

SPONSORS: Doyle, Gas and Water Departments

RESOLUTION

BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF FLORENCE, ALABAMA as follows:

SECTION 1. That the agreement with True North Geographic Technologies, LLC, a copy of which is attached hereto, for the renewal of hosting and support for Cityworks asset management software, Florence Alabama, in the total amount of \$18,750.00 and the same is hereby approved, ratified and confirmed.

SECTION 2. That the Council has investigated and ascertained and hereby finds True North Geographic Technologies, LLC, to be qualified, responsible, and competent to perform said services.

SECTION 3. That the contract for such services be awarded to True North Geographic Technologies, LLC, and that the proper officials of the City execute the contract in the name of and on behalf of said City.

ADOPTED this the \_\_\_\_\_ day of \_\_\_\_\_, 2025.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

CITY COUNCIL

APPROVED this the \_\_\_\_\_ day of \_\_\_\_\_, 2025.

\_\_\_\_\_

MAYOR

ADOPTED & APPROVED this the \_\_\_\_\_ day of \_\_\_\_\_, 2025.

\_\_\_\_\_

CITY CLERK-TREASURER

**City of Florence**  
**Gas and Water Department**

**Cityworks Hosting & Support**

Prepared for:  
Bryan Mitchell  
Florence Gas & Water Department  
110 W. College Street  
Florence, AL 35630  
256-718-3216

Prepared by:  
True North Geographic Technologies LLC  
119 MTCS Road  
Murfreesboro, TN 37129  
Ph: 615-890-7728

June 30, 2023





## Summary

True North Geographic Technologies, Inc. (True North) is pleased to present this proposal to the City of Florence (Florence) to provide continued Cityworks hosting and monthly support. The proposal includes professional services for maintaining the existing hosted server environment and providing monthly support that includes technical support, enhancements, routine maintenance, troubleshooting and software updates and patches. The term of the agreement is for three, one-year terms as outlined below.

This hosted environment includes one 4-core server with abundant RAM and storage to provide a robust user experience. The server is running Cityworks Server AMS and Microsoft SQL Express.

## Support Details

Support includes up to 5 hours of support per month from True North for server administration. Support for performance tuning, routine maintenance, Tier-2 technical support and installing software upgrades is included.

True North *strongly* recommends that all employees who will be interacting with the servers and applications pursue the appropriate Esri and Cityworks training.

## Ad-Hoc Support

True North offers additional support at a discounted rate. This can be used to augment the monthly support and would be required should monthly support for the hosted servers begin to consistently exceed the designated hours. True North's Enterprise Support agreement is attached with this proposal.

## Scope of Services

True North will provide up to 5 hours of support per month to assist Florence with maintaining and enhancing the Cityworks server environment.

## Florence Requirements

Florence will meet agreed upon deadlines.

Florence will maintain adequate internet bandwidth to support working with the hosted environment.

Florence IT will coordinate with departments to prioritize requests for support.

Florence staff will pursue appropriate Esri and Cityworks training.

## Cost

Monthly hosting as described with 5 hours of support per month: \$1,250 per month (billed quarterly). Invoices are to be paid within 30 days of receipt.

**FY 2024 Total: \$15,000 (July 1, 2023 to June 30, 2024)**

**FY 2025 Total: \$15,000 (July 1, 2024 to June 30, 2025)**

**FY 2026 Total: \$15,000 (July 1, 2025 to June 30, 2026)**



The City of Florence accepts the proposal titled City of Florence: Cityworks Hosting & Support for \$15,000 per fiscal year dated June 30, 2023. The hosting term for each fiscal year is from July 1, through June 30 of the subsequent calendar year. The City may terminate this hosting agreement at any time by providing 30 days written notice.

CUSTOMER

True North Geographic Technologies LLC

\_\_\_\_\_  
Customer Name

\_\_\_\_\_  
True North Representative

\_\_\_\_\_  
Address 1

\_\_\_\_/\_\_\_\_/\_\_\_\_  
Date

\_\_\_\_\_  
Address 2

\_\_\_\_\_  
City/State/Zip

\_\_\_\_\_  
Authorized Signature

\_\_\_\_\_  
Printed Name

\_\_\_\_/\_\_\_\_/\_\_\_\_  
Date

\_\_\_\_\_  
Purchase Order Number (if applicable)





## ArcGIS/Cityworks Support Blocks

Support Blocks are discounted blocks of support hours purchased in advance for customers who do not have a long-term Master Services Agreement with True North. Because support blocks are agreements with no expiration date, there is no risk involved. Support hours can be used as needed without concern over losing the support investment. In addition, for customer convenience, True North will track the usage of support blocks and provide a report documenting hours as they are used.

### Standard Support Blocks

Listed below are the options for purchasing Standard GIS Support Blocks as of January 1, 2022:

Regular Hourly Rate	Number of Hours	Rate per Hour	Extended Price	Savings
<b>\$175</b>				
	40	\$170	\$6,800	\$200
	56	\$166	\$9,296	\$504
	80	\$162	\$12,960	\$1,040
	120	\$158	\$18,960	\$2,040
	200+	\$148	\$29,600+	\$5,400+

\* Please Note: Travel time is charged one way. If necessary, overnight travel expenses are charged separately at cost plus 10%.

Blocks do not expire.

**Standard Block Time Use** – Support Block time may include, but is not limited to:

- System Planning - needs assessment, system architecture/design, server sizing, budget planning
- Consulting - RFP development & review, project management
- Server Support - administration, configuration, preventative maintenance, troubleshooting
- Esri Software Support - installation, configuration, customization, troubleshooting of ESRI desktop and server software applications
- Cityworks Software Support - installation, configuration, customization, troubleshooting
- Database Management - geodatabase design, data loading, ETL automation, database tuning
- Application Development - desktop applications, server applications, process automation; code modification/update for existing applications



### Basic Support Blocks

Listed below are the options for purchasing Basic GIS Support Blocks as of January 1, 2022:

Regular Hourly Rate	Number of Hours	Rate per Hour	Extended Price	Savings
<b>\$136</b>				
	20	\$133	\$2,660	\$60
	40	\$129	\$5,160	\$280
	80	\$126	\$10,080	\$800
	120	\$122	\$14,640	\$1,680
	200+	\$116	\$23,200+	\$4000+

\* Please Note: Travel time is charged one way. If necessary, overnight travel expenses are charged separately at cost plus 10%.

Blocks do not expire.

**Basic Block Time Use** – Support Block time may include, but is not limited to:

- Data Conversion – migrating/transforming data from one format or structure to another
- Data Cleanup – editing and correction of GIS feature geometries and/or attributes
- Data Maintenance – ongoing update and editing of customer GIS data
- Geocoding – conversion of tabular data into spatial features
- Map Production – preparing and producing digital or hardcopy map documents
- Data Collection – remote data entry using GPS or other mobile devices (equipment and travel expense not included in hourly rate)

**Escalated Rates** – When necessary and upon customer approval, True North will upgrade a customer support request to escalated status. This allows the support issue to receive immediate priority over other existing support requests and project work. In the event that escalation requests are received from multiple customers, the requests will be handled in the order received. Time for an escalated request is charged at 1.2 times the standard rate.

**Emergency Rates** – True North reserves the right to charge time at 1.5 times the standard rate for requests for unplanned emergency service during non-business hours.

**Fixed Fee Projects** – In addition to GIS Support Blocks, True North also offers fixed fee billing for projects that require a more predictable expense approach. All Fixed Fee Projects require a Project Manager to build a scope of work for the project. Once the scope of work is in place, the project is priced. Time required to build the scope of work for the project may be charged against an existing Support Block or rolled into the fixed cost of the project.

Acceptance

*These service rates become effective on receipt of payment for the Service Block requested.*

Initial the Number of Hours Purchased with this agreement:

Standard:    40\_\_\_\_\_    56\_\_\_\_\_    80\_\_\_\_\_    120\_\_\_\_\_    200+\_\_\_\_\_    (# of hrs)

Basic:        20\_\_\_\_\_    40\_\_\_\_\_    80\_\_\_\_\_    120\_\_\_\_\_    200+\_\_\_\_\_    (# of hrs)

**CUSTOMER**

**True North Geographic Technologies LLC**

\_\_\_\_\_  
Customer Name

\_\_\_\_\_  
True North Representative

\_\_\_\_\_  
Address 1

\_\_\_\_\_  
Date

\_\_\_\_\_  
Address 2

\_\_\_\_\_  
City/State/Zip

\_\_\_\_\_  
Authorized Signature

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Purchase Order # (if applicable)