velosimo

Question	Answer
In reference to the attached RFQ, please discuss Velosimo's experience supporting client integrating utility billing service requests with work orders (RFQ Section 4.2). Does your team have experience performing a similar scope of services were utility billing service requests originating from a CIS/311/UB system that were passed to Cityworks to accomplish the business objectives outlined? If so, please describe and provide a reference contact information.	Velosimo has engaged with an agency to provide an integration connector between a utility billing system and asset management system (Springbrook to Cityworks) to accomplish similar business objectives the Village has identified. This agency is currently in its final stages of testing, but have not had the opportunity to use it in production yet. Velosimo also has live customers with asset management to non-utility service request integration connectors (Cityworks to PublicStuff). Public Stuff submission data is automatically transferred to new work orders in Cityworks AMS. Work order updates in Cityworks are then automatically reflected in Public Stuff. For more information, we are happy to share the reference below: John Stinson, Sr. IT Manager City of Durham, NC john.stinson@durhamnc.gov Additionally, we are happy to suggest an additional customer to speak with regarding the overall experience partnering with Velosimo: Amy Shackelford, Sr. Business Analyst Town of Queen Creek, AZ amy.shackelford@queencreekaz.gov
The Village provided the API Enterprise Service Request (ESR) documentation from Tyler Technologies to Velosimo. The Village's RFQ Section 4.1 outlines the integration proposed for non-utility billing service requests. Please confirm that Velosimo will deliver a functioning connector supporting steps #5 and #6 based upon the Tyler's ESR API capabilities to receive service request status updates from Cityworks.	Velosimo can create an integration connector that uses Cityworks Action Manager events on Service Request status updates within Cityworks to pass events to Velosimo. Velosimo will then trigger the appropriate processes in both Cityworks and Tyler 311. If labor costs exist, Velosimo will create the associated work order from the service request details. We assume we can pass the necessary information back to Tyler 311 based on the API documents received. The Tyler 311 API states it is primarily designed for new requests and queries, but there is an endpoint named "ExternalTaskStatusUpdate". We assume this

	accepts Service Request updates from external systems such as Velosimo. Having those updates then appear in MyCivic is not something the API discusses. Velosimo assumes updating the data in Tyler 311 will allow the My Civic application to access and present that data. If additional Velosimo flows are required to make the data available in MyCivic, we will provide those flows as a part of the productized integration connector, assuming Tyler provides an API for those updates.
Would Velosimo use the Village's RFQ Section 4: Technical Scope of Work as the basis for its statement of work and managed integration services?	Velosimo does not build our connectors using SOW style engagements. SOWs limit our ability to be flexible to build the product the Village wants and needs. We will create the Product Design Specification, which provides full details on what we will build for the integration connector, based specifically on Section 4 Technical Scope from the RFQ. The features and functions defined in the Product Design Specification is what Velosimo is committing to deliver to the Village.
Would Velosimo consider a deliverables-based payment structure for each connector proposed? Please propose a payment structure based upon the successful delivery of each connector. Discuss what happens if a connector cannot achieve the expected scope outcomes defined in Sections 4.1 and 4.2 following design, build, and testing activities.	Velosimo is a software company and does not provide a deliverables-based payment structure. However, we would be willing to work with the Village to provide alternate terms. Since Velosimo will be immediately investing resources into the development & build, we propose a 50/50 payment structure. This would include 50% of the subscription fee upon contract signing and the remaining 50% of the subscription fee upon user acceptance testing. Once invoices are delivered, standard payment terms are net 30 via ACH. Velosimo's strategy is to be an agency's integration partner, not just a vendor. Our team is dedicated to delivering integrations that meet an agency's scope and needs, and will work together to troubleshoot, enhance and test the integration to satisfaction. Agreement contains termination language in the unlikely event such action is required.