

# **PCOX INFORMATION TECHNOLOGY PROPOSAL FOR FILEMAKER PRO DATABASE SERVICES FOR WOODBURY, NY PARKS AND RECREATION**

## **OVERVIEW**

PCOX Information Technology is pleased to submit this proposal for services to support Woodbury, NY Parks and Recreation (WPR) in achieving its goals for improving its existing Park Manager FileMaker Pro 14 database application by providing ongoing development and operational support.

### **The Objective**

- Provide on-going Park Manager development
- Provide on-going Park Manager operational support
- Implement new business requirements for future releases
- Regularly scheduled application user meetings

### **The Opportunity**

- Incorporate current list of user requirements
- Develop system documentation
- Develop release process

### **The Solution**

- Implementation of requested bug fixes and/or customer requested enhancements
- System Upgrade Plan 2018
- On-going development and operational support

## **OUR PROPOSAL**

Woodbury, NY Parks and Recreation (WPR) has a well-deserved reputation for quality community outdoor activities. A FileMaker Pro 14 application database currently supports resident registration and access pass management activities for local community parklands. However, currently there is minimal active development or operational support for this critical system. Woodbury, NY Parks and Recreation (WPR) faces the possibility of operating without ability to change application, lack of available support and not being able to maintain database application alignment with new vendor releases (e.g. FileMaker Pro 16), risk of jeopardizing vendor supportability.

PCOX Information Technologies (PCIT) develops and supports database solutions to help businesses manage transactional and decision-making database applications. Most RDBM systems supported with most popular systems being Microsoft SQL Server and FileMaker Pro. PCOX Information Technologies, propose that Woodbury, NY Parks and Recreation (WPR) implement development and operational support services for the current FileMaker Pro 14 Park Manager application database. Our solution will provide on-going support and development for the Park Manager database application, along with any additional database application needs outside of the Parks Manager application. Most importantly, we development a relationship that incorporates and full end-to-end service, including regularly scheduled customer calls and meetings, system documentation, application releases and training to ensure full customer satisfaction.

### **Rationale**

- Improved supportability
- Alignment with business needs
- Current resources/technology

### **Execution Strategy**

Our execution strategy incorporates proven methodologies, extremely qualified personnel, and a highly responsive approach to managing deliverables. Following is a description of our project methods, including how the project will be developed, a proposed timeline of events, and reasons for why we suggest developing the project as described.

## Technical/Project Approach

Standard project tools are used to track requirements, schedules, releases and deliverables. An initial client meeting to be scheduled for initial introductions and existing requirements validation. Review of existing FileMaker Pro 14 Parks Manager application database will be in scope during the existing requirements validation. An agreed release schedule will be critical to successful standard release approach to ensure the database application reflect changing business needs.

Releases follow the standard development lifecycle, which will ensure rapid inclusion of customer requirements and keep production changes in-synch with customer expectation around functionality.

## Resources

All development and testing will take place at PCox Information Technologies in West Orange, New Jersey.

## Project Deliverables

Following is a complete list of initial project deliverables:

Deliverable	Description
Resolution of existing Park Manager database application issues	<p>When I enter a new resident – if the address is already listed, can this be shown in the Alert box? Can you put that box on the bottom and move the additional info box to the middle?</p> <p>As I showed you, when I type in a date (date issued) the expiration date goes to 6 years. When I click on the date issue then tab over the to the expiration date, it goes to 5 years. Can you fix it so when I type in the date, it will automatically go to 5 years?</p> <p>When I am listing a new resident and filling in all the info, the last name, address, home phone numbers (not the cell phone numbers) and e-mails should be the only info that carries over when I add a new family member</p> <p>Date of birth, Gender, (these do not currently carry over), Status, Duration of pass, pass type, date issued, expiration date, free guest pass info and anything typed in the boxes to the right should <b>not</b> carry over to the next family member</p>

## Timeline for Execution

Key project dates are outlined below. Dates are best-guess estimates and are subject to change until a contract is executed.

Description	Start Date	End Date	Duration
Implement initial customer requirements	12/4/2017	12/15/2017	40 hours

## Supplied Material

The following materials are to be supplied by Woodbury, NY Parks and Recreation (WPR) for this project. For PCOX Information Technology to meet project milestones, this material must be supplied on schedule. The due dates included in the following table represent our best guess based on current proposed project dates:

Materials to be supplied by Woodbury, NY Parks and Recreation (WPR)	Due Date*
Copy of existing Parks Manager application database	12/4/2017
Current system documentation, if any	12/4/2017

*\*We cannot be responsible for cost overruns caused by client's failure to deliver materials by agreed-upon due dates.*

## EXPECTED RESULTS

We expect our proposed solution to Woodbury, NY Parks and Recreation (WPR)'s requirements to provide the following results:

1. When I enter a new resident – if the address is already listed, can this be shown in the Alert box? Can you put that box on the bottom and move the additional info box to the middle?
2. As I showed you, when I type in a date (date issued) the expiration date goes to 6 years. When I click on the date issue then tab over the to the expiration date, it goes to 5 years. Can you fix it so when I type in the date, it will automatically go to 5 years?
3. When I am listing a new resident, and filling in all the info, the last name, address, home phone numbers (not the cell phone numbers) and e-mails should be the only info that carries over when I add a new family member
4. Date of birth, Gender, (these do not currently carry over), Status, Duration of pass, pass type, date issued, expiration date, free guest pass info and anything typed in the boxes to the right should **not** carry over to the next family member

### Financial Benefits

- Keystroke savings
- Consistent workflow
- Consistent workflow
- Consistent workflow

### Technical Benefits

- Improved application user experience
- Accurate data
- Consistent and accurate data
- Consistent and accurate data

## PRICING

The following table details the pricing for delivery of the services outlined in this proposal. This pricing is valid for 30 from the date of this proposal:

<b>Core Services Cost</b>	<b>Price</b>
On-Premises Database development	140/hr.
On-Premises Database support	140/hr.
Cloud Database Development	140/hr.
Cloud Database Support	140/hr.
<b>Add-On Services Cost</b>	
Disaster Recovery Review, Design and Implementation	140/hr.
Software License Review	140/hr.
Performance Review	140/hr.
Training	140/hr.
<b>Total</b>	

Disclaimer: The prices listed in the preceding table are an estimate for the services discussed. This summary is not a warranty of final price and does not include on-site meeting costs, which are billed at \$70/hr. Estimates are subject to change if project specifications are changed or costs for outsourced services change before a contract is executed. All core work is done remotely.

## **CONCLUSION**

We look forward to working with Woodbury, NY Parks and Recreation (WPR) and supporting your efforts to improve your Parks Manager application database. We are confident that we can meet the challenges ahead, and stand ready to partner with you in delivering an effective IT support solution.

If you have questions on this proposal, feel free to contact Phillip Cox at your convenience by email at [phillipalbertcox@gmail.com](mailto:phillipalbertcox@gmail.com) or by phone at 347-863-1477. We will be in touch with you next week to arrange a follow-up conversation on the proposal.

Thank you for your consideration,

PCOX Information Technologies  
Database Architects