velosimo

Question	Answer
Please provide a detailed 5 year cost of ownership by year assuming there are no changes.	If the City signs a multi-year agreement for five years, Velosimo will hold the annual increase to 3%. The total five year cost of ownership would be $130,073.83, and is broken down below. Year 1: $24,500.00 Year 2: $25,235.00 Year 3: $25,992.05 Year 4: $26,771.81 Year 5: $27,574.97
Please provide a detailed 5 year cost of ownership, assuming there is one net new bi-directional integration being developed in year 2 consisting of 40 hours development effort	If the City adds one net new connector in year two, the total five-year cost of ownership would be $181,323.26, and is broken down below. The additional connector would be $12,250. Year 1: $24,500.00 Year 2: $37,485.00 Year 3: $38,609.55 Year 4: $39,767.84 Year 5: $40,960.87 Development Effort = $175/hr x 40 = $7,000
Are all cloud processes run in vendor owned tenets, or client owned tenets?	All cloud processes run inside the Velosimo iPaaS platform which is located in AWS. We provision multiple customer tenants to account for non-production and production usage. The tenants are housed in the Velosimo platform, but the customer has full access to their tenant to configure and monitor the integration via named user access. Training on the Velosimo tool is provided as part of customer onboarding.
What level of technological skill does the Village need to maintain/manage any pieces of the integration stack?	The Velosimo iPaaS platform is cloud based so there is no need for agency IT to maintain any local infrastructure specific to Velosimo. Skill set for configuration and maintenance of the connectors once deployed depends on the task. For configuration, we target a technical Business Analyst level resource as the skillset level required to configure the connector. For monitoring and troubleshooting, the same technical Business Analyst may be able to perform many monitoring tasks, but they also may require the assistance of an IT Analyst / Developer role to understand some of the more technical items when reviewing the logging information.
Describe how data transfer failures are remediated. a. Is any data retained in the environment?	Data is retained in the Velosimo instance for a configured timeframe. Our default is 2 weeks, but we can adjust per connector.

a. Are transactions logs used to replicate transactions? a. In a disaster recovery scenario, what would be the process to replicate 1 day or 1 weeks' worth of transactions?	We keep a log of the "flow executions" which details the specific calls made and the response, including the data. In the case of a failure, the transaction may be retried. Retry can be manual using the Velosimo User Interface or we can add programmatic retries that automatically retry transactions based on some ruleset. Example, every 30 seconds for 3 minutes. Because we store the data and the transactions for the defined time… we can leverage that in a disaster recovery situation. In the case of such a disaster, The Village would contact our Customer Success team who can engage Engineering resources to assist in that emergency.
Do you proactively monitor the application API's for upgrades, code changes and deprecated functions AND proactively upgrade your tech stack accordingly? Will the built integrations always remain in supported technology?	Yes, as part of the annual subscription we will maintain the connectors. For any changes to Tyler or Cityworks APIs that impact the connector, Velosimo will update the connector to maintain current functionality. Our Cityworks partner instance is upgraded prior to customers and we validate all our Cityworks connectors once that upgrade happens. We will implement the same approach for Tyler using The Villages non-production instances as we are not aware of Tyler providing partner sandbox instances similar to what Cityworks provides.
What is your expected timeframe for implementation?	Once development work is started, it is estimated to take 12-16 weeks to complete both connectors
Why are the services so high on your references, yet zero in this proposal? What constitutes the extra service fees for these clients?	We are maturing as a company. Some of the references provided were early customers where we used Services contracts to build products. With our recent funding and growth, we are able to make strategic investments. Tyler Munis is a very large system with many customers and The Village is not the only agency with these requirements and we believe we can build something that can help many agencies the way our other connectors are used.
What is the activity of new interface objects being added to the community? Can you describe the process for the Village if they were to find one that they wanted to use?	Velosimo adds new connectors on a regular basis, based on market demand, contractual obligations, and other factors. We added approximately 12 connectors to our marketplace in 2023, and have several on the roadmap for 2024. If the Village has interest in using an existing connector, it can be procured via an order form or other contracting method. Please note, a departmental or platform license is also an option to be discussed if the agency anticipates using four or more connectors in the future.