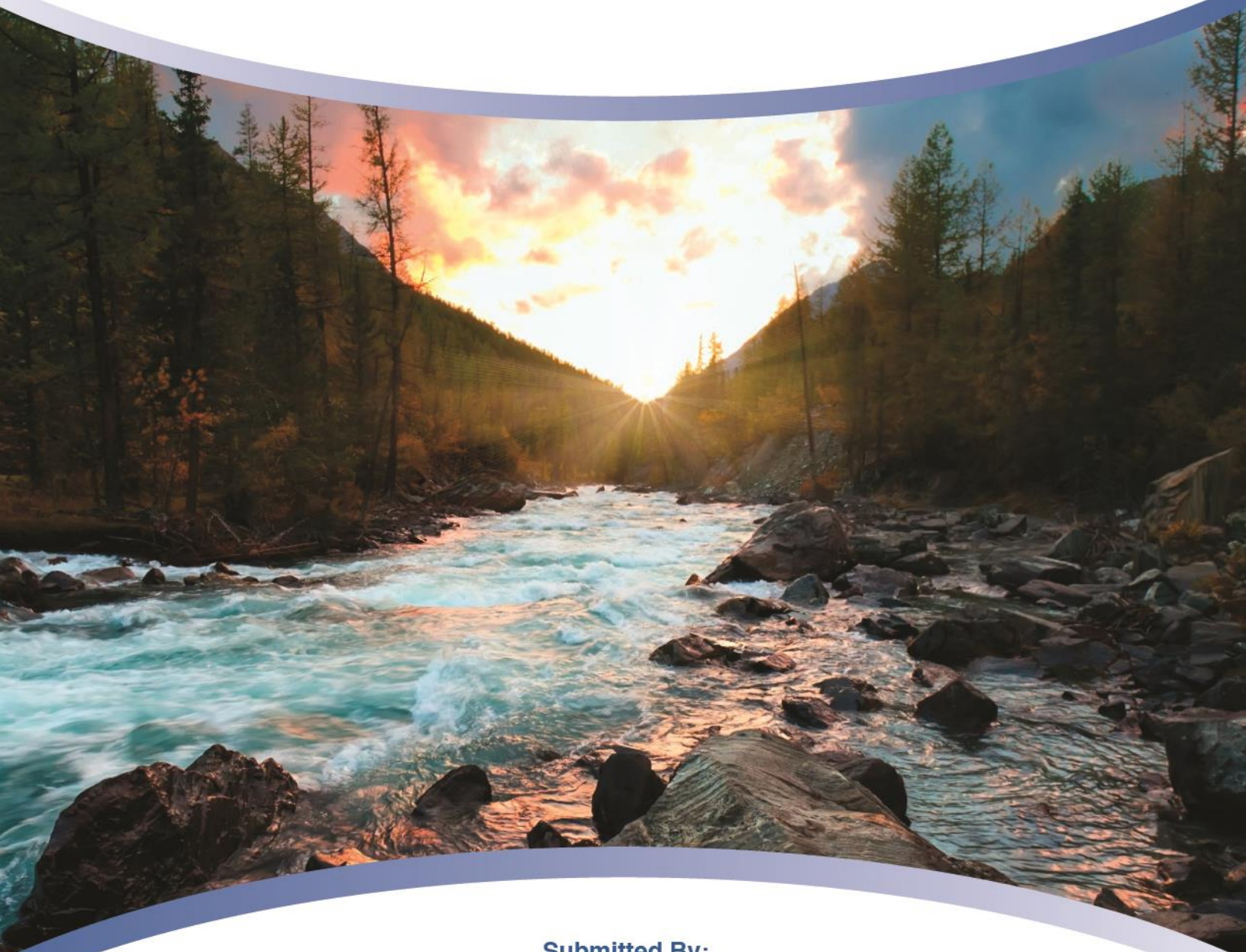


# CITY OF DULUTH, MN

Proposal for the  
Scope of Work for GIS Technical Support Services and FlowGIS 365 Software

Duluth, MN

Response Date: November 2, 2018



Submitted By:



November 2, 2018

Troy P. Kubes  
City of Duluth  
520 Garfield Avenue  
Duluth, MN 55802

**Subject: Scope of Work – GIS Technical Support Services and FlowGIS 365 Software for the City of Duluth, MN.**

Dear Mr. Kubes:

Magnolia River Services, Inc. (Magnolia River) is pleased to submit our proposal response and pricing to the City of Duluth, MN (City) for review. With 18 years of experience, Magnolia River offers the capacity, technical knowledge, and commitment to quality to meet the project needs for a complete GIS application for the City. Magnolia River's senior management and staff have extensive knowledge in GIS services, software design and implementation, associated training, and maintenance.

Magnolia River is pleased to provide the City with a detailed Scope of Work (SOW) to supply FlowGIS 365 Software and GIS Technical Support Services, which includes pricing that is valid for 90 days from the date of issue of November 2, 2018. Upon acceptance of this proposal via email, an agreement between Magnolia River and the City will be issued (Agreement). This scope of work includes the following:

- Software Implementation and Configuration of FlowGIS 365 Mobile and Desktop
- Geodatabase Design and Update
- FlowGIS 365 Desktop/Mobile Training and Support Services

Magnolia River appreciates the opportunity to be of service to the City. If you have any questions or would like clarification of our submission, please contact Mr. Payce Reynolds at 641.629.0859, (payce.reynolds@magnolia-river.com). We look forward to providing our services to the City.

Sincerely,



Sean Zintel  
Director of GIS Services

711 Nance Ford Road  
Southwest Suite E  
Hartselle, AL 35640

# GIS Technical Support Services and FlowGIS 365 Software

November 2, 2018

## Scope of Work

### I. System Assessment and Data Preparation Services

**Data Review.....Included**  
Magnolia River will thoroughly review the GIS data and information assets. The data will be analyzed for volume, format, and content. In collaboration with the City staff, we will also gather supporting information regarding current operating procedures, work flows, and business rules. Finally, an assessment of the City’s data needs and requirements will be performed.

Magnolia River expects this information-gathering effort to be conducted remotely and take approximately one (1) working business day.

**Geodatabase Design and Update.....\$3,000**  
Based on the analysis of the available source data and requested functionality, Magnolia River’s technical staff will design an Esri geodatabase schema that may accommodate both current and future City GIS needs. The database model will be tailored and structured in such a way to house infrastructure assets and related information for the gas system, honor the business and operating requirements, and account for the utility’s future anticipated growth.

Magnolia River will perform the database design and update remotely. The geodatabase design is not to exceed (NTE) three (3) working business days. Additional geodatabase design will be subject to rates established in the Agreement between Magnolia River and the City.

### II. Software, Hardware and Software-Related Services

**FlowGIS 365 Configuration.....\$12,000**  
Magnolia River will install and configure FlowGIS 365 desktop and mobile applications based on feedback from the City on the business process/workflow requirements and example inspection forms provided by the City.

The FlowGIS 365 desktop environment is a collection of tailored Esri ArcGIS desktop extensions that support data management, system analysis, and reporting activities for a utility system.

Magnolia River’s FlowGIS 365 for desktop tools include:

- **@Risk:** Analyze the potential risk of a system, identify necessary updates, and provides a roadmap for allocation of resources to maintain the system.
- **Isolation Trace:** Analyze facilities in a utility network during system outages and generates a list of affected customers along with their contact information for service on/off notifications.
- **Gas DOT:** Leverage GIS data to create the required DOT Gas Distribution System Annual Report.

- **Reporting:** Easily and quickly develop tailored database-driven reports.  
Import: Allows for integration and visualization of data from multiple sources such as customer information, land records, billing information, and more within a single GIS system.

Magnolia River will implement up to five (5) initial digital field inspection forms in FlowGIS 365 mobile utilizing example FlowGIS forms from Magnolia River's existing FlowGIS form inventory or hard copy versions of these inspection forms currently used by the City for field data collection.

Magnolia River will configure its automated task assignment tool and automated reporting tool to support maintenance activities for the City. Utilizing current and maintenance workflows, Magnolia River will configure rules for maintenance task scheduling and reporting on completed work. The automated task assignment tool can schedule recurring task order rules based on systems events, failed inspections, etc.

Magnolia River will setup and configure its GeoTask Dashboard application to be used by the City for real-time viewing of data collection progress and provide the status of outstanding field data collection tasks or work orders. The GeoTask Dashboard includes a web map, reporting tools, data dashboards for viewing system status, robust search and data query functionalities, and the ability to assign or create ad-hoc task or work orders.

Software design, configuration, and setup are NTE twenty (20) working business days. Additional software design, configuration, and setup will be subject to rates established in the Agreement between Magnolia River and the City.

**FlowGIS 365 Subscription for On-site Implementation.....\$795/month or \$9,540/year**

Magnolia River will install FlowGIS 365 Desktop tools on up to three (3) desktop computers at the City and assist the City with the initial configuration of the FlowGIS 365 Desktop tools.

Magnolia River will install and configure FlowGIS mobile software, digital inspection forms, and the project enterprise geodatabase on-site on the City's production server utilizing the City's ArcGIS for Server Standard license

Magnolia River will provide access to the FlowGIS 365 Mobile software application through Apple's App Store for iOS devices, Google's Play store for Android devices, or the Windows Store for Windows 10 or above devices. The City will be able to download the latest version and future application updates through Apple's iOS App Store, Google's Play store, or Windows App Store.

Use of any software specified herein, including but not limited to, FlowGIS 365, will be, at all times, subject to the terms and conditions of the applicable End User License Agreement, including any amendments thereto, and payment of all applicable fees required by Magnolia River. Rates may vary and are subject to change.



**III. Training and Support**

**FlowGIS 365 Mobile Support Services.....Included**

As part of the City FlowGIS 365 software subscription, Magnolia River will provide the City with telephone, email, and remote diagnostics support for FlowGIS 365 software for up to 20 hours per year. Support services also include software enhancements planned by Magnolia River and access to the online FlowGIS 365 software user’s manuals and help documentation.

Additional telephone, email, and remote diagnostics support will be subject to rates established in the Agreement between Magnolia River and the City.

**FlowGIS Training.....\$5,000**

Magnolia River will provide on-site training for the City staff for FlowGIS 365 software. The objective of the course is for utility personnel to become familiar with both the FlowGIS 365 Desktop and Mobile software, collection techniques, data capture and attribute entry, and tool configurations. The training will take place on-site at a facility specified by the City and occupy four (4) full days. One (1) day of training will be dedicated to FlowGIS 365 Mobile and one (1) day of training will be dedicated FlowGIS Desktop. FlowGIS 365 Mobile training will be available for up to ten (10) users and FlowGIS Desktop will be available for up to three (3) users.

Magnolia River will also provide two (2) days of admin training for up to two (2) City staff on the use of Magnolia River’s server-side applications including Reporting Service, GeoTasker, and the GeoTask Dashboard. The objective of the course is for server administrators to become familiar with the ArcGIS for Server and Magnolia River’s server-side tools. Training will include application maintenance and configuration best practices and techniques.

Training of additional users will be subject to rates established in the Agreement between Magnolia River and the City.

### Project Summary and Costs

The project will be governed by the terms and conditions of the Agreement executed by and between Magnolia River and the City. All services provided under this proposal which require greater than the allotted time to complete as estimated herein, will be subject to additional charges.

GIS Services Summary	
Data Review	Included
Geodatabase Design and Update	\$3,000
FlowGIS 365 Configuration	\$12,000
FlowGIS Subscription for On-site Implementation	\$795/month or \$9,540/year
FlowGIS Support Services	Included
Training Services	\$5,000
<b>PROJECT TOTAL</b>	<b>\$29,540</b>

#### Applicable Notes:

- 25% of the total project will be invoiced at commencement of work (start-up). Remaining project invoicing will be billed based on project milestones to be determined and agreed upon by Magnolia River and the City.
- Quote is valid for 90 days. Terms Net 30.
- Project will be invoiced on a monthly basis per the requirements of the MSA.
- Non-GSA travels costs and Other Direct Costs (ODC), such as equipment rental, software purchases, subcontractor fees, etc. that are incurred during the course of the project will be invoiced separately at cost plus 15%.
- MAGNOLIA RIVER SERVICES'S CUMULATIVE LIABILITY UNDER ANY THEORY OF LIABILITY (WHETHER IN CONTRACT, TORT OR OTHER) PERTAINING TO THE SERVICES PROPOSED HEREIN OR THE PERFORMANCE THEREOF OR ANY INCIDENT ARISING FROM THE PERFORMANCE THEREOF SHALL BE LIMITED IN THE AGGREGATE TO THE AMOUNT PAID TO MAGNOLIA RIVER SERVICES INC TO PERFORM THE SERVICES THAT GAVE RISE TO ANY SUCH LIABILITY.

**Assumptions:**

Below are the project assumptions on which the scope presented above is based. Variations and/or deviations to the assumptions will affect cost:

- ArcGIS for Desktop Standard is already installed on the City’s network.
- All information and data provided by the City will be correct and accurate, as of the date of this proposal. Magnolia River will be entitled to rely on the information and data provided by the City.

**Closing**

Magnolia River appreciates the opportunity to be of service to the City and looks forward to providing quality solutions and results for this project. If there are any questions, please do not hesitate to contact Payce Reynolds.

<b>Proposal Accepted By Client:</b>
<b>Sign:</b>
<b>Print Name:</b>
<b>Title:</b>
<b>Company Name:</b>
<b>Date:</b>

<b>Proposal Accepted By Magnolia River Services, Inc.</b>
<b>Sign:</b>
<b>Print Name:</b>
<b>Title:</b>
<b>Date:</b>