



City of Jonesboro, AR

Avolve ePlan Solution Proposal

December 18, 2020



Prepared by your Avolve Software Representative

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Quote Ref #202012-1691



ProjectDox® and OAS Price Quotation

Quote Delivered To

Derrel Smith

Director of Planning & Zoning
derrel.smith@jonesboro.org

City of Jonesboro, AR
(870) 932-0406

Date of Quote: 12/18/2020

Quote Valid Until: 2/26/2021

ProjectDox ePlan Solution Pricing Agreement

SAAS – PROJECTDOX & ONLINE APPLICANT SERVICES (OAS)

| Product Name | Product Code | Description | Qty | Unit Price | | Total Price |
|---|--------------|---|-------|------------|--|-------------|
| Production Environment Light-Level Capacity OAS & ProjectDox SaaS License | SAAS-P.L | Software as a Service (SaaS) for OAS & ProjectDox on a Production Environment with 6 virtual server-configuration. Designed for organizations who have approximately 100 concurrent users and 3,000 permits per year. | 12.00 | \$7,000.00 | | \$84,000.00 |
| | | Software included for SaaS Production: <ul style="list-style-type: none"> • ProjectDox Software Subscription • Unlimited Workflow license • OAS Software Subscription • Includes unlimited Application Forms license • Includes SSA for six base forms preconfigured | | | | |
| | | Services included for SaaS Production: <ul style="list-style-type: none"> • Set up and installation of OAS & ProjectDox • Managed services • Annual OAS & ProjectDox upgrades | | | | |
| | | Production Environment Safeguard: Avolve security policy limits access to the Production environment. External users including the customer's IT will not be allowed direct access to the Production servers and database. Any development or testing can be performed on the Test environment. | | | | |
| | | See Hardware Configuration section. Additional capacity requirements are available upon request. | | | | |



ProjectDox® and OAS Price Quotation

| | | | | | | |
|--|-----------------|---|--------------|-------------------|--|---------------------|
| <p>Test Environment Entry-Level Capacity OAS & ProjectDox SaaS License</p> | <p>SAAS-T.E</p> | <p>Software as a Service (SaaS) for OAS & ProjectDox on a Test Environment with 3 virtual server-configuration. Designed for organizations who plan to use the system for development and/or testing with approximately 10 concurrent users and approximately 2,000 permits per year.</p> <p>Software included for Production:</p> <ul style="list-style-type: none"> • ProjectDox Software Subscription • Unlimited Workflow license • OAS Software Subscription • Includes unlimited Application Forms license • Includes SSA for six base forms preconfigured <p>Services included for SaaS Production:</p> <ul style="list-style-type: none"> • Set up and installation of OAS & ProjectDox • 24x7 Managed services • Annual ProjectDox and OAS upgrades • Technical Support <p>Test Environment Safeguard: Avolve security policy limits access to the Test environment. External users including the customer's IT can be provided limited VPN access to the Test servers and database such as creation and testing of custom reports. VPN access will be made available upon request.</p> <p>Includes SSA for six base forms preconfigured.</p> <p>See Hardware Configuration section. Additional capacity requirements are available upon request.</p> | <p>12.00</p> | <p>\$2,000.00</p> | | <p>\$24,000.00</p> |
| SaaS Sub-Total: | | | | | | <p>\$108,000.00</p> |

TRAINING

| Product Name | Product Code | Description | Qty | Unit Price | | Total Price |
|-----------------------------------|---------------------------|--|-------------|--------------------|--|--------------------|
| <p>ProjectDox Tier 4 Training</p> | <p>PKG-PDOX 4 TRN</p> | <p>Implementation Training Package Includes:</p> <ul style="list-style-type: none"> • 1: Introduction to ProjectDox • 1: Introduction to Marking Up in ProjectDox • 1: Workflow Business Process Training for Plan Reviewers • 1: Workflow Business Process Training for Coordinating Staff • 1: Pilot Workshop Class • 1: Community Outreach Class • 1: Project Administration Class • 1: System Administration Class | <p>1.00</p> | <p>\$15,400.00</p> | | <p>\$15,400.00</p> |
| Training Sub-Total: | | | | | | <p>\$15,400.00</p> |



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PROFESSIONAL SERVICES - PROJECTDOX

| Product Name | Product Code | Description | Qty | Unit Price | | Total Price |
|---|-------------------|---|------|-------------|--|--------------------|
| Best-in-Class Level 1 ProjectFlow PLUS Services | PS-BIC.L1PLUS | Design and deployment of a Best-in-Class Building workflow | 1.00 | \$30,600.00 | | \$30,600.00 |
| Onboarding Advanced Integration with iWorQ | PS-PF.AINT.ON BRD | <p>Initial Services for Onboarding Advanced ProjectFlow Integration includes the below; additional quote may be required if scope changes during Analysis:</p> <ul style="list-style-type: none"> • Project Creation - Configuration of the Avolve Project Creator Service to create a project in ProjectDox based on defined values from the permitting system. These include: <ul style="list-style-type: none"> - Permit/Project Number - Description - Applicant/Submitter First Name - Applicant/Submitter Last Name - Applicant/Submitter Email - Project/Case Type - Display of Permit/Application Information - Configuration of General Permit/Applicant/Contractor application data fields for display within ProjectDox via a web page/formlet. - Project/Permit Status Update - ProjectDox will notify the permitting system that the plan review workflow is complete when all reviews are approved <p>PLUS:</p> <ul style="list-style-type: none"> • Update assigned Review Tasks - ProjectDox will update Permitting System upon Plan Reviewer task completion | 1.00 | \$19,800.00 | | \$19,800.00 |
| Assurance Services | PS-AS | 45 Hours of Assurance Services - Invoiced monthly as used \$225/hour. | 1.00 | \$10,125.00 | | \$10,125.00 |
| Professional Services Sub-Total: | | | | | | \$60,525.00 |



ProjectDox® and OAS Price Quotation

PROFESSIONAL SERVICES – ONLINE APPLICANT SERVICES (OAS)

| Product Name | Product Code | Description | Qty | Unit Price | | Total Price |
|---|--------------|--|------|-------------|--|--------------------|
| OAS Setup & Training Services | PS-OAS.SUT | Setup Services: - System Setup - Database Table Population - mapping control id's to export records - Admin Training - not to exceed 5 hrs. | 1.00 | \$4,275.00 | | \$4,275.00 |
| OAS eForm Paper to eForm Services | PS-OAS.P2eF | Existing paper to electronic form design in OAS with < 75 fields and intelligent conditional entry/display | 1.00 | \$1,350.00 | | \$1,350.00 |
| OAS Basic eForm Services | PS-OAS.BeS | < 75 fields – w/ intelligent conditional entry/display | 1.00 | \$3,600.00 | | \$3,600.00 |
| OAS Advance eForm Services | PS-OAS.AeS | >75 fields to 150 fields –intelligent conditional entry/display | 1.00 | \$5,400.00 | | \$5,400.00 |
| OAS eForm Advanced Validation | PS-OAS.AV | Professional Services for eForm Advanced Validation Integration | 1.00 | \$5,400.00 | | \$5,400.00 |
| OAS Payment Processor Integration | PS-OAS.PP | Integration with iWorQ Payment Processor, Payroc | 1.00 | \$18,000.00 | | \$18,000.00 |
| Professional Services Sub-Total: | | | | | | \$38,025.00 |

PAPERLESSNOW CREDIT

| Product Name | Product Code | Description | Qty | Unit Price | | Total Price |
|----------------------------|--------------|--------------------------|------|---------------|--|----------------------|
| PaperlessNow SaaS Credit | SAAS.PN | PaperlessNow SaaS Credit | 1.00 | (\$15,000.00) | | (\$15,000.00) |
| Training Sub-Total: | | | | | | (\$15,000.00) |

| | | |
|--|---------------------|--------------|
| <p>Unless otherwise stated, pricing does not include any applicable taxes that may be applied at invoicing. Travel and Expenses are not included in this total and will be invoiced as incurred.</p> <p>First year SaaS and 20% of Services shall be invoiced upon execution of Agreement. Payment for the total amount is due net thirty (30) days from the date of Initial Invoice. Payment via EFT. See notes for details.</p> | Grand Total: | \$206,950.00 |
|--|---------------------|--------------|



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OAS and ProjectDox End-User System Requirements

Client Specifications

Uniform specifications on end-user hardware, software capabilities and configuration will have a big impact on the end-user experience. We recommend deploying (at most) the following end-user hardware configuration:

| Client Specifications | |
|--------------------------|---|
| Operating System | Windows 10 (64 bit) Mac OS 10, iPad, Windows Tablet |
| Processor | 4 Cores, Processors 2.0 GHz or faster |
| Memory | 16 GB RAM or more |
| Browser Cache | In Internet Explorer, this is 50MB by default and in most browsers, it can be increased to 250MB or up to 1GB. For Internet Explorer, the recommended cache is 1GB. |
| Graphic Card | Single Monitor Support – Dedicated Graphics Card with Minimum 1GB Memory. Dual Monitor Support - Dedicated Graphics Card with Minimum 2GB Memory. |
| Recommended Web Browsers | Internet Explorer 11 (32-bit only), Edge, latest releases of Chrome, Safari, and Firefox. |
| Display | 22" or larger with at least 1920 x 1080 screen resolution, resolutions under 2.5k are supported for Internet Explorer. |

Infrastructure Architecture in MS Azure

Avolve OAS and ProjectDox Infrastructure Design

Each Avolve customer is setup in Microsoft Azure. Every customer's files and data will be on separate storage environments. Avolve continues working with Microsoft to optimize and evolve its architecture to take advantage of several Azure features for security, scalability and performance purposes.



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Backup and Disaster Recovery Configuration

Avolve Backup Process on MS Azure:

All servers are backed up nightly. All backups are retained for 30 days at two regions. For the primary and secondary regions, all backup copies will be within the closet region from your location. Each region consists of multiple data centers.

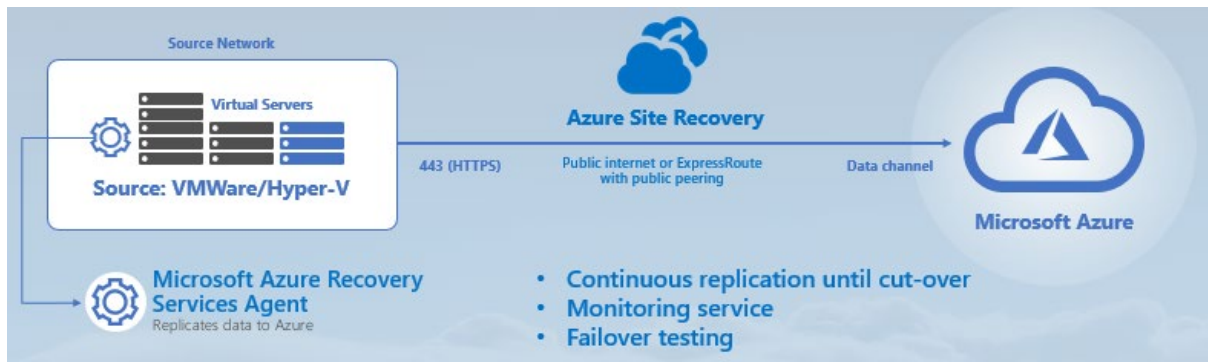


For the primary region, Azure stores 3 copies of the content across multiple data centers in the region. This provides uninterrupted access during disaster events. Transactions are also replicated synchronously.

Backups are transmitted to the paired secondary region via secure fiber loop. Azure backup process stores 3 extra copies of the content. The transaction will be asynchronous to the secondary data centers (500+ miles away from the primary location). This gives the jurisdiction a total of 6 copies of the data backup distributed in the primary and secondary regions.

Avolve Disaster Recovery Services on MS Azure:

Avolve OAS and ProjectDox includes Microsoft Azure Site Recovery (ASR) service in addition to standard Azure Backup Service. Avolve will manage the replication, failover, and recovery processes through ASR to help keep the jurisdiction's application running during planned (excludes software upgrades) and unplanned outages. With ASR, Avolve orchestrates and manages the backup and frequency of the Hyper-V servers, files, and database. Avolve will be conducting scheduled disaster recovery test on the jurisdiction's system to guarantee the RTO is within 24-32 hours recovery for the Production environment. The RPO is > 5 minutes and is dependent on Microsoft's backup cycle time based on latency and distance of the back systems. Faster RTO and RPO is available with additional Azure components if required.



Site Recovery is a native disaster recovery as a service (DRaaS), and Microsoft has been recognized as a leader in DRaaS based on completeness of vision and ability to execute by Gartner's Magic Quadrant for Disaster Recovery as a Service.

Additional CPU, RAM, IOPs and Storage:

The CPU, RAM, IOPs, and storage are based on the selected capacity level for the jurisdiction. Capacity levels are determined from the number of concurrent users and number of permits. The capacity is calculated based on Avolve's historical consumption results from various customers on Avolve's Cloud and Microsoft's recommendations. The selected capacity is a best-case estimate and is subject to change based on usage and strategic plans of the jurisdiction on the percentage growth for a paperless system.

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An annual system review will be conducted to determine if any system resource adjustments are necessary. When system capacity for CPU, RAM, and IOPs need to be increased for performance improvements or storage capacity has reached 75%, additional resources will be recommended. To prevent data loss, at 100% storage utilization, additional storage is automatically added, and additional storage will be invoiced.

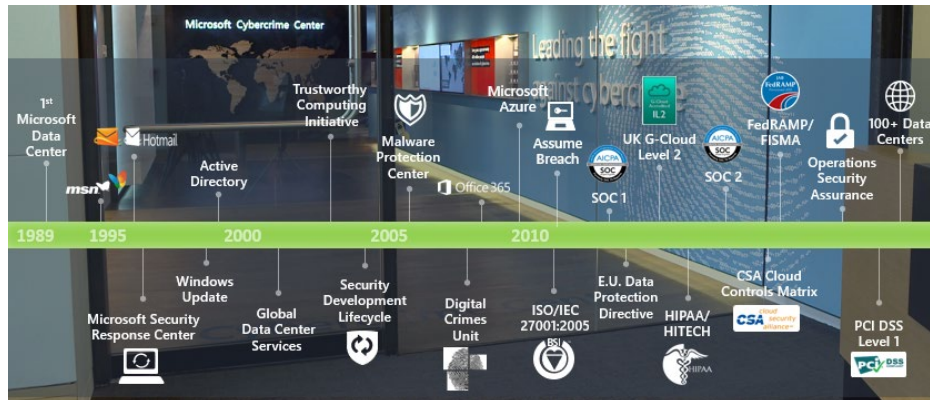
Security & Safeguards

- MS Azure Data Centers are SOC 1-3, Tier 203, SAE 18 compliant
- MS Azure Commercial Cloud is FedRAMP and NIST 800-171 compliant

The deepest and most comprehensive compliance coverage in the industry

| Global | Azure GovCloud | Azure DoD | Azure Commercial |
|--|---|--|--|
| <input checked="" type="checkbox"/> ISO 27001:2013 <input checked="" type="checkbox"/> ISO 27017:2015 <input checked="" type="checkbox"/> ISO 27018:2014 | <input checked="" type="checkbox"/> FedRAMP High <input checked="" type="checkbox"/> FedRAMP Moderate <input checked="" type="checkbox"/> EAR | <input checked="" type="checkbox"/> ISO 22301:2012 <input checked="" type="checkbox"/> ISO 9001:2015 <input checked="" type="checkbox"/> ISO 20000-1:2011 <input checked="" type="checkbox"/> DoD DISA SRG Level 5 <input checked="" type="checkbox"/> DoD DISA SRG Level 4 <input checked="" type="checkbox"/> DoD DISA SRG Level 2 <input checked="" type="checkbox"/> DFARS | <input checked="" type="checkbox"/> SOC 1 Type 2 <input checked="" type="checkbox"/> SOC 2 Type 2 <input checked="" type="checkbox"/> SOC 3 <input checked="" type="checkbox"/> DoE 10 CFR Part 810 <input checked="" type="checkbox"/> NIST SP 800-171 <input checked="" type="checkbox"/> NIST CSF <input checked="" type="checkbox"/> Section 508 VPATs <input checked="" type="checkbox"/> CSA STAR Certification <input checked="" type="checkbox"/> CSA STAR Attestation <input checked="" type="checkbox"/> CSA STAR Self-Assessment <input checked="" type="checkbox"/> FIPS 140-2 <input checked="" type="checkbox"/> ITAR <input checked="" type="checkbox"/> CJIS <input checked="" type="checkbox"/> IRS 1075 |

- Layer 3 and layer 4 firewall security with 1 firewall for the load balancer, 1 firewall for the web tier subnet, 1 firewall for the app tier subnet and 1 firewall for the data tier subnet.
- Microsoft \$1B+ investment in security R&D on MS Azure Cloud. Additional security information is available at <https://azure.microsoft.com/en-us/overview/trusted-cloud/>.



- All incoming and outgoing traffic goes through Azure load balancer which is protected by a Microsoft’s network firewall called the Azure network security group (NSG). By default, all NSG’s block incoming and outgoing traffic that are not related to Avolve software.
- Traffic is forwarded from the load balancer to the web tier subnet via network access translation (NAT). The web tier subnet has an additional NSG associated to it to filter incoming and outgoing traffic from/to the load balancer. In addition to the web tier subnet Avolve also has an application tier subnet and a data tier subnet. Each subnet has an NSG associated to it, so communication between each subnet is filtered via the NSGs.
- Avolve Production Environment Safeguard Guidelines:
 Industry best-practices for systems operational control (SOC) and the National Institute of Standards (NIST) are an integral part of the Azure infrastructure, ensuring a very high level of security and system uptime for Avolve’s customers and their environments. Avolve’s security and operational policies are established in order to safeguard against any unauthorized access to data and/or potential service disruption that are a constant threat in today’s world of online commerce. Therefore, the following policies are enforced by Avolve:



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- Customer will have no access to the server infrastructure. Deployment and changes to Production server hardware and/or Operating System (OS) configuration in the system will be performed by Avolve and qualified partner staff only. Customers will be notified if modifications to their environments are required at any given time.
- Custom report creation requires direct access to the Production database. For this reason, Avolve will only support access to a Test environment where the Production tables for reports can be exported.
- Apart from machine-to-machine (M2M) VPN tunnels required for third-party software integration, no user account-based VPN access will be granted to Avolve Production environment infrastructure or software applications.

Managed Services Operations

Avolve ensures high system availability and is backed by rock solid infrastructure and service level guarantees. Your Avolve ePlan Life Cycle licensed software is hosted in a secure, state of the art data center, and most importantly the application is expertly managed by Avolve. Meticulous attention has been given to security, backup, system redundancy and failover. Your Avolve ePlan Life Cycle application environment is monitored 24-7 for optimum health and security. And if an issue arises, our experts have immediate and direct access to your servers and software for quick diagnosis and resolution. Our comprehensive, Managed Services matrix details what you can expect from the Avolve:



| 24x7 Support and Monitoring for SaaS Customers | US Mountain Time Zone | | | | |
|--|-----------------------|---------|---------|---------|-----------|
| | 8am-5pm | 5pm-8pm | 8pm-6am | 6am-8am | Scheduled |
| Hardware and OS/Virtual System Monitoring & Support | | | | | |
| Server and network resources (i.e., CPU, RAM, Storage, and bandwidth) monitored with automated alerts for resource threshold, server failure, internet, and WAN connectivity. Alerts will not be able to monitor issues that occur within less than 1 second failure. Those issues are often discovered during application-level (i.e., OAS and ProjectDox) connectivity issues. <ul style="list-style-type: none"> • Monitoring Data Points: <ul style="list-style-type: none"> ○ Up/Down Status | X | X | X | X | |



ProjectDox® and OAS Price Quotation

| 24x7 Support and Monitoring for SaaS Customers | US Mountain Time Zone | | | | |
|---|-----------------------|---------|---------|---------|-----------|
| | 8am-5pm | 5pm-8pm | 8pm-6am | 6am-8am | Scheduled |
| <ul style="list-style-type: none"> ○ Network Interface Errors ○ CPU Warning ○ Memory Warning ○ Memory Critical ○ CPU Critical ○ Storage Warning ○ Partition Warning ○ Partition Critical ○ Database Warning ○ Database Down ○ SSL warning ○ SSL expiration ○ Webservice Alerts ○ DNS <ul style="list-style-type: none"> ● Custom designed Outage and Alert Plan - adds, changes, & modifications (add user, update firmware, modification, network configuration) ● Scheduled Hardware Audits | | | | | |
| <ul style="list-style-type: none"> ● OS and VMWare proactive management. This includes monitoring of any system level failure caused by OS and VMWare patches, viruses, or other issues ● Permission Control (group changes, file/folder permissions, Windows, or Linux) ● Optimize backend | X | X | X | X | |
| <ul style="list-style-type: none"> ● Log File analysis ● Best-practices recommendations ● Other services as requested ● Regular reporting based on customer preference ● VLAN creation/modification | | | | | X |
| <ul style="list-style-type: none"> ● Cyber Security monitoring and automated alerts. ● Regular anti-virus scan and anti-virus removal ● Database Security | X | X | X | X | |
| <ul style="list-style-type: none"> ● Scheduled data recovery, OS & VMware patches and any hardware replacements ● Critical OS patches and updates | | | | | X |
| <ul style="list-style-type: none"> ● Backup automated services ● 24x7 Infrastructure Support calls | X | X | X | X | |
| Application (OAS, ProjectDox, PlansAnywhere) Technical Support through ticket submissions | | | | | |
| <ul style="list-style-type: none"> ● Application Specific Monitoring <ul style="list-style-type: none"> ○ Monitor Web Server Connectivity ○ Monitor Web Site Availability ○ Monitor Web Site Page Responsiveness ○ Monitor Application Specific Services ○ Minimalizes Support Issues | X | X | X | X | |
| <ul style="list-style-type: none"> ● Application Performance Reviews | X | | | | X |



ProjectDox® and OAS Price Quotation

| 24x7 Support and Monitoring for SaaS Customers | US Mountain Time Zone | | | | |
|---|-----------------------|---------|---------|---------|-----------|
| | 8am-5pm | 5pm-8pm | 8pm-6am | 6am-8am | Scheduled |
| <ul style="list-style-type: none"> Database Performance Reviews | | | | | |
| <ul style="list-style-type: none"> Application Administration Assistance | x | | x | | |
| <ul style="list-style-type: none"> Scheduled Reports | x | | | | |
| <ul style="list-style-type: none"> System health checks | | | | | x |
| <ul style="list-style-type: none"> Performance tuning <ul style="list-style-type: none"> ProjectDox DB Tuning and re-indexing (periodic) ProjectDox configuration tuning and adjustments based on any progressive performance growth requirements Routine cleanup of the DLcache folder Restart of ProjectDox services and/or Servers during support or patches | | | | | x |
| <ul style="list-style-type: none"> Online Support Tickets: Responding to application issues reported | x | | x | | |
| <ul style="list-style-type: none"> Software minor patch updates for Support related issues | | | | | x |
| <ul style="list-style-type: none"> Software resolution to fix a technical reported issue | | | | | x |
| <ul style="list-style-type: none"> Application support for system down issues for Standard Support customers until problem is resolved or a work around has been identified | x | x | x | x | x |



ProjectDox® and OAS Price Quotation

Notes:

EFT Remittance:

Avolve Software / Compass Bank

Routing #: 122105744

Account #: 2519753300

NAME: _____

TITLE: _____

SIGNATURE: _____

DATE: _____

By signing this Order Form customer acknowledge and agrees to, if purchasing (a) licenses and/or support and maintenance, Avolve's Software License and Support Agreement General Terms and Conditions and Avolve's Maintenance and Support Level Agreement; (b) professional services, Avolve's Professional Services Agreement; and (c) training services, the Avolve University Training Terms and Conditions; and (d) hosting services, Avolve's Hosting Service Level Agreement. Customer acknowledges that it has been provided reasonable access to the applicable documents listed herein online at www.avolvesoftware.com and knowingly consents to the same. Resellers acknowledge that they will have end users formally acknowledge and be bound by all applicable Avolve Terms and Conditions as described above.