ATTACHMENT B

From:	Keith Hobday <Khobday@truepointsolutions.com>
Sent:	Wednesday, March 15, 2017 9:06 AM
To:	Tonya Amberson
Subject:	Lake County Proposal and follow-up
Attachments:	County of Lake Ongoing Services Quote 3-15-17.doc

Hi Tonya

It was Great to meet you guys on Monday! I will just send info to you as the primary contact until you tell me differently. Please pass on to anyone else. Here are my thoughts now that I know more about where you guys are at.

I think we can provide the most value by helping out both during the current contract and then after you get the core system in place. Here is what I propose.
Of course I am open to talking about any variation of this that will fit your needs.

Phase 0 - before go live (Work can be done in parallel with current Accela contract as an anonymous consultant)
- Consult/advise County on how to get the most out of the current Accela contract. Schedule at least a weekly 1 hour meeting to review progress and answer questions.
- Review current SOW with County to verify that the County is getting everything they can from their current contract.

- Demo the concept of one Planning Entitlement record to Michalyn that could be used for all planning cases except CUPA. This could combine many of the BPT's into one record type.
- Design and create Planning Entitlement Record, workflow, fees since it is outside the 10 record types in the contract (this can also be used to convert Permits Plus Planning data)
- Help county decide how to best convert Permits Plus Building data and create any supporting configuration
- Help county decide how to best convert Permits Plus Grading Permit data and create any supporting configuration
- Help county with final testing for go-live

Budget 80 hours

Phase 1 - after go live and current contract is over
- Support County with post go-live activities and basic questions
- Basic cleanup of your current configuration to make screens and layouts look and function nicer for County staff
- Create Over-the-Counter (high volume) building Permit records to be used for specific basic permits (Water Heater, Reroof, etc). These permits can be created and issued form ACA once a payment merchant account is in place.
- Create additional scripts to further automate steps wherever possible
- Provide additional Training (Possible setup weekly 1.5 hour web based workshop)

Budget 200 hours

On a side note. If you guys decide you can't contract with us for whatever reason I would still be open to providing basic advise on how to get the most of your current contract as a curtesy. I fell bad about the situation you have feel into with your current implementer.

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