iWorQ bears the bulk of the project risk. We provide as much training and services as you need to be successful throughout the project.

This section discusses:

- Initiation Phase
- Planning Phase
- Executing Phase
- Closing Phase

### **Initiation Phase**

During this phase, we install your software in our secure, hosted (SaaS) data center utilizing Amazon Web Services (AWS). During this phase, you should select Freeport staff to assist with the project during this phase (referred to as the Freeport project team). We ask you to complete initial worksheets that allow us to import data into iWorQ dropdown fields. These worksheets are system-agnostic, and do not require that you understand iWorQ data structures to complete this phase.

### **Planning Phase**

During the Planning phase, the iWorQ project team works with selected individuals from Freeport to define how processes within the Freeport work today and how you would like your new system to operate going forward. As part of this, your team should analyze the reports and documents you currently have to determine which ones you need to have in iWorQ. Based on our discussions, we create a project plan that includes project timelines, goals, priorities, and responsibilities. Our project team will work with you to set a clear project plan with detailed requirements. Both project teams follow this plan during the executing phase.

### **Executing Phase**

During the Executing phase, we train your project team and together configure the solution. Concurrent with your system configuration, our data integration team will work with you to build your data interfaces and migrate the data. After our teams complete these tasks, we train your trainers.

Your success is our highest priority. While each of our training phases has a specific plan, we provide additional or repeat trainings at no additional cost if necessary for a successful implementation. As a

customer, we will provide additional training anytime it is desired for no additional cost. The time completion of project phases is often dependent upon Freeport's go-live goals and staff availability.

## **Go Live**

After the configuration, data migration, and data interfaces are complete, iWorQ will train each of your trainers, who then teach your end-users how to best use iWorQ.

During our training, attendees learn by doing actual data entry. They should come to the training with any materials they regularly use to enter cases (e.g., a stack of file folders that need to be entered). Instructors will typically provide the training online, but we can provide onsite training if desired. Attendees learn by entering information into iWorQ themselves. Instructors provide personal assistance to attendees, answer specific questions, and personalize teaching styles to meet the needs of individual attendees.

Before your office goes live on iWorQ, we will have you sign off on the system configurations and functionality.

## **Closing Phase**

During the closing phase, your iWorQ project team continues to work with you to answer any questions and resolve any configuration questions. We hold a project closure meeting to ensure a smooth transition from our project team to our iWorQ customer support team, who will support you going forward and as long as you are a customer.

## **Training**

Your administrator and other individuals you designate receive several different types of training that cover iWorQ's key functionalities.

Our training involves guiding staff to use iWorQ to complete actual work tasks. Instructors provide personal assistance to attendees, answer specific questions, model examples and exercises, and personalize teaching styles to individual attendees. This informal style helps your staff relax and feel comfortable asking and responding to questions.

These trainings are described in further detail below:

**Administrator Training:** Administrator training teaches your iWorQ administrator(s) how to manage iWorQ going forward. This training covers items such as setting up code tables (options in drop-down lists); security rules; and iWorQ tools and utilities.

**Configuration:** During the configuration phase, your administrators and project team make many decisions about configuring iWorQ to make your office its most efficient. During Configuration Training, iWorQ’s project team helps trainees understand approaches, methodologies, and best practices for making these decisions and recognizing the ramifications of the decisions they make. After go live, we offer a variety of continued training options, including webinars or online screen share and we offer an annual, national users’ conference to learn new and advanced skills.

## Pricing and Service Agreement

### 1. QUOTE

Freeport- hereafter known as “Customer”, enters into the following Service Agreement with iWorQ Systems, “iWorQ”, headquartered in Logan, UT. Customer will pay an annual fee for the services and a one-time setup fee detailed below: Population: 25,638

<b>Freeport</b>	<b>Quote creation: 02/01/2018</b>
<b>314 W. Stephenson St. Freeport, IL 61032</b>	<b>Prepared by: Adam Laing</b>

<b><u>Public Works Applications and Services</u></b>	<b><u>Package Price</u></b>	<b><u>Billing</u></b>
<b>Public Works Package</b> Package includes: *Work Management *Sign Management *Pavement Management -Available on any computer, tablet, or mobile device using Chrome browser -Track and manage work by location using OpenStreetMap -Work order scheduling and templates -Track inventory, parts, material -Sign Management with OpenStreetMap -Pavement Management with OpenStreetMap	<b>\$6,500</b>	Annual
<b>Facilities Management</b> - Available on any computer, tablet, mobile device using Chrome Browser - Manage facilities and track work orders, employee costs, and maintenance schedules. - Track and manage maintenance history with facility assets and sub-assets	<b>\$3,250</b>	Annual
<b>Tree Management</b> - Available on any computer, tablet, mobile device using Chrome Browser - Manage facilities and track work orders, employee costs, and maintenance schedules.	<del>\$3,250</del> Included	Annual

- Track and manage maintenance history with facility assets and sub-assets		
<b>Citizen Engagement with Mobile App</b> - Mobile apps for Website, Android and iOS - Available on any computer, tablet or mobile device using Chrome browser - Configurable fields for simple data entry - Citizen account creation and request tracking - Upload images and PDF files - Track request location with X,Y coordinates - Includes 3 webforms - Includes Premium Data Package for data storage and upload (25 Mb upload and 100 GB total file storage)	<b>\$2,000</b>	Annual
<b>Community Development Package</b> - Available on any computer, tablet, or mobile device using Chrome browser - Code enforcement with OpenStreetMap - Permit Management with OpenStreetMap - Quarterly parcel upload - Contractor portal - Up to 25 custom forms/permits/letters	<b>\$6,500</b>	Annual
<b>iTransact Card Processing</b> – setup merchant account and gateway, so card payments can be received/recorded in iWorQ. Includes public portal and up to 5 customized forms/links on customer website for citizens and contractors to submit permit requests, license requests, and make payments.	<b>\$1000</b>	Annual
<b>ANNUAL TOTAL</b>	<b>\$19,250</b>	

Setup and data conversion	\$13,000	Once
<b>Grand total due</b>	<b>\$32,250</b>	

**1.1. Notes**

- 1- Invoices for amount due will be sent out 2 weeks after signature. Terms of the invoicing is Net 30 days.
- 2- This quote is provided at the customer’s request and is good through February 28<sup>th</sup>, 2018.
- 3- This quote cannot be disclosed or used to compete with other companies.

**2. ADDITIONAL SERVICES**

iWorQ provides additional applications and services that can be purchased as part of the Public Works solution. These can be added to the customer’s annual cost, upon request. The services listed below may already be included in the quote in Section 1.

<b>Additional Asset Managers</b> (Water, Sewer, etc.) each	\$2,250	Annual
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iWorQ Stormwater Management – Manage a MS4 system with work order tracking, maintenance history, and stormwater asset tracking.	Price based on Population	Annual
Onsite Backup – iWorQ will send a *.BAK on a scheduled basis to an FTP server maintained by the customer.	\$500	Annual
Additional letters/forms/permits	\$100 each	Annual
<b>iWorQ Fleet Management</b> – Manage fleets effectively with work-order tracking, vehicle maintenance schedules, and custom fuel upload	Price Based on Population	Annual
<b>Additional Permit Management Applications</b> (Rentals, Health, etc.)	Price Based on Population	Annual
<b>Licensing</b> – track business, animal, liquor, rental, and other license types. Includes customized automated reminder letters and online renewal.	Price Based on Population	Annual
<b>Interactive Voice Response (IVR)</b> – used by contractors to schedule inspections via telephone.	\$1000	Annual
<b>Monthly Parcel Update</b> – iWorQ will import an electronic file on a scheduled basis from a file stored on an FTP server maintained by the Customer.	\$500	Annual
<b>Premium Data Package</b> – Each Additional 100 GB total storage	\$250	Annual

\*Any additional services include a one-time service fee of 2/3 the annual amount for one-time setup costs and training.

A project quote must be requested for any custom development outside of iWorQ existing features and functions. Project timelines, scope, and cost vary depending upon the request.

### 3. GUIDELINES

#### 3.1 Getting started

iWorQ will assign an account manager to your account to begin the setup and training process upon contract signature.

**Send the signed service agreement to iWorQ Systems:**

**Email: sales@iworq.com**

**Fax: 1 (866) 379-3243**

**Mailing address:**

**PO Box 3784**

**Logan, UT 84323**

**Physical address:**

**1125 W. 400. N. Suite 102**

**Logan, UT 84321**

#### 3.2 Billing information

iWorQ will invoice Customer on an annual basis. Customer reserves the right to cancel service at any time by providing iWorQ a 30-day written notice.

#### 3.3 Data conversion

As part of the project set up, iWorQ provides a data conversion service. This service consists of importing data, sent by the Customer, in an electronic (relational database) format. iWorQ provides

contact information and an upload site were the electronic data can be sent. Additional costs apply for data that does not meet the criteria listed above.

## **4. SERVICES and SUPPORT**

### **4.1 Data ownership**

All customer data remains the property of the customer. Customer can request data electronically or on disk, upon cancellation of Service Agreement.

### **4.2 FREE training**

iWorQ provides FREE training and support. iWorQ provides webinars, phone support, written manuals, web videos, documentation and help files. Training is available to any Customer with a login.

### **4.3 FREE updates**

All updates, bug fixes, and upgrades are FREE to the Customer. iWorQ is a web-based application. Customer only needs to login to get any updates to the applications.

### **4.4 FREE support**

Customer support and training are FREE and available from 6:00 A.M. to 5:00 p.m. Mountain Standard Time.

### **4.5 FREE data back up**

iWorQ does back-ups twice weekly and offsite once weekly.

### **4.6 Proprietary letters/forms**

Letters and forms, including permits, certificates, or other documents must be owned by the customer and have a clear copyright.

### **4.7 Data upload and storage limits**

Standard data plan includes uploads of up to 3 MB per file and 10 GB total storage. iWorQ offers a premium data plan available for an additional annual cost.

### **4.8 Software Terms and Limitations**

The iWorQ Software is the proprietary information and a trade secret of iWorQ, Systems Inc. and this agreement grants no title or rights of ownership with the software. The software is protected by United States copyright laws and international copyright treaties, as well as other intellectual property laws. Customer shall not permit any user or other party to, (a) copy or otherwise reproduce, reverse engineer or decompile all or any part of the iWorQ Software, (b) make alterations to or modify the Software. (c) grant sublicenses, leases or other rights, or (d) permit any party access to the Licensed Software for purposes of programming against it.

### **4.9 Choice of Law**

This Agreement shall be governed by the laws of the State of Illinois. The parties agree that in the event that any suit or proceeding is brought in connection with this Agreement, the CUSTOMER shall be entitled to recover reasonable attorneys' fees and costs, such suit or proceeding shall be brought in

the state courts of Stephenson County, Illinois, and the parties shall submit to the exclusive jurisdiction of such courts and waive any and all jurisdictional, venue and inconvenient forum objections to such courts.

## 5. CONTRACTOR REPRESENTATIONS AND WARRANTIES

CONTRACTOR represents and warrants that:

(c) The individual signing on its behalf is duly authorized by all necessary corporate action to execute this Agreement and to legally bind such party; and when executed and delivered by both parties, this Agreement will constitute the legal, valid and binding obligation of such party, enforceable against such party in accordance with its terms.

(d) It will perform the Services using personnel of required skill, experience and qualifications and in a professional and workmanlike manner in accordance with commercially reasonable industry standards for similar services and will devote adequate resources to meet its obligations under this Agreement;

(e) The work product, including all Services and deliverables, as delivered by CONTRACTOR and used in accordance with this Agreement: (i) will not infringe, misappropriate or otherwise violate any intellectual property rights or other rights of any third party; and (ii) will comply with all applicable laws;

(f) In performing the Services hereunder, CONTRACTOR will comply with all laws;

(d) If any non-conformity is discovered under this Agreement, CONTRACTOR shall promptly remedy such non-conformity.

## 5. SET-UP & BILLING INFORMATION

### 5.1 Implementation information

Primary Contact(s) \_\_\_\_\_

Phone \_\_\_\_\_ Cell \_\_\_\_\_ Email \_\_\_\_\_

### 5.2 Billing information

Billing Contact \_\_\_\_\_ Phone \_\_\_\_\_ Cell \_\_\_\_\_

Email \_\_\_\_\_ Prefer to receive invoice by email? Yes  No

Billing Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

PO# \_\_\_\_\_ (if required) Tax exempt ID# \_\_\_\_\_

## 6. SIGNATURES

### FREEPORT

Signature of this Agreement is based on the understanding and acknowledgement of the terms and conditions stated within this Service Agreement.

_____	_____	_____
(Phone)	(Mobile)	(Email)
_____	_____	_____
(Signature)	(Print Name & Title)	(Date)

### IWORQ SYSTEMS

Signature of this Agreement is based on the understanding and acknowledgement of the terms and conditions stated within this Service Agreement.

_____	_____	_____
(Phone)	(Mobile)	(Email)
_____	_____	_____
(Signature)	(Print Name & Title)	(Date)