INTERDEV
Managed IT | Security

City of Powder Springs, GA

Proposal for

GIS Services

May 10, 2018

THE CITY OF
Powder Springs

Citizen Problem Reporter App

MosaicGIS™ Cloud Server

Atlanta
2650 Holcomb Bridge Road
Suite 310
Alpharetta, GA 30022
770-643-4400

Chicago
2700 Patriot Boulevard
Suite 250
Glenview, IL 60026
847-503-0660

ArcGIS Online Specialty · esri Partner Network Silver · Microsoft GOLD CERTIFIED Partner · URISA

City of Powder Springs
GIS Consulting Services
Citizen Problem Reporter
MosaicGIS™

INTERDEV
Managed IT | Security

Pam Conner
City Manager
City of Powder Springs
4484 Marietta Street
Powder Springs, GA 30127

Dear Ms. Conner,

InterDev is excited to provide a proposal for the development and implementation of a 'Citizen Problem Reporter' App. This app will allow citizens to submit non-emergency problems in the community from a smartphone, tablet, or desktop computer. Designated City staff will be able to manage related activities while keeping citizens and other staff and management informed. The app will include a dashboard which will be configured to provide an informative and highly visual snapshot of the activities as they occur which will be especially useful as a quick and intuitive way for everyone to stay connected.

This project will further the City's ongoing Community Engagement initiative which we have proudly been a part of before. As you know, we developed your Open Data Portal and revamped your Interactive City Map last year with great success (1,836 visits collectively within the last 6 months).

We're also eager to resolve vulnerabilities that exist because your in-house Geographic Information System is stored and maintained solely on a user's computer and not in a stable, secure, and widely accessible server environment. So, we're proposing to migrate your GIS to our MosaicGIS™ Cloud Server which will not only resolve vulnerabilities, but will allow your GIS staff to have more flexible means to access the GIS (many users can connect from anywhere vs. only one user working on a single computer). It will also enable InterDev to do most of the work on potential future projects remotely and more efficiently.

We hope that you will consider this proposal and welcome the opportunity to discuss it with you further.

Sincerely,

Gary Nichols, CEO

City of Powder Springs
GIS Consulting Services
Citizen Problem Reporter
MosaicGIS™

INTERDEV
Managed IT | Security

Proposal – Citizen Problem Reporter

InterDev is proposing to develop and implement *Citizen Problem Reporter* on the City's ArcGIS Online which will include the following apps:
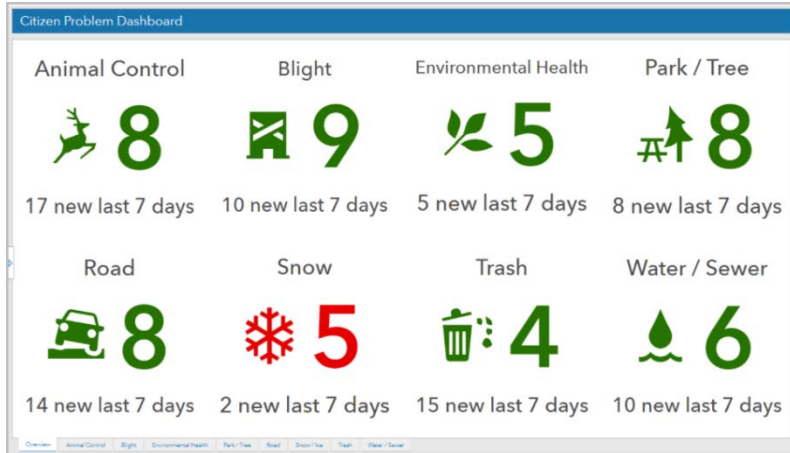
- Citizen Problem Reporter
- Citizen Problem Manager
- Citizen Problem Dashboard
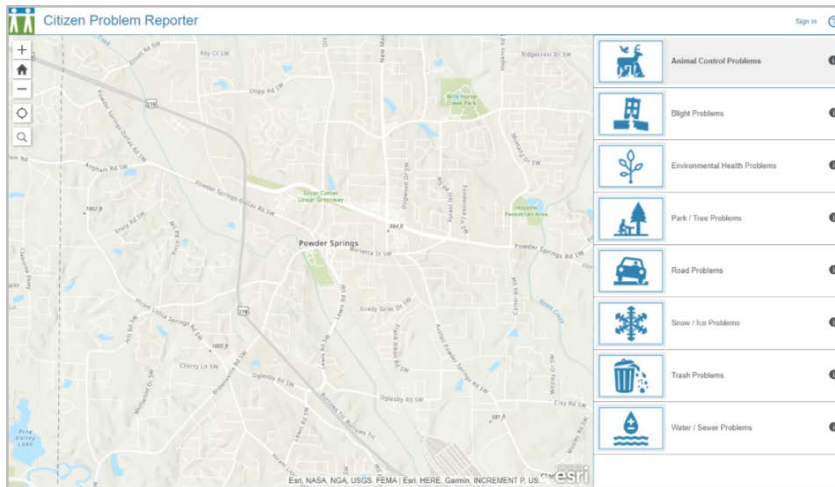
The ***Citizen Problem Reporter*** App will be configured to include a wide array of problems (as determined by the City) that citizens can report to City staff. For example, problems related to blight, trees, roads, snow and ice, trash, wellness of citizens, etc. will be reported from within this app via smartphones, tablets, or desktop computers.
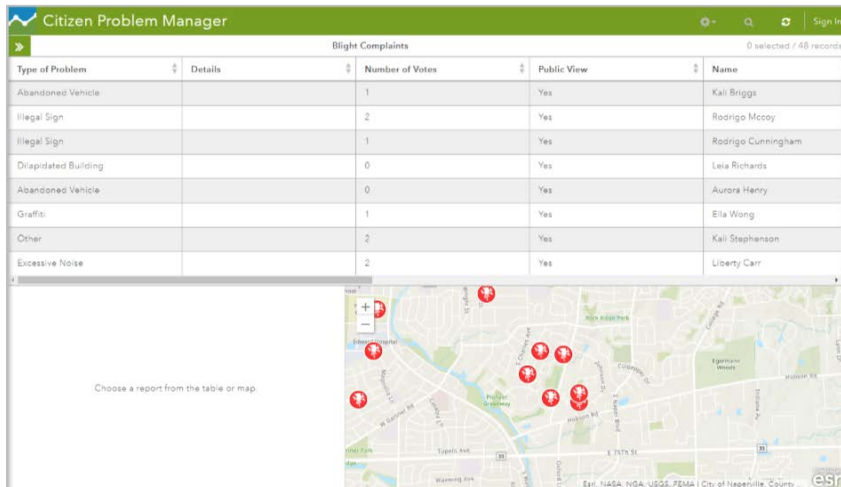
The ***Citizen Problem Manager*** App will allow staff to triage submitted problem reports, assign them to appropriate staff, and update the status (submitted, received, in progress, completed) of activities as they occur.

City of Powder Springs
GIS Consulting Services
Citizen Problem Reporter
MosaicGIS™

INTER DEV
Managed IT | Security

The *Citizen Problem Dashboard* App will not only allow viewers to see detailed information about each problem that is reported, but there will be charts, indicators, and other visual tools that provide a descriptive and informative overview of the types and locations of the problems that are being reported.

Collectively, these apps will ensure that the City is capable of engaging citizens and resolving problems that are reported in the community.

The following Phases are necessary for the development of the Citizen Reporter App:

1. Identify problem types and Configure Report App
2. Identify appropriate staff who will be responsible for managing reports and activities
3. Identify points of contact within relevant City departments who will be assigned the reports
4. Configure the Manager App
5. Configure the Dashboard App
6. Train staff (how to use it, maintain it, basic configuration changes)

InterDev is actively involved in supporting our client's need for public reporting capabilities, and work with them to utilize a variety of solutions and products that best fit their needs.

At City of Stonecrest, we're using Citizen Problem Reporter as an internal Code Enforcement tool with plans for a public reporting tool and dashboard. See our recent presentation, made to the Stonecrest City Council here **https://tinyurl.com/StonecrestCodeEnforcement**
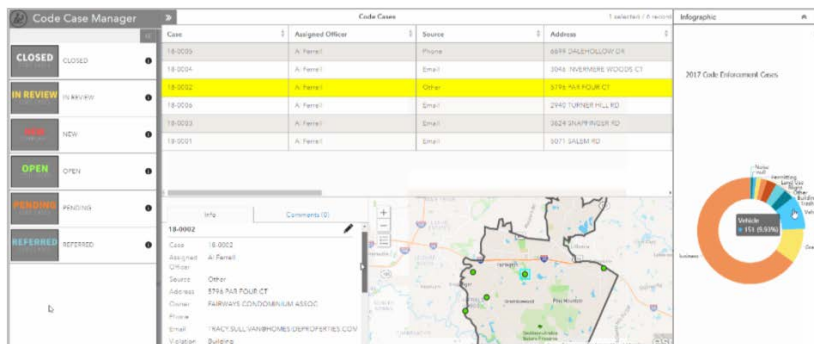

Figure – Representation of functionality available to Code Enforcement Staff at City of Stonecrest

City of Powder Springs
GIS Consulting Services
Citizen Problem Reporter
MosaicGIS™

INTERDEV
Managed IT | Security

MosaicGIS™: GIS Server in the Cloud

InterDev is proposing to migrate the City's in-house GIS onto our cloud platform, MosaicGIS™. The current makeup of the City's in-house GIS environment is 'local', meaning that the data and software exists solely on one user's computer, not in a server environment where it can be secured, backed up, and available to more than one user.

MosaicGIS™ is a solution that can serve as the foundation for the City's GIS and allow staff to have:
- Robust computing resources
- Software updates managed for them
- Secure and reliable storage for GIS data and software
- Ability to scale up in functionality as the City's GIS grows over time
- Ability to integrate with other systems
- Flexible access to the GIS (many users from many computers vs. one user on a single computer)

MosaicGIS™ would not only benefit staff, but allow InterDev to work with the City more efficiently on existing and potential future projects, saving time and expense for both the City and for InterDev.

Built on Esri

MosaicGIS was developed using the recommendations of Esri, a leading supplier of GIS software, and is powered by Esri's award-winning ArcGIS software platform.

Redundant Hosting on Azure

MosaicGIS is hosted on Microsoft's geo-redundant Azure cloud platform with daily backups. Azure was developed and is operated by Microsoft, a Gartner Cloud Leader.*

Agile and Powerful

Each GIS environment runs across multiple redundant role-specific servers.

Web Analytics Included

Extensive user and system metrics, including map views, visit and load time, shares and more, give management insight into activities—and desirable enhancements.

Support System Available

InterDev offers turnkey, expert management and technical support to save licensees the complexity and risk of training and managing on-site staff.

Redundant Firewall Security

To ensure security and protection for critical data, all connections are routed through InterDev's data center, secured by redundant and advanced threat protection firewalls.

City of Powder Springs
GIS Consulting Services
Citizen Problem Reporter
MosaicGIS™

INTERDEV
Managed IT | Security

InterDev's Qualifications

InterDev has been providing information technology (IT) support and security services to corporations, non-profit and educational organizations and public-sector entities for more than three decades. We have a highly skilled, eager and motivated team of GIS professionals who have achieved many successes for us over the past five years.

Recent Project Successes:

- 2017, City of Peachtree Corners, Georgia GIS Services Contract
- 2017, City of Stonecrest, Georgia GIS Services Contract
- 2017, City of Canton, Georgia GIS Services Contract
- 2017, City of Chamblee, Georgia GIS Services Contract
- 2011 & 2016, City of Sandy Springs, Georgia GIS Services Contract
- 2016, City of Decatur, Georgia GIS Services Contract
- 2016, City of Tucker, Georgia GIS Services Contract
- 2015, City of Dunwoody, Georgia GIS Services Contract
- 2013, City of Brookhaven, Georgia GIS Services Contract

Awards and Recognitions:

- 2018, Achieved *ArcGIS for Local Government Specialty* from Esri
- 2017, URISA's *Exemplary Systems in Government (ESIG,) Exemplary Systems Award,* Sandy Springs, Georgia
- 2017, Published in the Esri Map Book Volume 32
- 2016 & 2013 *GIS Day Best Map Award*, DeKalb County, Georgia
- 2014, URISA's *Exemplary Systems in Government (ESIG) Distinguished Systems Award*, Brookhaven, Georgia
- 2014, Achieved *Silver-level Partner* status with Esri
- 2015, Achieved *ArcGIS Online Specialty* designation from Esri
- 2016, Published in the Esri Map Book Volume 31
- 2016, Achieved *Partnership* status with Maptiks

City of Powder Springs
GIS Consulting Services
Citizen Problem Reporter
MosaicGIS™

INTERDEV
Managed IT | Security

Pricing

Citizen Problem Reporter App

The pricing in the following table displays the tasks and hours determined to develop and implement a Citizen Problem Reporter App for the City of Powder Springs.

	Hours	Total
Consultation with City Staff to determine configuration and management details	10	
Configuration of Reporter, Manager, Dashboard	40	
Training and launch	10	
Total	**60**	**$5,700**

Notes:

- Approximately 50% of the work will be performed onsite at the City of Powder Springs
- The City will provide a named user on its ArcGIS Online account for InterDev to use
- Citizen Problem Reporter App will be ready for launch within 90 days of the date of the signed agreement

MosaicGIS™ Cloud Server

The pricing in the following table displays the tasks and hours determined to migrate the city's in-house GIS onto MosaicGIS™ for the City of Powder Springs.

	Hours	Total
Gather and migrate GIS data and software to MosaicGIS™	12	
Organize File/Folder Structure	8	
Train Staff and Provide Documentation	4	
	24	**$2,280**
MosaicGIS™ Non-Enterprise GIS Cloud Subscription (1 Year)	-	**$3,000**
Total		**$5,280**

Notes:

- InterDev can invoice altogether or invoice Hours separate from MosaicGIS™ Subscription which optionally can be billed monthly
- Project to be completed within 30 days after subsequent completion of Citizen Problem Reporter App

City of Powder Springs
GIS Consulting Services
Citizen Problem Reporter
MosaicGIS™

INTERDEV
Managed IT | Security

IN WITNESS WHEREOF, the parties hereto have caused this Service Agreement to be signed by their duly authorized representatives as of the date set forth below.

Please choose which option(s) the City chooses to execute with this authorization:

☐ **Citizen Problem Reporter App**
☐ **MosaicGIS™ Cloud Server**

SERVICE PROVIDER: CLIENT:

InterDev, LLC   **City of Powder Springs, GA**

By:_____*Gary E Nichols*_____   By:_____
         (Signature)   (Signature)

Name:_____Gary Nichols_____   Name:_____

Title: _____CEO_____   Title:_____

Date:_____5/10/2018_____   Date:_____