



Question	Answer
1. What is your experience working with supported API's from Tyler?	We have multiple customers using the Accela - Tyler Cashiering payment connector. This connector was built in cooperation with a customer and Tyler Technologies. Velosimo was able to lead that development for the customer. The customer's primary role was requirement validation and direct communications with Tyler related to technical questions for the integration. Velosimo will provide the technical expertise, but Tyler requires the requests are initiated by a Tyler customer.
2. What is your experience working with supported API's from Cityworks?	We have several live customers using connectors that leverage Cityworks APIs. We are an active Cityworks partner and we leverage our Cityworks partner software instance (CWOL) to stay current on the releases and any changes to the APIs that impact our connectors.
3. Have you had experience working with clients that use Tyler and/or Cityworks applications? If so, please explain how your team supported them.	We have multiple customers in both live and deployment stages of their Velosimo deployment that leverage Cityworks and Tyler connectors. Velosimo Customer Success supports our customers through the entire journey from procurement to post go-live. We leverage a support ticketing system to track and monitor communications with customers related to their connectors. We leverage our strong partnerships with providers like Cityworks to stay in front of any changes that impact the integrations our customers are using. We enjoy our role as the middleware and are happy to support customers as we jointly work with Tyler/Cityworks to achieve seamless integration.
4. What would happen if during the integration design, the API's provided by either Tyler or Cityworks did not perform according to specification. How would your team support the Village in troubleshooting and reporting the gaps to the vendor support teams managing each API?	Velosimo logging and transaction reporting will become a critical asset for the Village in the communication between all three parties if this situation does happen. Velosimo will engage with the Village to help communicate and resolve the issue. As active partners of Cityworks, we can get direct support from Cityworks on many items as we work with their solution. For Tyler, we will work with the



	<p>Village as your consultant to work through the Tyler support processes to get the information/resolution required.</p>
<p>5. Walk the Village's team through what an upgrade cycle of your platform looks like to include:</p> <ul style="list-style-type: none">a. Confirm vendor's proposal anticipates an annual upgrade cycle for the Cityworks and Tyler applications. Discuss your involvement in the scheduling process for each application upgrade based upon your proposal.b. Describe what communication occurs prior to testing to plan for the Village's upgrade testing.c. Describe the Village responsibilities vs vendor responsibilities during testing. How will the API integration would be tested in a TEST environment prior to upgrading either the Tyler or Cityworks business applications.d. Describe the testing and validation process of Internal code base for your own upgrades/security enhancements. How will these be updated?e. Describe the transition from the testing to the production environment. Describe the process to confirm post-testing communications to notify Village the upgrade is successful completed.	<p>The Velosimo Connect iPaaS platform is on an infrequent and as needed upgrade schedule. The backend platform team does add additional capabilities for our developers or hosted infrastructure needs. These upgrades happen during defined maintenance windows in the SLA document referenced below and do not impact connector capabilities or functionality.</p> <p>Velosimo Connectors are kept up to date with critical changes based on any updates that impact the connector, yearly or other, from the two "endpoint" Vendors Tyler and Cityworks. Notifications for tenant changes are provided to any designated Village contacts via email.</p> <p>Velosimo generally provisions multiple "tenants" or instances of the Velosimo connectors for use with both Production and Non-Production (testing/training/etc) usages. These tenants can be used by the Village to validate the Velosimo connector at the same time as the Village is validating the non-production release of the "endpoint" software (Tyler/Cityworks)</p> <p>These tenants will also be used to validate any changes Velosimo needs to make to ensure connector stability throughout the maintenance life cycle of the connector based on changes from either "endpoint" system.</p> <p>Following successfully validating connectors in non-production instances, Velosimo Customer Success can assist the Village in migrating configuration from the non-prod to the Production Velosimo tenant.</p>



<p>6. In the event of a disaster recovery situation, please discuss how your service replicates transactions during a specific time period? Would there be any additional cost for these services?</p>	<p>In the event of a disaster, Velosimo stores transactions for a defined time period (default of 2 weeks). Transactions from this time period may be re-executed using the Velosimo Platform tools. Re-executing transactions can be done by Village staff or Velosimo Customer Success can engage to assist in the re-executing transactions.</p> <p>Re-executing transactions, including assistance from Customer Success is included in the subscription cost of the connector. If the Village requires services beyond re-executing transactions. These additional services may be billed at our standard hourly rate (175/hr).</p>
<p>7. Do you have a standard SLA in place that you currently adhere to?</p> <ul style="list-style-type: none">a. If not, would you be willing to establish support and resolution timeliness through an SLA?b. If yes, can we see it and if desired, are you willing to revise it to meet the Village's business needs?	<p>Yes, Velosimo has a standard SLA included in our Support and Maintenance Agreement available here: https://www.velosimo.com/msmp-1</p> <p>Our Support and Maintenance Agreement is based on industry standards, however we are open to discussing it in more detail with the Village.</p>
<p>8. Please describe the exit strategy of the Village if there were ever a need or desire to leave the platform due to contract expiration or other technical reason.</p> <ul style="list-style-type: none">a. Would the Village be able to support its own integration and continue using the integration platform or would it lose the rights to continue using the platform or integration code developed?b. What happens to all of the data the is contained on the site?c. Is any of the code base portable to other platforms?	<p>Velosimo Connectors are based on annual subscriptions. If the Village were to discontinue the subscription, the Village would lose access to the software on the expiration date of the annual subscription.</p> <p>The data on the site (transaction logs from the defined retention period) will be provided to the Village within 30 days of contract expirations.</p> <p>Velosimo connectors are proprietary to the Velosimo Platform.</p>