

Modern No-Code | Low-Code Cloud Application Integration  
Services Purpose-Built for Local Government



## Velosimo Connect Platform Proposal

Prepared for the Village of Arlington Heights

Prepared by **velosimo**

*Submitted: December 15, 2023*

Contact:

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<p>Proposer's Company Name:</p>	<p>Velosimo</p>
<p>Proposer's Point of Contact: (Name, Phone, Address, Website Address)</p>	<p>Christina Clark 503-724-3085 12537 S. Brundisi Way Herriman, UT 85096 www.velosimo.com</p>
<p>Software Product(s) Version(s) Proposed:</p>	<p>Velosimo Connect Platform</p>
<p>Brief Introduction of Relevant Experience: If you have experience doing similar scope of work, please include all implementations you or your organization has completed. Feel free to attach project profiles to your proposal submission. Please include all implementations you or your organization has done with active links.</p>	<p>Velosimo was founded to be the strategic cloud integration partner local governments need to help them digitally enable superior public services for their communities with modern cloud integration services.</p> <p>Velosimo's Connect Platform is the only No-Code   Low-Code Cloud Integration Service Purpose-Built for Local Government designed to help build IT centers of excellence in integrations, data, and app development across the enterprise.</p> <p>Nearing 100 government agencies as customers, we meet the needs of very small towns to cities and counties with more than one million population. While we do not have links to each project, a customer list with all integration connectors identified is attached, as well as select customer case studies.</p>
<p>Multiple Designs / Approaches Proposed? If so, please explain.</p>	<p>Velosimo's Connect Platform is the only No-Code   Low-Code Cloud Integration Service Purpose-Built for Local Government designed to help build IT centers of excellence in integrations, data, and app development across the enterprise.</p> <p>Our approach to meet the requirements the Village has described will be centered around our Connect Platform. In addition to having a central platform to manage and monitor the integrations between Tyler and Cityworks, Velosimo will create integrations specified as productized "Connectors". This is our standard business model</p>

	<p>and what sets us apart from Services vendors building integrations on expensive platforms. The Connectors created as part of this project will become products available in the Velosimo marketplace for other agencies with this need. This benefits the Village as it means the connectors will not only be maintained, but enhanced as we work with both the Village of Arlington Heights and other agencies that share this common use case.</p> <p>A Velosimo Connector consists of two parts. The background logic API calls that transfer the information between systems and a User Interface for managing the settings and mappings for that connector. The User Interface for managing the settings is designed for business analyst level resources and leverages a no-code approach to configuring the settings for the connector.</p> <p>Once the development work starts, it is estimated to be completed within 12-16 weeks.</p>
<p>Integration Approach Detail: Integrations are expected to be triggered by monitored events and performed in real or near real-time</p> <p>o Describe the method by which the integration will be performed for each direction of the interface including:</p> <ul style="list-style-type: none"> <li>▪ Integration source</li> <li>▪ Communication protocol</li> <li>▪ Trigger method</li> <li>▪ Logging method</li> <li>▪ Platform(s) necessary</li> <li>▪ Service monitoring method</li> <li>▪ Security of messaging / communications</li> </ul>	<p>The Village of Arlington Heights will have access to the Velosimo Connect platform and all Connectors developed as part of this project.</p> <p>The Connectors developed will leverage REST API based communications for communication to both Tyler and Cityworks. The Velosimo Connect platform can use various other communication protocols and will deploy these as needed based on capabilities of the endpoints involved in the integration.</p> <p>Velosimo will leverage the event engine from the Cityworks and Tyler products to trigger real-time calls that meet the defined requirements. In the event that a scheduled job is required, the Velosimo Connect platform can initiate that scheduled job if the source system cannot meet that requirement.</p>

	<p>All logging will be available in the Velosimo Connect platform. Velosimo logs each API call made, including the request and response data. Dashboards, searching, and filtering are all available in the Connect Platform to allow Village administrators to monitor and respond.</p> <p>Access to the Velosimo Connect platform is available through verified agency user account.</p> <p>For more details around the security protocols in place with the Velosimo Connect platform, our security overview is attached, and available via this link below.</p> <p><a href="https://www.velosimo.com/security-overview">https://www.velosimo.com/security-overview</a></p>
<p>Managed Services Detail:</p> <ul style="list-style-type: none"> <li>• Describe the process by which your team will maintain the integration as a service provided to the Village.</li> <li>• Detail the methods by which testing will be performed to ensure sustained service is maintained in coordination with Village staff</li> </ul>	<ul style="list-style-type: none"> <li>• As mentioned above, Velosimo will create Connectors for each of the integrations defined in the scope of the project. Velosimo connectors are products. Our Connectors are built with unit tests embedded into the connector. These unit tests allow us to develop, test, support, and maintain our connectors across versions. All enhancements or changes to the way the connector functions are created in such a way that agencies may opt-in or opt-out for those new features.</li> <li>• For agency testing, Velosimo will provision at least one non-production instance for the Village to be used for testing and training purposes.</li> <li>• Velosimo takes on the responsibility of keeping the integration working as the core endpoints (Tyler and Cityworks) make releases and changes to their API. As those releases happen Velosimo tests and validates all connectors impacted by the endpoint release. If changes to the</li> </ul>

	connector are required, those changes are included in the annual subscription.
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<p>(e.g. regression testing for system upgrades, system configuration changes, etc.).</p> <ul style="list-style-type: none"> <li>• Discuss the responsibilities of your team and the Village’s team to work as a coordinated team to manage the integration.</li> <li>• Describe the support process and service level agreement terms by which the provider will ensure the service is operating properly.</li> </ul>	<ul style="list-style-type: none"> <li>• Velosimo has a full-service Support and Customer Success team providing Tier One customer support for its integration connectors. The defined service level agreement terms can be referenced in the attached Support and Maintenance Policy, and also available here: <a href="https://www.velosimo.com/msmp-1">https://www.velosimo.com/msmp-1</a>.</li> </ul>
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<p><b>Cost Detail</b></p> <p>Provide a comprehensive breakdown of costs, including variable and/or fixed fee for the required implementation services, software licensing, training, support, and integration maintenance (yearly option and per hour option).</p> <ul style="list-style-type: none"> <li>o Initial deployment cost.</li> <li>o Yearly support and maintenance fees, as applicable <ul style="list-style-type: none"> <li>▪ Yearly fixed fee</li> <li>▪ Per incident/hourly</li> <li>▪ Optional: Quoted cost based upon usage (IO/Runtime)</li> </ul> </li> </ul>	<p>Velosimo integration connectors are available via an annual subscription cost per connector, with an option to upgrade to a larger site or departmental license. The cost includes support and maintenance.</p> <ul style="list-style-type: none"> <li>o Initial deployment cost: No Fee</li> <li>o Yearly support and maintenance fees, as applicable: Included in annual subscription <ul style="list-style-type: none"> <li>▪ Yearly fixed fee = \$24,500 annual subscription fee (\$12,250 per connector)</li> <li>▪ Per incident/hourly = NA</li> <li>▪ Optional: Quoted cost based upon usage (IO/Runtime) = This is currently not an option, but may be in the future.</li> </ul> </li> </ul>
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**Client References Form: Please provide two (2) client references for work that is similar to the scope proposed by this solicitation using the format below for each reference.**

<b>Customer name:</b>	City of San Diego, Calif.
<b>Available for a site visit: Y/N</b>	This is dependent on the City and staff’s schedule and availability. A site visit would need to be coordinated with the City contact.
<b>Customer contact:</b>	Thuy Le, Program Manager
<b>Customer phone number:</b>	619-446-5023

<b>Customer email address:</b>	tle@sandiego.gov
<b>Customer Solutions Integrated</b>	Velosimo Connector for ePlanSoft to Accela Civic Platform
<b>Approximate Cost (5-Year Cost of Ownership including One-Time and Recurring)</b>	\$328,000 (\$50,000 average annual subscription + \$78,000 set-up & services)
<b>Describe the Relevant Project and Services Provided:</b>	
<p>The City of San Diego uses the ePlanSoft tool, e-PlanREVIEW (EPR) for reviewing and marking building plans associated with permits managed within the Accela Civic Platform. San Diego uses the Accela Civic Platform to manage permit and plan review related activities. Applicants applying for building permits requiring plan review interact with San Diego using Accela Citizen Access. The Velosimo built integration connector, provides the seamless integration between the two systems, providing a more modern and uninterrupted experience. Velosimo maintains the connector and manages the API calls between Accela and EPR.</p>	
<b>Describe the Solutions Implemented and Services Provided:</b>	
<p>With the Velosimo productized connector for <b>e-PlanREVIEW to Accela Civic Platform</b>, agencies deliver a modern, connected digital experience to citizens, contractors, developers, and engineers during the electronic plan review process while automating manual tasks, reducing errors and increasing efficiency and accuracy. Functionality includes:</p> <ul style="list-style-type: none"> <li>● Automated document validation when a user uploads plans with Accela Citizen Access</li> <li>● e-PlanREVIEW projects are automatically created upon Civic Platform intake</li> <li>● e-PlanREVIEWers automatically assigned per Civic Platform record</li> <li>● Automated plan documents, corrections reports, data, and workflow updates between systems</li> <li>● e-PlanREVIEW automatically launched with auto validation and login from Accela Civic Platform Workflow</li> <li>● Full and partial document resubmittal from e-PlanSoft are reflected in Accela Civic Platform</li> <li>● Easily tailored to agency-specific Civic Platform record types and workflows</li> <li>● Supports On-Premise and Cloud Deployments</li> <li>● Quick and easy setup and maintenance designed for business users</li> <li>● Insight into transactions, smart recovery activities, and connected system outages</li> </ul>	
<b>Customer name:</b>	California Department of Health Care Access and Information (HCAI)
<b>Available for a site visit: Y/N</b>	Yes
<b>Customer contact:</b>	Robert Fisher, Compliance Officer
<b>Customer phone number:</b>	916-440-8442
<b>Customer email address:</b>	robert.fisher@hcai.ca.gov

<b>Customer Solutions Integrated</b>	Velosimo Connector for ePlanSoft to Accela Civic Platform and Elavon Converge to Accela Civic Platform
<b>Approximate Cost (5-Year Cost of Ownership including One-Time and Recurring)</b>	\$514,052 (\$52,200 average annual subscription + \$253,052 services)
<b>Describe the Relevant Project and Services Provided:</b>	
<p>The California Department of Health Care Access and Information (HCAI) began its journey as a Velosimo customer in 2018, with the e-PlanREVIEW to Accela Civic Platform connector. Tasked with overseeing many aspects of healthcare for Californians, this project directly relates to the responsibilities to monitor the construction, renovation and seismic safety of California’s hospitals and skilled nursing facilities. With activity across the entire state, and projects of all sizes, the integrated plan review process helps automate and streamline activity both internally, and externally. The Velosimo built integration connector, provides the seamless integration between the two systems, providing a more modern and uninterrupted experience. Velosimo maintains the connector and manages the API calls between Accela and EPR.</p> <p>In addition, HCAI expanded its partnership with Velosimo in 2020, adding the Elavon to Accela Civic Platform connector for payments. This productized connector enables fees to be paid online and seamlessly update the related permit record in the Accela product. The integration provides a shopping cart feature to enable multiple fees to be paid with one transaction, and eliminates double entry, manual errors, and real-time updates. Velosimo continues to manage the integration, and enhance the product as needed to meet the customer’s business needs.</p>	
<b>Describe the Solutions Implemented and Services Provided:</b>	
<p>Solution #1: In addition to San Diego noted above, HCAI uses the the Velosimo productized connector for <b>e-PlanREVIEW to Accela Civic Platform</b>, enabling agencies to deliver a modern, connected digital experience to citizens, contractors, developers, and engineers during the electronic plan review process while automating manual tasks, reducing errors and increasing efficiency and accuracy. Functionality includes:</p> <ul style="list-style-type: none"> <li>● Automated document validation when a user uploads plans with Accela Citizen Access</li> <li>● e-PlanREVIEW projects are automatically created upon Civic Platform intake</li> <li>● e-PlanREVIEWers automatically assigned per Civic Platform record</li> <li>● Automated plan documents, corrections reports, data, and workflow updates between systems</li> <li>● e-PlanREVIEW automatically launched with auto validation and login from Accela Civic Platform Workflow</li> <li>● Full and partial document resubmittal from e-PlanSoft are reflected in Accela Civic Platform</li> <li>● Easily tailored to agency-specific Civic Platform record types and workflows</li> <li>● Supports On-Premise and Cloud Deployments</li> <li>● Quick and easy setup and maintenance designed for business users</li> <li>● Insight into transactions, smart recovery activities, and connected system outages</li> </ul> <p>Solution #2: With the Velosimo off-the-shelf integration connector for <b>Elavon to Accela Civic Platform</b>, your agency can offer secure payments from Accela Citizen Access that seamlessly leverage the Elavon payment</p>	

processing screens.

- Automatically manages payment transactions between Accela Citizen Access and Elavon
- Seamlessly redirect citizen user from Accela Citizen Access to Elavon payment screens
- Returns user back to Accela Citizen Access after successful payment
- Supports Credit Card and ACH transactions
- Allows for collecting Credit Card and ACH convenience/service fee
- Simplifies daily reconciliation process
- Supports Accela On-Premise and Cloud
- PCI Compliant
- Quick and easy setup and maintenance designed for business users
- Insight into transactions, smart recovery activities, and connected system outages

**Proposer Signature Form**

The undersigned as the Proposer declares that the only persons or parties interested in this proposal is made without collusion with any person, firm, or corporation. The Village may identify vendor finalist(s) as part of this process who will be invited to participate in further evaluation activities. Your signature on this document, signifies that you have fully read and understood this proposal and will comply with all specifications, addendums, conditions, terms, and delivery unless otherwise noted as “exceptions” in your proposal response.

Name of Offeror (Firm):	Velosimo	Title:	CFO
Authorized Signature:		Date:	12/15/23
Printed Name:	Sean Wong	Mailing Address:	12537 S. Brundisi Way
Phone: (925) 586-6685		City, State, Zip:	Herriman UT 84096
Mobile: (925) 586-6685		E-Mail Address:	swong@velosimo.com





<b>Customer Name</b>	<b>Connector</b>
<b>Local Government Information Systems (LOGIS)</b>	Accela Civic Platform - Laserfiche, Bluebeam, Import/Export, InvoiceCloud and more
<b>San Joaquin County, CA</b>	Accela Civic Platform - Laserfiche and Bluebeam
<b>City of Albany, OR</b>	Accela Civic Platform - Laserfiche
<b>City of Fremont, CA</b>	Accela Civic Platform - ePlanSoft
<b>State of Oregon Building Codes Division</b>	Accela Civic Platform - Laserfiche
<b>Manatee County, FL</b>	Accela Civic Platform - OpenCounter
<b>City of Fresno, CA</b>	Accela Civic Platform - Laserfiche and Bluebeam
<b>Weld County, CO</b>	Accela Civic Platform - ePlanSoft
<b>Mercer County, NJ</b>	GovOS - SharePoint
<b>City of Oakland, CA</b>	Accela Civic Platform - ePlanSoft
<b>Merced County, CA</b>	Accela Civic Platform - Laserfiche and Bluebeam
<b>City of Lancaster, CA</b>	Accela Civic Platform - Laserfiche
<b>Polk County, FL</b>	Accela Civic Platform - OpenCounter
<b>Aransas County, TX</b>	GovOS - Box
<b>San Bernardino County, CA</b>	Accela Civic Platform - ePlanSoft
<b>City of Mesa, AZ</b>	Accela Civic Platform - iNovah
<b>City of Downey, CA</b>	Accela Civic Platform - Laserfiche and ePlanSoft
<b>City of Fairfax, VA</b>	Accela Civic Platform - Bluebeam
<b>New York State NYSERDA</b>	GovOS - SharePoint
<b>City of San Dimas, CA</b>	Accela Civic Platform - Laserfiche
<b>Town of Lexington, MA</b>	GovOS - Google Sheets and Laserfiche
<b>City of Walnut Creek, CA</b>	Accela Civic Platform - Elavon and Shopping Cart
<b>Tippecanoe County, IN</b>	GovOS - ESRI
<b>DuPage County, IL</b>	Accela Civic Platform - Bluebeam
<b>City of Inglewood, CA</b>	Accela Civic Platform - Tyler Cashiering and Authorize.Net
<b>City of Shoreview, MN</b>	GovOS - Laserfiche
<b>City of Milwaukee, WI</b>	Accela Civic Platform - ePlanSoft
<b>City of Paso Robles, CA</b>	Accela Civic Platform - Adobe Sign



<b>University of California, San Francisco (UCSF)</b>	Accela Civic Platform - Bluebeam
<b>South Metro Fire Rescue, CO</b>	Accela Civic Platform - ePlanSoft
<b>Washington, DC - OCTO</b>	GovOS - Box
<b>City of Fort Worth, TX</b>	Accela Civic Platform - Laserfiche, Bluebeam, OpenCounter, eBuilder, Adobe Sign, DocuSign and more
<b>City of San Diego, CA</b>	Accela Civic Platform - ePlanSoft
<b>City of Hoboken, NJ</b>	GovOS - Teams
<b>Monterey Bay Air Resources District, CA</b>	Accela Civic Platform - Laserfiche
<b>City of Milwaukie, OR</b>	GovBuilt - Bluebeam
<b>City of Fontana, CA</b>	Accela Civic Platform - DocuSign
<b>Planning and Development Services of Kenton County - Special District (PDSKC)</b>	GovBuilt - Bluebeam
<b>Buncombe County, NC</b>	Accela Civic Platform - ePlanSoft
<b>Macomb County, MI</b>	Accela Civic Platform - Bluebeam and DocuSign
<b>City of West Covina, CA</b>	Accela Civic Platform - ePlanSoft
<b>City of Avondale, AZ</b>	Accela Civic Platform - ePlanSoft
<b>Kern County, CA</b>	Accela Civic Platform - ePlanSoft
<b>Montgomery County, OH</b>	Accela Civic Platform - ePlanSoft
<b>City of El Paso, TX</b>	Accela Civic Platform - ePlanSoft and CyberSource GovOS - SharePoint
<b>Santa Barbara County, CA</b>	Accela Civic Platform - Bluebeam
<b>City of Killeen, TX</b>	GovOS - Laserfiche
<b>Montgomery County, MD</b>	GovOS - SharePoint
<b>City of Jurupa Valley, CA</b>	Accela Civic Platform - Laserfiche
<b>City of Culver City, CA</b>	Accela Civic Platform - Adobe Sign and SharePoint
<b>City of High Point, NC</b>	Accela Civic Platform - ePlanSoft
<b>City of Chula Vista, CA</b>	Accela Civic Platform - ePlanSoft, Laserfiche and Tyler Cashiering, GovOS - Laserfiche and Tyler Cashiering
<b>City of Asheville, NC</b>	Public Stuff - Cityworks
<b>University California Davis</b>	Accela Civic Platform - ePlanSoft
<b>North LA County Regional Center (Los Angeles, CA)</b>	GovOS - SharePoint
<b>Washington, DC - DCHR</b>	GovOS - SharePoint
<b>Accela</b>	Accela Civic Platform - Import/Export



<b>City of Omaha, NE</b>	Accela Civic Platform - ePlanSoft and Elavon
<b>City of Monterey Park, CA</b>	Accela Civic Platform - ePlanSoft
<b>Yakima County, WA</b>	Accela Civic Platform - ePlanSoft
<b>City of Rochester, MN</b>	Accela Civic Platform - ePlanSoft
<b>City of Chino, CA</b>	Accela Civic Platform - ePlanSoft
<b>City of Ontario, CA</b>	Accela Civic Platform - Bluebeam
<b>City of Dania Beach, FL</b>	GovOS - Laserfiche
<b>City of Durham, NC</b>	Public Stuff - Cityworks
<b>Town of Queen Creek, AZ</b>	Accela Civic Platform - ePlanSoft and CyberSource
<b>City of Golden, CO</b>	Accela Civic Platform - Bluebeam
<b>City of Menlo Park, CA</b>	Accela Civic Platform - DocuSign
<b>Olmsted County, MN</b>	Accela Civic Platform - Laserfiche and iNovah
<b>Town of Marana, AZ</b>	Survey123 - Cartegraph
<b>City of San Luis Obispo, CA</b>	Springbrook - Cityworks
<b>California State HCAI</b>	Accela Civic Platform - ePlanSoft, Elavon, and Shopping Cart
<b>City of Chandler, AZ</b>	Accela Civic Platform - ePlanSoft
<b>City of Grand Forks, ND</b>	GovOS - SharePoint
<b>City of Stockton, CA</b>	Accela Civic Platform - OpenCounter
<b>Washington County, MD</b>	Accela Civic Platform - ePlanSoft
<b>City of Rancho Cucamonga, CA</b>	Accela Civic Platform - Laserfiche
<b>City of Hollister, CA</b>	Accela Civic Platform - Bluebeam, Laserfiche and Tyler Cashiering
<b>City of Maryland Heights, MO</b>	Accela Civic Platform - Laserfiche

## Modernizing Civic Services

# City of Fort Worth's Journey to an Enterprise iPaaS.

### Case Study: Background and Challenge

**Navigating the Complexity in Civic Services:** In the diverse landscape of municipal governance, the City of Fort Worth leverages **Accela's** land management solution in numerous pivotal departments, including Development Services, Water, Transportation and Public Works, Park & Recreation, and Code Enforcement, among others. With 536 licensed users and an annual issuance of 19,500 Building Permits (as of CY 2022), having a stable, predictable, and efficient end-to-end solution is imperative.

Before moving to **Accela's** Cloud environment in March 2023, the City encountered frequent operational disruptions due to its on-premises architecture. The City recognized that these downtimes impeded their ability to provide efficient services to their residents, businesses, and developers. By embracing the cloud, the City of Fort Worth successfully eliminated these disruptions and became positioned for a seamless operational environment. This strategic move addressed the immediate challenges and positioned the City for a future of uninterrupted, efficient, and continuously improving service delivery.

**Hyperfocus on Process Improvement:** are to reduce waste and leverage automation wherever possible to improve the

experience for both Staff and Customers. This underscores their profound aspiration to enable users to be facilitated by technology, rather than the inverse. Once complete, the expectation is a complete, end-to-end solution that will be more seamless, easier to navigate, and less burdensome for both internal and public-facing users.

### Results: The Power of iPaaS. A Strategic Solution

**Predictable, efficient, and continuously improving service delivery:** As the City of Fort Worth moved forward on its process improvement journey, it recognized the crucial role Integration Platform as a Service (iPaaS) could play in achieving its goals. With a multitude of departments and systems to manage, the need for seamless integration was paramount. iPaaS emerged as a key element, offering a unified platform that effortlessly connected the City's chosen 3rd party systems to **Accela**. This strategic solution will facilitate data flow and harmonize processes across departments, leading to enhanced collaboration and more efficient workflows. By embracing iPaaS, the City of Fort Worth will achieve a comprehensive solution that streamlines internal operations for staff and provides a smoother and more user-friendly experience for customers engaging with city services.



*"Seamless integration is a key element to our success. Whereas iPaaS for Accela with Velosimo emerged as an easy, proven way to connect the City's diverse systems and pave the way for an efficient, user-centric experience."*

—  
**Ken Frame, MBA, CCC, CSSBB, Business Process Manager**

### Population

**935,508**

### Accela users

**536**

### Annual Building Permits

**19,500**

### Department served

- Development Services
- Water
- Transportation and Public Works
- Park & Recreation
- Code Enforcement
- Police & Fire



## The Quest for Better Payment Solutions

# City of Omaha's Journey to a Seamless and Secure SaaS Payment Solution

The City of Omaha, Nebraska, lives up to their vision to provide a streamlined citizen experience. The City's Planning Department's Permits and Inspection Division offers their constituents an online permit experience, which includes the ability to pay for applications, permits, and inspection services. This had become an important part of the permit process, but there were also some areas the City wanted to improve upon.

The City faced challenges with their previous payment solution and sought a secure, efficient, and customer-friendly option for processing transactions. In this case study, we explore their journey from using an older adapter to adopting the Elavon connector through **Velosimo** to use with their land management software, **Accela**.

### Case Study: Background and Challenge

There were several areas the City was looking to enhance for their customers. As Stu Craven, Senior Application Analyst, from Omaha, NE, explains, "We wanted to provide the ability for customers to pay with ACH/eChecks and we needed to find a solution that was a better fit for our payment security requirements with PCI compliance."

### Goals and Benefits: Aiming for Seamless Transactions

By switching to the **Elavon** connector through **Velosimo**, Omaha quickly realized their goal of providing a more seamless integration with **Accela** for their customers. They were able to add the option for customers to pay using **ACH/eCheck** payments while reducing the amount of service fees the City had to pay their payment processor. By adopting this new connector, Omaha was able to unify its payment processing under a single platform, making it easier for its finance department to track metrics and generate reports.

### Results: Significant Savings and Improved Visibility

Omaha chose to use the **Elavon** integration with **Velosimo** for several reasons. As an established customer of **Velosimo**, the team was confident in the usability of the platform and knew they would have the ability to track transactions in the administration portal for better visibility and potential troubleshooting. They were also confident they would be able to quickly realize the time to value with a proven implementation process.

And Omaha was able to set up and configure the new integration with **Elavon** through the **Velosimo** platform quickly, and within two weeks, they were in processing payments.

*"Now that we have integrated ACH and electronic checks, we are saving significant money on credit card fees. Many of our customers are choosing to make their payments using ACH/eCheck." That equates to an immediate savings in credit card processing fees. According to Craven, "We feel like over the course of a year, it's going to really pay off for us."*

– Craven

### Population

487,300

### Accela users

112

### Annual Building Permits

80,000



## Velosimo Connect Platform Security Overview

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### Introduction

This document showcases our dedication to ensuring a secure user environment and maintaining compliance with industry best practices and standards.

### System and Network Security

- **Hosting and Infrastructure:** Velosimo Connect is hosted on Amazon Web Services (AWS), a secure cloud services platform. AWS provides a robust, scalable, and secure infrastructure, with compliance certifications from multiple bodies across the globe. It offers us a wide range of data protection measures, including secure access, encryption, network firewalls, and intrusion detection systems.
- **Firewalls and Intrusion Detection Systems:** We have robust firewalls and intrusion detection systems (IDS) in place to protect our network and monitor any malicious activity. AWS's in-built security features further enhance these protections.
- **Network Segmentation:** We have implemented network segmentation within the AWS environment, isolating sensitive systems from other networks to minimize the risk of unauthorized access.
- **Vulnerability Scanning and Patching:** We conduct regular vulnerability scans and promptly apply the necessary patches. The AWS infrastructure enables us to apply these updates seamlessly without interrupting our service.

### Data Protection

- **Encryption:** All data on Velosimo Connect, both in transit and at rest, is encrypted using industry-standard protocols. AWS's encryption services enhance our data protection capabilities.
- **Data Backup:** We perform regular backups of customer data, with data restoration procedures regularly tested. AWS's reliable and scalable storage services support these efforts.

### Access Control

- **Role-Based Access Control (RBAC):** We have implemented RBAC within our platform to control access to sensitive data and systems based on job function, leveraging AWS's Identity and Access Management (IAM) services.
- **Multi-Factor Authentication (MFA):** MFA is enforced for all system administrators and is available to all users, adding an extra layer of security for user accounts.



### **Incident Response and Disaster Recovery**

- Incident Response Plan: We have a comprehensive incident response plan in place, which is reviewed and tested regularly.
- Disaster Recovery Plan: Our disaster recovery plan, supported by the high availability and redundancy of AWS services, ensures business continuity in the event of a major incident.

### **Policies and Procedures**

- Security Policies: We maintain documented security policies covering a range of areas, including acceptable use, password management, and incident response.
- Security Training: All employees undergo security awareness training upon hire and on a quarterly basis to keep them current with the latest security protocols and best practices. This is tracked and updated regularly using KnowBe4.

### **Compliance**

- CCPA compliance: Velosimo Connect complies with all relevant data protection and privacy laws, including CCPA.
- Industry Standards: Our security practices align with recognized industry standards, including ISO 27001 and NIST 800-53, and we leverage AWS's infrastructure, which is certified against a range of global standards.



**VELOSIMO  
SUPPORT AND MAINTENANCE AGREEMENT**

This Agreement describes the Velosimo support and maintenance policy pursuant to a Velosimo order form referencing this Agreement ("Order Form(s)") and sets forth the basic terms and conditions. This Agreement shall govern Customer's initial purchase as well as any future purchases made by Customer which reference this Agreement. Velosimo provides the Products and Services listed on an Order Form on a subscription basis. The term of each Subscription is designated in the applicable Order Form.

**I. Parameters**

- a. **Service Availability:** Velosimo's goal is to have all of the material functions of the Services (including without limitation, Customer's web-based administrative functions) available for access by Customer Users 100% of the time during the peak business hours of 5:00 a.m. through 6:00 p.m., Pacific time, Monday through Friday. Velosimo will schedule to occur outside of these hours any planned maintenance that requires, or that Velosimo believes is likely to result in, the unavailability of one or more material functions of the Services.

**II. Handling of Support and Maintenance Requests**

- a. **Contact Information and Procedures:** Velosimo's normal business hours are 6:00 a.m to 6:00 p.m Pacific Time, Monday through Friday, excluding holidays observed by the US Federal Government. Support or maintenance requests delivered outside of these normal office hours are treated as received by Velosimo at the opening of business on the next Velosimo business day. Requests for help desk support or assistance in the resolution of Problems (as defined below) with the Services may be delivered by telephone or e-mail at the following addresses:
  - 1. For Code 4 Problems (as defined below)
    - a. e-mail: [support@velosimo.com](mailto:support@velosimo.com)
  - 2. For Code 1, 2 and 3 Problems (as defined below)
    - a. e-mail: [support@velosimo.com](mailto:support@velosimo.com)
    - b. Telephone: 801.613.1952
- b. **Response to Support and Maintenance Requests:** "Problem" means a continuing or recurring problem experienced by Customer in accessing or using the Services. Velosimo will respond to reported Problems and to requests for help desk support in accordance with the time frames and effort levels set forth below based on the Severity Code that Customer assigns to the request pursuant to the criteria set forth below.
- c. **Exclusions.** Velosimo is not responsible for correcting reported Problems that result from the actions, equipment, or software of Customer or any Customer User or that otherwise result from events that are outside of Velosimo's reasonable control, including any failure of access circuits to (other than those caused solely by Velosimo), the unavailability of, or interruption or delay in, telecommunications, power or other third party (excluding Velosimo's subcontractors), or any third party software, or any other Force Majeure Event.
- d. **Security.** The parties expressly recognize that it is impossible to maintain flawless security, but Velosimo and Customer shall take reasonable steps to prevent security breaches. If Customer or Velosimo becomes aware that an unauthorized party has accessed Customer Information, or that Harmful Code that has infected Velosimo's server files, then the party that discovered the security breach or the Harmful Code shall attempt to notify the other party of the occurrence as soon as is reasonable. "Harmful Code" means computer instructions whose purpose is to disrupt damage or interfere with use of Velosimo's or Customer's computer and telecommunications facilities, including without limitation, any automatic restraint time-bomb, trap-door, virus, worm, Trojan horse, or other harmful code or instrumentality that will cause the Services or any Customer or Velosimo software, hardware or system to cease to operate or to fail to conform to its specifications. Velosimo shall take reasonable precautions to previous stop, find and eliminate the spread of all viruses and worms on its servers. Velosimo may, at its discretion remove or delete infected Customer files from the server, with or without advance notice to Customer in order to prevent additional damage to the servers. In such event, Customer shall not be entitled to any setoff, discount refund or other credit. Velosimo will attempt to contact Customer as soon as possible if this occurs.



- e. **Emergency Contacts.** Velosimo shall deliver to Customer and keep current a list of persons and telephone numbers ("Calling List") for Customer to contact in the case of Code 1 or Code 2 Problems occurring after Velosimo's regular business hours, or if telephone support described above is unavailable. The Calling List shall include: (a) the first person to contact if a question arises or error occurs and (b) the persons in successively more responsible or qualified positions to provide the answer or assistance desired. In the event that Velosimo fails to respond promptly to any request by Customer for telephone consultative service, Customer may then attempt to contact the next more responsible or qualified person on the Calling List until contact is made and a designated person responds to the call.
- f. Velosimo will respond to reported problems and to requests for help desk support in accordance with the time frames and effort levels set forth below based on the Severity Code that Customer assigns to the Problem pursuant to the criteria set forth below.

Severity	Description of Severity	Response Time	Resolution Time
Level 1 <b>Critical</b>	Critical issue occurring on production system preventing business operations. A large number of users are prevented from working with no reasonable workaround.	Velosimo will respond with confirmation of receipt of incident.  Follow-up will be provided via the ticket system every 60 minutes.	Upon confirmation of receipt, The Company begins continuous work on the Problem and will put forth the effort to provide a workaround, fix, or estimated completion date within 72 hours after the Problem has been diagnosed and/or replicated or provided there is a client representative available to assist with issue diagnosis and testing during the resolution process.
Level 2 <b>High</b>	Major issue occurring on production system severely impacting business. A large number of users are impacted by issue, but they are still able to work in a limited capacity.	Velosimo will respond with confirmation of receipt of incident.  Follow-up will be provided via the ticket system every 2 business days.	Upon confirmation of receipt, Velosimo put forth the best effort to provide a workaround or fix or estimated completion date within 14 business days after the Problem has been diagnosed and/or replicated.
Level 3 <b>Medium</b>	Issue causing a partial or non-critical loss of functionality on production system. A small number of users are affected.	Velosimo will respond with confirmation of receipt of incident.  Follow-up will be provided via the ticket system every 5 business days.	Upon confirmation of receipt, Velosimo will put forth the best effort to provide a workaround or fix or estimated completion date within 21 business days after the Problem has been diagnosed and/or replicated.
Level 4 <b>Low</b>	Issue occurring on non-production system or question, comment, feature request, documentation issue or other non-impacting issue.	Velosimo will respond with confirmation of receipt of incident.  Follow-up will be provided via the ticket system every 7 business days.	Resolution for the issue may be released as a patch set or be incorporated into a future release of the product.

### III. Maintenance Windows

Velosimo will perform all system maintenance during designated maintenance windows. Velosimo will provide notice of scheduled maintenance within these maintenance windows.

- a. **Critical Issues** - In the case of critical issues preventing users from using the system, Velosimo may deploy fixes at any time to resolve critical customer issues.
- b. **All other Issues** - For all non-critical issues, Velosimo will perform system maintenance during the following day/time window. Maintenance Window: Every Thursday - 9:00 PM PT - 1 AM PT.

ADDENDUM NO. 1

ENTERPRISE SYSTEMS INTEGRATION and MANAGED  
INTEGRATIONS-AS-A-SERVICE  
VILLAGE OF ARLINGTON HEIGHTS

11/14/2023

The Village of Arlington Heights releases this first addendum to the RFQ for Enterprise System Integration and Managed Integrations-as-a-Service. It asks all vendors to completed the revised RFQ document released on 11/14/2023. This addendum addresses Section 3: Conditional Release of API Documentation. The Section is revised as follows:

“The Village seeks to utilize open API’s from Tyler and Cityworks to develop the expected integrations. To familiarize prospective respondents with the API capabilities available, respondents are required to sign a non disclosure agreement (NDA) with Tyler Technologies to access the API documentation from Tyler. Respondents interested in obtaining the API documentation from Tyler will be invited to electronically consent to the Tyler NDA terms without condition prior to accessing this information. The Village recognizes access to this document is necessary to assess the feasibility of building the necessary integrations outlined in the scope of work.

To receive access to the Tyler API toolkit documents, Tyler requires your team to complete the NDA agreement that is attached as Attachment A: Tyler Technologies Non-Disclosure Agreement. Please complete the form and immediately send it to the Village’s designated point of contact for this RFQ, Lisa Subrin at [LSubrin@vah.com](mailto:LSubrin@vah.com). Once received, the Village will submit to Tyler Technologies to be countersigned and it will send the API document in a separate, follow-up message to the contact registered to receive this RFQ document.

Upon the successful submission and approval of your NDA by our organization, you will receive an email containing the API document.”

The Village requires your signed acknowledgement of this addendum #1 as part of a proposer’s complete proposal response. Failure to acknowledge receipt of this addendum with the proposer’s proposal submission shall result in the submission to be incomplete and be disqualified.

Vendor’s Acknowledgment of Receipt

Company Name \_\_\_\_\_ Velosimo, Inc. \_\_\_\_\_

By \_\_\_\_\_  \_\_\_\_\_

Print Name \_\_\_\_\_ Sean Wong \_\_\_\_\_

Position / Title \_\_\_\_\_ CFO \_\_\_\_\_ Date \_12/15/23\_\_\_\_\_

## ADDENDUM NO. 2

### ENTERPRISE SYSTEMS INTEGRATION and MANAGED INTEGRATIONS-AS-A-SERVICE VILLAGE OF ARLINGTON HEIGHTS

12/4/2023

The Village of Arlington Heights releases this 2nd addendum to the RFQ for Enterprise System Integration and Managed Integrations-as-a-Service in response to questions asked

The Village requires your signed acknowledgement of this addendum #2 as part of a proposer's complete proposal response. Failure to acknowledge receipt of this addendum with the proposer's proposal submission shall result in the submission to be incomplete and be disqualified.

#### Questions and Answers:

Q1: Is the RFQ to be submitted electronically by the due date to your email address?

Answer: Yes – Please provide a PDF submission of your proposal and submit it electronically to Lisa Subrin at LSubrin@vah.com

Q2: Can you advise, if Section 10, Proposal Response Guidelines, is what is requested to be submitted? Or, should Section 5, Evaluation Criteria also be included addressing each line item?

Answer: Section 10 provides the format for respondents to structure their proposal responses. Section 5's evaluation criteria will be applied by the Village's proposal evaluation team. Respondents should be conscious of the evaluation criteria when drafting their responses.

Q3: Tyler Installations/Migrations: Could you provide an update on the current status of the Tyler installations and migrations, specifically focusing on Utility Billing and Enterprise Service Request (ESR) systems? Additionally, are there any other Tyler products currently being implemented or planned for implementation in the near future?

Answer: The City is implementing Tyler's EnerGov and Munis Utility Billing on 12/12 and 1/29, respectively. We expect these systems to be stabilized in their respective production environments by the start of this project in February 2024. The implementation of Tyler's MyCivic/Enterprise Service Request will be limited to Tyler-to-Tyler product integrations which are native to the platform.

Q4: Azure Environment: Could you clarify the current extent of Arlington Heights' footprint on Azure? Also, is there interest in expanding this usage to include Azure's capabilities for the upcoming integration projects?

Answer: At this time, from an operational point of view, we do not store or process data on Azure. However, we do utilize Azure Entra ID for authentication and login purposes. We do intend to mandate

that all developers store and commit any code developed for the Village of Arlington Heights in a Git repository. Currently, we are exploring the possibility of using Azure DevOps to manage this project, but a final decision has not been reached yet. As for future integration projects, we do not have any plans at this time, but the situation may change in the future.

Q5: CityWorks Installation: Is the current CityWorks installation deployed in an on-premises environment, or is it cloud-based? Additionally, are there any plans or considerations for migrating it to a different environment in the near future?"


Answer: The CityWorks Installation is on-prem running on Windows IIS.

Q6: Will the City confirm that ESRI is the platform the Village uses for GIS? If not, ESRI, please provide the name of the GIS platform used.

Answer: The City uses Esri's products for desktop, server, and online mapping services for all of its GIS activities and contracts with Municipal GIS Partners to support its GIS applications, data, and services. Since 2017, it has been an active member of the GIS Consortium, an organization of Chicago-area communities unified by a common goal: to share resources, information, staffing, and technology so that municipalities can optimize the value of their GIS capabilities.

#### Vendor's Acknowledgment of Receipt

Company Name \_\_\_\_\_ Velosimo, Inc. \_\_\_\_\_

By \_\_\_\_\_  \_\_\_\_\_

Print Name \_\_\_\_\_ Sean Wong \_\_\_\_\_

Position / Title \_\_\_\_\_ CFO \_\_\_\_\_ Date \_\_\_\_ 12/15/23 \_\_\_\_\_